

# Get to know IFS

#MomentofService



# What makes us different?

“ I am often asked what has made IFS’s success possible and why companies choose us over our competitors. My response is always twofold: we are utterly and completely dogmatic about delivering value and success to our customers and that is reflected everywhere in our business. From our marketing teams, to our sales team through to our delivery and success teams, the customer is at the heart of everything we do. And that shows. The second point is that the same customer centricity is pervasive in our R&D group and our product strategy. IFS Cloud was developed to be easier to deploy, make innovation consumable, and to give the industry-specific capabilities that companies need for growth. And customers were part of this journey. This is what sets us apart.



This brochure provides you with a look at what IFS is all about and why industry analysts repeatedly name us leaders in our field.

I hope you find it an interesting read and that I will have the opportunity to meet with you face to face in the future.

A handwritten signature in black ink, appearing to read 'Darren Roos'. The signature is stylized and fluid, with a large initial 'D' and 'R'.

**Darren Roos**  
Chief Executive Officer

# IFS at a Glance

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. Within our single platform, our industry specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers – at the Moment of Service™.

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. Our global team of +5,500 employees every day live our values of agility, trustworthiness and collaboration in how we support thousands of customers.

For more information, visit [ifs.com](https://ifs.com)



**+5,500**  
employees



**80+**  
countries



**€820<sub>M</sub>**  
revenue 2022



**3x**  
revenue growth  
vs average market growth rate



**+80%**  
cloud revenue  
vs 2021





## The IFS partner ecosystem

We partner with some of the world's largest companies to give our customers more choice and access to new technologies. The IFS Partner Network contains hundreds of local and global partners on Authorized, Silver, Gold and Platinum and Platinum Elite levels. Partners help us deliver an even better solution and can complement our implementation and consulting services offering, or integrate approved technologies and software.

Our customers benefit from this through greater choice in selecting who to work with, access to specialist skills, and technology that complements the IFS offering. It also gives our operations an even larger geographical reach to support today's global businesses.

At IFS, we know the importance of being recognized as an expert—so to help our customers and partners enhance their knowledge and to show their level of expertise, we have IFS Academy. IFS Academy gives our partners the opportunity to certify consultants and their organization using tailored training courses with exams. For IFS, this is a way of making sure that all customers receive the same high-quality service no matter which IFS partner they choose to work with.

# Corporate social responsibility

IFS has placed sustainability at the core of its values since its inception in 1983, and we believe that our industry has a critical role to play in the sustainability movement.

Technology has the potential to enable change for the better by creating solutions that can tackle environmental, social and governance (ESG) issues. Our approach is shaped around three pillars: acting sustainably in our own business; supporting our customers to be more sustainable and influencing the technology industry at large to be more sustainable. IFS is committed to the UN Global Compact and has identified focus areas for the UN Sustainable Development Goals (SDGs). We set ourselves ambitious targets, including carbon neutrality by 2025, to continuously hold ourselves to account.

As well as delivering on our own sustainability goals, we are supporting customers to become more energy efficient through our products. IFS Cloud is 52-79 percent more energy efficient than compute equivalents, and 71-79 percent more energy efficient than storage equivalents deployed in traditional data centres. Our new IFS Cloud Sustainability Hub app offers specific templates to meet best practice and common sustainability standards. In 2021, we also launched the IFS Change for Good awards to recognize sustainability excellence across our customers and individuals.

Through the IFS Education Program, IFS continued to support students globally throughout 2021. The program aims to counter low interest in STEM subject by helping students and young people get enthusiastic about technology, learn new skills and give them an idea of what it's like to work in IT. We achieve this by collaborating with top universities globally, including 15 in Sri Lanka, to provide scholarship and IT equipment in order to inspire students – especially female students – into careers in the tech industry, as well as providing internships and mentorships. IFS also partners with the IFS Foundation, a group of independent charities. In 2021, the IFS Foundation completed several projects in Welusumanapura, Sri Lanka, supporting the United Nations SDGs 3: Good health and well-being, 6: Clean Water and Sanitation and 8: Decent work and economic growth.





## Industry analysts recognize us as a leader

We believe it's one thing to say you're the best, and it's entirely another for industry experts to say you're the best. We're proud that, for years, analysts from some of the world's most renowned research and advisory firms have recognized IFS's product and service leadership across our solution portfolio.

