

# IFS Service Management

Helping you deliver your perfect moment of service





Improve and optimize complex service operations

Enable and empower your field organization

Strengthen and expand your customer relationships

Simplify and streamline supply chain management

Protect and maintain operational and serviceable assets

# Be prepared. Stay connected.

Today, customer expectations are higher than ever before, and service organizations are expected to deliver successful outcomes while navigating an uncertain and unpredictable landscape. Customers expect exceptional, frictionless service for every interaction—regardless of the complexity of the assets you service, the technicians in the field, or the supply chain that delivers parts and replacements. To meet these customer expectations, you need a service management solution that’s engineered to master complexity.

A solution that provides you with the tools you need to deliver the moment of service where processes and operations meet requirements and outcomes.

IFS Service Management solutions and capabilities give you all the tools you need to deliver service excellence at every level of your business. Everything from bidding and contract management, mobile workforce planning and scheduling, and parts and repair control to pricing and billing, performance analysis, customer service, and more.

IFS offers the most complete service lifecycle management solution available to help you master the complexity of your business from end to end, with no crossed wires, and no compromises on how you deliver.

- Optimized Planning & Scheduling
- Field Service Management
- Customer Engagement
- Remote Assistance
- Work Order Management
- Depot Repair
- Reverse Logistics
- Service Parts Management
- Intelligent Asset Monitoring
- Performance Management
- Warranty & Contract Management
- Service Pricing & Billing

With IFS, you get the most comprehensive, connected service management solution on the market. IFS offers the broadest scope of service capabilities in the industry, backed up with the deepest level of execution.

# Forecast. Optimize. Deliver. Control your entire service domain

IFS Service Management puts you in the driver's seat, with the ability to proactively get in front of every turn, fork, and detour you need to make to deliver the outcomes your customers expect. All the tools you need to manage your service delivery operations are deployed through our industry-leading, service-focused technology, so you don't have the added worry of application integration and incompatibility issues.

## Optimized scheduling

IFS gives you what you need to optimize your planning and scheduling activities to manage the strategic, operational and tactical elements of your resource planning. Powered by industry-leading artificial intelligence, IFS can do in minutes what our competitors take hours to accomplish. Our planning and scheduling solution allows you to forecast and model your requirements to test strategic changes before you implement them, saving you time, money, and headaches.

Improve SLA hit rates to reduce penalty costs

Improve service levels to increase customer satisfaction and delivery consistency

Make better hiring decisions and improve subcontractor utilizing & hiring to reduce external costs

Optimize technician utilization to increase productivity and first-time-fix rates, reduce driving time and fuel costs, and free up dispatcher capacity

### Power your delivery decisions with advanced scheduling tools

- Resource modelling & planning
- Target-based scheduling
- Travel time & routing optimization
- Appointment booking
- Reporting & analytics

### IFS customers increase efficiencies and savings in time, resources and cost



Market leader in mission-critical refrigeration and HVAC

Multinational support services and construction company

**IFS named a Leader in the 2020 Gartner Magic Quadrant for Field Service Management, for the fifth consecutive time\***

\*Gartner, Magic Quadrant for Field Service Management Jim Robinson, Naved Rashid, 2020

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## Simple planning and forecasting

At the heart of the robust IFS tool kit for scheduling optimization is AI-powered planning and forecasting. Model, analyze and simulate changes to your service organization before putting them in place. Test how the service business can cope with a wide range of scenarios and predict the resources and skills required, and in what locations.

This advanced predictive analytics tool provides answers to tough capacity forecasting questions like how a reduction or increase of workforce will affect performance, or what number of resources are necessary to achieve desired performance against specified demand.

### Predictive field service analytics to:

- Forecast future resource requirements
- Produce heat maps for resource demand
- Predict & optimize SLA hit rates
- Predict & optimize resource allocation
- Predict & optimize resource travel time

