

# About IFS



IFS is the world's leading provider of Industrial AI™ and enterprise software for hardcore businesses that service, power, and protect our planet

## Company facts



**7,000+**

Employees



**90+**

IFS operates in  
90+ countries



**5,500+**

Customers



**Top 50**

Were IFS to be listed in the  
FTSE 100/S&P 500, we would  
rank in the Top 50.

## Financials

### Q1 2025: Demand for agentic AI drives strong growth

- Annual Recurring Revenue increased by **30% YoY**
- Cloud Revenue increased by **39% YoY**
- Recurring Revenue share at 82% increased by **24% YoY**
- **50** new customers in Q1

### FY2024 end-of-year results

- IFS surpassed **€1 billion** ARR
- FY2024 total revenue **€1.228 billion**

## TAM

- BCG [Boston Consulting Group] has sized up all the industries and segments in which we operate at **\$141 billion**. Add in the opportunity afforded by AI, that doubles to **\$300 billion** by the end of the decade

## Product

- 25R1: **200+** AI capabilities, with ~20 new IFS.ai capabilities on the near-term roadmap

## Customer

- **80%** Customer Satisfaction
- **25,000** people in the IFS Community
- **350+** new customers in 2024
- Enterprise Value impact of IFS for our customers:
  - **21** Customers on FTSE 350
  - **19** Customers on NASDAQ
  - **48** Customers on Nikkei 225

## Customer impact

- “**\$2.4 trillion** of critical assets are managed by customers using IFS.ai”
- Expected value IFS Cloud brings to an average customer is:
  - **\$2.2m** or **20.7%** capex saving from improved inventory replenishment
  - **\$1.9m** or **24.9%** productivity gains from optimized planning & scheduling
  - **\$1.2m** or **22.9%** improvement in project cost control
  - **\$3.2m** or **11%** faster turn-around times in MRO
  - That's over **\$17.6m** in total, with more than **\$7.1m** attributed to sustainability-related benefits

Source: IFS Digital Business Value Assurance

## Business Value Engineering

- May 2025: IDC Business Value Report: IFS Cloud Delivers Exceptional ROI
- **414%** three-year return on investment
- **50%** faster equipment or site outage resolution
- **\$5.5** million average annual benefits per organization
- **11 months** – Industry leading time to value

## Awards



Business Intelligence Group  
BIG Innovation  
– IFS Remote Assistance



G2 Best Software Awards  
Best Software Companies in EMEA



Future Enterprise Award:  
Innovative Industrial AI Software Vendor of the Year



The Software Report  
Top 100 Companies (1st)



Middle East Intelligent ICT Award  
Best EAM Software Vendor of the Year

## Industry impact examples

- **A&D**
  - DBVA: **25%** reduction in turnaround times; **18%** lower labor costs
  - IFS.ai: Over **800m** passengers a year fly safely thanks to aircraft maintained by IFS.ai
- **Energy**
  - DBVA: Oil & gas companies achieve **26.4%** increase in productivity with IFS
  - IFS.ai: **8 out of 10** of the US's top energy companies use IFS.ai
- **Construction**
  - DBVA: **18.7%** improvement in project planning and follow-up; **2%** increase in project margin
- **Manufacturing**
  - DBVA: **27.5%** improvement in inventory turnover; **25%** sales order accuracy
  - IFS.ai: **200 billion** packages a year sustainably produced and distributed by manufacturers using IFS.ai
- **Telecom**
  - DBVA: **19.4%** reduction in labor and expense; **18.8%** less parts usage
  - IFS.ai: **1+ billion** people globally connect every day using mobile networks maintained with IFS.ai
- **Service**
  - DBVA: **46%** automation rate; **34.9%** improvement in tech:dispatch ratio
  - IFS.ai: **2+ billion** people a day use elevators and walkways maintained and serviced with IFS.ai
  - IFS.ai: **49%** savings in contractor spend delivered by IFS.ai

## Partner

- **400** partners
- Partner revenue up **34% YoY**
- **45%** of net new logos won in 2024 included a partner
- **58%** growth in partner revenue

## Diversity

- **38%** of IFS employees are women; 3% above the industry average
- **33%** of IFS managers are women

## Sustainability

- Science Based Targets in place for **2030** verified by SBT Institute
- **100%** renewable electricity across all IFS facilities
- CSR volunteering days taken by **25%** employees, **56%** above industry average
- EcoVadis score **64**, up from 59, placing IFS in the top **35%** of companies ranked.

## Industry analyst accolades

- IFS named a leader in all the market segments:
  - ERP: IFS named a **Customers' Choice** in the 2024 Gartner®PeerInsights™VoiceoftheCustomerforCloud ERP for Product-Centric Enterprises
  - EAM: IFS is **Ranked #1** for EAM market share in the Gartner®MarketShare:AllSoftwareMarkets,Worldwide, 2023
  - FSM: IFS is the only company named as a **Customers' Choice** in the 2024 Gartner®PeerInsights™ Voice of the Customer Field Service Management Report
  - ITSM: IFS assyst named as a **Leader and Fast Mover** in the GigaOm Radar for IT Service Management Report, 2024

## Gartner Peer Insights

IFS ranked vs. Competitors across product categories

FSM		EAM		ERP		ITSM	
IFS	4.7	IFS	4.7	IFS	4.6	IFS assyst	4.9
Microsoft	4.3	HEXAGON	4.3	infor	4.6	ATLASSIAN	4.4
SAP	4.3	SAP	Fewer than 3 reviews	ORACLE	4.4	ServiceNow	4.2
ORACLE	4.2	IBM	Fewer than 3 reviews	Microsoft	4.1	Ivanti	4.1
SERVICEMAX	Fewer than 2 reviews	ORACLE	Fewer than 3 reviews	SAP	4.1	BMC	4.1

Source: Gartner Peer Insights – peer ratings as of 4 March 2025. Salesforce and ServiceNow not in the Top 5 for FSM.