MindFuel
a magazine for the IFS ecosystem
Vol.1 // 2021

Deep dive the IFS Cloud special edition

What does IFS Cloud deliver for you and your market?

IFS Technology Alliances
The customer at the heart of the cloud

Follow IFS customer Aston Martin F1 through the 2021 season
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Dear Customers,

I know that all our businesses have been affected one way or another in 2020. Like many, we at IFS also had to adapt as individuals and as a company, but the commitment our teams have shown to you, our customers, continues to shine. I am hugely proud of that.

As this is my first letter to you in 2021, I would like to share our business highlights for 2020. Our customers continue to be our North Star and our business success is a validation that we’re getting it right. Your ongoing trust and partnership have enabled us to deliver these results.

IFS once again outperformed the market by a factor of 3x with a 26 percent increase in software revenue. Our share of recurring revenue as a percentage of software, has increased from 70 to 80 percent this year, reflecting our customers choice to opt for Cloud and subscription. Our hyper growth Field Service Software business grew an incredible 104 percent. This is the performance of a very strong business and I am delighted that you are part of it.

Our focus will remain on helping our customers to orchestrate their people, assets and customers to deliver outstanding moments of service to their customers. This means delivering technology that is simple and fast to deploy, that solves complex problems and enables our customers to exploit new business opportunities.

I believe that 2021 will be a year of evolution for many companies. We cannot ignore the impact the pandemic has had on all businesses independent of industry or geography. Customers’ expectations have changed, and this is forcing a shift in business models.

In my conversation with executives, I can see that market dynamics are top of mind. Whether it is evaluating a circular economy strategy or embedding servitization into their processes, these market drivers represent real challenges and are accelerating the need for digital transformation. Companies need to crystalize their differentiators and turn these into competitive advantages. Many of our customers are making ongoing efforts to achieve better end-to-end value chain orchestration so that they can deliver the best possible service, and, for the last three years IFS has been working hard to make sure we are ready to help you on this journey.

On March 10 IFS made the most important product launch in its history, IFS Cloud. This is the result of a significant investment aimed at helping you deliver your “Moment of Service” – the moment you delight your customers and secure their loyalty.

With very best wishes for an amazing 2021,

Stay safe and healthy,

Darren Roos
Chief Executive Officer
IFS news update

New product, new look
Have you noticed our new style? Along with the launch of IFS Cloud we have a new look and logo. But don’t worry, we are still very much #TeamPurple

IFS invests more into service
With the Moment of Service at the heart of IFS’ decision making, it should come as no surprise that our investments follow suit.

Gartner Peer Insights names IFS a 2020 Customers’ Choice for Cloud ERP
We take pride in this distinction as it is customer feedback that continues to shape our products and services.
Download your copy of The Service Centricity Playbook
This special report provides a step-by-step look at how to bring service to the forefront in your business to endear you to your customers, differentiate your value, and grow your revenue.

IFS saw a 26% increase in software revenue in 2020
2020 saw widespread market disruption due to the COVID-19 pandemic, yet IFS stood firm in its commitment to deliver measurable benefits to its customers.

The launch of the Voice of the Customer (VoC) program
In January IFS launched the VoC program, a new integrated survey program that remains live throughout a customer’s relationship with IFS.
Our new release, IFS Cloud, represents by far the largest single research and development investment we’ve ever made. It eclipses many times over our pioneering move to a service-oriented architecture (SOA) in 1994. With this release, we bring to market groundbreaking technological developments that enable customers to accelerate business transformation. We eliminate barriers to innovation and deliver innovation at scale by embedding artificial intelligence (AI) and other disruptive technologies directly in core business processes. That way, our customers can innovate faster than their competitors.

Serving our customers’ customers
Thanks to a number of these developments, IFS Cloud marks a progressive step away from our focus on just selling software and towards helping customers solve problems, deliver flawless moments of service to their customers and provide them with delightful experiences. We like to think this has always been part of our heritage—judging our own success by the success our customers achieve using our products. But our investments at this point make it easier for our customers to, where it makes sense, expose data in their IFS software to systems from other vendors and deliver optimal customer experience. We will also increasingly help you expose intelligent features of our software as point solutions to solve defined problems in other companies’ software products, if that is the most logical approach for you.

While AI and other transformational technology is exciting, the biggest news is that we’ve now removed the walls between our different products. That means we’re now delivering a single, broad application, supported by one platform, while preserving the industry depth our customers and the market expect from us. With IFS Cloud, our customers will still be able to choose what they deploy and how and where they deploy it, while still keeping current with frequent upgrades—thanks to a six-monthly release cycle and an advanced cloud-first architecture.
Smart cloud-enabled architecture

With IFS Cloud, we become perhaps the first major enterprise software suite vendor to leverage the power of Kubernetes—an open-source technology that makes it easier to configure systems, increases reliability, allows more rapid software deployment, and makes more efficient use of resources like memory. It also provides cost savings, makes software faster to load and helps it to operate at the same level—regardless of whether it is in a private cloud, public cloud or on-premises. Gartner has predicted: 70 percent of global organizations will be running more than two containerized applications—up from just 20 percent in 2019. According to the VMware study 1, 53 percent of respondents said Kubernetes enabled faster software development cycles. That means is that with Kubernetes embedded in an enterprise software platform, we can more rapidly move software features and capabilities from concept to release to market and into the hands of you, the customer.

This enables us to deliver some of the speed of innovation associated with a multi-tenant environment while our customers keep control of when new functionality and features go into their production environment.

Innovation baked in

AI is becoming more pervasive in everyday life, but taking full advantage of AI in the enterprise means it must be an integral part of business process flows. That is exactly what we deliver with IFS Cloud—intelligent process automation (IPA) embedded in the plumbing. That way, IFS Cloud sends value through and supports executive and managerial decisions in your business system of record.

IFS Cloud 21RI will include the first of many automation bundles—this one will handle prioritization and acceptance of sales leads in our customer relationship management (CRM) module. On regular intervals, we will release more of these prepackaged, intelligent processes to shorten our customers’ time to value for AI. These will be simple base hits, like lead qualification and AI-driven matching of invoices to purchase orders or automated optimization of first-time fix rates in a field service environment. One base hit at a time, enough players round home plate and suddenly the scoreboard has you ahead of your competition. You can produce more work with fewer people more quickly and accurately, while making optimal decisions in ways a human alone could not.

In incremental fashion, more and more of the business application will provide intelligent assistance to managers and decision makers, or enable them to automate functions, freeing up employees to focus on other pursuits. With subsequent releases, we will make it easier to expose these intelligent features as services that can integrate, optimize and automate process flows in other systems you may use. Our goal is to provide a high-reward, low-risk approach.

These automation bundles will be built around the business logic already contained in your IFS software—which is already configured for your business processes. This eliminates project risk and lowers cost. The tools to ingest and transform data from your database, from connected devices and use that data for AI are baked right into your existing system of record.

