

# IFS Partner Success program accelerates best practice and global expansion for Enterprise Analytics



Within months of joining the IFS Partner Success Program, IFS Partner Enterprise Analytics has already increased both its technical capabilities and its global project footprint. Fully embracing the IFS program's Partner resources, the company has established an additional team to service Field Service Management (FSM) and Planning and Scheduling Optimization (PSO) domains, and further enhanced consulting competencies and best practice across quality, governance, implementation methodology and development.

Enterprise Analytics' customer base spans three main sectors: Manufacturing, including food and beverage; Construction and Engineering, with complex project-intensive requirements; and Energy and Utilities, specifically water and the oil and gas industries. Much of the company's effort is directed to delivering in-depth support to customers implementing IFS Cloud and providing IFS upgrades and maintenance. In addition, specialist teams provide consulting services for customers seeking to integrate their banking or payment automation platform with IFS, and to customers requiring the set-up of enterprise reporting and business intelligence solutions.

## Natural strategic fit

In May 2022, the company became the first partner in the Asia Pacific, Japan, Middle East & Asia (APJ ME&A) region to sign up for the IFS Partner Success Program. Enterprise Analytics co-founder and Group Technology Director Pethum explains, "Joining the IFS Partner Success Program was a natural move. We have worked together for many years and, as co-founders and former IFS employees ourselves, IFS is in our DNA. We share the same values, culture and professional commitment to delivering value to IFS customers."

"As expansion and moving into new industries are both business priorities for us, the IFS Partner Success Program gives us access to the expertise needed to grow. Most importantly, it allows us to deliver a superior quality experience for our customers going forwards, assimilating and sharing the very best industry practice," he says.

## About Enterprise Analytics

Founded by a group of ex-IFS Consultants in 2018, Enterprise Analytics is an ERP and Software Services Company headquartered in Colombo, Sri Lanka. Rapid expansion has established the company as a leading IFS Partner in South Asia, with further operations in the Middle East, Australia, the UK, Europe and America. With a team of around 100 consultants, system engineers and technical developers, the company works collaboratively as a Partner on IFS projects globally.



## IFS resources and expertise

The IFS Partner Success program is built to meet the specific needs, challenges and risks that partners face when delivering to customers, allowing them to increase the scale and scope of their delivery services. Complementary to IFS Customer Success, Partners enter a three-year contract to have prioritized access to a wide range of IFS resources and expertise. An annual allocation of IFS resource Service Units (SUNS) allows partners to buy from a menu of IFS Expert Advisory Services, including consulting, enablement and support, according to their business needs and goals. Each year, a Partner Success Plan maps out the most appropriate services, jointly agreed with a dedicated IFS Partner Success Manager.

## Rapid practical benefits

Pethum believes the most immediate benefit since joining the program has been the program's Expert Advisory Services. "Our Partner Success Manager has helped us to rapidly upskill teams to address new customer opportunities," he says. "For example, IFS has led workshops to cascade Field Service Management (FSM) and Planning and Scheduling Optimization (PSO) domain knowledge," he says. In addition, IFS presenters briefed the team using real-life project examples, best practices, success stories and failures. "The in-depth support really helped our people to understand the FSM and PSO concepts. I'm delighted to say our hand-picked team has now completed the IFS Practitioner certification,".

The company's eagerness to improve, and swiftly apply learnings from the Partner program's Expert Advisory Services, has already started to pay off. In October 2022, Enterprise Analytics was appointed as the IFS Channel and Services Partner for action sports manufacturer Aqua Dynamics, the first customer in South Asia to embark on its digital transformation with IFS Cloud.

## Next phase plans

What ambitions does Pethum have for the next phase of his Partner Success plan? "Our relationship with IFS is built on a foundation of shared values and a common vision for the future," he says. "Based on our positive experience to date, we now want to upscale our consultants in another industry area. Enterprise Analytics also runs a project management office (PMO)." he explains. "We'll be looking to use our IFS Expert Advisory Services guidance to embed best practice in our project and implementation methodologies. For example, by reviewing our project health check methodology and implementation outcomes to see if there are areas we can make even more robust."

## Benefits seen using IFS

- Enhanced consulting competencies and best practice across quality, governance, implementation methodology and development
- Training and IFS Practitioner certification for Field Service Management (FSM) and Planning and Scheduling Optimization (PSO) domains
- Instant, flexible access to IFS Tactical Support Service building competence
- Ongoing bespoke, fully managed Partner Success Plan to address strategic Partner business goals
- Access to IFS best practices, training and sector expert knowledge through an extensive range of Expert Advisory Services
- Resources to expand and upskill team with capabilities to service oil and gas and mining sector projects
- Preferential referrals from IFS Consulting

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Pethum, Co-Founder And Group Technology  
Director, Enterprise Analytics

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### Moment Of Service™

Pethum is keen to stress the talent and experience that is available to customers through IFS Partners and IFS consultants worldwide, especially those partners who have onboarded on the IFS Partner Success Program. “Every partner has different strengths, but we are all committed to improving the Moment of Service for our customers. As one of the very first adopters of IFS Cloud and having completed several upgrade projects across Asia and Europe, I think our differentiator in the ecosystem is our domain knowledge and hands-on experience implementing IFS Cloud solutions,” he says. “We have built and refined very successful processes; the IFS Partner Success program ensures we can continue to expand and improve our offer and quality of delivery for customers worldwide.”

### Find out more

For further information,  
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