

Reducing Complexity, Configurations, and Customizations



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

With ever increasing market pressures, manufacturers must find ways to reduce operational costs while diversifying revenue streams. The result is a focus on the service side of their business to grow revenues with new, advanced service offerings.

IFS is a global leader in field service management within the manufacturing sector, consistently rated as the leader by Gartner and IDC. IFS delivers all of the service capabilities that a manufacturer needs - all out of the box - avoiding the thousands of customizations required to enable other enterprise systems such as SAP.

With a long history of successful SAP integrations, IFS 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, integrating easily and seamlessly with your SAP infrastructure.

Capabilities specific to manufacturing, no customizations or separate deployments, and no promises of future features which never materialize. With IFS, you'll realize immediate value - augmenting the value of your SAP implementation.



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

IFS workforce planning and scheduling reduces manual tasks and optimizes field work. Adjust to changes in real time, scale easily to thousands of engineers, and use machine learning to help predict and improve the accuracy of job durations, planning, and scheduling over time.



Continuous scheduling optimization in real time

Field activity is difficult to predict. Customers change appointments, emergency requests are prioritized, jobs run over, and technicians get sick. IFS is the only workforce scheduling solution able to handle these adjustments in real time so you can reduce travel time, improve technician productivity, and achieve SLAs.



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. Manufacturers can integrate planned preventive work with reactive field activities to minimize workforce and travel costs.



Higher first-time fix rates and lower inventory costs

Inventory is an essential yet costly component of service operations. IFS manages spare parts and van stock in parallel with warehouse replenishment, ensuring technicians don't just have the right skills, tools, and parts to deliver a first-time fix every time. Data analysis allows IFS to predict which assets and parts are likely to fail so manufacturers can pre-emptively order new components in advance of a failure.



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. From the customer records, asset details, service history, parts, contract, and billing details—all required information is displayed in a single, simple view.



Subject matter experts in real time for specialized work

Technicians and engineers in the field use merged reality to easily 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 – are tracked against asset and service activity within the IFS system.



Use IoT and predictive maintenance to achieve outcomes-based services

With IFS, manufacturers initiate proactive maintenance to avoid downtime. Intelligent asset monitoring and machine learning predicts issues before they occur. The system automatically schedules service visits, integrating them within the existing schedule.



Managing appointments in real-time

Leverage historical data to anticipate sick days and cancellations, 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.



Empower your workforce

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 wide range of workflows and processes. Technicians can order new parts, manage inventory, initiate returns and repairs, and access sales and marketing functions all from their mobile device.



Real-time performance visibility

Enterprise systems often limit performance visibility. Users must request custom reports from IT to access the information they need. IFS delivers real-time KPI analytics, from contracts and assets to technicians and inventory. IFS dashboards are easily configurable and permissions-based.



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 SAP Integration guide to see how we can help you reach 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!

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.

