

A black silhouette of a person in a business suit walking from left to right, carrying a briefcase. The silhouette is positioned as if walking on a thin vertical pole that is part of a weather vane structure.

*BUSINESS PERFORMANCE FOR  
SERVICE & FACILITIES  
MANAGEMENT*



## Gain Visibility to Generate Value in Your Business

**IFS gives companies in the service and facilities management industry a comprehensive overview of their business operations, both on strategic and operational levels. IFS Business Performance™ is a complete, prepackaged portal-based tool set for detailed analysis of business performance. Providing industry-specific measure areas and measures as well as scorecards and related cubes, IFS Business Performance puts business-critical output data in focus.**

Managers in the service and facilities management industry consider the selected measure areas (e.g. Service Level) and measures (e.g. Response Time) key elements in evaluating their company's performance.

IFS' business performance package for service and facilities management provides measures within the following main service processes: initiate, execute, invoice and efficiency.

### **The Complete Tool for Corporate Decision Makers**

Unlike any other set of analytic applications, IFS Business Performance is specifically developed to extract data from existing IFS and legacy systems and provide role-based performance and profit-

ability analysis. IFS Business Performance measures and communicates strategic and operational objectives throughout the organization, providing a real-time barometer of the organization's overall performance. Role-based and industry-specific information can be published via the Web to appropriate users, ensuring the right people get the right information when they need it.

IFS Business Performance is an integrated strategic performance management and control system that includes reporting, analysis and scorecard capabilities. By the use of proven data warehousing techniques, business information can easily be accessed from IFS Applications™ as well as other data sources. The IFS scorecard functionality enables you to apply a Balanced Scorecard framework, which helps you execute strategies by aligning strategic objectives and performance measures with the company's vision and strategy. From the employee portals, users can easily access relevant business performance information in the scorecard, analysis and reporting functionality. Furthermore, business performance information can be presented in speedometers, tables, and graphs to provide performance feedback in a management dashboard fashion.



## The predefined measures for Service & Facilities Management include:

### **INITIATE, which includes:**

- Response time
- Service level
- Work Order Planning

### **EXECUTE, which includes:**

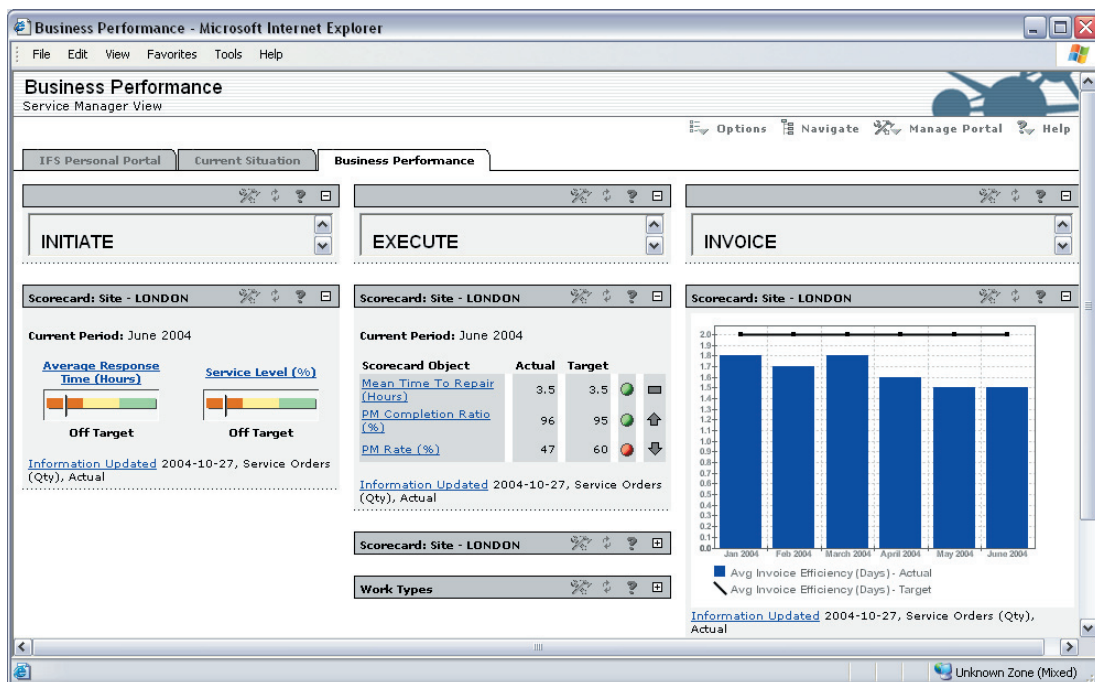
- Mean Time To Repair (MTTR)
- Preventive Maintenance Rate
- PM Completion Ratio
- Maintenance Costs
- Material Planning

### **INVOICE, which includes:**

- Invoice Efficiency

### **EFFICIENCY, which includes:**

- Profit Margin
- Service Contract Margin
- Operational Productivity
- Work Order Waiting Time



Predefined measures for different service processes

# Predefined Parameters for Faster Results

IFS offers you a predefined kit of service measures to reduce the time required to get your business performance environment up and running. The kit is based on predefined measures included in the IFS measure library functionality.

To make it as easy as possible to find relevant business performance information, it is grouped into four main processes: Initiate, Execute, Invoice and Efficiency.