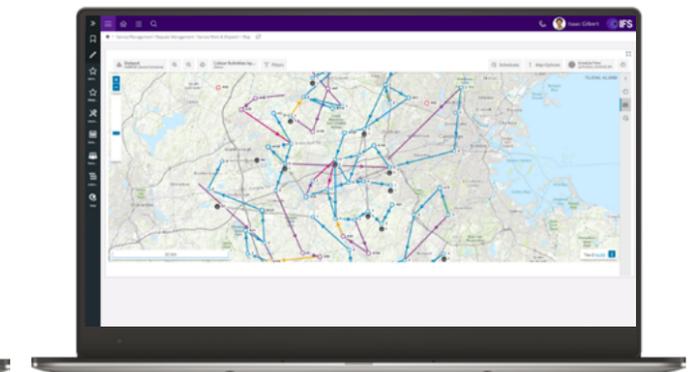
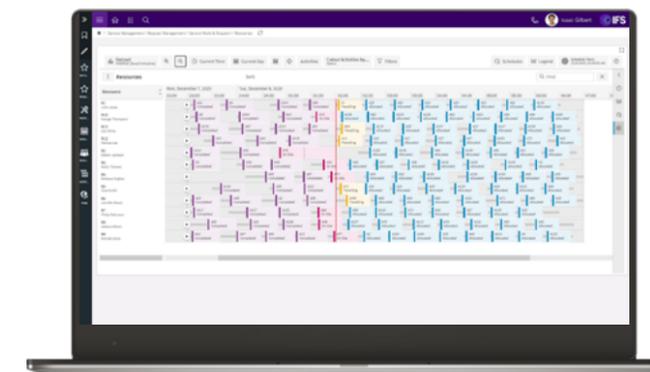
IFS planning and forecasting capabilities enable you to analyze your decisions before you execute on them, giving you the ability to visualize and control your future by answering questions and providing best-case solutions before they become issues.

- Establish resource requirements that can be used as a basis for recruitment
- Perform cost-saving territory and skill rebalancing
- Produce accurate bidding costs for negotiating new contracts
- Assess future training needs via skill change recommendations
- Achieve better alignment of your resource locations to demand locations, resulting in reduced travel costs, carbon footprint and improved SLA hit rates

“

**IFS scheduling optimization is a phenomenally powerful tool. It is key to us in delivering the outcomes our customers want in the most efficient way possible”**

Mike Gosling  
IT Service Platforms Manager  
Cubic Transportation Systems



# Next generation workforce management

IFS Mobile Workforce Management connects your back-office operations and administration to all your activities in the field. IFS capabilities give you real-time access to data for unparalleled situational awareness and operational efficiency. Smart, utility-specific, workflows improve the efficiency of your workforce, and capacity planning tools give you the ability to schedule well in advance. Plus, you can analyze and respond to situations in the moment, increasing reliability and customer satisfaction.

You get all the tools you need to boost field productivity, like integrated mobile GIS, worker and vehicle location services, and street-level routing that allows your crews to spend less time driving and more time working while also reducing fuel consumption and wear and tear on your fleet.

## Top market needs as identified by leading analysts:

- Driving next generation workforce management and remote service
- Redefining service contracts and monetizing service
- Optimizing and managing outcomes and demand changes
- Capitalizing on customer experience for growth
- Adding more intelligent and autonomous assets and workflows

### Efficiency gains with IFS Mobile Workforce Management

#### Managers

Operational reports and interactive dashboards provide accurate and current insights to key performance indicators, providing direct line of sight to how the business is doing—down to each individual worker and job.

#### Dispatchers

Receive, assign, and monitor short and long-cycle, as well as complex work orders based on work and worker locations, availability, skill sets, and job duration. Geospatial, tabular, to fully automated scheduling and dispatching capabilities.

#### Field and mobile workers

Integrated mobile maps and GIS data layers with support for all types of utility field activities. Smart workflows to reduce data entry errors and inputs. Work seamlessly online or offline.

IFS strives to listen closely to customer challenges and keep watch on market drivers to shape our solutions so they meet market needs now and into the future

# Real-time remote service for increased first-time fix

IFS Remote Assistance helps you and your customers remotely install, service, diagnose, maintain and repair assets.

Through augmented collaboration, product experts can lend their experience to your field staff and customers through merged reality. It lets everyone collaborate remotely in real-time using their existing mobile devices.

