Service Management capabilities for IFS Cloud

Full service lifecycle management to deliver service excellence, optimize efficiency, and grow revenues.

Service is a crucial differentiator for many businesses and is often run as a business in itself. But getting it right requires the careful consideration of many moving parts – from **contracts, warranties, and SLAs to maintenance planning, resource planning**, and more.

Orchestrating all the pieces to deliver consistent, profitable, and compliant services – while meeting various customer SLAs – is a challenge for many service teams. Embedded Industrial AI™ and IFS.ai Copilots in our connected service management solution let you rise to this challenge every time.

Recognized by Gartner as the only Customers' Choice for Field Service Management*, our software is trusted by customers across the globe to deliver service excellence every day.

Transform service to boost revenue and profit margins. Deploy our composable Service Management solution with your existing IFS solution and other enterprise systems. Select the capabilities and innovations, such as Industrial AI, that you need while minimizing business risks.

Benefits

Boost crew, technician and contractor utilization and productivity
Our advanced planning and IFS.ai scheduling optimization reduces both your travel times and time spent between jobs.

Grow service margins
Planning and scheduling optimization reduces overtime and the need for sub-contractors. Accurate, timely onward billing, plus contract, warranty and SLA management reduce revenue leakage.

Increase customer satisfaction
Modern, consistent service experiences deliver faster response times, accurate billing and warranty handling, higher first-time fix rates, SLA adherence and proactive maintenance.

Improve first-time fix rate
Full service logistics and skills matching assigns the right technician with the right parts and skills to each service job.

Reduce unnecessary travel
Increasing first time fix rates, route optimization, and the use of remote assistance, eliminates unnecessary and repeat service visits to reduce your travel costs and emissions.

Improve asset uptime and reduce outages
IFS.ai continuous monitoring of IoT-connected assets and equipment detects performance issues early, enabling preventive maintenance.

Key capabilities

Call & Case Management
Our omni-channel call center agent and self-service portal with AI Copilot ensure seamless customer and employee engagement, avoiding repetition. Customer appointment and technician tracking reduce missed visits and last-minute cancellations. The integrated remote assistance and knowledgebase ensure service excellence.

Contracts & Warranties
Manage contracts at the asset level to accurately model commercial relationships. Meet customer expectations and SLAs while minimizing revenue leakage through over-delivery. Asset-level warranty management allows precise handling of claims, including charge-backs.

Service Order Management
Gain complete visibility of customer information, assets, contracts, warranties, service notes, and parts to quickly raise service requests and meet complex multi-level SLAs. Mobile field workers access the same information for productivity and visibility.

Contractor Management
Streamline contractor onboarding, coordination, and financial oversight, ensuring consistent service delivery quality and cost control. Support multiple contractor models for full workforce flexibility to meet peak and seasonal demands. Support specialist skills and cover skill shortages.

Service Logistics
Ensure a first-time fix with parts logistics capabilities, including parts pick-up and shipping from stock or suppliers. Control field worker ad-hoc procurement costs and improve margins with accurate billing.

Schedule Optimization & Dispatch
IFS.ai-powered optimization learns your business, from the typical time-to-fix, skills and proficiency to travel times so the best technician is in the right place, at the right time, with the right parts. Optimize in-house resources and reduce sub-contractor usage. Maintain an efficient, constantly updating schedule for all break/fix recurring, preventive, installation, emergency, short and long duration tasks.

Mobile Worker Productivity
Empower field workers with mobile applications to manage their whole day, connected or disconnected, and efficiently deliver great service as part of a team. Use IFS Remote Assistance for expert help and provide accurate on-site quotations to boost revenue and protect margins.

Planning & Forecasting
Ensure the right resources with the right skills and certifications are available for scheduling, including on-call and remote tasks. IFS.ai and machine learning analyzes historical and current data, allowing you to test ideas and scenarios for business impact before implementation, minimizing risk and maximizing profits.

Depot Repair
Streamline repair processes with comprehensive depot repair management. Track and manage repairs efficiently, from intake to completion, ensuring timely service and high-quality outcomes. Utilize integrated systems for parts management, repair history, and quality control to enhance productivity and customer satisfaction.

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. 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.

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

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