IFS has been named a Leader in the Gartner Magic Quadrant for Field Service Management Software for the sixth consecutive time<sup>1</sup> and is #1 in Complex Service and Support Use Case in the 2021 Gartner Critical Capabilities for Field Service Management<sup>2</sup>. Widely respected research firm IDC has named IFS a Leader in their inaugural MarketScape for Worldwide Manufacturing Service Life-Cycle Management Platforms 2022<sup>3</sup>. IDC also evaluated IFS as a Leader in the MarketScape for Worldwide SaaS and Cloud-Enabled Manufacturing EAM Applications 2021<sup>4</sup>. IFS is also proud to be named to the Constellation ShortList™ for Field Service Management, Q1 2022<sup>5</sup> and also to the Constellation ShortList for Cloud ERP Q1 2022<sup>6</sup>. Forrester has named IFS assyst a Leader in the 2021 Forrester Enterprise Service Management (ESM) Wave<sup>7</sup>.

We've seen IFS's recognition across the global industry analyst community continue to rise. This is not only a reflection of our focus on the customer as our guide for developing great solutions, but most importantly, it's a reflection of very satisfied customers who have partnered with IFS to use technology to propel their businesses.

<sup>1</sup> Gartner, Magic Quadrant for Field Service Management, Jim Robinson, Naved Rashid, 31 August 2021

<sup>2</sup> Gartner, Critical Capabilities for Field Service Management, Jim Robinson, Naved Rashid, 1 November 2021

<sup>3</sup> IDC, IDC MarketScape: Worldwide Manufacturing Service Life-Cycle Management Platforms 2022 Vendor Assessment<sup>1</sup>, By: Aly Pinder, February 2022, IDC # US46742721

<sup>4</sup> Constellation ShortList, Ray Wang, Q1 2022

<sup>5</sup> Constellation ShortList, Ray Wang, Q1 2022

<sup>6</sup> Forrester, The Forrester Wave™: Enterprise Service Management, Q4 2021, Charles Betz, Will McKeon-White, December 6, 2021

<sup>7</sup> IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is represented by the size of the circles.

# Customers call us partners

Developing leading enterprise software is about a lot more than code. It's understanding how industries operate. Their common obstacles, and where the catalysts for change exist. And nobody knows that better than our customers – the people who use our software every day to do better business and get ahead in their markets. This is why we do a lot of listening with business advisory seminars and policy-making groups. And here our advisory councils, where we regularly meet with customers to discuss their views, are invaluable. These are complemented by user groups worldwide, where customers meet to discuss and tell us what they need from us to improve their use of our products.

Every six months, we also offer entry to our Pioneer Program, which links selected customers with those who design and build the product, to enable further learning and gather customer feedback ahead of releases.

But your relationship with IFS is about a lot more than our product. It's the value we each bring to our relationship at every step of our engagement. Through the IFS Select™ and IFS Success™, customers can benefit from advanced business outcome management. This combines deep IFS solution expertise with an in-depth understanding of your expected business goals. As part of this, IFS Value Assurance™ enables customers to achieve business value in a structured, predictable way. This multi-year engagement ensures your solution delivers the intended business performance outcomes and aligns to your strategic goals.

Once you've deployed the product, our IFS Lifecycle Experience is here to support you through change – from exploration and definition, through build and use. We work through these iterative cycles with you, helping you extract maximum real-world business value from every stage of your engagement with our solutions.

IFS Support provides you with a single, easy-to-use, seamless conduit for product support and deep product expertise. IFS support provides skilled functional and technical assistance for issues related to our IFS products.





# What's your #MomentofService

Every good business was started with the intention to do something different. For some, that was a new invention. For others, an improved production process.

But every great business was started with the intention to do something amazing for their customer.

It's a small nuance, but one that has a big impact.

And whilst there are thousands of things that go into making a business successful...it's the **THE MOMENT OF SERVICE** that matters.

All the decisions, blood sweat and tears that go into getting the right materials, employing the right production process, architecting how to take orders and the speed at which you can deliver and care for your customers... get judged by your customer at that moment when it counts: the moment of service.

**It's the moment** when it all comes together.

**It's the moment** when all the hard work that's gone into doing what you do, pays off.

**It's the moment** at which an organization wins or loses in the eyes of a customer.

**So, what's your Moment of Service?**

# Built for your industry

Our path to industry expertise started decades ago, camped outside our first customer's site. There we learned the value that truly understanding the processes, systems and challenges of an industry can bring.

Today this deep industry and customer focus allows us to provide solid results to industry-specific challenges. Innovative and insightful solutions that support our customers in meeting their goals.



