

# Intelligent Service Operations for Manufacturers

Coordinating technicians, tools, and parts efficiently is critical to field service success, yet many manufacturers lack the real-time visibility and AI-driven intelligence needed to stay ahead.

Without real-time intelligence and automation, manufacturers struggle with fragmented logistics, inefficient workforce planning, and reactive decision-making, leading to costly delays, wasted resources, and service bottlenecks that erode profitability.

To break these barriers, manufacturers need a solution that drives end-to-end visibility, optimizes workforce deployment, and streamlines operations –from real-time inventory tracking to reverse logistics– ensuring every part, tool, and technician is exactly where they need to be.

But not all platforms are created equal—true operational intelligence requires AI-powered coordination, predictive planning, and seamless execution across the entire service ecosystem.

**37%**

see planning, forecasting, and optimizing workloads as a top FSM benefit

**29%**

struggle with outdated or insufficient service technologies

**22%**

say increased service complexity is a top pressure in service delivery

Source: IFS State of Service in Manufacturing Industry Report, 2023

## Key Service Optimization Capabilities



### Planning Tools

Develops long-term headcount and capacity plans for back-office and field workers utilizing AI-powered optimization for multi-horizon planning. Helps businesses project capacity, assess scenarios, and make informed decisions in advance.



### Parts Management

Manages inventory, locations, and stock levels with tracking across warehouses, technician vehicles, and depots. Ensures rapid turnaround by integrating part allocation recommendations into scheduling based on appointment data.



### Reverse Logistics

Oversees tracking, management, and optimization of returns and repairs. Provides multi-channel visibility across internal and external depots and warehouses. Evaluates repair efficacy for customers in real-time, aiding informed decision-making.



### Driver Routing

Maximizes appointment efficiency by reviewing technician locations and identifying bottlenecks and inefficiencies. Allows for the setting of business rules and prioritization of appointments to optimize performance.



### Scheduling Optimization

Prioritizes customer appointments alongside service needs. Features AI-driven scheduling optimization that automates scheduling while considering SLAs, regional factors, and other constraints.



### Enterprise Resource Management

Manages internal business capabilities beyond direct service delivery. Provides comprehensive lifecycle, performance, and investment planning across all business functions within a unified platform.



### Simulations

Conducts "what if?" scenarios to assess impacts on headcount, profitability, and other metrics. This capability itself is typically a hallmark of best-in-class planning and scheduling optimization.

## Why IFS?

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After speaking with various potential partners, it was quite clear that IFS Cloud’s capabilities would mark a significant step in transforming our service operations, and IFS was therefore, the clear choice. With enhanced real-time insights and dynamic scheduling, we expect to achieve substantial improvements in service delivery and customer satisfaction, supporting our goals for efficiency and sustainability.

Joern Lindstaedt, VP Global Customer Service – Power Systems, Rolls-Royce

### Industrial AI-Powered Operational Intelligence

IFS embeds AI capability directly into service execution, transforming operations with context-driven, actionable insights. This enables manufacturers to reduce risk, optimize processes, enhance productivity, and drive innovation—helping them become more agile, efficient, and profitable.

### Optimized Coordination & Full-Service Visibility

IFS connects technicians, parts, and tools in real-time, breaking down silos and inefficiencies. With end-to-end visibility across workforce, inventory, and logistics, manufacturers can reduce inefficiencies, improve first-time fix rates, and optimize every service interaction.

### One Connected, Future-Ready Platform

IFS integrates effortlessly with ERP, CRM, and other enterprise systems, enabling real-time data flow and unified operations. Built on a composable and scalable platform, it empowers manufacturers to adapt faster, integrate new technologies seamlessly, and expand capabilities without disrupting existing workflows.

### Proven Industry Expertise

Backed by decades of experience in manufacturing and service, IFS understands the unique pressures manufacturers face and delivers solutions designed specifically for asset-intensive businesses, ensuring they operate smarter, faster, and more efficiently.



IFS is the only company named as a Customer’s Choice in the 2024 Gartner® Peer Insights™ Voice of the Customer for Field Service Management

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