

# IFS Loops Digital Workers for Manufacturing



# From Operational Intent to Autonomous Action

IFS Loops Digital Workers autonomously execute manufacturing and supply chain workflows across your existing enterprise systems. They deliver real time insight, governed autonomy, and measurable gains in efficiency and cost reduction.

## What are Digital Workers?

Digital Workers are advanced software agents powered by agentic AI that act as operational team members, not task-level automation.

They automate complex, repetitive workflows end to end, operating across multiple systems and processes while understanding context, managing exceptions, and making rule-based decisions autonomously, while still configurable to bring stakeholders into the loop for approvals, escalations, or key decisions. They work as a 24/7 coworker, running independently or alongside human teams to keep operations moving without added headcount, freeing teams to focus on higher-value work.

“Every day, three or four ‘AI’ companies reach out wanting to help me on my AI journey. Meanwhile, my feed is full of failed projects, six-figure budgets, and no clear ROI. As a 20 year IFS user, I decided to start where I actually trust the platform: IFS Industrial AI.”

If you need more flexibility, there’s IFS Loops – think of it as an AI Lego set. It connects with IFS and other systems, using pre-built agents and integrations.”

**Alex Ivkovic**

Chief Information Officer | CDF Corporation

# Business Value & Impact

Digital Workers enable manufacturing processes to operate with intelligence, automation, and continuous execution:

## For Customers:

- Faster, more reliable service commitments
- Proactive communication when disruptions occur
- Higher first-time-fix rates and fewer repeat visits
- Improved overall service experience and trust

## For Field Teams:

- Less time searching for knowledge and guidance
- Fewer manual coordination tasks and follow-ups
- Clearer schedule context and fewer last-minute changes
- More focus on skilled, value-adding field work

## For the Organization:

- Absorb service volume growth without adding headcount
- Increased execution capacity across regions and assets
- Sustainable SLA performance at scale
- Governed, resilient operations despite system fragmentation.



With Digital Workers, leaders can expect\*:

# 20–25%

*Faster knowledge resolution*

# 50–70%

*Fewer scheduling conflicts*

# 30–50%

*Less manual reshuffling*

# 75+

*System integrations*

\*Results may vary based on the process, environment, industry

## The Manufacturing Execution Gap

Most manufacturing delays aren't caused by a lack of data, but by the inability of execution to keep up with strategy. Work stalls between the ERP, the shop floor, and supplier inboxes. A single missed part confirmation or a delayed schedule update ripples across production, causing bottlenecks that manual follow-ups and tribal knowledge cannot solve.

# Digital Workers: Your Always-On Team

Powered by IFS Loops agentic AI platform, Digital Workers deploy securely, learn in production with domain specificity, context-awareness, and scale through governed change.



Learn more →

## Supplier Order Manager

Autonomously manages and streamlines supplier interactions, handles confirmations, delays, & follow-ups to ensure timely & structured procurement communications.

### Agentic Skills:

- Supplier Coordination
- Supplier Communication
- Email Composition
- Email Parsing

### Results:

- 50–70% reduction in manual effort
- 2–4× faster supplier confirmation cycles
- 30–50% fewer follow-ups and exceptions



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## Inventory Replenisher

Intelligently forecasts demand, manages stock levels & adopts replenishment in real-time to minimize stockouts, overstocking, & planning effort.

### Agentic Skills:

- Actionize Planning Outcomes
- Supplier Validation
- Conditional Selection
- Purchase Order Creation

### Results:

- 30–50% reduction in stockouts
- 20–40% reduction in excess inventory
- 25–40% faster replenishment cycles



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## Customer Order Manager

Automates end-to-end customer order processes, from intake and real time updates to proactive issue resolution, improving accuracy and customer satisfaction.

### Agentic Skills:

- Asset Discovery
- Order Processing
- Notifications
- Customer Communication

### Results:

- 40–60% faster order processing
- 70–90% reduction in manual entry errors
- 10–20% productivity gain  
(1–2 FTE capacity unlocked)



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## Material Replenisher

Finds and confirms parts, checks inventory across sites, recommends the best fulfillment option, and aligns technicians and planners via automated approvals and updates.

### Agentic Skills:

- Part Identification & Validation
- Inventory Lookup
- Requisition Creation
- Parts De-duplication

### Results:

- 40–60% reduction in parts-related delays
- 25–45% improvement in first-time fix rates
- 20–35% reduction in inventory holding costs

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## Supplier Invoicing Manager

Automates supplier invoice intake, validation, and exception routing so AP teams process invoices faster with fewer errors and clear audit traceability.

### Agentic Skills:

- Invoice Intake & Parsing
- 3-Way Match
- Charge & Variance Interpretation
- Exception Handling

### Results:

- 40–60% reduction in invoice processing costs
- 2–3× faster processing cycles
- 30–50% fewer discrepancies and exceptions



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## Dispatcher Assistant

Autonomously optimizes routes, schedules, and SLAs with precision and speed to avoid early failures.

### Agentic Skills:

- Exception & Intent Detection
- Appointment Renegotiation
- Resource Reallocation Analysis
- Schedule Exception Support
- Parts Availability Awareness

### Results:

- 50–70% reduction in scheduling conflicts
- 10–20% improvement in SLA adherence
- 10–15% increase in resource utilization



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## Knowledge Manager

Intelligently searches & synthesizes internal content to deliver accurate, context-aware answers & content.

### Agentic Skills:

- Context-Aware Retrieval
- Conversational Query Interpretation
- Knowledge Gap Detection
- Relevance Ranking
- Multi-Source Knowledge Search

### Results:

- 30–50% faster issue resolution
- 20–40% improvement in first-time fix rates
- 25–40% reduction in escalations and rework



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## Service Planning Assistant

Optimizes medium- and long-term service schedules through better data, scenario modeling, and embedded intelligence.

### Agentic Skills:

- Predictive Demand Forecasting
- Schedule Optimization
- Conversational Modeling
- Capacity Planning

### Results:

- 30–50% reduction in scheduling rework
- 20–40% improvement in schedule accuracy and stability
- 15–30% increase in first-time fix rates

## A Connected System **Not a Linear Workflow**

This is not a sequence of disconnected steps.  
Each Digital Worker is:

- **A specialist in its domain**
- **A participant in a shared workflow**
- **A contributor to a continuous learning loop**

The Knowledge Manager connects all outcomes, ensuring the system evolves with every transaction.

“The other thing [about IFS Loops] is the way you can configure to our specific needs. So whether that’s our customer service teams that have unique customer demands, we can apply IFS Loops quickly with rule sets and replace some of those non-value-added functions that our customer service and our supplier teams do today. **And they can focus their efforts on more value-added tasks in the future.**”

Lance Schultz

Director of Information Technology | KLN Family Brands





# IFS Loops Protects Your Data

IFS Loops is built for audit-ready operations:

- Full transparency into every Digital Worker actions
- Supervisory agents monitoring and orchestrating Digital Worker activity
- Clear audit trails suitable for compliance and security reviews
- Role-based controls and access allocation aligned with enterprise security models

Digital Workers can be governed, reviewed, and audited just like human workers performing mission-critical tasks, ensuring improvements happen through controlled and accountable change.



Ready to take the next step? Contact an IFS Loops expert today:

[Book a demo](#)