Aerospace & Defense



Energy, Utilities & Resources



Construction & Engineering



Manufacturing



Services

## Deliver moments of service that really count

We know that whatever your industry, it's the moment of service that matters. IFS Cloud merges your core business activities—from supply chain and production to aftersales and support—into something greater: moments of service that delight your customers.

IFS Cloud has been developed to be a key part of your company's ecosystem, enabling increased speed-to-value through features and flexibility focused on your industry. Whether you're looking to improve granular processes or need support for high-level strategic decision-making, our platform is designed to get you up and running and addressing your business needs straight out the box.

IFS Cloud comes with industry-focused accelerators to help you implement more efficiently, along with lobbies, reports and dashboards to better visualize your information and support decision-making. And our module-based functionality means you can expand and enhance your IFS solution as your needs and business models change.

# One platform. Class-leading capabilities.

IFS Cloud is a single platform that delivers class-leading solutions across Service Management, Enterprise Resource Planning and Enterprise Asset Management.

Built to meet the needs of your business and the markets you serve, IFS Cloud delivers the full spectrum of IFS capabilities from a common platform, with solutions tailored to your industry and functional needs.

With consistent user experiences and solutions that work together out-of-the-box, our product is simple to use and tailor, making it easy for you to extend and connect your software to IFS Cloud.

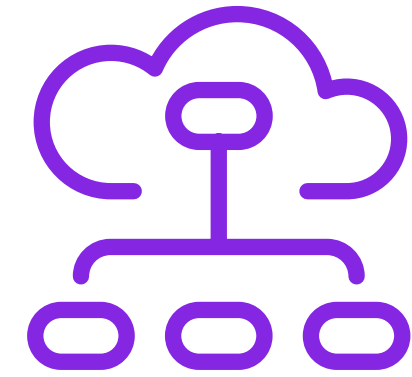
You start with the solution that fits your needs best and add new functionality as requirements change and grow—without having to buy, integrate and support new products.

## Same product, great choice—wherever you deploy

To keep delivering the latest functionality, innovation and experience improvements to you, our new product is built in the cloud. This means you can get the most value out of our solutions and capabilities for as long as you run our software, whether in the cloud or in your own data center.

The way we deliver our solutions, and all future updates to them, is flexible. You can deploy and run in two ways that offer different operating models for your IFS Cloud software. Whichever choice you make you'll have exactly the same functional solution, no compromises.

IFS Cloud is also designed so you can change from one of these models to another if you need to. This means you aren't locked into a residency choice and are safeguarded against changing data residency and privacy regulations in the future.