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We give our customers an application set that will remove barriers between different parts of their operation and their customers.
With IFS Cloud, we help you automate elements of the customer experience by adding seven new pre-packaged Internet of Things (IoT) equipment data collection models. These automate actions in IFS Cloud based on measurement data, start and stop events, speed changes, and other important triggers. Just as automated production machinery reliably yields a quality product at a predictable cost, IFS Cloud aims to automate production of a positive customer experience.

**Single agile platform**

One trend affecting the enterprise software industry is consolidation through merger and acquisition activity, which has left many companies ill-equipped for digital transformation. They are running software made of multiple different software products—even white-labeled software—that will trip them up as they try to adopt disruptive technologies. A software application made of different acquired products will have completely different infrastructures and data models behind a common user interface, making for unpleasant surprises during a transformation initiative.

IFS competitors, most notably Oracle, have tried to surmount this challenge and come up short. With IFS Cloud, we deliver the interoperability you only get with a single product across the previously separate products we ourselves acquired. And we have a solid roadmap to make the combined product even more transparent and powerful in the months and years to come.

We give our customers an application that removes barriers between their operation and their customers. The customer doesn’t care if your field service management software doesn’t talk to your ERP. They just care about whether the technician you sent has the part in stock to fix the CNC router you sold them so they can meet their production schedule. With IFS Cloud, you can design the product to limit the need for maintenance, and optimize demand planning to meet new equipment orders and aftermarket parts. That’s before manufacturing to specification at high quality and then profitably delivering on a maintenance contract. The initial sale, product design, manufacturing, collaboration and communication with the customer, quality management, field service or depot repair, warranty, service contracts—all are inflection points that contribute to your ability to deliver an outstanding moment of service.

Working with our Business Value Engineering (BVE) team, you can identify these inflection points, these moments of service, and ensure they are supported in your instance of IFS software. In IFS Cloud we can now map and manage these inflection points within the Aurena user interface, setting a direction, monitoring progress and making course corrections as needed.

**Thank you for evolving with us**

The loyalty our customers have shown means everything to us. Businesses around the world have stayed on our software for decades and expanded their functional footprint in IFS where it works best for them. We’ve prided ourselves in being the type of company that will respond to your needs with new functionality and product and service offerings. With IFS Cloud, we are keeping all our functionality but reducing the number of products because that is what the market needs. Our competitors are still buying other software companies and trying to dominate new product categories. We are abandoning the idea of the category, evolving past it, because you don’t want to buy different kinds of software. You don’t want a software product category—you want intelligent processes that flow directly from the sales opportunity in CRM to demand planning and manufacturing or service delivery—all the way through a customer, product or contract lifecycle. That is what it takes to ensure successful moments of service that lead to increased revenue, margin, and customer satisfaction. And that is what we give you with IFS Cloud.
What does IFS Cloud deliver for you and your market?

Unique industry depth and focus has always been part of our DNA, and we continue that journey with IFS Cloud. Here are some of the feature and capability highlights in our new release and what they deliver for your business and the markets you serve.

**Service Industries**
Helping you deliver an end-to-end service is a cornerstone of IFS Cloud. When you’re interacting with customers and engineers out in the field, our new capability, IFS Remote Assistance, empowers you to keep that end-to-end service running smoothly—by making it easier to lend a hand.

IFS Remote Assistance lets your technicians, engineers, and customers engage more easily with experts when inspecting issues in the field. Your product experts are brought closer to field staff and customers through augmented reality technology, enabling them to remotely collaborate in real time. Through hand gestures, image sharing, and more, specialists can now virtually reach out and touch what engineers and technicians see—i.e. any service, maintenance or repair job in their field of view. IFS Remote Assistance is fully embedded in IFS Cloud, working seamlessly with the service management solution.

**Manufacturing**
Many of our customers complete the entire production process—from the extraction of raw materials to the completion of finished goods—in a matter of days. This is especially true for those in fast-moving process-manufacturing industries, such as fresh food, beverages, life sciences, and chemicals.

With our enhanced visual planning tool, we’ll continue to help you optimize the whole production process—no matter how demanding the timelines. The interactive design allows you to react immediately and resolve any capacity or material shortages. Through intuitive visual displays of the production plan, it’s now easier to identify potential capacity bottlenecks or material shortages, ensuring products are manufactured to plan and in the optimum sequence.

What’s more, the new Time Clock, powered by a refreshed and cutting-edge user experience, lets you capture employee in and out attendance logging and perform shop order operation reporting. It includes self-service capabilities, such as checking time balances and timecards.
Energy, Utilities and Resources
The energy, utilities, and resources (EUR) industries span many sectors—oil and gas, power generation, and mining to name just a few. And day to day, we talk with a wide array of customers about our future with emerging technologies—from Internet of Things and augmented reality to AI and machine learning. We’ll often unearth a unique set of views and requirements in these discussions, but rarely a lack of appetite. Our customers have made one thing clear: the desire to keep exploring new and exciting technologies is there, but they need to be directly relevant and applicable to their business.

In IFS Cloud, we continue our focus on applied intelligence and automation, and our newly enhanced equipment data collection is a prime example. The enhanced data upload processes consists of manual and automated uploads, performed through a data management service. Equipment data includes measurements and equipment technical data, alarms, and stop-and-start events to automatically trigger predictive maintenance activities.

Engineering, Construction and Infrastructure
Many of our customers in the engineering, construction, and infrastructure industries are routinely engaged in high-value, long-term, multi-partnered projects. The larger the project, the more challenging it becomes, as there’s a larger number of managers, contractors, subcontractors, and other stakeholders working over a longer timeframe.

Our new Indemnity Management capabilities help you better protect your project from subcontractor risk, letting you enter and monitor all the indemnity clauses you’ve agreed with subcontractors. If a subcontractor doesn’t perform as you have agreed, our new consolidated view of contracts makes the compensation process quicker and easier to execute.

Aerospace and Defense
Our new supplier quality management and classification capabilities will enable original equipment manufacturers (OEMs) to record quality requirements at the supplier and parts level. This will enable OEMs to better manage and audit quality programs.

Furthermore, the new capabilities will let you classify suppliers and report stages back to government departments through the electronic sub-contracting reporting system. This lets you stay a step ahead of regulatory requirements. And with our new reason code traceability, the reason codes that users submit provide full visibility of parts moving from one project to another.
Deep dive the

IFS Cloud

What you need to know

IFS Cloud is the largest single research and development investment we’ve ever made. Over the next few pages, we explore what that means for you with an in-depth look at what’s new.
Learn more and visit our on-demand cloud sessions:

Deep dive I

One platform. Class-leading capabilities.
What solutions and capabilities does IFS Cloud deliver?

• One product for class-leading ERP, EAM and FSM
• Solutions across 11 areas from asset management and aviation maintenance to supply chain and service management
• Focused industry solutions
• Quickly deploy new capabilities when needed

Deep dive II

Choice and parity, wherever you deploy
What are your options for running and updating IFS Cloud?

• Deploy solutions flexibly with a choice of operating models from Cloud to Self-Managed
• Collaborate with ease, through IFS Lifecycle Experience
• Always up to date, with twice-yearly releases

Deep dive III

Innovation ready to use
How can we help you break new ground with built-in capabilities?

