

IFS FIELD SERVICE MANAGEMENT™

THE MOST COMPLETE, CONNECTED FIELD SERVICE



IS YOUR FIELD SERVICE CONNECTED?

A 2016 research report by Markets and Markets estimates that the field service management market will grow from \$1.97 billion in 2015 to \$5.11 billion by 2020. Low profit margins, increasing competition and increased consumer demand fueled by technological advances in mobility and IoT have contributed to a big shift in this market, both in demand and vendor response. Field service organizations are looking to find new innovative ways to maximize operational efficiency and enhance revenue, such as enabling field technicians to up-sell to customers—and sign off the sale—directly on site or create new contract offerings with multiple levels of SLAs.

“Technology change impacts nearly every business process including field service management, and **IFS leads in adoption**. IFS FSM provides a comprehensive set of functions for optimizing resources along the service lifecycle. **With IFS FSM 5.7, adding IoT allows field service organizations to become proactive and predictive** by identifying equipment issues and mitigating the problem before it cascades into dreaded unplanned failure that impacts business performance and safety.”

RALPH RIO, VICE PRESIDENT ENTERPRISE SOFTWARE, ARC ADVISORY GROUP.

TURN 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 by companies. Organizations that leverage IoT and digital transformation can shift the service paradigm in their markets by reducing their response times by 80–90%. Even before issues are reported, being able to determine service needs proactively and predictively is a significant competitive advantage that can dramatically affect margins and growth.

...INTO OPPORTUNITIES

To meet these challenges, IFS Field Service Management™ (IFS FSM) now comes with embedded IoT capabilities—IFS IoT Business Connector™—and enables our customers to build IoT-based business processes, products and services into enterprise software. For example, machine alerts can be configured to drive condition-based service execution such as remote diagnostics or automated dispatch.



10%

IMPROVEMENT IN
ASSET UPTIME



15%

REDUCTION IN TRAVEL
AND OVERTIME COSTS



15–20%+

IMPROVEMENT IN SERVICE
RESPONSE TIME



BEST-IN-CLASS BENEFITS

Customers running IFS FSM are reporting benefits such as a 10% increase in asset uptime, 15% reduction in travel time and costs, and 15%–20% improvement in service response times.

BEST-IN-CLASS FIELD SERVICE FOR BEST-IN-CLASS ENTERPRISES

As a best-in-class solution, IFS FSM supports end-to-end service lifecycle management, including: contact center, contract & warranty management, knowledge management, planning & scheduling optimization, mobile, customer & partner portals, projects, billing, service parts inventory and returns & repairs processing. With the addition of embedded IoT capabilities,

we believe IFS FSM represents the most complete, connected field service solution on the market.

Of course, IFS FSM also incorporates an integration framework enabling seamless processing with your existing ERP and CRM platforms.

KEY ENHANCEMENTS IN IFS FSM 5.7 INCLUDE:

EMBEDDED IoT CAPABILITIES

Embedded IFS IoT Business Connector enables you to leverage IoT to analyze data from connected machines and devices and automatically turn the information into immediate and predictive actions that drive service level improvements and cost savings.

IMPROVED USER EXPERIENCE

New user interface promotes enhanced usability, extended configurability options, improved workflows and offers standard integration with Microsoft Skype for Business.

ENHANCED FUNCTIONALITY FOR MOBILE WORKERS

Continued investment has been undertaken in support of mobile workforces, including enhancements to shipping, stock management, purchasing, service bills of material, and maintaining product structures from the field. Also, dedicated workflows have been added including support for pooled/team tasks and quotes in mobile for parts, goods, and services.

INTELLIGENT FIELD SERVICE

From automating work status via geocoding and intelligent, automated task and solution identification to automated activity feeds of timely, relevant information throughout the service delivery process.

EVERGREEN FIELD SERVICE MANAGEMENT

Support model based on quarterly software updates eliminating the need for service packs. Updates are distributed regularly, so customers benefit from the latest product enhancements faster and at a lower cost. Also, enhancements have been made to further reduce the total cost of ownership for customers.

10-20+%

INCREASE IN FIRST-TIME FIX RATE



20+%

IMPROVEMENTS IN SLAs AND ON-TIME SERVICE DELIVERY



40%

IMPROVEMENT IN TECHNICIAN PRODUCTIVITY



95%

RATE FOR MEETING CUSTOMER SLAs



100%

COMPLETION RATE OF ALL PLANNED MAINTENANCE



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 FSM 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
- Turn field technicians into sales reps via upsell and cross-sell
- 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

Ultimately, **IFS FSM** helps you better recognize service as a strategic profit center and drive increased customer satisfaction. Are your organization's tools and processes ready for service transformation? Let IFS support you throughout the journey.

LEARN MORE

To find out more about the most complete, connected field service solution in the market, visit IFSworld.com/FSM

If you need further information, e-mail to info@ifsworld.com, contact your local IFS office or visit our web site, IFSworld.com

