

IFS Cloud: What's New in 23R1?



IFS Cloud customers benefit from twice-yearly releases of new features and capabilities, along with monthly service updates containing fixes and security patches. This release focuses on:

Business Resilience, Accelerating in the New Reality

Organizations across all industries want to accelerate the digitalization of their operations to achieve higher levels of productivity, business agility, and operational excellence so they can focus on consistently delivering Moments of Service™ for their customers and employees.

The need for business agility is the new reality of constant change; disruptions include economic instability, geopolitical unrest, supply chain pressures, labor shortages and more. Business agility is a cornerstone of business resilience - the ability to withstand and recover from disruptions. But resilience means more than a means of survival; it's about creating a durable foundation that allows organizations to thrive and grow in this new environment.

IFS allows organizations to be agile and adaptive; to respond quickly and effectively in a sustainable way to changing conditions, mitigate risk to protect the business, and accelerate into the next phase of growth.

With 23R1, we offer the tools, innovations, and experiences to help accelerate in the new reality by **optimizing people, assets, and services**, **connecting global operations**, and **achieving your ESG goals profitably**.

1. Optimizing People, Assets and Services

Against a backdrop of disruption, organizations must continue to prioritize the management and fine tuning of their core priorities while dealing with everyday constraints. Through automation, Artificial intelligence (AI) and Machine Learning (ML), IFS Cloud optimizes hundreds of processes and decisions across people, assets, and services to deliver successful outcomes and achieve growth, while ensuring organizations can quickly pivot as needs arise. This latest release includes:

Enterprise Asset Management

- **Improve compliance and balance asset uptime with maintenance needs.** Enable greater maintenance planning control and meet regulatory expectations. Align maintenance and operational plans combining both sets of data together into a unified scheduling experience. Minimize downtime impact in operational environments. Let planners optimize resources by identifying deviations or unplanned activities and incorporate new ones for maintenance intervention.
- **Reduce the time to report regulatory compliance.** For highly regulated industries such as oil and gas, manufacturing, and utilities, take advantage of a simple to consume Lobby page. Designed for authorized users such as industry standard bodies to quickly assess the status and volume of outstanding work on critical assets. Improve insight for regulatory sign-off (Capability: Oil and Gas)

Enterprise Resource Planning

- **Increase production capacity utilization.** Empower product planners with new scheduling scenario functionality in Manufacturing Scheduling & Optimization to create more realistic schedules and better meet customer demand. Optimize resources and reduce work in progress and inventory levels. (Capability: Manufacturing)
- **Improve manufacturing throughput and quality through intelligent automation.** Benefit from easier integration for master data with a third-party Manufacturing Execution System (MES). Reduce production costs through improved support for automated production reporting in production schedules. Increase quality control. (Capability: Manufacturing)
- **Improve oversight and control over freight costs.** Increase insight into goods as they are transported to a site. Ensure smooth goods movement from initial arrival to final stock-keeping address. (Capability: Supply Chain)
- **Achieve greater productivity for sales planners.** Automate the re-planning of customer orders for package parts. Take account of available to promise and worst-case principles while considering the individual package components. Consistently deliver faster against targets to improve margins. (Capability: Supply Chain)
- **Access more accurate order supply chain backlog reporting.** Harness data and visualization for faster reporting and more consistent tracking of customer order entries when order changes are made. (Capability: Supply Chain)
- **View a complete picture of total procurement spend.** Allocate delivery charges to purchase orders in a structured way. (Capability: Procurement)
- **Enhance supply chain and inbound logistics efficiency.** Designate an intermediary warehouse location for goods. (Capability: Procurement)
- **Improve the Contract Change Management Process.** Connect unapproved contract order changes to sales and sub-contracts and positively affect sales and sub-contracts. Additionally, experience better project budgeting and cost and revenue forecasting. (Capability: Projects)
- **Accelerate revenue forecasting in projects.** Automatically calculate expenditure to complete (ETC) figures for project delivery and use these figures for cost spreading. (Capability: Projects)

Service Management

- **Increase first-time-fix on jobs requiring crews.** Crew resources are now part of task and shift planning and then execution; scheduling optimization now supports crews with individual and team resource types and skills for service delivery. (Service Management)
- **Continuously improve service delivery.** Follow up contact center agent interactions or service visits with a feedback survey. Collect customer feedback via voice or app. (Service Management)
- **Prevent revenue loss with service warranties.** Define each customer's entitlements, including SLA pricing, duration, type of service and link warranties to product/asset models and objects. Monitor and deliver services in accordance with each warranty. (Service Management)

Aviation Maintenance

- **Avoid delays on aircraft maintenance operations.** Co-ordinate operational maintenance activities, streamline maintenance workflows and reduce maintenance time and effort. Allow line technicians to perform maintenance work on a mobile device so aircraft are returned to service promptly. Help Ensure real-time compliance with regulatory requirements and industry standards, improving safety and mitigating the risk of costly penalties.
- **Anticipate and prepare for maintenance needs.** Allow strategic planners to model multiple, parallel "What-if Scenarios" of fleet operational data and business rules without impacting other plans. Minimize risk, maximize resources, and improve safety and efficiency of operations. (Capability: Fleet Planner)

IFS Cloud User Experience

- **Personalize navigation, improving employee productivity.** Allow IFS Cloud users to pin navigation links to pages of interest, matching the way they work.
- **Enable collaboration within customer organizations.** Microsoft Teams integration is now available across the whole of IFS Cloud in web and mobile experiences.

Orchestrate and Automate business processes in IFS Cloud to improve data quality and compliance while freeing up users to complete higher value activities.