• Fix issues faster with IFS Augmented Collaboration
• Harness our advanced scheduling and optimization capability
• Next-generation Business Process Automation
• Fully embedded Machine Learning service

Deep dive IV

Delivering a delightful experience
How have we made the product experience more meaningful?

• IFS Lobby: making it personal
• Responsive, people-first design
• Offline-capable mobile apps

Learn more and visit our on-demand cloud sessions: IFS.biz/45I
One platform.
Class-leading capabilities.

The beating heart of IFS Cloud is a single product and platform that delivers the whole spectrum of our FSM, ERP and EAM solutions. Our mission has been to knock down the traditional barriers between enterprise software categories and replace them with one seamless experience.

But why do things this way?

It’s all to do with our approach to solving customer problems, and to explain, an analogy is helpful. Think of a patient first visiting a medical practice. What’s truly important to them is to know whether staff will be able to help with their health problem, how quickly, and how well. Knowing which department their problem has been categorized into is secondary (and the fewer departments they have to switch between, the better).

The same should apply to how a vendor and their software help the customer. The truth is it’s been technology companies and industry analysts that have driven the categorization of software; creating buckets such as ‘Enterprise Resource Planning’ (ERP), ‘Enterprise Asset Management’ (EAM) and ‘Field Service Management’ (FSM). But with the release of our single product, we’re sharpening focus on what really matters: providing robust, cost-effective solutions to our customers’ business problems. Software categorization is, ultimately, only a distraction to this. With IFS Cloud, all of our functional capabilities are inherently built-in but individually deployable, so you can add and extend flexibly to match your specific, changing business needs.
From procurement to payroll integration, remote assistance to reverse logistics, IFS Cloud encompasses the entire suite of IFS capabilities and delivers it in a single product, spanning service management, ERP and EAM. We’ve introduced a single, unified software architecture that addresses the entire modern business value chain and enables customers to quickly adopt and apply disruptive technologies like the Internet of Things, AI, mobility and augmented reality. IFS Cloud is here to help you work smarter, innovate faster and achieve more.

Class-leading capabilities

IFS Cloud delivers the full spectrum of IFS capabilities from a single product through solutions tailored to specific industries and solution areas. You start with the solution that’s most relevant to your business and can later deploy additional functionality as your business needs change and grow. As you do this, you will see that our solutions are innately connected and offer the same delightful and consistent experiences.
1. IFS Cloud for ERP, EAM and FSM

IFS Cloud for Service Industries
Seize every opportunity for efficiency, growth, and digital transformation in a service-driven world

IFS Cloud for Manufacturing
Build, operate and maintain assets with complete visibility and total control

IFS Cloud for Telecoms, Energy, Utilities and Resources
Deliver service excellence and optimize workforce efficiency

IFS Cloud for Engineering, Construction and Infrastructure

IFS Cloud for Aerospace and Defense

We’ve added industry layers on top of the core application and can now offer industry-specific reports, lobbies and user experiences.

You can start from either generic or industry-specific solutions:

2. By industry

Based on decades of industry focus and specialism, we introduce a new way of packaging your software: industry solutions. We launch with the following five, and these will in time expand to include all the sub-industries we serve:

- IFS Cloud for Service Industries
- IFS Cloud for Manufacturing
- IFS Cloud for Telecoms, Energy, Utilities and Resources
- IFS Cloud for Engineering, Construction and Infrastructure
- IFS Cloud for Aerospace and Defense
New features and capabilities

If you’re a current IFS customer or partner, our latest roadmap provides a complete run-through of all enhancements and capabilities planned for release in IFS Cloud. But here’s a roundup of five key changes we’ve made:

**Enhanced procurement solution**
With the launch of IFS Cloud, we have delivered fully embedded procurement. IFS Procurement helps organizations manage the entire end-to-end procurement process, from sourcing to payment, in a single solution. No more backing in and out of different applications or working with old data. Instead, you get one smooth, reliable view of your procurement ecosystem. And with the introduction of our new release cadence, you spend less time on multiple software updates and integrations, and more time delivering procurement best practice and substantial savings.

**IFS Remote Assistance**
Helping you deliver an end-to-end service is central to IFS Cloud. Our new capability empowers you to keep that end-to-end service running smoothly, by enabling product experts to remotely collaborate with field staff and customers through augmented reality. IFS Remote Assistance is fully embedded in IFS Cloud, working seamlessly with our service management solutions.

**Payroll integrations**
Our customers will now be able to easily and quickly integrate the IFS Human Capital Management solution with their chosen payroll system, through a RESTful OData API connection. Furthermore, we’re delivering standard integrations for selected payroll partners, such as CloudPay and Criterion. See pages 32 to 35 for more information on these new technology alliances.

**Replacement of Global Extension**
We’ve improved support for global businesses by replacing our Global Extension capability. With IFS Cloud, support for legal and country-specific demands, such as statutory reporting, is now built into the solution. This makes implementation and adoption of latest versions faster and simpler, while enabling you to run a global solution in one environment/database. Working from one control center, you now have the option to quickly roll out the same business process across multiple countries.

**Manufacturing visual planning**
With our enhanced visual planning tool, we continue to help you optimize the entire production process—no matter how demanding your timelines. The interactive design allows you to react immediately and resolve any capacity or material shortages. Through intuitive visual displays of the production plan, it’s now easier to identify potential capacity bottlenecks or material shortages, ensuring products are manufactured to plan and in the optimum sequence.

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1. ifs.biz/ljz
At some point before the purchase or upgrade of enterprise software, every business must ask itself the same key question: how much of this do we really want to manage ourselves?

With the scalability, flexibility, and reduced time-to-value provided by the cloud, the answer for many now is to let the vendor manage the software and provide it as a service. You may remember, we touched on this in our last magazine issue, when we explored the results of our seven-year cloud study. We found that the percentage of companies relying on cloud enterprise software almost doubled between 2012 and 2019. For IFS, 2019 saw a 56% increase in our cloud business.1

With the release of IFS Cloud, we continue the cloud journey with our customers, while still giving them the choice to deploy elsewhere, including on-premise. But it won’t be business as usual. Now more than ever, our customers need to adapt quickly to market disruption, and we in turn need to provide ways to enable them to quickly derive value from new technology. With IFS Cloud, we do this through an open and integrated, cloud-based software architecture.

To keep delivering the latest functionality, innovation and best practice to you, the way we deliver our solutions, and all future updates, has evolved.

Supporting change: IFS Lifecycle Experience

IFS Lifecycle Experience is our commitment to facilitating change. Explore, define, build, and use are the four key iterative lifecycle stages—we work through these with you in a continuous cycle, helping you extract maximum real-world business value from each stage. In IFS Cloud, you’ll receive releases more frequently (more on that later), along with four collaboration tools:

- **The Build Place** is a cloud-based service, enabling us to come together with you and partners to tailor and build your solution. It lets you access innovation and software updates from IFS, as well as deliver your own innovations more quickly. The Build Place brings together the Master Release Repository (containing all releases and service updates of IFS Cloud) with your own solution repository. This enables you to track code, manage environments for development and quality assurance, and automate deliveries.

