

IFS Extends Its Solution Functionality With Boomi **to Enhance Employee, Partner, and Customer Experiences**

With the Boomi AtomSphere Platform, IFS connects its cloud software to third-party applications to realize greater agility, scalability, and efficiency

Pervasive Connectivity

BUSINESS GOALS

IFS develops and delivers cloud enterprise software for companies around the world that manufacture and distribute goods, build and maintain assets, and manage service-focused operations.

Having become a recognized leader and the most recommended supplier in its sector, IFS realized there was an opportunity to use its own technology to modernize business operations and enhance its ability to operate as one global team within a connected partner ecosystem.

IFS migrated seven separate instances into one, in just six months, so that employees would use and benefit from the latest solution.

The number one priority for IFS was to be even more agile and flexible and capable of pivoting in new directions when opportunities arose. As one of the fastest growing vendors, it wanted to create an unparalleled customer experience and onboard new customers quickly and efficiently.

TECHNOLOGY CHALLENGES

The first step to migrate to a unified IT infrastructure was modernizing IFS's integration capabilities using the Boomi integration platform as a service (iPaaS).

Integration at IFS could be a time-consuming process. The company had built its own integrations in-house, which was a sizeable task and took a lot of manual resources. With Boomi's assistance, IFS set out to make this process more efficient, and streamline integration.

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By efficiently extending our solution capability to third-party cloud applications, **the Boomi AtomSphere Platform has accelerated and simplified IFS's digital transformation, and enhances our employee, customer, and partner experiences.**

Sal Laher, Chief Digital and Information Officer (CDIO) and EVP, IFS

HOW BOOMI HELPED

With its strategic vision set, IFS evaluated integration solutions and selected the Boomi AtomSphere Platform. IFS deployed the Boomi platform to integrate its software, extend solution functionality, and connect to third parties. The company also set up an internal integration team dedicated to aligning IT processes across the entirety of the organization.

The decision to engage third-party solutions for specific tasks is now faster, knowing that the integration will be straightforward. Time to market is improved, as the internal data is synchronized across the integrated systems, reducing manual processes. Overall, Boomi has improved the implementation, deployment, and management of the integrations at IFS.

With AtomSphere, maintaining a cloud-focused strategy across the entire organization has been made easier, freeing up further resources and leaving all the application management to Boomi, so IFS can focus on adding value elsewhere.

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We have a really good relationship with Boomi with great contact and great support, so when we have questions **it is easy to reach out to them and they come back with answers quickly not only about day to day operations but also future strategies.**

Samantha Konasinghe,
Manager, Solution Architects & Integrations, IFS

RESULTS & BUSINESS OUTCOMES

IFS has connected systems across the business, including its customer feedback tool, learning management system, and support tickets, to improve the customer experience and capture relevant, timely data through personalized surveys at key moments in the customer's journey. This improves decision making and enhances the customer experience.

Boomi's synchronization of IFS' ERP and Partner Relationship Management (PRM) system allows data to flow in real time, enabling IFS partners to bring in more business leads. IFS has seen growth within its partner ecosystem and achieved faster and more efficient data management as human error is reduced with Boomi.

With the Boomi platform, service upkeep is guaranteed, and IFS is able to quickly deploy integrations to meet business requirements and continue its growth. The company now plans to connect all target applications to its solution and further enhance the customer experience.

CUSTOMER SPOTLIGHT

Market:	Enterprise Software
Headquarters:	Linköping, Sweden
Employees:	4,000
Revenues:	\$826 million (2020)
Key Integrations:	IFS ERP platform, ZiftONE PRM, Saba LMS, ServiceNow ticketing, Xactly forecasting and sales performance management

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