



ONECLICK
CLOSER



to AI Powered Planning
& Scheduling
Optimization



**Time is
running out...**



ClickSoftware Field Service Edge's (FSE) has been announced as End-of-Life

With the announcement of the End-of-Life (EOL) date on December 31st, 2026, it's crucial to start thinking ahead. Your current field service solution is nearing its sunset, and the impact extends beyond your business—it affects your valued customers too.

Now is time to evaluate the best technology in the market that can meet your scheduling needs. At IFS, we're not just here to provide software; we're your partners in success.

Our commitment? To guide you toward the right decision, ensuring seamless transitions and continued excellence.

**Learn more about the
seamless transition to
IFS Planning &
Scheduling Optimization**

World-class expertise and technology with out of the box functionality

With IFS you'll gain so much more... All the service management capabilities you need are in one solution – no separate implementations, promises of future features or partnerships.



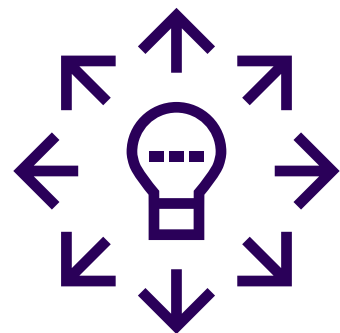
Functionality Out of the Box:

Say goodbye to endless configuration headaches. With IFS, you get robust features without the fuss. Save time, money, and resources—our solution is ready to roll from day one.



Guided by Industry Experts:

Our product roadmap isn't just a map; it's a journey shaped by industry visionaries, technology leaders, and, most importantly, our valued customers. Together, we drive innovation and adaptability.



Scalability for Tomorrow:

IFS PSO isn't just for today; it's your growth partner. As your business evolves, so does our solution. Scale confidently, knowing that IFS has your back.

With IFS you'll gain so much more...

All the service management capabilities you need are in one solution – no separate implementations, promises of future features or partnerships.

15-20% Greater Technician Productivity, 30% reduction in Travel time



Continuous scheduling optimization: accurately reflecting what's happening in real time.

IFS optimizes your workforce schedule around the clock, so you don't have to rely on heavy optimization at night and 'task insert' during the day of service.

True Scalability



No need to constrain region sizes to manage performance.

IFS can schedule 500,000 activities in a single hour. With IFS, optimization reflects what is actually happening in real time across your entire workforce

Better Utilization



With capacity and appointment booking linked to scheduling.

IFS links capacity and appointment booking to scheduling optimization, ensuring higher tech utilization rates and increased customer satisfaction. IFS uses capacity and quota management to manage capacity based on expected sick rates and cancellations.

Higher First-time Fix Rates



By optimizing parts and inventory alongside technicians.

IFS enables you to optimize parts and inventory. So there are significant efficiencies to be made right away, allowing you to make considerable improvements to customer service.

'What-if' Planning



Helps prepare for a range of longer term scenarios.

IFS includes a unique predictive planning tool to test how your business could cope with a wide range of "what-if" scenarios. So, you can plan ahead knowing, for example, how a reduction of workforce will affect performance, or how many resources are necessary for a new service contract or expanding into a new region.

Costs versus value



Multiple algorithms achieve the optimum balance.

IFS has the unique capability to automatically balance appointment-based activity alongside reactive and preventative work. The system ranks appointment slots on the basis of 'cost to perform' and will weight their value, according to your business priorities. For example, a job may be ranked higher as it approaches its SLA.

Increased accuracy



Machine learning improves planning and scheduling.

True next-gen machine learning is used to improve the accuracy of job durations, planning, and scheduling over time. What's more, IFS self-learns how long each technician takes to perform various work activities, creating a fingerprint for each tech and enabling the system to match the best tech to a specific job.

Take control, don't settle for less

There are lots of considerations when you're looking for a new field workforce planning and scheduling solution. Some features may look great in presentation slides and demos, but don't always have the functionality you've hoped for. Often, this only comes to light once you reach the project phase.

When considering your next field workforce planning and scheduling solution think about:

Roadmap or real?



Demos can look great, but will you need a partner to turn the features and capabilities you require into a reality?

Some features may look desirable, but these are sometimes created by a technical pre-sales team in advance of a demo. When considering purchasing a solution, establish whether features will need costly coding by a third party, or whether they are included as part of the package.

Feature availability and support



Check which features are still in Beta testing and be aware that the availability of these features isn't guaranteed long-term.

Features such as shifts (rotas), street level routing, predictive travel and time sheets may still be in Beta within Field Service Lightning which means they are unlikely to be fully supported. If you build business processes around Beta functionality you may find the feature is withdrawn or changed at short notice.

Business Logic Functions



Can these be ported and, if so, what extra 3rd Party costs are involved?

Don't get stuck choosing between paying customisation costs for Business Logic Functions. In recent migrations over 50 Customizations in Click were delivered by configuration in IFS. IFS delivers 80% of typical business logic function customizations out of the box, no hidden costs involved.

Mobile functionality



Demos can look great, but will you need a partner to turn the features and capabilities you require into a reality?

How mobile friendly is the solution you're considering investing in? Is the solution truly native or would you have to take your techs offline every time there's an iOS upgrade? Some solutions suffer from poor mobile functionality with limited capabilities. Other solutions may limit you to maximum allocations of 10 jobs, or not enable you to download data for the technician. Dispatchers may find it difficult to upload diagrams and history. Check the solution you're considering will deliver against your operational needs.

Scalability



Can your solution accommodate more planners to manage more regions as your business grows?

Can your solution scale to higher numbers of field techs and large volumes of jobs? Some solutions recommend no more than 50 techs and 1000 appointments per day, due to limitations in the algorithm. This issue can be avoided by splitting the workforce into multiple territories and managing each individually, but with IFS you can schedule 500,000 activities in a single hour, without 'creatively' splitting territories.

Route optimization



Are routes and assignments optimized to help you get the most out of your sales teams?

Is routing optimized or are appointments assigned randomly? Some solutions don't have the ability to effectively route assignments, relying on greater input from sales teams, or wasting time in travel between appointments.

ONE CLICK closer to...

+81%

SLA compliance

+10%

Improved first-time
fix rate

+24%

Jobs per day

99%

Scheduling
Optimization



We have the experience and reputation you can trust

We are proud to have successfully transitioned **22 Click Software customers to IFS** across manufacturing, telco, utilities and other service-centric industries across the world.

That's over **100,000 engineers** who are now using IFS and operate on average with **15-20%** greater productivity and a **30%** reduction in travel time with an automated AI-powered scheduling platform (based on average known IFS Planning and Scheduling Optimization benefits).

How Automation & AI is driving Konica Minolta's Future

Watch now our enlightening webinar featuring Ged Cranny, Senior Service Consultant at Konica Minolta, as he unveils their transformative journey from a field-centric model to a remote-by-default strategy. Ged will offer invaluable insights into how automation is at the core of their future strategy and the nuanced change management strategies essential for achieving a harmonious blend of human touch and automation in service.

[Watch On-demand](#)

Don't just take our word for it...

“IFS have enabled us to transform our operations from 57% automation and 43% manual scheduling to 80% automation with the rest focusing on exception handling.”

Konica Minolta

proximus

 Electrolux

 mitie

 Xcel Energy®

 .vivint

 FORTIS BC™

About IFS

IFS develops and delivers cloud 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 global team of over 5,500 employees every day live our values of agility, trustworthiness and collaboration in how we support thousands of customers.

Learn more about how our enterprise software solutions can help your business today at ifs.com.

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