

Mobile Worker Productivity in IFS Cloud Service Management



Enhance communication, cut paperwork, provide real-time updates, and streamline tasks for field worker efficiency and customer satisfaction.

The role of the mobile worker has evolved. They are no longer just engineers or technicians, now they are ambassadors for your organization—often the only post-sale, in-person representatives that your customers encounter. Today, technicians manage customer relationships, sell upgrades and renewals, and deliver service.

Maximizing mobile worker productivity is key to consistently delivering great service. Many field worker apps only collect data for central systems, adding admin burden instead of helping technicians achieve first-time fixes or strengthen customer relationships.

Consumer expectations for service delivery are constantly evolving, real-time updates and faster service are now table stakes. In competitive

markets, modern service delivery requires field workers to be part of a connected team that can quickly support each other, monitor SLAs and in-day changes caused by traffic delays, job run-overs, and missing parts.

Unlike other solutions, Mobile Worker Productivity in IFS Cloud Service Management combines everything a mobile worker needs and the power of Industrial AI. Workers can manage their entire day while staying connected to the central team, with AI-driven insights keeping them informed, safe, and up to date with customer, job, and asset information. This intelligent support helps them deliver service more effectively, increase customer satisfaction, and capitalize on new revenue growth opportunities.

Benefits

Mobile Worker Productivity increases the productivity of your field workforce to profitably deliver a great customer experience:



Boost customer satisfaction. Drive efficiency and accuracy of service delivery with access to all the customer, location and asset information needed for a job.



Grow service revenues. Upsell and quote while on site to increase service revenues.



Increase first-time-fix. IFS.ai prepares and aids on each job. Access asset details on-site and seek expert help through remote virtual assistance calls.



Drive crew and technician utilization and productivity. Improve field scheduling with real-time visibility of task progress to boost on-time SLA performance



Reduce revenue leakage. Manage parts, returns and ad-hoc parts procurement on the go with control and visibility. Deliver accurate and timely billing with easier tracking of time and parts used plus any follow up actions.



Enhance Employee Experience: Streamline workflows and providing necessary resources enable field workers to perform their tasks more effectively. This leads to higher job satisfaction.

Key capabilities

- Online and offline modes provide access to necessary information even when workers are in remote locations, keeping them productive to deliver customer-satisfying service. Reliable and consistent background synchronization maintains data integrity and a complete audit trail, allowing mobile workers to perform tasks without interruption and stay up-to-date.
- Work effectively by managing work execution for individually allocated, pool, and crew tasks with task planning and reassignment if needed.
- Understand critical job information before accepting and starting the job with an IFS.ai Work Briefing. This concise overview outlines the task, location, and required materials, ensuring technicians are fully prepared and equipped to deliver the right fix the first time.
- Deliver service consistently and to expectations with defined workflows, checklists, forms and surveys. From simple to complex tasks, ensure compliance with standards and regulations.
- Provide relevant, trusted knowledge in-context so technicians resolve issues faster, reduce rework, and complete jobs right the first time.
- Seek help and access key information quickly with the IFS.ai Copilot. Field workers can be more responsive to day-to-day challenges to maximize field service delivery efficiency and quality.
- Avoid guesswork on site with instant access to the right parts structure for every asset, helping technicians quickly identify fitted and serviceable components. With a Service BOM in the field, they can diagnose faster, choose the right parts first time, and complete work with greater confidence and consistency.
- View asset and service histories to rapidly understand, triage and resolve issues. Find and record asset and job locations as well as measurements.



- Find, manage, transfer and move spare parts, including remote and van stock. Accurately record parts consumed for timely onward billing and stock replenishment.
- Generate, access and deliver quotations with accurate pricing while on-site to improve the customer experience, speed of service and increase revenue generation.
- Produce and deliver a service report for sign-off, while on-site. IFS.ai generates a summary to provide clarity for customers to speed sign-off. Capture the customer's and technician's signatures, pictures and attachments for a complete record of service delivery.
- Communicate as part of a connected team with central teams and other mobile workers with instant messaging and via notes from customers, central and field teams. Provide and seek expert help with optional remote virtual assistance.
- Integrated navigation guidance ensures timely travel times to help meet SLAs and reduce emissions.

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.

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