

Smart Service for Smart Facilities

How facility management businesses can utilize
AI-powered technology to be smart, safe, efficient,
and profitable



Smart technologies are becoming the central nervous system of facilities, driving safe, efficient, and sustainable business practices...

But when Facilities Management Organizations use off-the-shelf technology to manage the built environment, they can be left with a lack of efficiency, poor sustainable practices, and low customer SLA adherence which all impact and potentially damage already tight margins.

What can our **smart**, single solution deliver for your service operations?

IFS AI-powered technology is used by leading global facilities management companies to optimize their field service and asset efficiency and deliver facilities services profitably.

PHS, Polygon, ACCO Engineered Systems, and Mitie Fire and Security can now boast up to **35%** technician productivity improvement and up to **49%** subcontractor spend reductions, which drives greater margins and improved customer experience.



Challenge

Drive greater margins to remain competitive

Protecting and growing high margins to remain competitive in today's FM landscape is a complex challenge that requires a strategic approach to cost management, technology adoption, talent acquisition, and risk mitigation.

Solution

Fuel companywide efficiencies such as enhanced people management, optimized asset utilization, and streamlined workflows. IFS solutions help you achieve your smart facility initiatives by integrating systems, processes, technologies, and personnel for a unified service lifecycle that results in cost reductions and higher margins. Here is just a highlight of some of our solutions that can impact your bottom line...

Predictive maintenance

By integrating IoT, data analytics, and AI/ML with a Field Service Management (FSM) software platform, FM companies can anticipate service issues, avoid unnecessary onsite visits, and deliver a proactive experience. These same technologies drive improvements in sustainability and building efficiency, and as a result, profitability. [Learn more about the solution here.](#)

Workforce Management

IFS Planning and Scheduling optimization software can reduce travel costs, increase service productivity, and consistently meet service level requirements through real-time, AI-powered scheduling optimization. An IFS FM client has saved €13,000,000, reduced carbon emissions by 30%, and had a 10% increase in productivity thanks to the IFS planning and scheduling optimization solution.



Challenge

Managing a disparate workforce

Many FM teams lack all the workers they need at peak times or for specific skills and are another industry facing a global skills shortage of highly skilled field service workers. Subcontractors can help to fill in gaps and play a vital role in supplementing the service workforce. But, with an average of 44% of workforce spending going to them, over-dependency can reduce profit margins. It can also hurt customer satisfaction if subcontractors do not deliver the same quality of service as their field engineers, who ultimately serve as brand ambassadors.

Solution

IFS Planning and Scheduling optimization software

FMs who have implemented the IFS solution have seen a 49% sub-contractor spend reduction thanks to an optimized scheduling system that increases internal technician productivity by up to 35%.

[Want to see how IFS planning and scheduling optimization can impact your business?](#) Send us your anonymized data to run through our algorithms and experience the benefits and potential savings using IFS Planning and Scheduling Optimization.

Subcontractors are a vital part of the workforce, so when you need to manage them as well as your existing field service team, [IFS Field Service Management](#) mobile apps ensure that whoever is sent has easy access to knowledge artifacts, such as the customer's service history and even virtual assistance from an expert. We've spoken about the importance of the workforce and shared how they can be successfully and profitably integrated, [here](#).



Challenge

Increasing customer service expectations

With customers requiring a broader array of services, FM companies can no longer provide services through transactional-based service contracts and agreements. Instead, they need to offer proactive solutions that focus on outcome and value to answer growing customer expectations.

“

Customers like things quick, both from an information perspective with work orders and an invoicing perspective. They want things quicker and more accurately, and IFS FSM allows us to act quickly.”

Felix Wong, Manager of Business Process Management at Ainsworth

Solution

Complete service lifecycle support to enable the move to outcome-based services

Traditional contracts are transactional in nature and focus on service delivered over a limited time frame (e.g., 2-3 years). In contrast, outcome-based performance contracts focus on value and outcome delivered over an asset's lifecycle. For example, maintaining the temperature of an office building at a comfortable 72 degrees whenever the building is occupied. To deliver on this promise, FM companies need to be able to configure contracts to account for all the service tasks, resources, and processes that make the outcome possible over the asset's lifecycle.

IFS can support FM companies' transition to outcome-based contracts through capabilities such as customer service portals, contract and warranty management, remote assistance, IoT predictive service, and planning and scheduling optimization. These solutions provide intelligent monitoring and continuously track performance and predict issues before they occur - taking corrective action to avoid downtime. They also actively engage with customers at every stage of service delivery and leverage technology to put performance and prediction front and center for the customer.

Real Example

Ainsworth is an integrated, multi-trade company providing high-quality electrical, building automation, HVAC, data and technology, mechanical, technical, and maintenance services for commercial, industrial, institutional, and residential building clients. Ainsworth cares about customer experiences and customer service because they understand that both drive customer loyalty and potential buying behaviors.

Like most service organizations, Ainsworth's initial service model was providing a service for its customers and then waiting for the customers to call when the service was needed again. Now with IFS Field Service Management, Ainsworth approaches service proactively with visibility to trending data and call history to increase customer service.



Challenge

Optimizing energy consumption

The drive toward sustainability presents several challenges from the standpoint of moving toward paperless FM operations, improving building efficiency, and better waste management. The challenges stem from the need to invest in new technologies, workflows, and processes to achieve these goals.

Solution

FM companies can reduce fuel costs and paper usage by automating field service scheduling processes, making more intelligent scheduling decisions, and drip-feeding work order assignments to field workers through mobile devices. Organizations that have implemented IFS planning and Scheduling optimization can benefit from annual carbon emissions reductions of up to 13,475,000 pounds. With IFS, Field workers can also use mobile devices and applications to order spare parts, query knowledge artifacts, and complete work order debrief reports – promoting a paperless strategy.

Want to see the full environmental impact of Planning and Scheduling Optimization? [Click here for more statistics that are localized to your country.](#)



Get **Smart** with IFS, your single solution for a **smart, safe, efficient and profitable** service operation

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](https://www.ifs.com).

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