Service Order Management in IFS Cloud

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Give your teams a 360-degree view of service to deliver service excellence and customer satisfaction

Delivering consistent, profitable, and compliant services while meeting customer SLAs is a challenge for many service teams. In most organizations the information needed for gaining control and awareness about delivering services to customer assets is scattered around different systems. Active and historic requests, service work tasks, recurring programs, request contracts, spare parts, journal entries, and more are all found in different systems, which makes it complex and time consuming to get a complete view.

Service Order Management empowers you to deliver service excellence and customer satisfaction by providing a 360-degree view. Our solution equips you to define and manage available services, raise new service requests, and plan work tasks for execution. It also lets you view full asset and customer service history, diagnose issues, and view all associated assets, contracts, warranties and parts to ensure SLAs are met and delivery costs controlled.

Benefits

Central to IFS Cloud service offerings, Service Order Management gives users the intuitive tools they need to deliver world-class service and satisfied customers.

Deliver consistent, repeatable service by defining service offerings in the service catalog. Clearly defined scope of work, resource and part demands reduce revenue leakage. Modular services definitions ease on-going updates.

Perform efficient Service Request handling with AI-powered scheduling tools to offer customers optimized appointment slots and configure service workflows to efficiently conduct day-to-day service business.

Increase technician productivity with the mobile app which empowers field workers to manage their day, from start-to-end, on mobile, to efficiently deliver great service as part of a connected team.

Meet SLAs and deliver customer satisfaction with 360-degree real-time visibility of service (from requests to jobs in progress) and connected field worker status.

Key capabilities

- Service catalog: whether you want to move away from basic time and materials-based services or are further along on your servitization journey, the service catalog lets you bring consistency, efficiency and profitability to your service offerings by defining and managing them as products.

- Service view of customers and assets gives service managers, contract administrators, and technical support personnel a comprehensive view of service objects and allows them to easily view the mission critical information for the customers and assets they support.

- Service request logging by central teams and field workers plus shared service notes provides visibility and flexibility to improve the customer experience, and can increase service revenues.

- Automate service event generation including triggers by status changes in other processes to improve the speed and efficiency of service delivery.

- Book appointments directly through integration with other systems, and via customer self-service.

- Link quotations to service requests for visibility of scope and opportunity to up-sell and cross-sell on-site.

- Multi-level SLAs, with SLA dependencies, support complex customer service contracts and increase SLA compliance.

- Apply service contracts to service requests so customers receive the level of service they paid for, and to reduce revenue leakage.

- View, change and define scope of work and demands to manage change, billing accuracy and service consistency.

- Configurable service workflows to evolve with your service organization, business and customers.

- Mobile work order from start to end of day, including breaks, shifts, scope changes, inventory management, task progress and reassignment.

- Dashboards and KPIs to track your day-to-day and longer term goals.
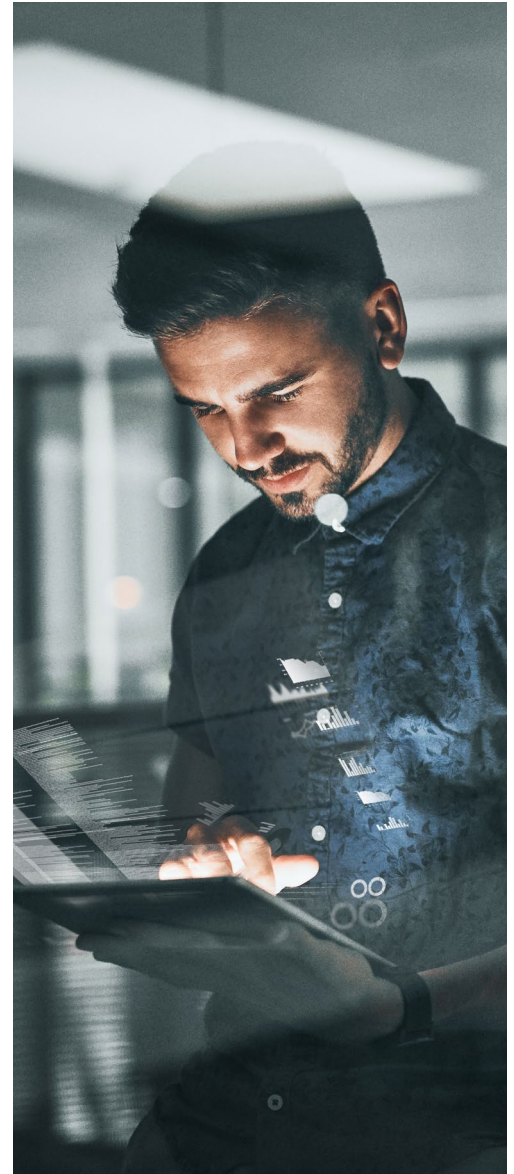
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