### Process Initiate

#### RESPONSE TIME

The response time, as shown in the graphic below, is acceptable in relation to the defined goals. This means that, on average, the service work for the measured period has been started within the defined time period. No further detailed analysis is required.

#### SERVICE LEVEL

The service level measures the percentage of average time required to start the service work.

### Process Execute

#### MEAN TIME TO REPAIR

MTTR measures the average time for repair. Because the MTTR is taken as the maximum time before a customer can be invoiced, all service orders in which the repair time exceeds the MTTR goal will miss out on revenue.

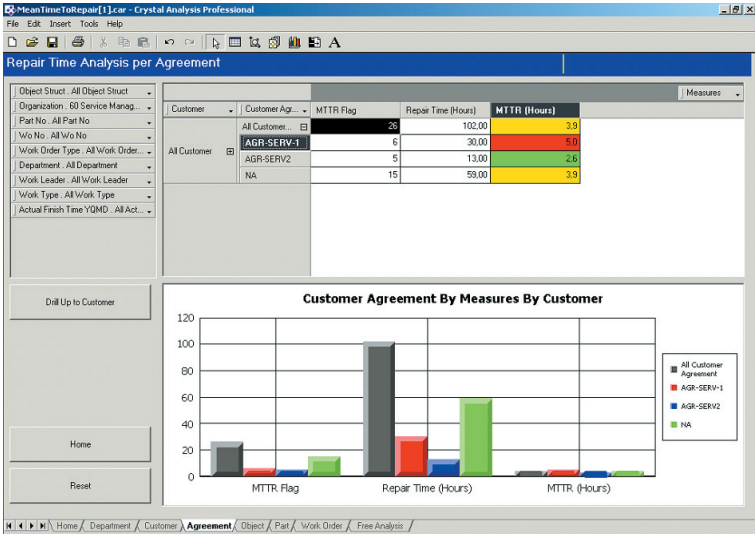
You can analyze MTTR in greater detail with the “Mean Time To Repair Analysis” cube report.

#### PM COMPLETION RATIO

The PM completion ratio measures and indicates whether the preventive maintenance activities have been finished within or outside the defined target.

#### PM RATE

The PM rate is measured and indicates the relation between emergency maintenance and preventive maintenance. This indicates whether the measured maintenance objects are reliable or whether the frequency of preventive maintenance should be increased.



Using Crystal Analysis to look at the measure areas gives you the opportunity to see the data from different views. You can obtain various levels of detail using different dimensions to help you discover exactly why the level is not acceptable.

For the Response Time measure area, the use of Agreement as a dimension indicates that there is a problem with the AGR-SERV-1 agreement. The colors reflect the target values for the measure set in the scorecard. We have decided that an acceptable level for the Mean Time To Repair (Hours) measure is between 3 and 5 hours. All measurement areas have a number of different dimensions for analyzing performance.



#### MAINTENANCE COSTS

Maintenance costs represent the following measures: costs spent on maintenance per site during a specified time period, e.g. a month, and the ratio between the actual and planned costs of work orders.

#### MATERIAL PLANNING

Material planning represents the ratio of planned and actual issues on work orders.

#### **Process Invoice**

##### INVOICE EFFICIENCY

The time between work order completion and the generation of customer invoices is measured. Here, for example, an indication that measures exceed targets could be the result of a large administrative staff.

#### **Process Efficiency**

##### PROFIT MARGIN

The profit margin is measured as a percentage of the margin in relation to the invoiced amount for the defined period in several dimensions. If the profit margin is not in line with the defined goals, further analysis should be triggered.

Missing the MTTR goal can cause profit margin problems.

#### SERVICE CONTRACT MARGIN

The service contract margin measures the margin derived from the revenue from the periodical invoicing of service contracts and the costs arising from the work order. The reason for failing to achieve a goal might be the same as for the profit margin, or there could be other reasons.

#### OPERATIONAL PRODUCTIVITY

Operational productivity measures and indicates whether the relation between invoiced time and available time is on target. This gives an indication of whether staff (technicians) are being used effectively.

#### WORK ORDER WAITING TIME

The WO Waiting Time measure shows the average time between the registration time and the actual start time.

#### **PREREQUISITES**

IFS Applications 2003 or later, with a minimum of the following components: IFS/Equipment, IFS/Work Order, IFS/Customer Order, IFS/Invoice, IFS/Agreement and IFS Business Performance. In IFS Applications 2004, the solution is based on the IFS measure library component. In IFS Applications 2003, the solution is available as an add-on package to the IFS scorecard component. Third-party products required are Crystal Analysis Professional 8.5 and Microsoft Analysis Service 2000.

# About IFS and IFS Applications

IFS (XSSE: IFS) is one of the world's leading providers of component-based business software developed using open standards. IFS' industry-focused solutions are optimized for ERP, enterprise asset management, and MRO. IFS Applications™ offers companies an integrated lifecycle approach to managing assets, services, and products enabling them to employ lean enterprise concepts, control costs, manage projects, increase efficiencies in their supply chain, and measure their performance.

As a leader in component-based software, IFS delivers tangible business benefits for companies in the aerospace & defense, automotive, construction & facility management, high-tech, industrial manufacturing, process, and utilities & telecom industries. Working in close collaboration with partners, IFS is driving the market to embrace standards and co-existence that offers customers faster payback, reduced risk, and freedom of choice.

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