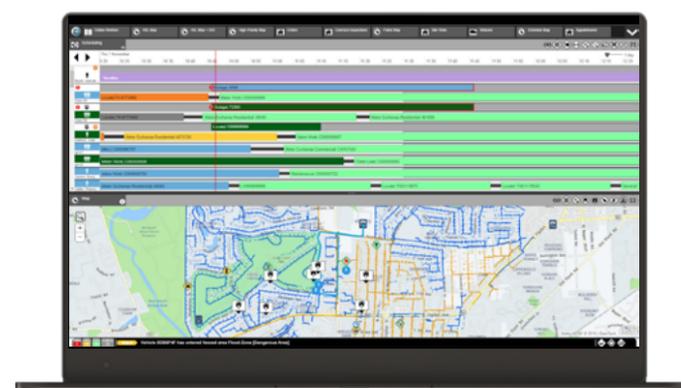
Repairing customer issues remotely is faster than sending out a field technician, so your service levels can increase while your costs decrease. And with junior staff completing service calls (even when the issue is beyond their personal capabilities), first-time fix rates increase.

## Next generation service

- Remote side-by-side work capability
- Customer self service
- Knowledge repository
- Faster onboarding
- Increased first-time-fix (FTF) rate
- Improved quality & proof of service

### With IFS Remote Assistance, Munters, a global leader in energy-efficient air treatment and industrial cooling solutions, embraces a new business model based around servitization

IFS Remote Assistance provides the ability for any of Munters' employees to be anywhere, instantly. Two users can collaborate and interact in real-time while telestrating, freezing images, using hand gestures, and even adding real objects into the merged reality environment. This provides opportunities for remote customer support and resolution, remote diagnosis to increase first-time fix, better utilization of valuable resources, as well as more rapid employee training and knowledge transfer.



# Seamless multi-channel customer engagement

Simplify complex customer service to deliver faster, smarter service through multiple contact channels. By combining an omni-channel contact

center with customer relationship management in a single, configurable, AI-powered agent desktop, support staff are empowered to deliver rapid service however complex the request. Bringing together customer data from multiple systems and contact channels, your agents can deliver customer engagement seamlessly while boosting productivity.



## Omni-channel Contact Center

However customers choose to contact you, IFS Customer Engagement allows you to deliver a seamless customer experience. Customers are connected to the best skilled agent to deal with their request, irrespective of channel, and contacts are presented on a smart agent desktop, guiding agents through complex processes and presenting a fully joined up cross-channel experience.



## Customer Service CRM

Getting the best from your contact center means giving agents a simple, intuitive desktop application that brings together all the relevant, contextualized information they need in one place. The IFS CE platform consolidates relevant customer data from across the organization alongside contact center channels, adding case management and other CRM functionality as required.



## Self-service, AI and Virtual Agents

Our pioneering natural language processing (NLP) module, IFS Customer Engagement intelligentResponse™, enables service centers to offer the self-service options customers demand while relieving agents of repetitive time-consuming tasks. From virtual assistants, chatbots and knowledge bases to dynamic FAQs, automated calls, email and chat, IFS delivers the optimum self-service solution for your business



## Appointment Assistance

IFS Appointment Assistant offers advanced automation, giving your customers real-time updates on service visits and alerts for technician approach or delays. It also offers the ability to upsell your services with targeted marketing messages, monitor satisfaction metrics through a customer portal, and easily analyze and report transactional data through a configurable administration portal.



Implementing the solution, with a dedicated call flow for each agent is a real game changer. It gives our agents the ability to control the call with the customer, get the right level of detail and, in the end, to be able to schedule an appointment that our customers are happy with. It means that it's much easier to schedule technicians to get to the right place at the right time."

Adrian Egley  
Applications Support Team Lead  
Auto Windscreens





# Intelligence. Automation. Control. Harness the power to manage all your service processes

With IFS, you get a seamless, consistent, and easy-to-navigate user interface with the power and control to manage all the functions of your service operations. Rely on advanced automation to make your job easier, count on real-time data for decision making, and empower your field resources to focus on what they do best—interacting with customers and delivering exceptional service.

## Intelligent asset monitoring

Gain the efficiency, speed and agility needed to effectively monitor asset performance, predict asset failure, and supply the most up-to-date information to the field.

Advanced asset monitoring technologies empower you to establish a level of service above and beyond fixing individual pieces of equipment when requested. It guarantees your customer continued operation and focuses on building a long-term partnership to increase their asset lifecycles and enhance their operational performance.