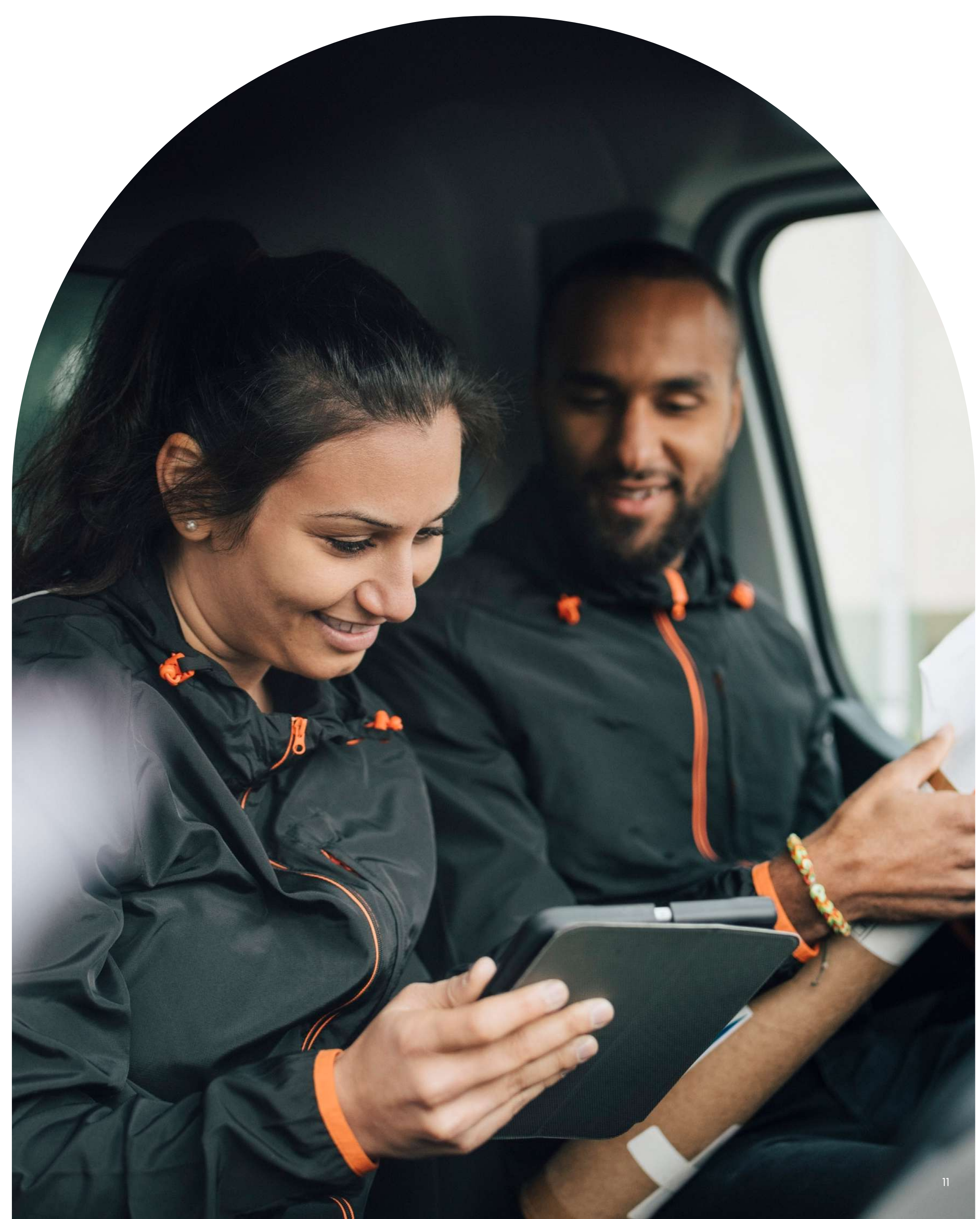
### Cloud

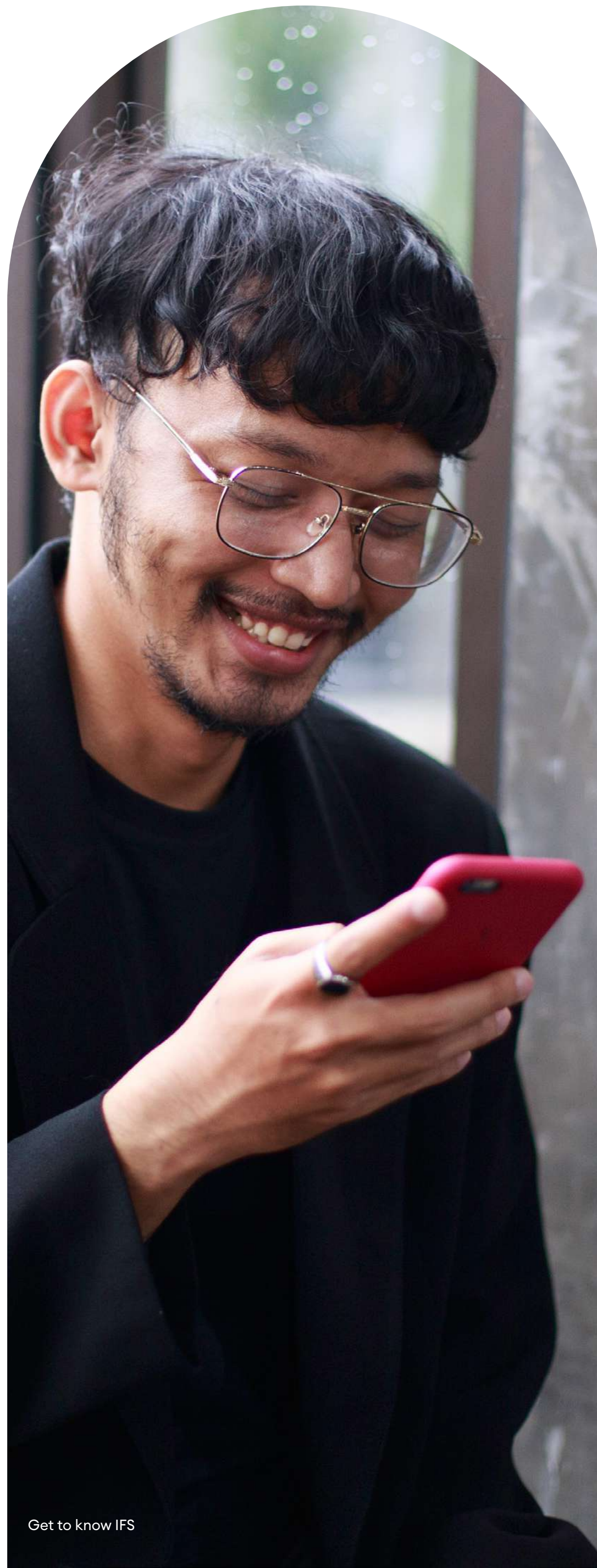
hosted in our cloud, you connect to the service and we do the rest



