

IFS Partner Case Study

# IFS Field Service Management™ provides Spencer Technologies the flexibility to prepare for what's next



Supporting major corporations in the retail market from specialty stores and department stores to DIY and restaurants is considered a logistical challenge for most, but Spencer Technologies, a leader in the industry, excels with IFS Field Service Management™ (IFS FSM). IFS FSM has helped Spencer meet these challenges by providing a flexible solution to manage the service needs of its client base.

## Selecting the right solution

With large retail customers, Spencer Technologies looked for an agile solution that would allow the company to mirror the demands of the retail market. As its legacy system began to fall behind, Spencer looked to IFS FSM to be a solution that could meet its current and future business requirements.

“We are a company that provides a large offering of services for the retail industry, which changes often and sometimes drastically. It was very important to us that whatever solution we selected could meet our existing business offerings and enable us to improve upon our processes, but also meet our future business requirements, which are often unknown to us ahead of time,” said Rudy Goedhart, Director of Systems Development at Spencer Technologies. “Ultimately it’s the configurability of IFS FSM that made us choose IFS as our software provider.”

## About Spencer Technologies

Founded in 1972, Spencer Technologies has grown to become a global company with more than 400 employees and 200 technicians throughout the United States, Canada, Mexico and Europe. For almost 40 years, Spencer Technologies has focused on supporting retail stores and multi-site organizations deliver innovative solutions. This focus has made Spencer a leader in the industry. The Spencer team is comprised of retail and technical experts to ensure solutions are sound and relevant, which allows Spencer to provide the highest quality of service to top retailers throughout the world. To learn more about Spencer go to [www.spencertech.com](http://www.spencertech.com).



The dedicated work of the Spencer and IFS implementation team enabled a smooth implementation process and allowed Spencer to continue digging into the unique functionality of the IFS FSM solution to expand its services and build new tools for its customers.

## IFS field service management at the heart of the business

Spencer utilizes IFS FSM's wide range of functionality in many exceptional ways. The company capitalized on the easy implementation of additional functionality in an effort to expand its services with reverse logistics and repairs. Such expansions have allowed Spencer to win new contracts and increase revenue.

"IFS has made a huge impact on our business and service offerings, which has significantly contributed toward the growth of the company. Having a piece of software that can keep up is very impressive and exciting," said Goedhart. "Once, we had a requirement to get the repair center module up and running, implemented and trained on within three weeks. We managed because most of it already existed in the system and we just needed to configure it a bit to get it launched. The overall flexibility and configurability of the application is quite impressive."

Not only is Spencer increasing revenue, but it has taken on a Client Portal to provide customers the opportunity to view real-time data in an effort to keep customer satisfaction at the forefront of its business. The portal has allowed Spencer to fulfill the vast majority of its customers' needs and more with minimal development effort.

"The fact that we have a portal that allows customers to see all of their real-time data, log a request, or see a status of their tickets has been very beneficial. We couldn't conduct business the way we wish without the customer portal," explained Goedhart. "Our customers have mentioned it is one of the better portals they have seen presented, and we like having a show-worthy product."

## Partners in success

IFS hosts many customer-facing events to enable customers to learn more about IFS solutions, network and have fun. Many customers like Spencer Technologies take advantage of these opportunities.

"By attending InFocus User Group sessions you see how other companies are using the system, and I consider that immensely valuable," said Goedhart. "As an individual you can only see your processes for what your own processes are, in a tunnel vision sort of way, but when you visit with other IFS FSM users, not only do you get a glimpse of information you otherwise wouldn't have access to, but you learn how other businesses are utilizing the same software in different ways to achieve success."

### Benefits

- Ability to expand services to add business value.
- Enhanced customer service.
- Development of improved client portal.
- Implementation of reverse logistics and repair.

Part of being an IFS customer is receiving exceptional support, whether that be from the IFS Help Desk, sales team or implementation team.

“The biggest benefit of IFS is the relationship between IFS and its customers. Most organizations are a large corporation behind a software solution without a face. I’ve implemented many solutions over the years and they’re always faceless. IFS is not faceless. IFS has a face, and IFS is a partner, and that alone is a tremendous value to our business,” said Goedhart.

---

Customers have a lot of trust in us being able to handle their business, and IFS FSM is at the core of our business. So in essence the partnership between us and IFS is influential.

Rudy Goedhart, Director of Systems Development, Spencer Technologies

---

## What's next

Providing service to the retail industry provides many challenges, but luckily Spencer Technologies is equipped with a flexible solution to meet these challenges and prepare for the many changes that the future holds.

“We now have an application that can easily adapt to our business processes that can easily have modules and service capabilities added to it. We, as a company, have the opportunity to offer full-circle service to our clients, including reverse logistics. That is absolutely one of the highest benefits of going to a flexible, configurable system. We now offer services much faster and much better than we have before,” said Goedhart.

To prepare for the future and strengthen its business processes, the development team at Spencer uses its ingenuity to utilize IFS FSM in new ways. For instance, Spencer is currently implementing a Warehouse portal with Motorola TC75 scanners to add more efficiency in the warehouse with real-time data.

“We have figured out a number of things that we can do better, and we plan to continue learning and evolving the system in the future,” said Goedhart “We have a very positive outlook, and everyone is very excited about the additional functionality and all that comes with IFS FSM.

## Find out more

Further information, e-mail [info@ifs.com](mailto:info@ifs.com), contact your local IFS office or visit our web site, [ifs.com](http://ifs.com)

