Reducing Complexity, Configurations, and Customizations

IFS

Utilities can simplify the route to service success by integrating IFS workforce management and scheduling software to existing SAP systems.

From deregulation to decarbonization, weather disasters, and the need for grid resilience, utilities are facing pressure to invest in technology for operations and maintenance teams.

But the limitations of enterprise software platforms can constrain these initiatives. In response, utilities are employing best of breed software for workforce, service, and asset management as part of a composable architecture.

IFS is a global leader in field service and mobile workforce management, delivering a world class scheduling and optimization engine with extensive asset management capabilities. The technology easily integrates into existing enterprise platforms such as SAP.

IFS delivers all the capabilities utilities need to optimize their service operations, and will simplify your route to service success. Your journey starts here.

Complete service technology

IFS provides you with a complete service management and workforce scheduling solution in a single offering, seamlessly integrating with your SAP infrastructure.

With IFS, there is no reliance on customizations or additional deployments. Instead, you'll realize immediate value, augmenting your SAP implementation and adding the latest service innovations.

15-20% greater mobile worker productivity, 30% reduction in travel time

IFS workforce planning and scheduling reduces manual tasks and optimizes field work. The technology provides continuous dynamic scheduling that accurately reflects what's happening in the field. Adjust to changes in real time, scale easily to thousands of field technicians, and use machine learning to help predict and improve the accuracy of job durations, planning, and scheduling over time.

Empower your workforce with the right data and simplified tasks

IFS provides strong mobile support so workers can easily manage service calls with access to field and form data. An intuitive user interface supports a range of workflows and processes. Technicians access a range of processes, GIS technology, and location solutions from their mobile device.

Subject matter experts in real-time for specialized work

Technicians and engineers in the field use merged reality to connect with remote experts for help with specialized equipment and repairs. Communication occurs in real-time for faster resolution, enhancing asset and resource utilization while reducing health and safety risks. All information including repair details and customer history is tracked against asset and service activity within the IFS system.

Higher first-time fix rates and lower inventory costs

Inventory is an essential yet costly component of service operations. Only IFS can manage spare parts and van stock alongside warehouse replenishment. This ensures engineers have the correct parts to resolve an outage or issue the first time onsite, helping you optimize inventory and supply chain costs.

Managing appointments in real-time

Leverage historical data to anticipate sick days and cancelations, optimizing capacity and quota management for better workforce utilization. Technicians attend more appointments, arriving on time and ready to carry out the work for increased customer satisfaction.

Customer engagement and self-service portals

Drive greater customer satisfaction with a true omni-channel experience. The IFS system provides call handling and telephony capabilities alongside email, chat, messaging, and other text-based channels. Leverage a wide range of self-serve solutions including virtual assistants, chatbots, portals, knowledge bases, and remote assistance.

Service and asset lifecycle visibility

From first call to final sign off, every member of the service team benefits from full visibility into all aspects of the job for an efficient and collaborative work model. Customer records, asset details, service history, parts, contract, and billing details—all required information is easily accessed.

Managing the complete asset lifecycle

Whether you're managing self- or customer-owned assets, downtime is costly, impacting profitability and customer satisfaction. IFS provides multi-level product structures, parts, and serial tracking to ensure accurate status and history data across the lifecycle of each asset.

Optimize planning and maintenance alongside reactive activity

The IFS scheduling optimization engine combines long- and medium-term workforce planning with day-to-day scheduling. Operations teams evolve from multiple spreadsheets to an all-encompassing solution that accurately forecasts for efficient outcomes every time. Integrate planned preventative work with reactive field activities to minimize workforce and travel costs.

Streamline and accelerate new projects, shutdowns, and overhauls

With IFS, you can manage the entire lifecycle of strategic assets, allowing you to easily handle even the most complex overhaul or project rollout, adding continuous value with increased efficiency and improved profitability.

Quick and easy integration with SAP systems

Our customers depend on IFS for seamless and reliable SAP integrations, from established connectors to highly customized projects. Read the IFS SAP Integration guide to learn how IFS can help you achieve your business goals.

Talk to us about adding IFS workforce management and scheduling software to your SAP solution. Our delighted customers will tell you – you'll be happy you did!

Learn more about how our enterprise software solutions can help your business today at ifs.com.

⚡ IFS