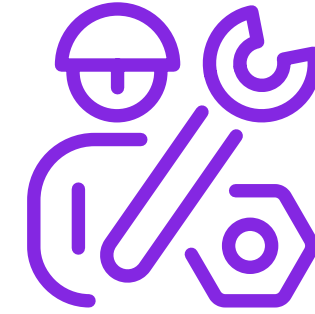
### Remote

we provide pre-packaged IFS Cloud software, which you operate on supported platform software, whether cloud or on-premise





## Ready to use out-of-the-box



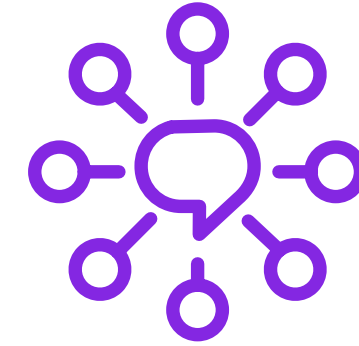
### IFS Field Service Management Cloud

IFS Service Management is the most powerful service planning, tracking, and optimization solution available.

It enables and maximizes profitable service-based revenue streams within a single platform by combining leading service management functionality, including complex asset management, scheduling optimization and mobility, with enterprise class ERP capabilities, such as Supply Chain Management, Human Capital Management and Global Financials.

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IFS Named a Leader in the 2021 Gartner® Magic Quadrant™ for Field Service Management for the sixth consecutive time\*



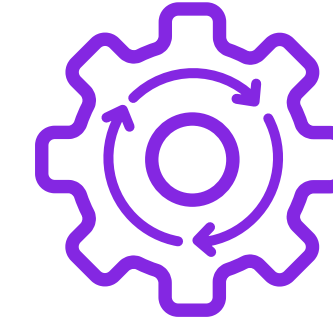
### IFS Enterprise Resource Planning Cloud

IFS Enterprise Resource Planning (ERP) Cloud enables you to exploit a fast-paced, digital, service-driven world.

It delivers individualized offerings with best-in-class functionality across Finance, Human Capital Management, Customer Relationship Management, Supply Chain Management, and more. It includes powerful functionality for discrete, process and multi-mode manufacturing, as well as complex project and service management, across a wide range of industries.

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IFS a Customers' Choice in 2020 Gartner Peer Insights 'Voice of the Customer' Cloud ERP report\*\*



### IFS Enterprise Asset Management Cloud

IFS Enterprise Asset Management (EAM) Cloud gives you what you need to manage your full asset lifecycle, helping you to reduce the cost of managing your assets and asset information.

It provides powerful tools to deliver reliability-centered maintenance, preventive maintenance, workforce management, capital project management, overall equipment efficiency and mobility. Including maintenance inventory, document and contract management, engineering and finance, IFS EAM offers business continuity in the face of disruptive change and unlocks the opportunities of Industry 4.0.

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IFS the fastest growing top 15 EAM software provider in IDC 2020 EAM Applications Market Share report\*\*\*

\* Gartner, Magic Quadrant for Field Service Management, Jim Robinson, Naved Rashid, 31 August 2021.

\*\* Gartner Peer Insights 'Voice of the Customer': Cloud ERP for Product-Centric Enterprises, 3 December 2020

Gartner Peer Insights Customers' Choice constitute the subjective opinions of individual end-user reviews, ratings, and data applied against a documented methodology; they neither represent the views of, nor constitute an endorsement by, Gartner or its affiliates.

\*\*\* IDC Worldwide Enterprise Asset Management Applications Market Shares, 2020: Pandemic Accelerates Cloud Adoption", Juliana Beauvais, June 2021 DOC#US47986321

# Don't just take our word for it

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We are constantly looking for technologies and processes that will allow us to work smarter and faster than our competitors. IFS Cloud gives us a platform where we can deploy and operationalize innovation in a pragmatic and safe way. Combined with IFS's industry functionality, this gives us a way to outflank the competition while delivering more value to our customers.”

