AI-Powered Service Excellence in Manufacturing

Field service excellence is a major differentiator, yet many manufacturers face rising obstacles in getting it right.

Complex assets, rising customer expectations, aging systems, and workforce shortages are making it harder for manufacturers to control costs, prevent unplanned downtime, and consistently deliver high-quality service.

To stay competitive, they need to move beyond reactive break-fix service models and adopt a solution that brings asset management and field service together to simplify complexity, streamline execution, and equip technicians with the tools and insights to act with speed and precision.

But not all platforms are created equal. The right solution is purpose-built for manufacturers' complex, asset-intensive environments - with Industrial AI embedded to drive faster, smarter decisions across the entire asset and service lifecycle while improving the productivity of all stakeholders.

40%
struggle to meet customer SLAs

44%
face workforce shortages & high turnover

29%
agree asset complexity is a top pressure in service delivery

Source: IFS State of Service in Manufacturing Industry Report, 2023

Key Service Delivery Capabilities

Service Ticket Management
Catalogs all active and closed service tickets, providing a unified system across all service channels with automated ticketing and real-time performance dashboards.

Knowledge Management
Helps every technician become an expert with real-time job, customer, parts and assets history information for better troubleshooting. Combined with remote expert support and AI-powered guidance, this helps increase first-time fix rates.

Mobile Field Service
Provides on-the-go access via mobile devices, rugged devices, or tablets, offering full mobile and desktop functionality, including remote expert-guided repairs, offline access, knowledge management, parts tracking, and customer updates.

Warranty Management
Maintains records of product and service warranties, automating renewal cadences and repair-or-replace recommendations based on service history, asset health, and cost analysis.

SLA Management
Incorporates contract requirements to inform and prioritize service delivery, automating SLA planning, scheduling, and routing while dynamically adjusting based on asset condition, technician skill, and real-time customer needs.

Asset Management
Manages full asset lifecycles, monitoring, the performance, health, and output of serviceable assets. Connected asset insights and Industrial AI predict failures and enable proactive interventions before failures occur and disrupt operations.

Repair Management
Tracks and logs all on-site and off-site repairs, providing real-time tracking across all repair channels, including internal teams, dealers, and external service partners.

Pricing & Billing
Enables technicians to upsell, quote additional work, and drive contract renewals. Accurate pricing, entitlements, and timely billing boost revenue and improve cash flow. The system also automates follow-ups and account views.

Performance Management
Tracks and analyzes performance metrics using AI-powered dashboards that integrate asset data, service history, and back-office insights with minimal configuration, helping teams meet SLAs.

Why IFS?

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IFS FSM gives us much faster access to data, a simple integration into our back-office systems which allows us to accelerate closing and improve working capital, and has tremendously improved the access field technicians have to important knowledge on site. Moving to a mobile solution versus a laptop has dramatically simplified the life of our field technicians. And with the solution being deployed globally, it is driving process optimization and standardization which results in a far more harmonized experience for our customers.

Klaus Glatz, Chief Digital Officer, ANDRITZ

Industrial AI at the Core
IFS blends AI capability directly into service execution, ensuring intelligence lives where your information is. By managing business data from project to asset to service, IFS automates processes, optimizes decisions, and drives real-time efficiency.

Seamless Integration with Existing Systems
IFS easily connects with your current ERP, CRM, and other enterprise systems, ensuring unified operations, real-time data flow, and cross-team collaboration. By eliminating silos, IFS enables smarter decision-making and a more connected workforce.

Composable and Future-Ready Architecture
IFS's composable platform is built for flexibility and scalability, allowing manufacturers to integrate new technologies, expand capabilities, and adapt to change faster—without disrupting existing systems and operations.

Proven Manufacturing Expertise
IFS combines decades of industry knowledge with advanced technological capabilities to support complex operations, asset-intensive environments, and global supply chains.
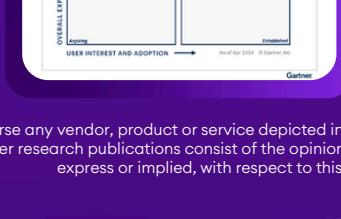
IFS is the only company named as a Customer's Choice in the 2024 Gartner® Peer Insights™ Voice of the Customer for **Field Service Management**

✷ IFS

IFS is the world's leading provider of industrial AI and enterprise software for hardcore businesses that make, service, and power our planet. 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. Visit ifs.com to find out why.