



## **AGILE, INTEGRATED AFTERMARKET SERVICE SOFTWARE FOR CONSISTENT EXCELLENCE WHEREVER YOU DO BUSINESS**

**Around the globe, aftermarket service providers using IFS Applications are running their businesses more smoothly and efficiently because they get complete visibility and control throughout their operations. An end-to-end solution, IFS Applications supports field service and depot repairs with solutions for service contract management, mobility, scheduling, repairs and logistics—in several countries at the same time if required. Moreover, it is documented easy to use and learn, with lower training costs and increased productivity as a result. And because it is component-based, IFS Applications sits neatly alongside whatever legacy systems companies are using to support their manufacturing, financials or other business processes.**

With a history in service management as old as the company itself, IFS helps companies worldwide—often with operations in several countries—grow their business and increase revenue by tapping into the growing area of aftermarket services. Manufacturers and distributors are increasingly taking responsibility for this lucrative area, enabling them to grow revenue while helping their customers get more value from their initial investment. And they are doing it more consistently and efficiently with IFS Applications.

### **THE BEST OF BOTH WORLDS**

IFS Applications is component-based and built with an open architecture. This allows other applications to access information and invoke functionality in IFS Applications with the same ease as any IFS component does. Behind this technical jargon is a crucial business fact: if you are happy with the legacy systems that support your core operations, stay with them. IFS' aftermarket service components slot neatly into any other ERP package.

IFS also offers a complete product lifecycle management solution with an ERP backbone—all fully integrated. It covers everything a company requires from engineering, manufacturing and distribution through to project management and aftermarket services, completely integrated with back office functions such as human resource management and financials. Moreover, its built-in business intelligence facilitates benchmarking and takes the guessing out of your business decisions. And it is scalable, so as your business expands and changes, IFS Applications grows with you, seamlessly and smoothly, increasing top-line performance and adding to your bottom line.

### **SHORTER TIME TO VALUE**

IFS Applications enables you to help your customers achieve faster time to value by increasing the value of the initial investment they made and allowing them more quickly to get more out of what they bought. You can offer a more professional level of service because you can sell services you know you can deliver. Moreover, you can more easily monitor your service contracts as they run and build up better relationships with each of your customers. The transparency and visibility that IFS Applications provides you with also make it easier to sell additional services and products, thereby improving your revenue and binding your customer even closer to you.

### **SERVICE QUALITY WHEREVER CUSTOMERS NEED IT**

Aftermarket services provide a real CEO favorite—a predictable stream of recurring revenue. But only if service meets expectations. As companies grow, merge and make acquisitions, as new avenues of opportunity are explored, the types of service performed and contracts offered can be extremely diverse. Unless these are harnessed in a single software solution, service processes will eventually display differences in performance levels and quality, which can lead to customer dissatisfaction, a common reason for withholding payment, or even worse, leaving for another vendor.



IFS Applications ensures standardized, consolidated processes, greater transparency and the ability to improve benchmarking. For depot repair, IFS Applications lets you handle the entire Receive–Repair–Ship process with ease and efficiency. For field service operations, IFS Applications enables the precise scheduling and logistics that optimize resource utilization. So you can give your customers what they require; the same standard of service wherever they do business—next door or across the globe.

### **CONTRACT FULFILLMENT FOR MORE SATISFIED CUSTOMERS**

Service provision is as much a matter of trust as technology, of delivering what you promised at the agreed time and place. Yet, too often service providers lack the means to monitor the extent to which they fulfill their contracts and how closely they adhere to what has been agreed. In fact, customers are often lost not because the service itself is of low quality, but because delivery is too unreliable and promises are not kept.

With IFS Applications, you can optimize resources based on contract scheduling constraints. This way, you can ensure that the right technicians are in the right place at the right time. And the transparency and agility of the software makes contingency planning easier than ever. Current users of IFS Applications name improvement in profitability, greater customer retention and a clear competitive differentiation as some of the business benefits they enjoy.

### **RESOURCE OPTIMIZATION—LOWER COSTS**

Contractual compliance is not a problem if you have access to infinite resources. But that's utopian, not real life. Instead, the real art is to use available resources in the best possible way. That includes keeping an eye on costs and environmental impact.

IFS Applications enables you to tackle productivity issues by optimizing your work force based on competencies, schedules, SLAs or other business differentiators. It lets you increase service levels and improve resource use, while limiting travel and lessening your environmental footprint. With the leading scheduling tool in the business, you can reduce redundancies, cut down on unnecessary trips, and get the most out of your resources. IFS Applications allows you to do more with less, quite simply.

### **GLOBALIZATION**

IFS is a global corporation with offices and customers on every continent. And IFS Applications is a truly global suite of ERP software that comes in some 20 languages. This means that no matter where your customers are located or set up a new business, or how much your company has grown, you still get full transparency into your service operations. It also means that you can offer your customers a standard, integrated service agreement and be certain that you can meet its terms regardless of where your help is required. You can also offer standardized business processes that enable you to benchmark better. The benefit is better recognition and control of profitability.

### **COLLABORATION**

Aftermarket service is not exactly getting easier. Increased complexity as customers want more out of their investments, 3<sup>rd</sup>-party involvement leading to an extended supply chain, and potential longer service lead times are all part of the mix. The answer is smoother, more convenient collaboration.

IFS Applications offers web-based access and a subcontractor solution that supports the entire subcontractor process and allows them full, but controlled, access to operational data. So the system is available to everyone involved who has access to the Internet, whether it's via handheld or laptop computers, smartphones or any other means. As this makes up-to-the-minute information available to those who need it when they need it, lead times are shorter and the entire operation is more transparent.

### **LEARN MORE**

To find out more about how IFS' Aftermarket Service software solutions can help your organization maintain its competitive edge, see the IFS Aftermarket Service brochure. For general information about IFS Applications, visit [www.IFSWORLD.com](http://www.IFSWORLD.com).