Jyrki Anttonen  
Technology Director, Cimcorp

## IDC Business Value Snapshot\*



\*IDC Business Value Snapshot, sponsored by IFS, The Business Value of IFS Enterprise Solutions with Industry-Specific Use Cases, September 2019.

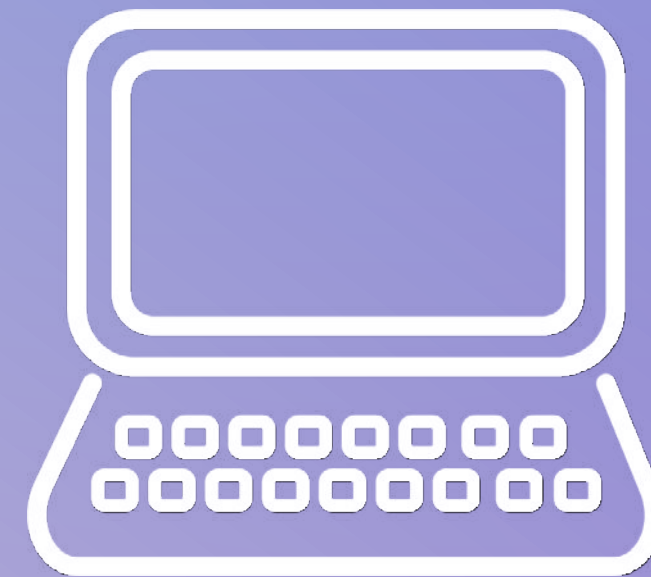
# Welcome to a world of delightful experiences

Whether it's a mass market app on a smartphone or a business system dashboard on a desktop, it's people that use software. The user interface design, and the resulting user experience, are fundamental to how effectively we interact with, use and adopt technology.

Effective, enjoyable to use tools also facilitate collaboration, improving engagement and user performance. It helps you respond to end customers quickly and efficiently and foregrounds the information you need to deliver on your promises.

IFS's user experience helps you do work and business more efficiently. It feels and operates like the best consumer software but is designed to perform in complex scenarios and large, data rich enterprise environments.

The IFS solution is intuitive to use and is easily configured to promote the information that's most relevant to each user. Only you know what's most important in any given workflow, and with IFS you can bring that information to the foreground, helping you prioritize your workload and combine insight with action on any device.





# Cloud choice, portability and parity

While IFS Cloud is designed to let you get the most out of wider cloud capabilities, business contexts like high-security environments can need other deployment options. We offer a choice of operating models for your IFS Cloud software, ranging from full-service running in our cloud service, to where you manage the deployment yourself, where you want to run it. You can deploy IFS Cloud in two ways, but whichever choice you make, you'll have exactly the same functional solution, no compromises—and no forced timings for upgrades, or restrictions on how you can tailor to make it your own.

- **Cloud:** hosted in our cloud, you connect to the service and we do the rest
- **Remote:** we provide pre-packaged IFS Cloud software, which you operate on supported platform software, whether cloud or on-premise

IFS Cloud is also designed for portability, so that you can go from on-premise to the cloud, and from the cloud and back again. This means you aren't tied into your original residency choice and are safeguarded against changes to conditions and regulations in the future.

# Our journey to the intelligent and autonomous business

As we journey into the future with our customers, our aim is to change the playing field for Enterprise Resource Planning, Service Management and Enterprise Asset Management. This ambition is founded on harnessing a core set of enabling technologies that will unlock transformation and disruption for our customers – from artificial intelligence and business process automation to the application of analytics and simulation.

We've been building out and deploying many of the crucial underpinnings and enablers that our vision is built on, with strategic investments in user experience, a layered Application Architecture enabling Evergreen software updates, and the API foundations for integration between platforms, applications and other technologies. This means that IFS customers are already on the journey with us into the future.





To our customers  
**Thank You!**

For over 40 years we have had the privilege of working with many of the world's foremost companies. Each project arrives with its individual challenges and concludes with a great sense of achievement and satisfaction. To all of our customers we say a very sincere thank you.

## Want to know more?

Read more about IFS and our products at [ifs.com](http://ifs.com)

Read some thought-provoking opinion pieces at the IFS Blogs:  
<http://blog.ifs.com>

Follow us on social media channels to get the latest news on what is happening



## About IFS

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Learn more about how our enterprise software solutions can help your business today at [ifs.com](https://ifs.com).

[#MomentOfService](https://ifs.com)