

Don't be held back by your Service Software



Look to the service capability leader

At IFS, we know that the need to deliver exceptional service stems from a desire to not just lower costs, but deliver experiences meant to retain, serve, and attract new customers. With more organizations looking towards technology to help deliver on those goals, it's important to remember that not all software companies offer the same level of excellence as IFS. Many might claim to have the scope of capabilities that we do, but when the rubber hits the road, they can't keep up with the complexity of your day to day service operations.

IFS prides itself on having a full service footprint when it comes to capabilities, but we are sure to offer the depth of execution back that up. This ensures that those capabilities help you deliver better outcomes operationally and for your customers. We can promise this not only because of the superiority of our software, but because the service business at IFS has the most robust domain expertise in the industry. The one-two punch of software superiority and knowledge of service delivery makes IFS uniquely calibrated to help you achieve business goals, build new opportunities from your service delivery, and truly optimize your service processes without compromise.



Our full service footprint at IFS

Capabilities that truly enable your business

To the right is a broad overview of the scope of our full service footprint at IFS. Our powerful tools help organizations deliver the right person with the right parts, to the right location, every time. But this is only the tip of the iceberg as it relates to the power of our capabilities. Each capability enables your business to configure its resources uniquely to your business.

Do you want to utilize chatbots to schedule more service appointments? We've got you covered. Interested in combining contingent employees with salaried ones in your scheduling optimization? We can do it, and we do in minutes what our competitors take hours to do. Looking to access the full suite of service utilities in the field? Our mobile app offers a 1:1 experience with the desktop, ensuring everyone has the full picture at all times.



customer
engagement



remote
assistance



planning & scheduling
optimization



warranty & contract
management



IOT connected
service



service parts
management



reverse
logistics



depot repair
management



mobility



performance
management



service pricing &
billing



service project
management



IFS named highest in ability to execute in service by Gartner

On their own, our capabilities speak for themselves, but don't take it from us alone: [Gartner has positioned us highest in our ability to execute on our service capabilities](#)¹.

Unlike some of our competitors, our capabilities don't just exist for us to check a box that says that we have them. Our domain expertise means we are able to truly deliver for your business, no matter the size, no matter your global footprint, and no matter the diversity and complexity of your service systems. Our tools offer you the choice to be able to deploy where you want, how you want, and integrated into the tools that you want, and we offer you the configurability to build business rules meant to deliver service that stands out in the eyes of your customers.

On top of all this, our reporting tools and IFS lobbies show both your internal stakeholders, and your customers, your service successes in real-time. At IFS, our capabilities come together out-of-the-box (no secondary implementations needed!) to connect your service processes holistically and offer the full service picture across the entirety of your business.

At IFS, we take great pride in the fact that our capabilities lead the industry, both in terms of scope, but also in their ability to tangibly benefit your business, from saving you money through our planning and scheduling optimization, to decreasing resolution time with our reverse logistics and parts management, and everything in between. IFS is ready to be your partner in delivering next-generation service support, and we have the tools ready to back it up.

¹ info.ifs.com/Gartner-MQ-FSM-2020.html

We'd love to show you how IFS can help you grow and transform your service business, save overhead and deliver for your customers.

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

IFS develops and delivers enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector.

Learn more about how our enterprise software solutions can help your business today at ifs.com.

