



INTELLIGENT SERVICE DELIVERY THAT MAXIMIZES THE VALUE OF EVERY FIELD SERVICE INTERACTION

Service delivery is multi-faceted, complex and driven by a continually changing scale of customer expectations. Traditionally, field service organizations surrendered control and visibility of their field force due to the nature of the work, which made delivering quality service efficiently and cost effectively a difficult challenge.

Today, field service organizations have the ability to automate and optimize the entire service value chain from a strategic perspective down to an operational level with end-to-end service software. IFS's optimized service solutions are developed to address varying service demand types in complex environments while giving organizations a 360-degree view of their operations. Differentiate your service offering with intelligent end-to-end service software that will maximize the capacity of your workforce while prioritizing customers' needs.

Our powerful service products are designed to work with your organization's unique structure and goals while transforming your service delivery and business processes. Your service organization is unique and our products are built accordingly, giving you the specific components you need based upon your goals. With a heavy focus on the service margin, service organizations that use our software consistently see a big return on investment, including rapid time to value, increased revenue, more jobs per day, an increase in same-day response and improved customer loyalty.



"IFS listened to what needed to be done next, then asked whether we'd thought about doing it another way – and often what they did was delivered without an extra bill attached." If BSKyB had a problem, it just phoned IFS "and they'd be there to help us. And they came to the table with suggestions and improvements not just for themselves and the project but for us as well."

– **Marion Scott, Head of Supply Chain Development, BSKyB**

STREAMLINE YOUR FIELD OPERATIONS

Automate your end-to-end service processes while ensuring that customer information is easily accessible and updatable at every point. View and manage contracts centrally, balance workloads to maximize the efficiency of your field technicians, get visibility into the location of your field force and receive real-time information back from the field to help with forecasting and planning future operations. IFS's service solution efficiently collects and organizes real-time information from all departments and

systems, making it easily available to decision makers at all levels of the organization. Using customized web portals and a seamless mobile solution, service technicians have the real-time information they need to do their jobs.

Your technicians will interact with the software through a user-friendly interface, which guides and assists them through each workflow step. Our built-in IFS Mobile Studio allows you to easily configure the application to fit your organization's business processes and workflows.

**IMPROVE THE CUSTOMER EXPERIENCE**

We understand that your relationship with your customers is paramount to the success of your business and our software caters to this philosophy. Your field technicians nurture an intimate relationship with customers and our solution facilitates this with easier access to customer information, collaboration between the call center, technicians and customers, and customer-enabled web portals for appointment booking and more.

- **Onsite Opportunities:** Technicians can easily access and update contract information and take advantage of face-to-face interaction with upsell opportunities all built into the workflow and prompted on their mobile device. Reduce billing cycles and time to invoice with on-site signature capture, invoice generation and payment collection. Get instant customer feedback with built-in customer surveys, and relay real-time comments or issues directly to the back-office all while still onsite.
- **Proactive Service:** Reduce service calls, travel costs and improve customer satisfaction by proactively managing service contracts, all automated in the IFS solution. Better manage your inventory for a leaner operation while ensuring the right part is at the right place at the right time. When integrated with IoT sensors, jobs can be automatically scheduled in the system, freeing up customers' time and commitment.
- **SLA Adherence:** Make sure the right technician shows up to the right job at the right time with the right skills, every time. With automated scheduling and dispatch, a fully integrated online/offline mobile solution, and inventory management all built into the solution, you are not only empowering your technicians but you are maximizing their potential to service the customer on time, every time.

"With IFS Field Service Management, we didn't have to get three different pieces of software; it was a true end-to-end solution that met our high-level requirements."

– **Josh Warren, Assistant VP for Field Service, Associa**

MAXIMIZE SERVICE MARGIN

By automating your processes and optimizing performance, IFS's service solution will help your service organization to maximize service margin. With one of the best scheduling and planning tools in the world, we enable you to dynamically schedule resources based on service level commitments, plus any combination of business policies

and constraints, reducing travel and operational costs to maximize revenue and margins. Quite simply, the IFS service solution allows you to do more with less. Moreover, being mobile enabled means your technicians spend more time in the field delivering service– eliminating office-bound paperwork. This reduces information lead-time and administration costs, too.

SCALE YOUR BUSINESS EASILY

Our solutions grow and adapt with your organization. Not only does our modular offering (and pricing structure) allow organizations to purchase what they need for the "now" and add on based on future growth, but our R&D teams work closely with customers to ensure that product updates include the latest functionality needed to continue to keep a competitive edge.

- Flexible APIs for changing technological landscape (easy to adopt IoT, etc.)
- Innovative R&D functions and investment (IFS Labs™)
- Modular approach for customizable solution
- Reputable for faster implementations and upgrades



BE AN INNOVATOR IN YOUR FIELD

We provide software that addresses the business pain points of today with the flexibility and technical capabilities to anticipate what's next. From the latest in business intelligence to trends like wearables, drones and IoT, IFS not only vets what's coming but also includes it in roadmaps and development to ensure our technology is constantly ahead of the curve.

- IFS Labs (part of IFS R&D) tests tomorrow's technologies in conjunction with IFS software solutions
- Our software integrates tightly with IoT technologies, making proactive and preventative service management an achievable reality

"We are the leader in service for our industry, and I think that IFS Field Service Management supports us being that leader in the industry. We are very proud of the service we provide."

— Adam Brody, Director of Enterprise Systems,
Sysmex America

LEARN MORE

To find out more about how IFS's service solutions can help your organization maintain its competitive edge, see the IFS Service Management brochure or visit IFSworld.com.