

Multi-time horizon planning turns optimization into a strategic asset



Service mastery for forward-thinking companies requires a balance between the tactical, and the strategic. Organizations must balance the day-to-day challenges of the business, and do so quickly and effectively, but treading water alone is not a winning strategy.

With a scheduling engine which combines long and medium term planning alongside day to day field workforce scheduling, operations teams are able to transition from multiple spreadsheets to forecast and predict, to an all-encompassing strategy for delivering service promises. With multi-time horizon planning built into IFS Planning and Scheduling Optimization (PSO), organizations have the tools and the power to take planning measures across a variety of different scenarios. Down below are some of the ways that PSO gives service companies the power of planning.

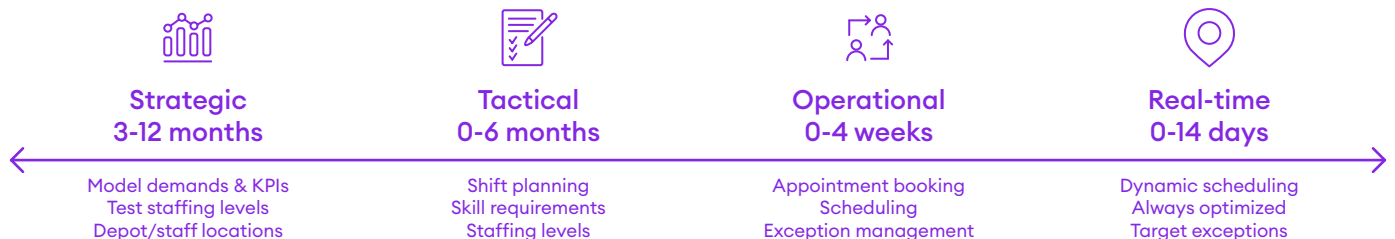
With multi-time horizon planning, you have the tools to cover all elements of the service delivery process, starting with dynamic and adaptive scheduling, through resource planning, through “what-if?” scenario planning, and countless other functions. This means you have the tools to enable frictionless service for your technicians, your backoffice, and your customers looking at today, next week, next month, and next year.

The scope of these capabilities certainly speak for themselves, but IFS backs them up with the depth that turns these robust capabilities into the most powerful tools for managing complex service delivery in the industry.

Take dynamic scheduling, for example. With its AI-powered task planning and optimization, IFS can do in minutes what our competitors take hours to do. This means that if appointments are scheduled, or technicians are unavailable, you don't miss a beat. IFS takes care of the details so you can focus on the delivery of exceptional service.

This is true of our modeling and testing capabilities as well, which can show optimization outcomes based on a variety of staffing levels in advance, allowing you to run simulations on specific scenarios before applying them in the field. This power means you can allocate your resources accordingly to protect your bottom-line.

As new technologies become more widely adopted, and customer demands continue to increase, service delivery will scale up both in complexity, as well as importance. With IFS, you can be sure that your planning is optimized in a way that sets you up for success today and prepares you to challenge the future.



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.

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