

Business Value Realization driven by IFS Success™

Service Providers



Service Providers face increasing customer expectations, complex service delivery models and fast-moving market dynamics. To compete, you must deliver consistent, high-quality service while managing operational complexity and embracing innovation. Achieving these demands operational efficiency, agility, excellence at scale, and strong strategic partnerships.

To succeed, your IT strategy must be closely aligned with business objectives. Whether you're focused on elevating customer experience, finding new revenue streams, expanding into new markets, or using technology to differentiate, it's clear you need to demonstrate measurable return on your technology investments.

IFS for Service Providers

Success as a service provider depends on your ability to deliver consistent, high-quality service while maintaining operational efficiency, cost control, and workforce agility. To achieve these outcomes requires complete visibility, integrated operations, and robust resource management across the entire service lifecycle.

With IFS Cloud, Service providers establish a connected digital platform that brings together service management, workforce scheduling, customer relationship management, contract management, and operational support. This integrated approach provides real-time operational insights, streamlined workflows, and end-to-end traceability, you gain the ability to optimize resource allocation, rapid decision-making, and respond more quickly to customer demands and market changes.

As your operations scale and complexity increases, IFS Cloud supports advanced capabilities such as predictive service, intelligent scheduling, mobile workforce enablement, AI-driven analytics, and real-time customer insights. By combining integrated service data

with embedded analytics, and performance monitoring tools, you can optimize service quality, reduce operational costs, and build customer loyalty.

IFS Success accelerates these outcomes by providing structured guidance, deep Service provider expertise, proven best practices, and predictable, scalable results tailored specifically to your strategic goals.

IFS Success can accelerate progress in key operational and strategic priorities such as:

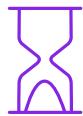
- Real-time visibility into service operations and workforce performance
- Enhanced customer and employee experience
- Optimized workforce planning, scheduling and resource utilization
- Streamlined service delivery and billing processes
- Stronger compliance with service-level agreements and regulatory obligations

Delivering Measurable Value with IFS Success

Your IFS solution investment is a strategic decision that demands a measurable return. IFS understands your need for predictability, responsiveness, and flexibility, that is where IFS Success comes in. IFS Success empowers you from initial onboarding through continuous optimization, ensuring your organization is equipped with the tools, guidance, and support to realize life-time value.

IFS Success includes services to help you adopt and apply AI effectively across your operations. This incorporates guiding you through readiness assessments, data and system integration, and aligning AI initiatives with your business objectives. By helping you prioritize use cases, design role-based experiences, and establish governance, AI becomes embedded in day-to-day operations rather than remaining a separate initiative. Where challenges arise, whether technical or organizational, you are supported with practical remediation advice to stay on track. The focus remains on applying AI where it improves operational clarity, supports decision-making, and delivers measurable value.

With IFS Success, you can:



Accelerate Time-To-Value

Adopt and optimize your solution quickly with minimal disruption.



Maximize Lifetime Value

Helps you realize maximum value from your IFS solution throughout its lifecycle.



Achieve Operational Excellence

Helps you optimize your solution and enhancing resource utilization.



Mitigate business risks

Supports every aspect of the service experience lifecycle, helping to reduce risks and ensure successful delivery of your IFS solution projects.

IFS partners with you throughout a multi-year engagement. Supported by a dedicated Customer Success Manager (CSM), our structured approach encompasses four key elements:

- Business Initiatives & Path to Innovation:** Collaboratively define strategic goals and measurable success plans.
- Solution Best Practices – System Optimization:** Leverage deep product expertise for technical optimization aligned to your business needs.
- Operational Best Practices & Guidelines:** Enhance sustainability and operational excellence with optimized processes and robust release management.
- Business Adoption:** Drive effective organizational adoption, empowering your teams and managing risks for improved outcomes.

By aligning your business strategies with the robust capabilities of your IFS solution, IFS Success positions your Construction & Engineering organization to achieve sustained business value, continuous innovation, and operational excellence.

“IFS Success helps us to efficiently manage our organizational risk through planning activity ahead of time, with expert advice on the approach, which allows us to safeguard deliveries and ensure consistent quality.”



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