1 bit.ly/3pRA8XW
• The Lifecycle Experience portal puts you in control of your implementation and update lifecycle by providing a single-entry point to the Build Place. The Lifecycle Experience portal enables you to assign permissions and access to your systems to consultants and partners. What’s more, organizing deployments between different test and production environments is made simple through the portal.

• The Developer portal provides all developers on the IFS platform, including customers and partners, access to the latest tools, documentation, and best practice guides, so they can innovate with confidence.

• The Customer portal gives you direct access to the status of your cloud deployment, the ability to log and manage support tickets, and a raft of performance and utilization metrics.

In the cloud, or where you need it
While IFS Cloud is designed to let you get the most out of wider cloud capabilities, business contexts like high-security environments can need other deployment options. We continue to offer a choice of operating models for your IFS Cloud software, ranging from full-service SaaS running in our cloud service, to where you manage the deployment yourself, wherever you want to run it. You can deploy IFS Cloud in three ways, but whichever choice you make, you’ll have exactly the same functional solution, no compromises—and no forced timings for upgrades, or restrictions on how you can tailor to make it your own.

• Cloud: hosted in our cloud, you connect to the service and we do the rest

• Remote: we provide pre-packaged IFS Cloud software, which you operate on supported platform software, whether cloud or on-premise

• Self-managed: we provide software artefacts like containers and database scripts, which you install and operate yourself, either in cloud or on-premise

IFS Cloud is also designed for portability, so that you can go from on-premise to the cloud, and from the cloud and back again. This means you aren’t tied into your original residency choice and are safeguarded against changes to conditions and regulations in the future.

We offer the same great software in all three operating models, which is largely made possible by our move to a containerized application architecture running on top of Kubernetes. Kubernetes provides the most modern way to design portable cloud applications, with origins in the methods Google use to run their services on a global scale.

Twice-yearly functional releases
With IFS Cloud, you’ll receive twice-yearly releases of new features and functionality, along with monthly service updates containing fixes and security patches. We’re delivering releases and updates more frequently to keep your environment secure, and help you innovate more easily. Smaller, more frequent changes are also more manageable. While a major upgrade every two to three years has the potential for significant disruption, our new schedule, supported by IFS Lifecycle Experience, will reduce risk and complexity for our customers.

IFS Cloud provides choice in when to update, to allow for forward planning and to mitigate business disruption. While the monthly updates are routinely applied to ensure your security, releases can be deployed at a time that’s best suited to your business.
Delivering rapid business value through fast, simple implementations speaks to the heart of IFS Cloud. As software vendors around the world scramble to deliver emerging technologies, too many customers are left burdened with generic sets of new software that lack clear business relevance. Businesses may also find themselves laden with expensive proofs of concept or integrations and trials with a high degree of uncertainty, cost and risk.

With IFS Cloud, our single platform enables you to quickly unlock value with established IFS functional solutions and embedded applications of emerging technology. Validated by clear business-use cases that stand the test of time, our new product gives you the right tools to bring innovation to life.

Fix issues faster: IFS Remote Assistance
IFS Cloud ships with a new application service for augmented collaboration: IFS Remote Assistance. Through our new platform, we’ll continue to help customers like Munters remotely install, service, diagnose, maintain, and repair assets.

Augmented collaboration empowers product experts to lend their experience to field staff and customers through merged reality. It lets everyone collaborate remotely in real time using their existing mobile devices. Through hand gestures, image sharing and more, experts can now guide repairs from a remote location and have them executed by less experienced technicians or the customers themselves.

Repairing customer issues remotely is much faster than sending out a field technician, so your service levels increase while your costs decrease. And with junior staff able to successfully complete service calls, even when the issue is beyond their personal skillset, first-time fix rates surge.

Advanced scheduling and optimization
Ask an IFS employee how we’re delivering embedded innovation across our solutions and you’ll likely hear about our advanced scheduling and optimization capability. It’s a strong example of our strategic focus as it uses some of the most sophisticated optimization algorithms and AI technologies available to enable rapid modeling and decision-making. This process typically involves thousands of resources, activities, and constraints, and billions of potential choices around engineers, resources, and customer requirements. By continuously analyzing real-time
In March of last year, Munters, a global leader in air treatment solutions, urgently contacted us. Their business relies heavily on completing on-site visits but the coronavirus pandemic had begun to make these impossible. Within just six days, we had an initial deployment of IFS Remote Assistance in place, enabling Munters’ technicians to troubleshoot issues remotely and preserve the company’s operations. Within two weeks, Munters had expanded the use of IFS Remote Assistance to more than 200 users across 22 countries.

data and considering vast numbers of parameters, the tool constantly optimizes plans and schedules to improve decision-making, efficiency, customer response times and more.

In IFS Cloud, scheduling and optimization is now being delivered as an application service, i.e. a generic, technology-led capability that can be reused across several business processes and scenarios throughout our application. This makes it more practical and affordable for you to take advantage of the latest, most relevant technologies, since large development or system integration work isn’t needed.

Application services, along with our API approach (more on that next), are two of the key foundations we have in place to bring intelligence and automation to life and ensure it can be applied rapidly and pragmatically.

**Built for flexibility: built on native APIs**

One of the ways we enable our customers to connect their systems to IFS software is through APIs. We build our solutions with openness in mind, letting you complement built-in use cases by adding your own innovations—right out of the box. By moving to 100% open APIs and by putting you in control of your software lifecycle experience, we’re giving you the tools to drive further innovation on top of IFS solutions. Better still, by using native APIs (i.e. they define our platform and are designed to run on it), our solutions are opened up even further, so you can truly make them your own.

You may remember, in 2019 we announced the delivery of thousands and thousands of new native APIs across our solution areas. In IFS Cloud, we continue that journey and strengthen our commitment to building open, flexible solutions. This paves the way for you to tailor capabilities to your specific needs and integrate them into the bigger picture of your business and IT landscape.

We built one of our API connectors in collaboration with Boomi, an industry leader that empowers us to deliver fast, high-quality integrations with predictable timelines and costs. Our out-of-the-box Boomi connector lets you build connections more quickly and reduce the time spent on development by weeks or months. The Boomi platform is fast and low-code, so far less technical expertise is needed for integration work. We’re truly excited about the ongoing partnership with Boomi, and it was an honor to be announced as their ISV Global Partner of the Year in November of last year.
Real-time digital twins

Digital twin technology has come a long way since its starry beginnings; NASA being the first to apply pairing technology during its dramatic Apollo 13 rescue mission. Nowadays, the systems we and others deliver are mainly virtual rather than physical simulations, letting customers successfully model their products, processes and services at their computers. And due to the growth of the Internet of Things (IoT), the technology is substantially more cost-effective to businesses.

