

# IFS SERVICE MANAGEMENT™

BEST-IN-CLASS SERVICE LIFECYCLE MANAGEMENT SOLUTIONS  
FOR EVERY TYPE OF SERVICE ORGANIZATION



**IFS DELIVERS**

## **TRUE BUSINESS AGILITY**

The most successful enterprises know how to adapt to, and embrace, what's next in their market. IFS Applications™, IFS Field Service Management™, IFS Enterprise Operational Intelligence™ and IFS Maintainix® help make our customers' businesses so agile they can view what's next not as a threat to be managed but an opportunity to be seized.

### **IFS SOLUTIONS:**

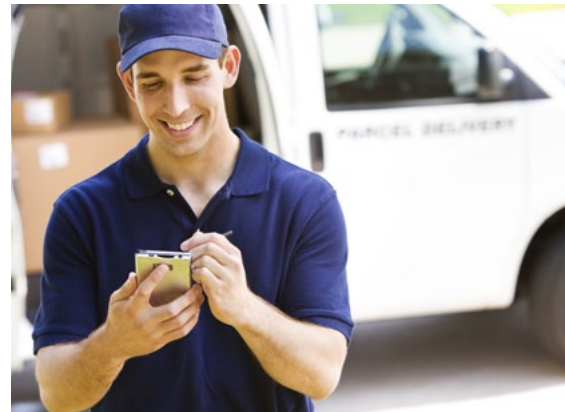
- Are built on industry standards, so you aren't locked into a proprietary technology
- Have a modular architecture so you can quickly add, adapt, scale and integrate as you need to
- Are so user-friendly you will be using the rich functionality in no time
- Offer you greater visibility into your business to spot what's next early
- Give you greater knowledge of how your business needs to adapt
- Provide greater flexibility to take the necessary action to make change happen



# TURN SERVICE CHALLENGES INTO OPPORTUNITIES AND BE READY FOR WHAT'S NEXT

IFS Service Management™ is about providing the best software solution to any type of service business. Whether you're delivering service in the field, in a depot, within a plant, with capital and linear assets, with a consumer, or through booking appointments —no other software offers the scope of IFS Service Management making us the clear leader in this space.

IFS provides an unrivaled breadth in addressing the full-service lifecycle, so unlike other solutions you won't have to fill any gaps with additional software purchases. Complete service management means automating and streamlining processes, addressing cost constraints, and optimizing resources, all while delighting your customers. Simple, but powerful.



If you are seeking best-in-class service lifecycle management which can be **integrated with your existing ERP and/or CRM systems**, then you should consider:

# IFS FIELD SERVICE MANAGEMENT™

IFS Field Service Management™ (IFS FSM) intelligently manages the overall service lifecycle to minimize a business' total cost of servicing high-volume, fast repair cycle products that are either business- or consumer-related.

Best-in-class, IoT ready, service lifecycle management, enabling connected service models and incorporating world-class IFS Planning & Scheduling Optimization™, IFS FSM provides the most complete, connected solution on the market.

- Handles all field processes while keeping management in touch with field employee activities
- Reduces costs associated with responding to contractual agreements
- Focuses on businesses with regular changes to schedules and higher levels of customer interaction
- Maximizes service revenue streams for T&M and contract services
- Incorporates end-to-end service supply chain logistics, reverse logistics and depot repair
- Provides full visibility into the entire service process lifecycle, from origin to customer, to finance and beyond
- Highly configurable and designed to integrate with other business applications
- Embedded connectivity with the IFS IoT Business Connector™

## HIGHLIGHTED FEATURES

## BENEFITS

<b>INTEGRATED END-TO-END SERVICE</b>	Deliver service for planned and unplanned work. From contact center and technical support, through on-site or repair center depot repair. Manages all labor and parts.
<b>CHANNEL SUPPORT VIA WEB PORTALS</b>	Give your technicians, partners, and customers full visibility with real-time updates and access to important account information.
<b>CONFIGURATION STUDIO</b>	Configure the UI and workflow elements of the Field Service Management product to fit your unique requirements.
<b>MOBILITY</b>	Access all features and functionality anywhere, at any time where there is an internet connection. Stay connected to the field in real time, increasing your visibility.



### TYPICAL RETURN ON INVESTMENT (ROI):

- 10–20+% increase in first-time fix rates
- 15–20+% increase in service response time
- 20% call kill in the Contact Center



If you are seeking best-in-class service lifecycle management as part of a **fully integrated and comprehensive ERP solution**, then you should consider:

# IFS ENTERPRISE SERVICE MANAGEMENT™

As an integral part of IFS Applications™, the most agile ERP system on the market, IFS Enterprise Service Management™ provides extensive service and asset management capabilities with all the benefits of a comprehensive ERP system.