**IOT connected  
equipment**



**Predictive  
maintenance**

Machine learning (ml) predicts  
faults and performance  
degradation



**Autonomous  
work order**

Provides automated service  
request



**First-time fix (FTF)  
prediction**

ML predicts probability  
of failed first-time fix



**Artificial intelligence (AI)  
supported optimization**

Generates service schedules  
from predicted maintenance  
to optimize resources



**Intelligent knowledge  
management**

ML provides contextual  
information to provide a  
complete picture of assets,  
processes, parts

**IFS intelligent autonomous service = outcomes-based contracts**

# Reverse logistics

Manage all reverse logistics business processes from Return Material Authorizations (RMAs) for advance exchange and repair return, to receiving, routing, repairing, packaging, shipping and billing. All as part of a single, seamless process.

With IFS, you have multi-channel visibility across internal and external depots and warehouses and can evaluate repair efficacy in real-time to help facilitate informed decisions.

- Manage your repair process
- Manage your returns more effectively
- Put assets back in the hands of customers seamlessly

## IFS automation enables Spencer Technologies to concentrate on the customer not the processes

Spencer Technologies uses automated IFS reverse logistics capabilities to ensure their retail customer's parts, assets, and components reach their intended location, are serviced as required, and ultimately arrive at the final destination. Automation allows technicians to focus on the customer, rather than on lengthy processes to have machinery picked up, repaired, and returned.

# Service parts management

Create the perfect balance between inventory and service levels with the tools to minimize inventory levels, ensure first-time-fix (FTF), and enhance supply chain visibility. Go beyond standard stock management to improve inventory accuracy, reduce inventory loss, and improve cashflow with technology designed specifically for advanced parts management, smart procurement, reverse logistics, stock counts and mobile logistic synchronizations.

-  **Advanced parts management** provides full support for part alternates, part chains, part replacements, part revisions, and condition codes
-  **Smart procurement processes** combine forward logistics with multiple delivery channels including parts pick-up and drop-ship, giving you the options necessary to optimize your stock movement
-  **Reverse logistics** ensures the flow of parts back to depot repair vendors and OEMs when needed
-  **Detailed logistic transactions** log to the most granular level for complete auditability and reporting
-  **Stock counts** help maintain on-going accurate inventory valuing reports and control
-  **Special algorithms** maintain min/max and reorder points and quantities that ensure the optimized level of stock in the field
-  **Mobile logistic synchronizations** ensures accurate and on-line field reporting of all parts usage and needs to perform the highest level of service your customers are expecting
-  **Multi-channel oversight** allows technicians to pull parts from wherever the closest part is located, whether at the depot or out in the field on another technician's truck.

# Work order management

Create workflow rules specific to business requirements that automatically trigger appropriate data updates and follow-up activities. Manage priorities, entitlement verification, incidents and problems, parts management, technical support escalation, dispatch and scheduling, order entry, repair/return and billing. And assign tasks to the right teams and manage complex multi-day, multi-stage and multi-resource tasks.

“  
IFS has been instrumental in enabling us to differentiate on service and has prepared us for the future of service. We've completely redefined our communication flow – our data accuracy and visibility from the back office to the field and back is excellent.”

Dietmar Schmitz  
Head of Product Development Service Eickhoff

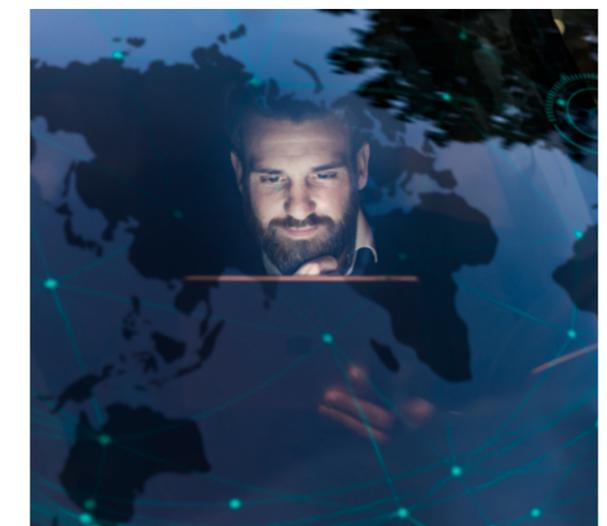
- Single source of truth through all of your service and enterprise operations
- Scalable to the size, scope, and different use cases of your business
- Fully end-to-end out of the box and natively ready to integrate with your systems

# Performance management

IFS Service Management consolidates your key data using the IFS Lobby user interface. With real-time data in this high-level view, you can monitor your service practice, serviceable assets and back office processes in a robust, clean, and clear graphical format. An IFS Lobby offers the whole visual story on operational, functional, and process performance across your entire service ecosystem.