In IFS Cloud, we offer digital twins of physical assets—virtual simulations of, for example, the automated machines that line a factory floor or the heating and ventilation systems that form a commercial building. These digital twins provide detailed insights into the equipment, its subcomponents and service history. At the same time, through the incorporation of IoT, the twins display real-time data about your asset’s performance, schedule and its surrounding conditions. The data is acquired through onboard sensors and combines with intelligent process automation to facilitate remote monitoring and diagnostics. What’s more, it enables the prognostics that help ensure availability while optimizing your maintenance activities.
Next-gen business process automation
Submit your expenses for the month and you’ll likely trigger a predefined workflow that, with any luck, ends with you being reimbursed. Traditionally, business process automation (BPA) has been the use of technology to automate workflows like these, along with larger, more complex business processes—and anything in between.

In IFS Cloud, our vision is to go beyond what can be achieved with traditional BPA and robotic process automation. We’re planning to add capabilities that will not just capture additional user input directly from within the IFS Cloud experience but will also run these automations within existing business transactions, when needed. The automation itself will use our open APIs to access data and drive activity within IFS Cloud and will be able to call on our machine-learning service to make intelligent decisions along the way.

A key focus for us is helping you automate scenarios that are unique to your business. For example, some of our customers may want to automate the scheduling of specific technician visits. The process could be configured as follows: every time a piece of equipment is shipped from a particular product range to a customer, an installation technician is automatically scheduled to visit the customer the day after the equipment arrives, to help with installation and start-up. Scenarios such as these are often managed with manual processes, so they have vulnerabilities—such as human error or needed staff being on holiday—sewn into them. In IFS Cloud, the automatic scheduling of the technician would be handled by our Advanced Optimization service. Invoking the push to the scheduling and optimization service, from the shipping of the equipment, would be handled by BPA.

In our initial release of IFS Cloud, process automation is now designed through the new Workflow Designer, which allows you to visually map out process automation steps. You’ll always know your business processes best, so the smartest way to improve them is to have you in the driving seat. Now that process automation is embedded in our API and Event framework, you won’t need to be a software developer to tailor and configure our software—Business Process Modeling Notation (BPMN) is now used to provide a more visual way to configure the system.

A fully embedded machine learning service
A key part of our approach to driving automation through artificial intelligence is based upon delivering machine learning (ML) models to support your processes as easily as possible. With this in mind, we’ve developed a powerful Machine Learning Service to deliver two types of models:

- **Pre-built models:** these are trained using data taken from multiple customers or from across a whole industry. Pre-built models are robust and available within the product for use out of the box. This alleviates the problem of customers not having enough historical data to train their own models and makes it easy to add the power of machine learning into their decision-making process (e.g. travel duration prediction in a certain geography).

- **Bespoke models:** these are trained and validated on a customer’s own data, to capture the complexities and nuances of decisions that are unique to a particular business. For certain scenarios, these models tend to be more accurate as they better represent a customer’s business but are typically more complex to build and deploy. In order to reduce this complexity, we’ve created an end-to-end pipeline that automates all aspects of the ML process, from data pre-processing and automated model tuning through to model deployment and continuous monitoring, so that a data scientist isn’t needed.

The Machine Learning Service is fully embedded within the IFS product stack for use with specific business use cases, and one of our first supported examples is in the area of CRM. Here, ML supports the Sales Lead and Business Opportunity qualification process by identifying the probability of a new business opportunity closing successfully. The ML model is trained on historical data from past opportunities to recognize patterns that make one opportunity more promising than another. This empowers Sales Reps to focus on higher-value leads and maximize conversion rates.
Delivering a delightful experience

What makes a great user experience? It’s a simple enough question, but one that many of us can find tricky to answer. We all know the feeling that intuitive, attractive software can provide, and it’s widely agreed that a brilliant user experience won’t just make work easier and more enjoyable for users, it can also attract and retain talent.

By making IFS Cloud easy to configure and personalize, we’re creating experiences that are more meaningful to individual users. Ultimately, we’ve designed IFS Cloud to work the way you work: whether you’re home-working, out in the field or on the warehouse floor.

IFS Lobby: making it personal
IFS Lobby is your starting point in IFS Cloud—a page providing, at a glance, the key information you need for your workday. Each lobby page presents a user with the information and functionality they need to do their work at any given time: a personalized environment that reflects a role, a process, or an industry-specific view.

Lobbies are a powerful way to centralize information pulled from multiple areas into a single view and increase visibility of key business metrics. But more than anything, IFS Lobby reflects one of our core credos: to give our users the best experience, each experience may need to be a little different.

Responsive, people-first design
For many of us, buying a product on Amazon, booking a taxi through Uber or posting a photo on Facebook has become second nature. The consumer world is now teeming with websites and applications like these that can boast smooth, simple experiences for its users.

By taking a people-first approach to software design, we’re replicating the seamless look and feel of mass-market products in our browser-based interface: IFS Aurena. And we’re thankful to those of you that took part in the user research that feeds this approach. By researching the consumer technologies our customers regularly use, and continually adding to the picture of who our users are, we’re making Aurena pages, visual language and interaction patterns feel as familiar and user-friendly as possible.

In addition to user research, our day-to-day customer conversations are invaluable in guiding our software design. In our CRM solution, we know some of you need to connect with prospects and customers when you’re on the move. We know some of you need to pick up our supply chain software and use it around the warehouse. There are countless cases where our solutions must perform well for users away from their desks. That’s why we’ve built Aurena using responsive design: every page will display in the best way for the device that’s being used. All the controls and visuals that make up the user interface will optimize their behavior for the device you’re using, whether that’s desktop, mobile or tablet.
Offline-capable mobile apps
Aurena’s responsive design brings the best of IFS Cloud to the environment you’re in. But when you need to tightly integrate with device hardware or don’t have an internet connection, our offline-capable mobile apps are ideal.

Our selection of native offline-capable apps live on your device and let you integrate with other apps on the device, like phone contact lists or barcode scanners. They’re available for specialized roles and tasks in field service, maintenance, CRM, time and expense reporting, notifications and approvals, warehouse data collection, and more.

Self-service built in
Two years ago, less than half of customer service interactions started with self-service, according to Gartner. But the same study predicts that proportion will jump to 85% by 2022. Automating routine tasks and pre-empting what users want to know has obvious utility, and the supporting technology (AI and natural language processing) is only growing in strength.
As businesses around the world faced the reality of COVID-19, IFS fielded a study of more than 3,000 business decision makers worldwide to assess their experience with digital transformation and plans for related spending in the year ahead. The survey found that today’s macro-economic disruption has failed to dampen digital transformation plans, with 52 percent of companies stating they will increase their spending on digital transformation.

While many people might assume that respondents concerned with the economy would pull back on technology spending, the reality is that investment is increasing. The survey data indicates that, during these dynamic times, plans to increase spending on digital transformation tracks closely with concerns about economic conditions disrupting the business. In fact, the survey indicates that people concerned with economic disruption were 20 percent more likely to plan increased spending on digital transformation.