2. Connect Global Operations

Connecting siloed operations strengthens an organization's ability to respond quickly and effectively to global turbulence. With IFS Cloud, organizations can unite departments, sites, and assets to identify and address risks and opportunities. Equip teams with capabilities to reduce complexity and effort and operate consistently. Serve customers faster, reduce downtime, and meet compliance requirements.

Enterprise Asset Management

- **Reduce asset relocation administration overhead.** Improve and further streamline the process of moving serial assets between sites. Reduce the administrative effort for maintenance or asset managers, procurement specialists, logistics teams and maintenance planners through the cycle of asset removal from current location, transportation, and installation at a new location.

Enterprise Resource Planning

- **Increase user productivity for customer returns.** Employ a standard inbound process for customer returns and an outbound shipping process integrated across all relevant functions. (Capability: Supply Chain)
- **Reduce asset relocation administration overhead.** Improve and further streamline the process of moving serial assets between sites. Reduce the administrative effort for maintenance or asset managers, procurement specialists, logistics teams and maintenance planners through the cycle of asset removal from current location, transportation, and installation at a new location. (Capability: Supply Chain)
- **Efficiently handle taxation requirements from different countries.** Gain centralized control over the default tax rates being applied. (Capability: Procurement)
- **Remove labor-intensive employee bank processes.** Centralize the management of bank details for countries and regions. Automate the process to reduce manual labor, minimize errors, and save time. (Capability: HCM)
- **Ensure compliance in absence processes.** Streamline the global absence management process to reduce administration overheads. Additionally, simplify absence registration for employees. (Capability: HCM)

Service Management

- **Enhance the end customers' experience for service delivery.** Let customers view, track, and amend service appointments. View the planned time, technician name, scope of work, and technician location on a map in near real time. (Service Management)
- **Generate additional revenue with on-site quotes.** Enable technicians to quote and price new service requests or tasks on-site via Mobile Work Order, including extra work or parts that customers can approve or decline. (Service Management)
- **Reduce technician scheduling exception handling.** See regional availability of technicians for limited times. Allow dispatchers to set technician resumption of work to start at a different location. Additionally, match technician skill levels to service requests for faster, more accurate service delivery. (Service Management)
- **Increase collaboration between field and central teams.** Technicians can now access MS Teams capabilities from Mobile Work Order to collaborate with team members and their service organization through calls and instant messaging. (Service Management)

Aviation Maintenance

- **Identify efficiencies in aircraft maintenance visits, quickly.** Share visit progress and metrics with Project Managers and Leaders in Lobbies. Analyze data and find bottlenecks and cost savings, track budget adherence and return on experience. (Airframe MRO)

IFS Cloud Platform

- **Deploy faster.** Improved ability for Data Migration Manager to support larger volumes of data. Data migration deployments take less time allowing you to achieve go-live timelines.
- **Improved workflow control.** Launch workflows from user interactions with the IFS Cloud web user interface in addition to when transactions occur. Citizen developers experience more control over when a workflow should run, and the data it uses.
- **Simplify integration with APIs.** Introduction of Entity Service APIs that operate at the entity level.
- **Save time managing IT access.** Set user permissions in IFS Cloud automatically when integrating user accounts from a central user repository such as Microsoft Azure AD. Provision users in groups to efficiently to manage a large number of users.

- **Ensure system uptime and efficiency.** Increase insight into system health and reduce the time to problem resolution through a set of ready to use dashboards.

3. Achieve Your ESG Goals, Profitably

A strong environmental, social, and governance (ESG) position creates long-term value. But in unstable market conditions, organizations must set targets in the right way to achieve ESG goals and financial profitability. IFS provides the data to show progress against commitments and demonstrate accountability and transparency while helping to find ways to reduce costs and increase revenue through sustainable efforts. Stay focused on ESG goals to make an impact on the planet while remaining profitable.

Enterprise Resource Planning

- **Support sustainable and circular manufacturing operations.** The Eco footprint capability now supports new regulatory reporting requirements. It helps the adoption of circular business models and supports manufacturing disassembly for component reuse, reducing production costs and improving compliance reporting. (Capability: Manufacturing)
- **Ensure fair pay.** Give access to advanced analytics to let Managers and HR Professionals view and analyze salary data. Streamline salary review requests and make changes easily from a single place. (Capability: HCM)
- **Enhance prospective supplier management.** Efficiently on-board suppliers through registration requests. Additionally improve the supplier evaluation process through workflow automation and real-time data, enabling Purchasing Managers to make more accurate, unbiased, and timely decisions. (Capability: Procurement)

Enterprise Asset Management

- **Increase the velocity and volume of repair vs replace analysis:** Gain rapid insights into the comparative health of critical assets to enable data driven-driven investment decisions. Reduce the time taken to carry out repair vs replace analysis by visualizing trend information. Ensure informed decisions for better maintenance, reducing unnecessary travel and material scrappage. (EAM)
- **Demonstrate adherence to regulatory requirements.** Enables organizations to confirm compliance, e.g., to multiple maintenance strategies in the oil and gas environment. (Capability: Oil and Gas Extension)

Service Management

- **Reducing emissions from missed service calls.** Improve customer service in advance of service calls. Let customers view, track, and amend their appointments details to avoid aborted service calls (Service Management)

Remote Assistance

- **Reduce downtime and eliminate travel to site.** Remote Assistance now extends to one-time calls with an end customer. Ensure a problem can be fixed or information gathered through remote triage and clarification of issues increasing first-time fixes.

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. 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.

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

