

IFS gives challengers the tools to lead without compromise



The power to master your business processes today, the guarantee to support and grow with your business tomorrow

Best-in-class service deserves software that's built with your needs in mind

When choosing a Service Management solution, you want an organization that offers both the capabilities and configurability to allow you to deliver upon your unique service mix without compromise. At every point, from operations down through every customer touchpoint, IFS outshines the competition. If you're sick of forced upgrades to inferior software that you get with some of our competitors, we're ready to get you back on track.

There's a better way, with better features and functionality. A true win-win.

You don't need to live in a service software holding pattern any more. IFS not only gives you the choice of how and what you deploy, we have the most powerful tools in the industry to help you deliver on your service promises, no compromises.

Customer engagement

IFS alone has the customer engagement tools necessary to empower technicians and call center staff with flexible channels and more ways to engage. In practice, IFS is a true Omni-Channel solution with portal support and AI-enabled chat bots that can return knowledge information to end customers or internal customers like technicians or overseas IT staff. Our competitor's CEM can only work on one task at a time, stifling business value and throttling the performance of enterprises reliant on large amounts of data.

Reporting

IFS dashboards provide real-time performance analytics based on projects, contracts, assets, teams, jobs, and inventory use, among others, all in a configurable, persona-based real time platform. With our competitors, you'll need to invest in a separate reporting tool before you even get started. IFS has custom reporting out of the box.



Service, projects, and assets: A single source of truth

Great service connects you to your customers. It creates loyalty. And loyalty impacts margins. But as the world has grown in complexity, so too has the ability to deliver the kind of service your customers need to excel.

IFS provides a fully embedded solution that brings together the core functionality you need to for your enterprise to stand out and grow in the market. We are here to help you orchestrate your complex, fast-moving processes, data flows, workflows, materials and people so that you have the right people in the right place at the right time. And are equipped to deliver on your promises with the optimization of your resources and assets.

One way we see the strength of our embedded solution coming together time and again is through the powerful combination of our project, asset, and service management capabilities.

At IFS, we have your back with the industry's most full-featured toolset, backed up with unmatched depth of execution.

Scheduling and routing optimization

IFS can reserve slots at the time of booking, ensuring there is no overbooking or concurrency. Lacking this simple functionality means SLA penalties, missed appointments, and unhappy customers. Furthermore, IFS supports native zero-touch scheduling through connected assets and embedded artificial intelligence.

IFS offers an integrated work order management platform with inventory, contract management, asset tracking, document management all built in to support the scheduling platform and mobility. IFS has its rostering solution built-in as part of the scheduling system with IFS. Layered with artificial intelligence, not only does all of this functionality not exist with our partners, even with their meager scheduling solutions, their engines take hours to accomplish what we do in minutes.

Integration

IFS understands that service excellence requires a single source of truth, and have built our systems with that in mind. Because of this, IFS can do push-pull integration and real-time updating with third party apps such as SoftwareAG and uploading to DataLakes, and offers a highly flexible integration model. This can be attributed to IFS's very robust business logic layer. IFS masters complex integration out of the box, no matter what systems we're connecting to.

Asset and project lifecycle management

Whether you're managing internal, or customer assets downtime is costly, not only does it impact revenue but also the long-term relationship with customers. IFS offer comprehensive functionality with multi-level product structures, spare parts and serial tracking to ensure accurate tracking and history across the entire asset lifecycle.

Predictive scenario capacity planning

Without modelling software, too many organizations rely on spreadsheets and manual processes for forecasting. IFS FSM includes a unique predictive planning tool to test how your business could cope with a wide range of "What-If" scenarios. This provides answers to tough capacity forecasting questions like how a reduction of workforce will affect performance, or how many resources are necessary to for a new service contract or expanding into a new region.

IFS develops and delivers enterprise software for customers around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. The industry expertise of our people and solutions, together with a commitment to delivering value to every one of our customers, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 4,000 employees and growing ecosystem of partners support more than 10,000 customers around the world.

Power your moment of service with IFS

At IFS, we understand that smart business decisions, great training, and, critically, technology, all converge to create a moment of service for your customer. And in order for your vision to be executed without compromise, that technology needs to be the deepest, most complete solution possible, conformed to the shape of your business, and integrated across your complex, multidimensional enterprise.

We've worked hard to build a team that actually knows service. Our team comes from all over the service world, from every industry that touches service delivery, and we have used that domain expertise to build a solution worthy of your moment of service.

Here are five key factors that make IFS and essential for delivering on the moment of service:

- One single platform, all products
- Out of the box digital innovation
- Cloud-first but not cloud-only
- Better experience, across the full lifecycle
- Deep industry expertise

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