Digital transformation may be defined in different ways by researchers, IT leaders, or indeed enterprise software vendors. But at the heart of digital transformation is the idea that, as we use more technologies, those technologies change the way we live and, more pointedly, how we do business and how value can be delivered back into the business. These technologies include artificial intelligence, the Internet of Things, and—when used strategically in scenarios like remote assistance or digitally enabled field service—mobility.

The study confirms that many companies are wisely using the global downturn to divert resources to technological renewal and innovation. As the majority of businesses are adapting to the anticipated economic recovery, and not permanently scrapping digital transformation initiatives, there is reason to believe that companies with a progressive mindset toward technology investment will be well equipped to rebound. While enterprise software will doubtlessly play a role in accelerating recovery, it is important to remember its vital role in helping companies here and now. Providing the necessary process transparency and analytics to ensure effective and informed decision-making is critical in these trying times. Nothing less than a considered and resolute attitude toward adopting digital transformation will help companies thrive, now and in the future.
The top three vendor trust factors are:

- **44%** on time delivery
- **41%** support before, during and after project completion
- **35%** delivering projects to value faster

How have your plans to invest in digital transformation initiatives been impacted by the pandemic?

Culture and ethics matter to many

As digital transformation spend is increasing around the world, businesses look for technology vendors whose ethics (29 percent) and culture (23 percent) align with their own. Interestingly, these considerations trump innovation in the ranking of desirable traits, demonstrating that having a similar cultural view of the world is playing a larger role in the selection process.

Technology selection teams, especially among businesses with revenues around the one-billion-dollar mark, are also being pressured by senior management to select well-known vendors even when they are a poor fit for the company’s actual needs. A resounding 48 percent of respondents at companies with revenues between 850–950 million US$ stated that they had been forced by senior management or the board of directors to use a well-known vendor that was a poor technological fit.

Companies investing in technology should expect their vendors to adhere to sound sales and marketing practices based squarely in actual customer value.

With a focus on previous experiences from past digital transformation projects, the study finds that budgets and timelines are two major pain points. Respondents indicate that failure in past projects makes management more reluctant to engage in future digital transformation efforts, with budget overruns topping the list of reasons management may put the brakes on critical projects at 28 percent, and 26 percent saying blown timelines on past projects have made management more risk averse.

Further analysis of the findings shows that success of these digital transformation projects primarily hinges on finding the right technological fit (44 percent) and establishing clear objectives (50 percent). In fact, the top three vendor trust factors highlighted by respondents are on-time delivery (44 percent), support before, during, and after project completion (41 percent), and delivering projects faster to value (35 percent).
What matters most to you when it comes to selecting a technology partner? What factors are most important to building your trust?

It still comes down to people
The human factor is widely recognized as an essential component for digital transformation success. In fact, over a quarter (27 percent) of companies acknowledge that despite being key, people are often overlooked when planning and executing transformative projects.

The study goes on to identify poor change management as one of the key reasons digital transformation projects fail. When implementing new digital transformation projects, businesses are focused on implementing the key technology and solutions but aren’t considering the importance of staff buy-in and acceptance of the project, which is intrinsically linked to its overall success.

When asked about the reasons for failure in past projects, businesses also cited lack of employee engagement among the top four reasons. In addition, respondents named past experiences of low employee buy-in as one of the top two reasons for hesitating to launch new digital transformation projects. This can potentially have a great impact on the overall development of a business, as in times of downturn many believe innovation is the key to business resilience.

Although one third of respondents identified involving the human resources (HR) department from the beginning to ensure employee awareness as key to digital transformation success, one quarter of companies admitted that they have been guilty of not doing so in the past. Furthermore, 21 percent of companies expressed that employee engagement is more of a “tick-box” exercise, as opposed to being critical for success, revealing an obvious mismatch between recognition and actual execution.

From an HR perspective, there is ample proof that digital transformation makes good business sense. Around 29 percent of respondents stated that employee retention would be higher if the business could offer more exciting technology to its people, indicating that technology does have employee retention possibilities. Furthermore, 39 percent said that technology provides the ideal opportunity to retrain and upskill existing staff, thereby bridging the skills gap that is a major pain point in many industries.

“Through continuous dialog with our customers as well as first-hand experiences from our own digital transformation, we have always known that people can act as both an enabler and a barrier in transformation projects,” IFS Chief Human Resources Officer Jane Keith said. “This report drives home the point that if digital transformation is kept human centric and if change management is handled effectively and employees are aware and inspired to support the transformation, the business is much more likely to reap success. Staff involvement should not be seen as just a tick-box exercise but as the secret sauce that will ultimately determine the outcome.”
What human factors do your digital transformation projects help to drive? Have you found yourself examining employee retention, work satisfaction, or implementing new change management practices?

What does this mean for IFS, for our customers?

No doubt, digital transformation projects are often complex, time-consuming and have inherent risks associated with them. That said, uncovering factors like these may help understand both what drives decisions for specific vendors or technologies—as well as what end users truly need in their vendor of choice and in their technologies. The extent to which organizations judge their digital transformation projects as ‘successes’ or ‘failures’ varies widely across industries and geographies. As the study uncovered, there were distinct themes in the factors that led to a project being deemed a success or a failure.

Head over to ifsc.com/corp/resources to download the full reports that explore each of these themes at length and set the stage for follow-on action:

- Digital Transformation Investment in 2020 and Beyond: Factors That Will Impact the Success or Failure of Technology Investments in the Post-Pandemic Era
- Digital Transformation Investment in 2020 and Beyond: The Technology Equation
- Digital Transformation Investment in 2020 and Beyond: The Undeniable People Factor

The study was based on responses from 3,032 executives in the UK, the US, Australia, France, Germany, and the Nordics. Respondents represent a broad industry scope, including manufacturing, construction, healthcare, IT/Telco, energy & utilities, and travel & transport. Data was collected between April 8–May 5, 2020, by Censuswide.
The IFS Community—what do you do when you need help?

When you receive an error message while configuring the application, what should you do?
Where do you start if you want to try using a new area of the product and need to learn more?
If you’re considering purchasing IFS or upgrading to the newest version and want to know about the experience of customers, how do you connect?

In 2019, we launched the IFS community with the intention of solving all these problems. If you have a question that doesn’t need to go to support for testing, want to learn how people are using certain areas, or need to know what’s coming in the next release, the community can help! It provides a place to ask questions, access knowledge, learn about upcoming events, and connect with the entire IFS ecosystem.

Get started.
Joining the community is easy and everyone is invited to participate! All you need to do is register. Customers gain access to exclusive content, like our product release notes, product strategy and roadmap, knowledge base, and newsletters.

If you’re new to IFS, we have a group specifically for you. This private group provides resources to help you navigate the relationship with IFS. There is an ongoing list of helpful links providing access to our academy and training, the Customer Engagement Center, support policy and more. We also maintain a roundup of resources used to make the most of IFS products, including our webcasts, events, YouTube channel, release notes and more.

