

Design your service business to gain the competitive edge

Drive efficiency, transform the customer experience and differentiate your business with outcomes-based services.



Contents

The future of great service is here

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The future of work in field service will require both digital transformation and business model change in areas such as technician bots, digitally augmented subcontractors and outcome-based contracts.

Gartner, The Future of Field Service Management 2019

Now more than ever, Service Providers are under pressure from all sides. Rising expectations from customers who demand an effortless service must be met alongside the need to reduce operational costs and maximize technician productivity.

Service providers work across a wide range of industries and within each sector new technologies have converged with the arrival of new competitors, leading businesses to think carefully about how they manage their business operations. Changing consumer behavior driven in part by the global Covid-19 pandemic, has seen customers demand more control and visibility from their service end-to-end, putting more pressure on providers to deliver an enhanced, seamless service that will in turn deliver increased revenue and growth.

To gain a competitive advantage, providers are looking for agility in their service capabilities in order to evolve the nature of service contracts, differentiate and gain an essential edge in the market. But just how are other industry innovators facing up to the challenge? And how can technology help take your service business to the next level?



Delighting customers with real-time optimization

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This technology thinks on its feet and is able to adapt to the current situation.

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By 2025, algorithms and bots will schedule over $\frac{2}{3}$ of field service work.

Gartner 2020.

Cubic Transportation Systems Ltd is the world's largest supplier of mass transit collection systems. Mike Gosling, Service Platforms Manager for Cubic, manages the infrastructure for London Underground as well as other large scale transport projects. Here he explains the benefits that IFS's real-time scheduling optimization capabilities can deliver.

Customer visibility and control

2/3 of organizations are offering self-service, up from 39% in 2018.

Gartner Critical Capabilities for Field Service Management 2020

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Our customers are requiring significantly more visibility, insight and technological capabilities in the background.

Adrian Egley is the Application Support Leader for Auto Windscreens, meaning he knows exactly how and why today's consumer likes to be hands on, immersing themselves in the service experience as much as possible. The company adopts a no touch approach where the customer is able to create a request online which automatically checks which parts were fitted, validates the policy, manages excess payments and dispatches the technician with the correct skills and parts to resolve the issue. All of this is done through the IFS platform, eliminating effort from the customer side as well as the burden on the back office. Listen as he explains how, with IFS's superior technology, they're able to give the power back to the customer.

Achievable first-time fix rates

INVENTORY PLANNING >

FORWARD LOGISTICS >

DEPOT PARTS MANAGEMENT >

VAN STOCK >

FIRST
TIME
FIX

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IFS technology allows Spencer Technologies to schedule the perfect technician for each job, ensuring they have the right skills and the right parts at the right time.

Take a look at this animation from Spencer Technologies that better explains how, with the help of IFS, they are able to offer seamless service and support to their many and varied retail customers.

Remote service and support

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Field service providers are grappling with customers' need to minimize human contact and have more work performed either remotely or by the customers themselves in collaboration with technicians using AR.

Gartner Critical Capabilities for Field Service Management 2020

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As COVID-19 spread and travel restrictions were introduced, we realized that if we acted fast this would be a tool that would aid us in continuing to serve customers throughout the crisis—as well as set us up to serve them better than ever before after the crisis passes.

Discover why Alfa Laval chose IFS for their remote guidance, understanding that it was a strong technology that was able to support their financial stability alongside their long-term vision for the company.

Leveraging a contingent workforce

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From a technology standpoint, make sure you have real-time visibility into the work that's going on on-site—you have to have the ability for the technician on-site to reach out to a lifeline or support.

Chris Hughes, VP of technical services for Acumatica.

For further insight on the future of leveraging a contingent workforce, read the full article [here](#):

Evolving service offerings: ditch break fix

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½ of references we surveyed are now offering usage-based contracts and ⅓ are offering outcome-based contracts.

Gartner Critical Capabilities for Field Service Management 2020.

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To maintain these really high levels of service at each place we had to get smart about the way we do it and adopt tools that supported that.

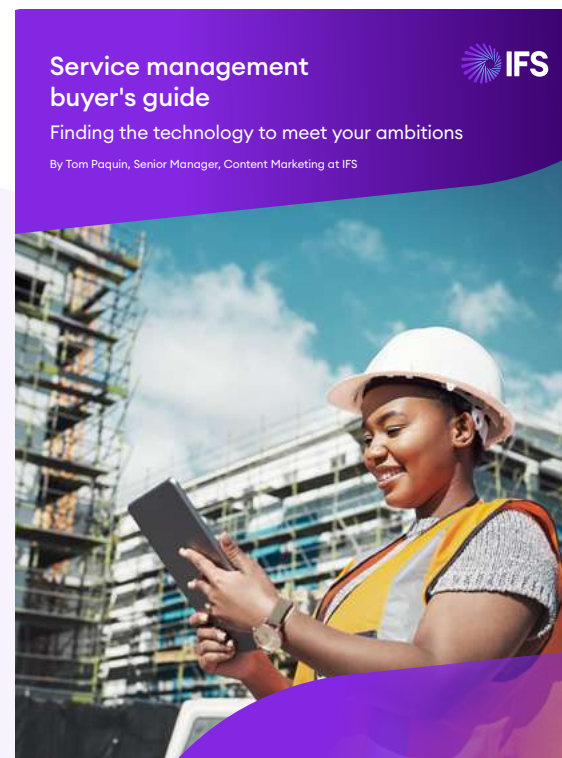
Service Platforms Manager at Cubic Transportation Systems Ltd, Mike Gosling, discusses the positive impact that investing in the right technology can have on the entire customer experience.

Deliver unforgettable Moments of Service

IFS can deliver service management solutions to bring your business to life and provide a seamless experience for your customer. Delivering innovations that drive success for empowering you to deliver differentiated service offerings to your clients.

Discover the software that will meet your ambitions

Download the IFS Service Management Buyer's Guide that explains exactly how to align your service workflow uniquely to the technologies that will help deliver growth.



Explore IFS for yourself

See how you can benefit from IFS Service Solutions.

About IFS

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.

Within our single platform, our industry specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers—at the Moment of Service.

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.

Our team of 4,500 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers. Learn more about how our enterprise software solutions can help your business today at **ifs.com**.

#MomentOfService

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