



# IFS FIELD SERVICE

# MANAGEMENT™

THE MOST COMPLETE, CONNECTED,  
CLOUD FIELD SERVICE

IFS

BUILT FOR BEST-IN-CLASS SERVICE ORGANISATIONS

DEVELOP NEXT-GENERATION OUTCOME-BASED REVENUE STREAMS

The world of field service is rapidly changing. As our consumption is influenced by faster, more efficient digital platforms so customer expectations surrounding service – including response, convenience and value are rising.

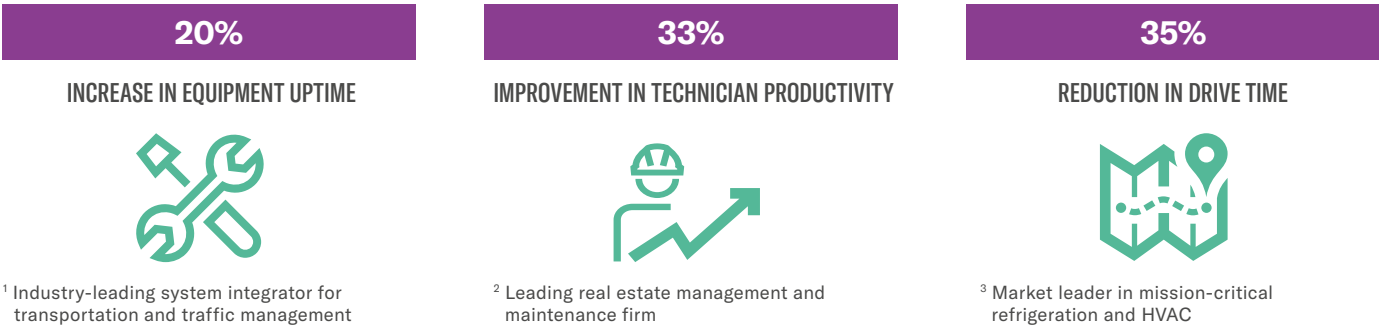
The shift toward service-based revenue models (servitization) demands actively optimizing, streamlining and monetizing your core operations. The Internet of Things (IoT), artificial intelligence (AI) and performance based-analytics are already enabling advanced predictive intervention to replace costly reactive service.

Scheduling and empowering field service resources, managing service parts, reverse logistics and administering warranties and SLAs are complex, costly challenges.

As the industry moves toward outcome-based revenue models, IFS software provides true end-to-end field service management, automating and optimizing operations throughout the service lifecycle:

- Solutions for every service model
- Fully IoT enabled
- Platform for outcome-based service models
- The most complete solution on the market

ACTUAL CUSTOMER OUTCOMES WITH IFS FIELD SERVICE MANAGEMENT



ACKNOWLEDGED MARKET LEADERSHIP

- A 'Leader' again in 2017 Gartner Magic Quadrant for FSM<sup>1</sup>
- IFS positioned highest for “ability to execute”<sup>2</sup>
- Highest score from Gartner for 2018 Complex Service and Support use cases<sup>3</sup>

<sup>1,2</sup> Gartner Magic Quadrant for Field Service Management, Jim Robinson, Michael Moaz, Jason Wong, 27 September 2017  
<sup>3</sup> Gartner 2018 Critical Capabilities for Field Service Management, Jim Robinson, Jason Wong, Michael Maoz, March 2018

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A NEW REVENUE LANDSCAPE

CHANGES FUELING SERVICE TRANSFORMATION

Conventional revenue streams for product-based, business-to-consumer and business-to-business focused organizations are increasingly challenged. Several changes are driving a move toward new, more sustainable service models.

GROWTH OF SERVITIZATION

Services and maintenance are supplanting product sales as profit drivers, with customers increasingly buying ‘outcomes’, like guaranteed uptime, requiring precise SLA management and predictive service capabilities.

MANAGE COMPLEX OPERATIONS

The growing number and complexity of machines, parts and sensors, which are increasingly internet-connected, open up new maintenance models and IoT-driven service processes.