Those who are interested in IFS technology, but are not current customers, are also welcome to join. The community is a great way to get an idea about the capabilities of the product, and to learn how others are using it. It’ll also give you insight into the types of conversation and support you’ll have as a customer.

find answers

• Thank you Sachintha; this is exactly what I was looking for.
• @Eranda many thanks for your support. Great to work on this platform again together!
• Thank you so much @paul harland. You are the best btw ;)
• You are an absolute legend, Mathias.
• @anmise. Thank you; that worked perfectly! I had no idea I could skip that.

The community is filled with helpful members sharing valuable information. We’ve had over 5,000 questions asked and answered by our employees, partners, and customers. Community members have years of experience, working on all versions, across all industries. They’re our heroes; participating because they love helping others, solving problems, and learning how the technology is being used.

Driven by our advanced competency hub team, we launched a new knowledge base and have over 1,000 articles with how-to guides and helpful tips. New articles are created daily, and we’re working to have plenty of helpful content available at the next general release.

ask questions

If you can’t find an answer to your question, you can post a new one.

• How can I extend the session lifetime of touch apps?
• Does Aurena support the yellow notes, or are these only available in Enterprise Explorer?
• I have created three new custom numeric fields. Two will be manual entries and the third I would like to add the numbers from the first two fields. Is this possible in Apps 8?
These are the types of questions you’ll find in the community. They’re asked by a variety of users with all levels of experience. There’s a section for each product area—CRM, FSM, Touch Apps, and supply chain, for example. Just ask your question, include your product version, and post in the most relevant category.

Connect.
With over 5,800 community members, the community is a place to make connections. The entire company is committed to the community, and every department is represented in our membership. From our CMO to presales consultants to the RnD team, the community can be a sounding board for questions about IFS technology, your specific industry, or your company role. Connect with other consultants, analysts, project managers, DBAs, CFOs, to start. Discuss your industry—manufacturing, field service, engineering, telecommunications, or aerospace. Let other members know how you’re using IFS—or how you’d like to be using IFS—and learn how others are doing the same.

What’s next?
We’re thrilled that so many of our customers have started using the community since we launched. We have ideas about what we’d like to do next:

• Host Technical Webinars, Troubleshooting Common Issues
• Lead Community Member Roundtables
• Launch Industry-Specific Groups

But we’d love to know what you’d like. Are we missing content around a feature? Is there training you’d like us to offer? Do you want to suggest new ideas for the product?

Let us know what you like and what you don’t, what we’re doing well and where we could use improvement. We are dedicated to making the community a central part of the customer experience. Thank you for your participation so far. We’re looking forward to the future of community!
What is at the heart of both IFS Cloud and IFS Technology Alliances? The answer is simple. It is the customer and the service they experience. End-to-end service delivery is now a point of key differentiation for modern enterprises, so how much value their services can provide customers in the moment of engagement is critical. Dedicated alliances play a crucial role in delivering a complete range of such services. After all, in the most successful alliances, your partner’s customer is your customer too.

The best business alliances last long—and keep giving. In today’s fast, demanding service environment, dedicated alliances with committed third-party vendors play a crucial role. They enable businesses to provide an exceptionally comprehensive, portfolio of service offerings—ensuring that a full range of seamless services and experiences is constantly available to companies and their customers.

This customer-centric, service-centric approach is at the heart of IFS Cloud, and IFS Technology Alliances, the dedicated alliance of best-of-breed vendors and their solutions that is an integral, and growing, part of it.

“There are so many benefits that come from partnering with third-party technology vendors. They have the potential to accelerate our R&D efforts, and there is always the possibility of discovering something unique that we hadn’t thought about before—and that translates into more value delivered for our customers.”

Sakari Jorma, SVP IFS Technology Alliances
“For IFS, partnerships are about quality and in these alliances, ultimately our customers will be our partners’ customers—and vice versa. So, when selecting a technology partner, we have to be smart and strategic. We’re looking for a partner that provides specific value to us, while keeping our customers’ needs front and center. When we find a partner that is that perfect fit it really is win-win for both of us. In 2020 we explored partnerships with 77 qualified partners and selected nine. We’re extremely proud of our partners, and the alliances we’ve built together with them.”

Sakari Jorma, SVP IFS Technology Alliances
IFS Technology Alliances: five advanced capabilities that enhance IFS Cloud

The first release of IFS Cloud encompasses over 170 new solution features and enhancements in one highly usable product. Integral to this is IFS Technology Alliances—a dedicated program of best-of-breed solutions that seamlessly integrate with IFS software to drive value and growth for customers.

Explore five solution partners from IFS Technology Alliances:

**boomi**

What is it?
A unified, cloud-native integration platform that seamlessly connects IFS software with other software, services, data sources, and more.

What does it do?
IFS customers can connect their data, applications, and new technologies to IFS more quickly, efficiently, and cost-effectively. The Boomi platform does not require a developer, just a member of the team close to the strategy. Boomi manages 30 million integrations a day and 2.2 billion integrations a month.

What are some of the standout benefits?
Boomi is used by over 11,000 businesses with a 97% retention rate and 96% customer satisfaction rate.

**PAGERO**

What is it?
The Pagero Automated Trade Platform for IFS enables customers to send and receive digital, automated orders and invoices directly from IFS to any supplier or customer worldwide.

What does it do?
Customers can digitize their entire end-to-end processes for order to cash (O2C) and purchase to pay (P2P), automating the processing of invoices and orders with a global network of customers and suppliers, via a single connection to Pagero’s open global network.

What are some of the standout benefits?
It is scalable and affordable for any size company and saves time and money by eliminating manual steps. It eliminates errors, increases compliance, and enables customers to avoid overpayment by ensuring correct pricing.
**Criterion HCM**

**What is it?**
An inhouse payroll processing solution that enables global businesses to operate their own multi-national payrolls in every country or market unit. Criterion payroll is an IFS Human Capital Management interface.

**What does it do?**
Streamlines payday functions and improves accuracy by eliminating time-consuming and error-prone manual processes. With the Criterion payroll module, customers can print checks or download ACH files to achieve fast and smooth pay processing.

**What are some of the standout benefits?**
Improves compliance and security, consolidates reporting and analytics and improves the accuracy and timeliness of pay checks across global organizations.

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**cloudpay**

**What is it?**
CloudPay provides accurate, compliant global payroll in a single, unified, automated solution, with auditable processes adapted to the unique requirements of each location. CloudPay is an IFS Human Capital Management interface.

**What does it do?**
Automates unified global payroll process with a platform that provides full visibility and a single source of information at every stage: from data upload through to treasury payments and payslip availability for all employees.

**What are some of the standout benefits?**
Standardizes payroll processes, improves compliance and security, improves accuracy and timeliness of pay checks, consolidates reporting and analytics, and delivers efficiencies through centralized data access.

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**CADTALK**

**What is it?**
CADTALK for IFS uses artificial intelligence to automate the transfer of engineering bills of materials (BOM) from virtually any CAD, PDM, or PLM application into IFS solutions for manufacturing routing.