Each IFS Lobby can be customized to support specific needs, delivering distinct and targeted insight from the system as it relates directly to key KPIs. This means that specific data is delivered to each function for the appropriate level of decision making across your organization. Leadership sees a certain set of data, technicians see another, and other areas, such as shipping and logistics functions, see yet another.

The IFS Service Management solution ensures that your teams are aligned to what is most critical at any given point and can see how well things are performing as individual functions and as a company overall. This level of visibility can help avoid numerous escalations, which saves time and money. It also leads to increased customer satisfaction.



# The convergence of service, projects and assets

## Supporting mixed-mode environments within a single end-to-end solution

With the momentum toward delivering outcomes and the increased focus on predictive maintenance, the lines between service management and asset management are becoming blurred. IFS provides a single platform able to address the complex mixed-mode use cases arising from this convergence, architected from inception around the three axes of the service that is delivered, the projects that are enacted, and the actual assets that are served.

Encompassing full Asset Lifecycle Management capability from as-designed, to as-built and finally as-maintained, IFS enables companies to be effective and proactive custodians of their own assets or assets they are responsible for maintaining.

IFS also supports the diverse needs of project-centric organizations with longer-term resourcing and procurement, complex asset management, linear assets with GIS visualization, through to key service and maintenance requirements with complex intraday scheduling and mobile work execution.

Encompassing all of this in a single platform results in a superior customer experience through new service offerings, optimum resource utilization, complete through-life asset management, superior levels of customer satisfaction and increased revenues.



## Complete Project Lifecycle Management

IFS provides an integrated project and asset lifecycle solution that enables data to flow through every stage of the asset's life without the need for complex integrations.

The solution provides complete real-time visibility to all stakeholders. It allows organizations to move to a digital asset lifecycle model and supports the implementation of a BIM strategy. This inherent transparency enables you to deal effectively with the day-to-day running of the business and to handle risk with a new degree of confidence.

### IFS enables seamless handling of all project lifecycle stages, including the following key processes:

- Customer relationship management, bidding and estimating
- Project planning
- Risk management
- Contract change management (e.g. variations)
- Contract management including valuations and applications for payments
- Engineering and design
- Procurement, sub-contract management and supply chain
- Manufacturing and fabrication
- Construction, installation, and commissioning
- Project cost control and progress control
- Asset handover to service, asset and facilities Management
- Finance and project accounting
- Human capital management including time and expenses recording
- Document management

In addition, powerful project cost control allows for user defined project forecasting types such as budget, estimate, monthly project review and simulation.

## Robust Asset Lifecycle Management

IFS supports all aspects of Enterprise Asset Management, from Asset Performance Management (APM) to optimized asset operations and maintenance.

APM is integral to an asset management strategy, enabling ongoing asset health monitoring and measure capture to drive predictive maintenance, underpinned by the creation of user-defined business rules to drive IoT workflows.

Optimized asset operations and maintenance drives a structured approach to managing all aspects of the asset and maintenance lifecycle. From preventative maintenance (PM) regimes controlling when equipment and assets should be maintained based on class and function, to scheduling optimization that considers time constraints (project builds, shutdown events, capacity windows) and resource availability (including skills and qualifications).

### Key capabilities include:

- Comprehensive asset register/repository
- Support for structured maintenance, including structured failure management (SFM), failure reporting, analysis, and corrective action (FRACAS) and failure mode, effects, and criticality analysis (FMECA)
- PM functionality supporting date, event and condition-based maintenance; replacements and eliminations; PM programs to support packages of work/groups of assets
- Reliability centered maintenance (RCM)
- IoT, with configurable workflows
- Integrated risk management
- Embedded quality assurance comprising compliance planning, audit management, non-conformity report (NCR) and corrective and preventative action (CAPA)
- Maintenance planning optimization
- Mobile execution including sub-contractor portals

All this is underpinned by comprehensive performance dashboards to drive operational improvement and run an efficient maintenance operation.

## About IFS

IFS develops and delivers enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. Within our single platform, our industry specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers – at the Moment of Service. The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 4,000 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers.

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

[#MomentOfService](#)

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