- Focuses on preventive maintenance associated with higher levels of planning and fewer unplanned and in-day changes
- Manages complex service work profitably by reducing asset downtime and total cost of ownership
- Manages the complete service lifecycle as a key component of IFS Applications
- Tackles SLAs, helps meet compliance standards, and optimizes longer, complex jobs with a resource optimization engine
- Streamlines your back and front-end business processes with one product that provides your organization with complete service management from finance to the field

HIGHLIGHTED FEATURES	BENEFITS
<b>INTEGRATED WITH BEST-IN-CLASS ERP</b>	Ensure both sides of the customer experience run seamlessly with exchange and shipment management, barcode enabling, information logs and more.
<b>COMPLETE PROJECT MANAGEMENT</b>	Manage complex, long-term projects with budgeting and forecasting tools, work breakdown structures, and project planning.
<b>MAINTENANCE PLANNING AND EXECUTION</b>	Support planned and predictive maintenance models. Show detailed task lists and work breakdown structures.
<b>MOBILITY</b>	Access all features and functionality anywhere, at any time where there is an internet connection. Stay connected to the field in real time, increasing your visibility.



**TYPICAL RETURN ON INVESTMENT (ROI):**

- 10% improvement in asset uptime
- 95%+ rate for meeting customer SLAs
- 100% completion rate of all planned maintenance

If you are seeking world class optimization of your field resources which can be **integrated with your existing ERP, CRM or Field Service landscape**, then you should consider:

# IFS PLANNING & SCHEDULING OPTIMIZATION™

IFS Planning & Scheduling Optimization™ (IFS PSO) lets you manage your mobile workforce more efficiently, increase productivity and better adhere to customer commitments. It consists of modules that can be implemented separately or integrated with other IFS software to create an even more powerful solution that provides visibility, optimized scheduling, and enhanced mobile resource planning.

Unlike competitor products that focus solely on reducing costs, IFS Planning & Scheduling Optimization maximizes your field-service margin while reducing your service delivery costs. We uniquely concentrate on margin maximization.

- Covers all aspects of field activities, including optimized scheduling, route optimization, preventive maintenance, corrective maintenance, appointment booking, dependent scheduling, resource shift planning, static and dynamic scheduling
- Provides clear visibility of past, present, and planned technician activity
- Allows management to make superior decisions by interacting with real-time graphical information and by providing timely warnings of potential or actual breaches of acceptable performance
- Provides flexible deployment and implementation options to suit your business (sold as a plug-in to any non-IFS service management system or as an integrated component within IFS FSM or IFS ESM, deployed on-premises or in the cloud)

## HIGHLIGHTED FEATURES

## BENEFITS

### ADVANCED SCHEDULING OPTIMIZATION

Maintain optimized schedules based on multiple factors improving first-time fix, SLA compliance, travel time, reduce overtime and more.

### DYNAMIC SCHEDULING ENGINE

Maximum technician utilization and customer satisfaction at minimum cost.

### WHAT-IF SCENARIO PLANNER AND TARGET-BASED SCHEDULING

Tools for management to dynamically manage their business, and plan and forecast labor resources.

### HIERARCHICAL TRAVEL MATRIX

Accurate travel times and route optimization reduce travel times and fuel costs.



### TYPICAL RETURN ON INVESTMENT (ROI):

- 15% reduction in travel and overtime costs
- 40% improvement in technician productivity
- 20%+ improvements in SLAs and on-time service delivery

# FOR AGILE, END-TO-END SERVICE MANAGEMENT THAT FITS YOUR ORGANIZATION LIKE A GLOVE

It doesn't matter what types of customers and assets your business is managing, where they are located, how frequently they're maintained, how complex they are, or whether they are supported by complicated contractual agreements—we have the answer with IFS Service Management.

Our powerful service products are designed to work with your organization's unique structure and goals, while transforming your service delivery and business processes. Your service organization is unique and our products are built accordingly, giving you the specific components you need based upon your goals.

You can't justify an enterprise software project based on macro-economics. The business economics of your individual company need to come first. With a heavy focus on the service margin, service organizations that use our software consistently see a big return on investment, including rapid time to value, increased revenue, more jobs per day, an increase in same-day response, and improved customer loyalty.

IFS provides Service Management and specializes in making sure that delivery is intimate to your organization.



Reduce Costs | Increase Revenues | Improve Efficiency | Enhance Customer Sat | Maximize Asset Uptime  
with **IFS SERVICE MANAGEMENT**

## ABOUT IFS

IFS develops and delivers enterprise software for customers around the world who manufacture and distribute goods, maintain assets, and manage service-focused operations. The industry expertise of our people and solutions, together with commitment to our customers, has made us a recognized leader and the most recommended supplier in our sector. Our team of 3,300 employees supports more than one million users worldwide from a network of local offices and through our growing ecosystem of partners.

For more information about IFS, visit [IFSworld.com](http://IFSworld.com)

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