**What does it do?**
Transforms data from CAD, PDM, or PLM engineering and design applications into data inside IFS Applications. For manufacturers it generates bills of materials (BOM), routing operations, items, inventory records, and other data inside IFS. For construction companies it transforms BIM data into bills of quantities (BOQ), material or take-off lists, jobs, projects, and/or project deliverables inside IFS.

**What are some of the standout benefits?**
All of the above can be done in minutes, reducing the handoff between departments by 80% with a return on investment in about two months.
How customers access expert support with Application Management Services

Accurately predicting the IT staffing levels and skills needed to support new or upgraded enterprise software can be challenging. When operational issues or technical requests arise, they need to be dealt with swiftly and effectively—ideally by personnel that intimately understand both the specific commercial environment and the business application.

IFS Application Management Services (AMS)—part of IFS Success—streamlines routine day-to-day support for customers using IFS solutions. Through a three-year monthly subscription contract, customers can raise a ticket and instantly call on specialist IFS expert resource whenever needed. This approach is both commercially responsive and highly cost-effective; IFS AMS is infinitely scalable, allowing customers to augment existing internal resources and competencies, or free up staff to focus on adding value to other areas of the business. Subscribers can access the IFS competency team and receive a response within two hours.

If needed, an operational fix can be delivered within two business days, or a new IFS report or IFS Lobby built within the next business week. The reasons customers choose IFS AMS vary, so here we unpack and explore some real customer business need scenarios...

**Business need: continuity following an upgrade or implementation**

Having just implemented IFS software in record time, a customer faced fast growth and expansion into new geographies. To support the business the customer needed to maintain continuity between the implementation team and operations team. In-house resources would not be sufficient to support the multiple time zones required, and there was a requirement to deploy diverse skills across the application. By adopting the flexible and pragmatic AMS model, the organization was able to scale effectively.
**Business need: one point of entry to IFS experts for all teams globally**

A good relationship with IFS meant a customer recognised the value of having IFS experts embedded within its operational model. A global customer with a local IT team, the business was struggling to support teams in multiple time zones. They wanted one entry point to IFS, whether that be for cloud, services or support, and AMS provided the perfect vehicle. As IFS was a business-critical system, the model was able to safeguard response times for both product and operational support.

**Business need: the ability to outsource the resolution of any issue**

A customer was experiencing friction between its business and IT functions and recognized that something wasn’t right. IFS assessed the scenario from service to stack, uncovering a business case for a technical upgrade which would unlock further functionality and enhancements that the business wanted without any modifications. AMS met the customer’s need to cost-effectively outsource ad hoc consulting and business requests, providing direct access to IFS skills for rapid resolution.

**Business need: triage—faster response times in a partner model**

Struggling with triage between the different areas of IFS and within its own IT function, a customer needed a better operating model to obtain predictable resolution times for issues. Without a commercial mechanism in place, the internal IT team was submitting ad-hoc tickets with the IFS consulting team but having to wait for a consultant to become available to advise on a specialist issue or topic. AMS allowed the customer’s certified IFS partner and own team to enhance service desk and first-line support capabilities using IFS experts to fill the gaps, ensuring the business received the timely support required.

**Business need: ensure the necessary skills during an upgrade**

A customer planning an upgrade wanted to change how they ran their application from an operational perspective. They wanted their own subject matter experts to be free to focus on the business issues and achieve a predictable cost and scalable service that could reduce risk and total cost of ownership. Choosing AMS ensured that IFS best practices, experts and skills were available throughout the upgrade, continuing after go-live to assist with operational and project-related tasks.

**Business need: fully outsourced IT triage and resolution**

As a fast-growing business, a customer seeking to maintain business continuity had a clear strategy that called for all issues to be outsourced to IFS for resolution. This required a mechanism to rapidly triage any issue—be it cloud, consulting or support. Despite an exhaustive list of operational and technical requirements, over 95% fell within the scope of the standard AMS offer, and the remaining requests were incorporated with a bespoke agreement.

We partnered with IFS Success AMS primarily because of the global reach, technical/functional capability, the average tenure of the experts involved and the predictability of service level/response times that IFS were willing to commit to. We have found IFS to be open to feedback to improving the service and value the relationship we have built with key members of the AMS team, they are acting as an extension of our own internal capability.”

Kjetil Gran, IT Director Borr Drilling

If you’re planning an upgrade to IFS Cloud and want to ensure your team has access to experts that can help maintain business continuity before, during and after the upgrade, please visit ifs.com to learn more about IFS Success.
IFS is proud to underpin Aston Martin F1’s back office and car build operations.

Be sure to look out for how the team performs during the 2021 season.

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<td>July 16–18</td>
<td>Great Britain</td>
<td>F1 Pirelli British Grand Prix 2021</td>
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<td>Round 11</td>
<td>July 30–August 1</td>
<td>Hungary</td>
<td>F1 Magyar Nagydíj 2021</td>
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<td>Round 12</td>
<td>August 27–29</td>
<td>Belgium</td>
<td>F1 Rolex Belgian Grand Prix 2021</td>
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<tr>
<td>Round 13</td>
<td>September 3–5</td>
<td>Netherlands</td>
<td>F1 Heineken Dutch Grand Prix 2021</td>
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<td>Round 14</td>
<td>September 10–12</td>
<td>Italy</td>
<td>F1 Heineken Gran Premio D’italia 2021</td>
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<tr>
<td>Round 15</td>
<td>September 24–26</td>
<td>Russia</td>
<td>F1 VTB Russian Grand Prix 2021</td>
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<tr>
<td>Round 16</td>
<td>October 1–3</td>
<td>Singapore</td>
<td>F1 Singapore Airlines Singapore Grand Prix 2021</td>
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<tr>
<td>Round 17</td>
<td>October 8–10</td>
<td>Japan</td>
<td>F1 Japanese Grand Prix 2021</td>
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<td>Round 18</td>
<td>October 22–24</td>
<td>United States</td>
<td>F1 Aramco United States Grand Prix 2021</td>
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<td>Round 19</td>
<td>October 29–31</td>
<td>Mexico</td>
<td>F1 Gran Premio De La Ciudad De México 2021</td>
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<td>Round 20</td>
<td>November 5–7</td>
<td>Brazil</td>
<td>F1 Heineken Grande Prêmio De São Paulo 2021</td>
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<tr>
<td>Round 21</td>
<td>November 19–21</td>
<td>Australia</td>
<td>F1 Rolex Australian Grand Prix 2021</td>
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<tr>
<td>Round 22</td>
<td>December 3–5</td>
<td>Saudi Arabia</td>
<td>F1 Saudi Arabian Grand Prix 2021</td>
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<tr>
<td>Round 23</td>
<td>December 10–12</td>
<td>Abu Dhabi</td>
<td>F1 Etihad Airways Abu Dhabi Grand Prix 2021</td>
</tr>
</tbody>
</table>
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CADTALK is the world’s first and only AI-driven software specifically designed to create an ongoing dialog between systems to take design intent to manufacturing execution.

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→ AUTOMATE for complete optimization

80% faster engineering to production hand off

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Plus, support for document management, materials and routings is possible right out of the box.

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- Quickly generate and update BOMs
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