

Depot Repair in IFS Cloud Service Management



Manage in-house depot repairs to enhance service efficiency, lower costs, and reduce repair times.

Depot repair is a critical component of service management, especially for businesses that handle high volumes and complex repairs. Managing depot repair operations involves numerous challenges that can impact productivity, compliance, and overall business efficiency. Common challenges include coordinating logistics, ensuring parts availability, tracking repair status, maintaining high service standards, and managing costs.

Efficiently managing inbound repairs improves turnaround time for customers boosting customer satisfaction while reducing costs. It also supports refurbishment programmes and organizational goals for sustainability.

IFS Cloud's Depot Repair tackles these challenges by streamlining the entire repair process, optimizing efficiency, and reducing costs. By managing every aspect of in-house repair services, from repair authorization to invoicing, IFS Cloud helps businesses enhance their depot repair operations, lower expenses, and boost customer satisfaction.



Faster turnaround time

Streamline workflows with access to the necessary information and parts for efficient management of repair operations.



Increase customer satisfaction

Consistently deliver repairs on-time to meet expectations and improve turnaround times with transparent communication.



Reduce costs

Optimize logistics and inventory management to reduce environmental impact and minimize the repair costs associated with parts and labor.

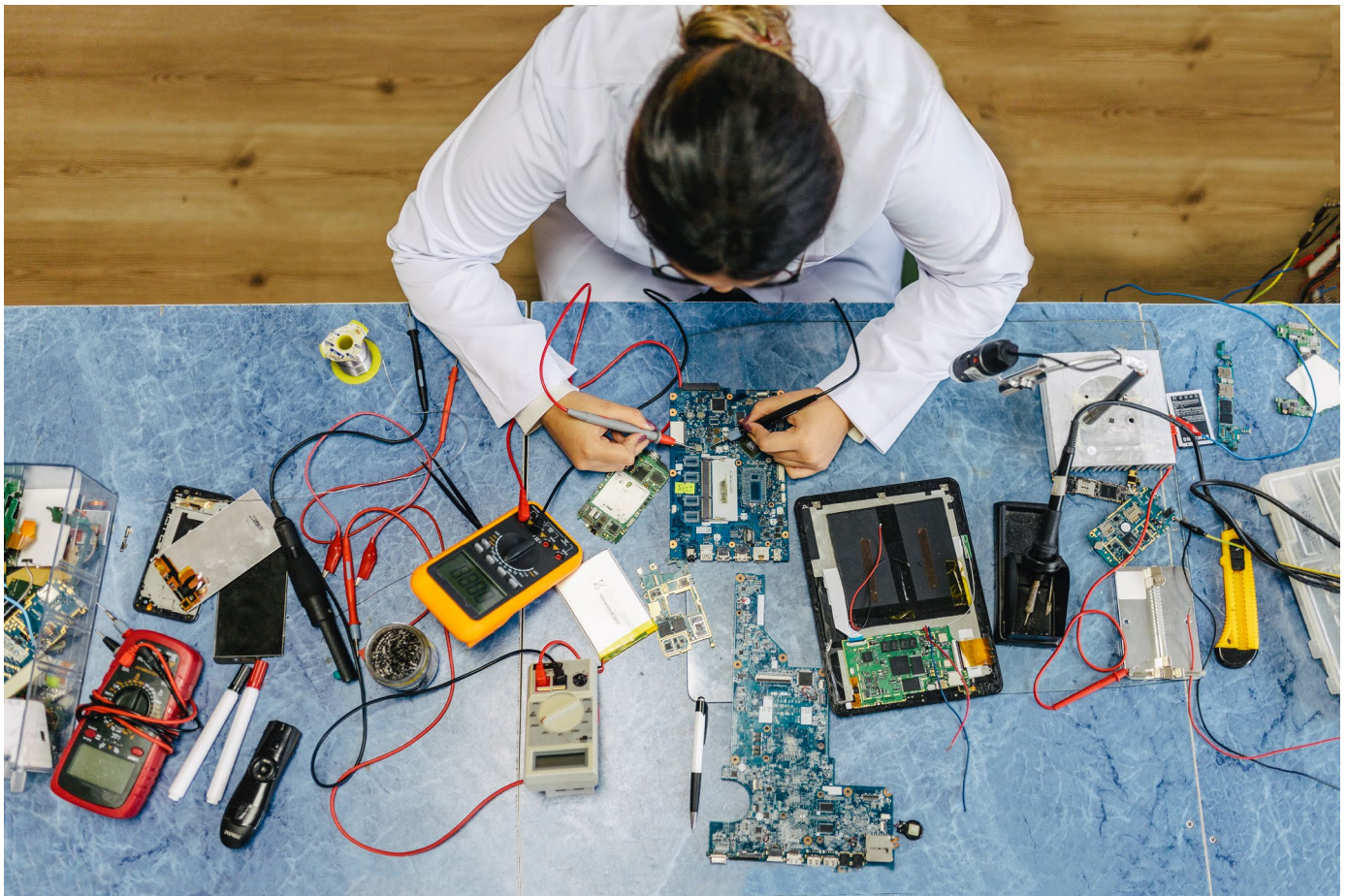


Boost profitability

Efficient repair operations and accurate billing improve margins and overall profitability.

Key capabilities

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| <ul style="list-style-type: none">• Manage return item requests for individual and multiple products/units via self-service portals or by connecting directly with contractor systems. Define return reasons, manage, track and communicate authorizations.• Process repair requests efficiently and accurately, meeting customer expectations and SLAs. Comprehensive visibility of repair orders, including customer information, asset details, warranty and repair history improve repair productivity.• Ensure the availability of necessary parts for repairs with advanced inventory management to track parts usage, manage stock levels, and coordinate with suppliers to avoid delays.• Coordinate logistics for returns, parts pick-up, shipment, and delivery to repair centers ensuring timely availability of parts to reduce repair turnaround time. Efficiently manage shipping of repaired items to customers. | <ul style="list-style-type: none">• Real-time tracking of repair status and progress, providing visibility to both service teams and customers including automated notifications and updates to keep stakeholders informed.• Accurate billing and cost control with repair cost limits, detailed tracking of repair costs, including labor, parts, and logistics. Processes support billing and invoicing for repair work. This capability ensures accurate billing and helps identify areas for cost reduction.• Consistent bench repair processes to support repair technicians in recording their work against repair items. Technicians can work on individual repair units, log stock movements, request Third Party Repair (TPR), and apply exchange rules.• Combine Field Service Management and Depot Repair in IFS Cloud to provide a cohesive service management approach coordinating field repairs with depot repairs to optimize resource utilization. |
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