EVER INCREASING CUSTOMER EXPECTATIONS

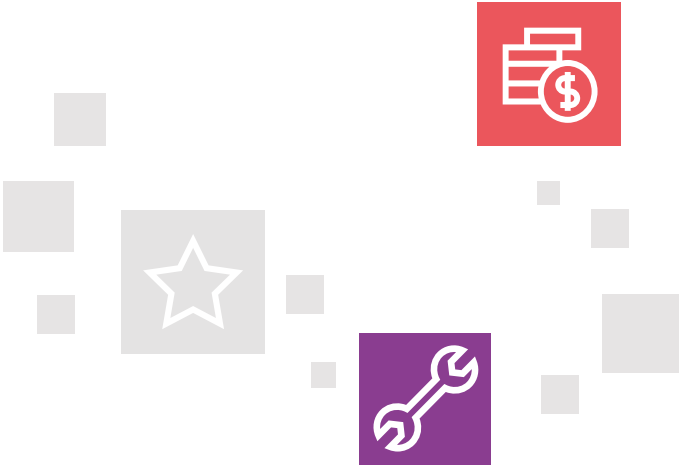
Highly mobilized customers now expect to communicate and interact using the devices and channels they prefer, driving demand for self-service capabilities and omni-channel customer engagement.

MOVING TOWARD PREDICTIVE MAINTENANCE

When remotely connected IoT assets stream real-time data, organizations can model and predict issues. Condition-based preventive servicing reduces costly break/fix service visits, cuts miles traveled and significantly cuts the risk of downtime due to failure.

SCHEDULING RESOURCES EVEN MORE EFFICIENTLY

As customers demand ever higher levels of service, improving scheduling efficiency to get the right people to the right places with the right parts is paramount to contain costs.



“IFS IS SETTING A NEW HORIZON FOR FSM TECHNOLOGY”

Independent research specialist Technology Evaluation Centers’  
1,200 point evaluation of IFS FSM\*

Yu Chen, Senior ERP Analyst, Technology Evaluation Centers  
\*IFS Field Service Management: Redefining Complete FSM. May 31, 2018

NEXT GENERATION SERVICE STARTS WITH IFS FIELD SERVICE MANAGEMENT

# IFS FIELD SERVICE MANAGEMENT


## CREATE AND GROW MORE PROFITABLE BUSINESS

IFS Field Service Management™ (IFS FSM™) intelligently manages the overall service lifecycle optimizing all processes and touch points, delivering flawless service while placing the focus on customer satisfaction.


IFS FSM provides the most complete, connected, cloud field service on the market. Combining best in class, broad and deep functionality for key business operations and processes with powerful reporting and management, IFS FSM lets you create and grow more profitable business.

THE MOST COMPLETE, CONNECTED CLOUD FIELD SERVICE


COMPLETE




OMNI-CHANNEL CUSTOMER ENGAGEMENT




PLANNING AND SCHEDULING OPTIMIZATION




WARRANTY AND CONTRACTS MANAGEMENT




REVERSE LOGISTICS AND DEPOT REPAIR




KNOWLEDGE MANAGEMENT



SERVICE PROJECTS




SERVICE PARTS MANAGEMENT




OPTIMIZED FOR ANY DEVICE


CONNECTED




MOBILE FIELD SERVICE



IOT CONNECTED SERVICE



PREDICTIVE MAINTENANCE



COLLABORATIVE PORTALS

CLOUD

SAAS, WITH EVERGREEN UPDATES

SUBSCRIBE OR LICENSE

ADVANCED WORKFLOW CONFIGURABILITY

DEVICE AGNOSTIC

OPTIMIZE PROCESS EXECUTION AND RESOURCE ALLOCATION

FEATURES LIKE...

LET YOU...

MOBILE FIELD SERVICE

Take your mobile field service capabilities to a new level, enabling field teams to do anything from locating parts to placing orders and providing quotations—direct from the mobile device.

PLANNING & SCHEDULING OPTIMIZATION

Make the best scheduling decisions every time based on your business goals, customer contracts and SLAs. Run 'what-if' analyses to model the business and customer impact of changes.

OMNI-CHANNEL CUSTOMER ENGAGEMENT

Benefit from the most complete suite available. Automate call handling and priority-based routing, and offer voice-based and digital customer self-service for support, orders and requests.

FIELD SERVICE AND RETURN SERVICE SUPPORT

Provide support for field and depot-based service processes, including reverse logistics and repair.

