

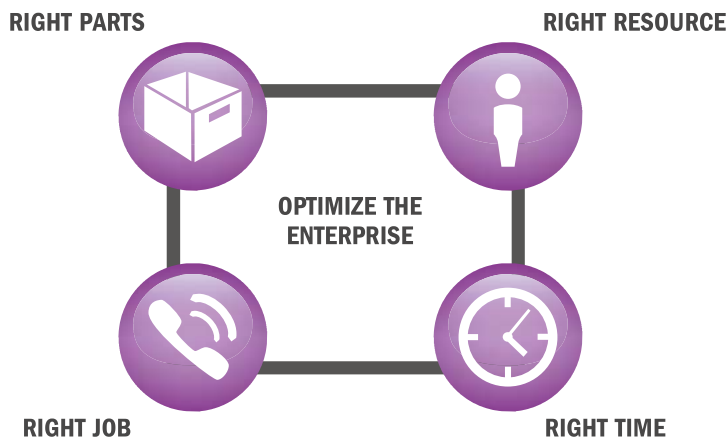
# IFS PLANNING & SCHEDULING OPTIMIZATION™

THE BEST RESULTS IN EVERY SCENARIO



## ARE YOU GETTING THE BEST OUT OF EVERY SERVICE SCENARIO?

According to a 2016 research report by Markets and Markets, the global workforce management (WFM) market is estimated to grow from US\$ 4.49 billion in 2016 to US\$ 7.37 billion by 2021. The ever-growing need for workforce optimization and the increase in mobile adoption is driving the growth for WFM. Increasing cloud and mobile penetration has introduced new methods of working in various sectors. With that, the concept of real-time WFM is gaining popularity due to the increasing complexity in a wide range of business activities. Today, the ability to reschedule on the fly is no longer an optional extra—it's a required capability for best-in-class service organizations.



“By 2020, two out of three large field service organizations will equip field technicians with a mobile application that drives profitability by creating revenue streams, efficiency and customer satisfaction.”

MAGIC QUADRANT FOR FIELD SERVICE MANAGEMENT, JIM ROBINSON, WILLIAM MCNEILL, JASON WONG, MICHAEL MAOZ, 03 NOVEMBER 2016

### TURN SERVICE CHALLENGES. ....

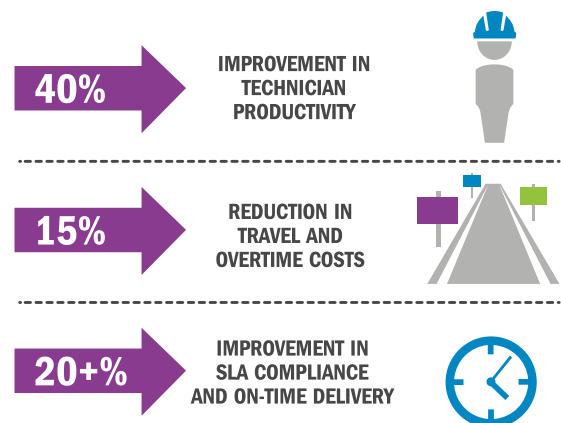
With estimates of 30 billion connected devices by 2020, we've reached a level of maturity in the market with the Internet of Things (IoT) where analysts expect we will now see large-scale adoption of these technologies. Organizations that leverage IoT and digital transformation can shift the service paradigm in their markets by reducing their response times up to 80–90%. Being able to determine service needs proactively and predictively is a significant competitive advantage. If you can also optimize planning and scheduling—and react and reschedule in real time—you can dramatically affect margins and growth.

### ... INTO PROFITABLE BUSINESS OPPORTUNITIES

You can meet these challenges with IFS Planning & Scheduling Optimization (IFS PSO™), a range of modules that can be implemented separately or integrated to form a powerful tool that gives you visibility, scheduling optimization and planning of mobile resources. At its core, IFS PSO also delivers dynamic scheduling that can be optimized by a number of criteria to increase profit, reduce cost and ensure service level agreement (SLA) compliance.

IFS customers using IFS PSO report:

- 15 percent reduction in travel and overtime costs
- 40 percent improvement in technician productivity
- More than 20 percent improvements in SLA compliance and on-time delivery



# BEST-IN-CLASS SCHEDULING FOR BEST-IN-CLASS SERVICE ENTERPRISES

Whether you choose to run our software on-premise or in the cloud, the features and the improved results you get are the same. The comprehensive software suite offers a range of tools to suit different scenarios and business needs, ranging from long-term strategic planning to real-time intraday emergencies.

All of them are built to the same exacting quality standards, delivering every minute of every day.

The tools include a what-if scenario explorer, advanced resource planner, and a dynamic scheduling engine to cover every challenge faced by a best-in-class service organization.

## KEY FEATURES OF IFS PLANNING & SCHEDULING OPTIMIZATION INCLUDE:



A **hierarchical travel matrix** delivers route optimization software that determines travel time and distance between jobs for a scalable real-time response for anywhere network road data exists.



**Target-based scheduling** helps you configure IFS PSO to work towards your specific goals and KPIs.



Examine multiple future resourcing scenarios with **IFS What-If Scenario Explorer (WISE)** for true service management.



The world-class **dynamic scheduling engine** can solve extremely large scheduling problems with multiple constraints—for example skills, SLAs, parts requirements—and deliver highly optimized plans in seconds. More than 95% of the decisions are automated—freeing staff to manage complex exceptions that need a human touch.



The **appointment booking engine** complements the dynamic scheduling engine's real-time, always-optimizing, approach to dynamic scheduling with functions that allow appointments to be seamlessly mixed in with other work types (e.g. break/fix) while retaining maximum resource flexibility and efficiency in the use of resources.



The **advanced resource planner** extends the capability of the dynamic scheduling engine to optimize near-term activities by providing rich functionality to model longer-term work and plan the resources needed to deliver it.



For your **reporting** needs, IFS PSO helps you measure performance, and provide action-ready insights in changeable service situations with a multi-layered approach that gives you real-time reporting and insight coupled with the ability to look at data and trends over longer periods of time.



The **scheduling workbench**, available as a Windows client and browser-based, provides visibility and real-time tools for exception tracking and resolution.

**IFS Planning & Scheduling Optimization** scales linearly from a few technicians to scheduling thousands, and supports multiple scheduling scenarios and objectives. Whether on-premise or in the cloud, or a combination of both (hybrid), the software adapts dynamically and automatically. IFS Planning & Scheduling Optimization is offered as an integral component of IFS Applications™ as well as IFS Field Service Management™.

## WHAT'S NEXT?

The old methods of service simply don't cut it anymore. Best-in-class organizations recognize service as a true differentiator and are transforming their relationships with customers by offering outcome-based business models. These organizations are able to anticipate service needs before they manifest as problems, taking a proactive and predictive approach. IFS PSO natively incorporates functionality to support this transformation, which in turn enables you to drive the following benefits:

- Enhance revenue through new outcome-based business models
- Support predictive service models enabled by IoT ready smart connected products
- Optimize resource scheduling for major cost and productivity gains
- Obtain visibility into long-term service management planning
- Optimize contract offerings and SLA performance to increase margins

## LEARN MORE

To find out how to get the best out of every service scenario, visit [IFSworld.com/FSM](https://www.ifs-world.com/FSM)

If you need further information, e-mail to [info@ifs-world.com](mailto:info@ifs-world.com), contact your local IFS office or visit our web site, [IFSworld.com](https://www.ifs-world.com)