SERVICE REQUEST AND TASK MANAGEMENT

Connect project, work management and task execution in the field. Centralize management of resources, projects and associated requirements while reliably capturing field data remotely.

COLLABORATIVE WEB PORTALS

Give technicians, partners, and customers full visibility with real-time updates and access to important customer and product information.

CONTROL AND AUTOMATE RETURNS AND REPAIRS

SPARE PARTS MANAGEMENT

Automate manual activities such as pick, pack, ship, receiving and put away. Set rules-based replenishment, parts handling and costing logic.

RETURNS MANAGEMENT

Manage all reverse logistics business processes from Return Material Authorizations (RMA) for advance exchange and repair return to receiving, routing, repairing, packaging, shipping and billing.

MANAGE WARRANTIES AND CONTRACTS FLEXIBLY

SERVICE CONTRACT MANAGEMENT

Specify service deliverables including response times, coverage schedules, bill schedules, PMs and escalation rules. Modify pricing with contract-specific adjustments, and define new service marketing programs with new potential revenue sources.

WARRANTY MANAGEMENT

Support multiple warranty types. Automate charge-back procedures. Track service calls and asset history.



## VISUALIZE AND MANAGE YOUR ENTIRE OPERATION

**IFS Field Service Management is intuitive, easy to configure and built for powerful integration, from customer engagement, to scheduling optimization through to sign-off and invoice.**

Utilizing business rules, the software can automatically price your work, make exceptions for customer or business processes as necessary and allow you to run your business by exception, keeping key managers informed of service execution while proactively notifying customers on the delivery of their service.



### PLANNING AND SCHEDULING OPTIMIZATION

Ensuring your mobile workforce deploys the right technician to the right job on-time with the right parts is at the very heart of IFS FSM.

IFS Planning & Scheduling Optimization™ (IFS PSO™) lets you manage your mobile technicians and contractors more efficiently, increase productivity and meet customer commitments. It presents exceptions and alerts, graphically in real time, plus scheduling, route optimization, appointment booking and more.



### OMNI-CHANNEL CUSTOMER SERVICE AND SUPPORT

Customers don't expect to wait in call queues to speak to someone about their queries—they expect to have the freedom and the tools to track their orders, resolve their problems and view the information they care about themselves.

IFS Customer Engagement™ solutions augment customer service, with capabilities including voice self-service, digital self-service and a contact center agent desktop, as well as a full, Omni-channel contact center that includes interactive voice response, call recording, automated routing and queue management.



### WEB PORTALS FOR CUSTOMERS, PARTNERS AND TECHNICIANS

IFS also provides web portals allowing customer self-service, third-party service provider support, and contracted field service dispatch and debrief. Your customers and third-party repair vendors can track items anywhere in the process. Field technicians can check their schedule, dispatch notes, make updates to orders and more.

## FIELD SERVICE MANAGEMENT

**Best-in-class organizations recognize service as a true differentiator and are transforming their relationships with customers by offering outcome-based business models. By embracing technology to anticipate service needs before they manifest as problems, they are taking a proactive and predictive approach. IFS FSM natively incorporates functionality to support this transformation, turning service into a profitable revenue stream while increasing customer satisfaction and loyalty.**

### LEARN MORE

To find out more about the most complete, connected cloud field service solution on the market, visit [ifs.com/FSM](https://ifs.com/FSM) or contact your local IFS representative

### TAKE ADVANTAGE OF NEW SERVICE OPPORTUNITIES WITH IFS

- Enhance revenue through new outcome-based business models
- Transition from reactive to pro-active and predictive service
- Enable technicians to identify upsell and cross-sell opportunities
- Optimize resource scheduling for major cost and productivity gains
- Increase visibility into long-term service management planning
- Optimize contract offerings and SLA performance to increase margins
- Meet rising expectations and increase customer satisfaction



## ABOUT IFS

IFS develops and delivers enterprise software for customers around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. The industry expertise of our people and solutions, together with a commitment to delivering value to every one of our customers, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 3,700 employees and growing ecosystem of partners support more than 10,000 customers around the world challenge the status quo and realize their competitive advantage.

**Learn more about how our enterprise software solutions can help your business today at [ifs.com](https://ifs.com)**

**#forthechallengers**

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