Transformational Service Management

Field service management software to optimize workforce efficiency, grow revenues, and deliver service excellence

IFS

When choosing a field service management solution, you need a software vendor that offers both the capabilities and configurability to allow you to optimize your current operations and grow your business with new advanced services. IFS Service Management offers not only a world-class scheduling optimization platform but also unrivalled breadth of functionality covering the complete service lifecycle. At every customer touchpoint – from the contact center and operations, contracts, and parts to final sign off – IFS provides a solution to automate and innovate.

Consistently a leader with industry analysts

IFS holds leadership positions in major industry analyst reports including Gartner, IDC, and Forrester, and is a 7-time leader in the Gartner Magic Quadrant for Field Service Management – positioned highest on both Ability to Execute and furthest on Completeness of Vision.

Your choice: cloud or on-premise

Run IFS Cloud as a service from us, or in a location of your choice including on-premise. Thanks to a containerized architecture, you get the same software supported by the same experience in both choices. And best of all, should your needs change you're able to easily move between deployment models.

Integrate to your CRM of choice

IFS understands that service excellence requires a single source of data and provides simple integration to multiple CRM systems including SAP, Salesforce, and Microsoft Dynamics.

Complete service visibility

From first call to billing, every member of the service team gets full visibility into all aspects of the job, ensuring not only efficient and collaborative work but also a great customer experience. From the customer record, asset details, and service history to parts, contract, and billing details, all required information is displayed in a single, configurable view.

Asset and project lifecycle management

Whether you're managing internal or customer assets, downtime is costly. It not only impacts revenue but also the long-term relationship with customers. IFS offers comprehensive functionality with multi-level product structures, spare parts, and serial tracking to ensure accurate tracking and history across the entire asset lifecycle.

Value-based appointment booking

With most service management systems managing appointment-based activity alongside reactive and preventative work is manual, making it impossible to balance competing priorities. IFS Service Management automatically manages and effectively blends all three types of activity, ranking appointment slots based on the cost to perform and weighing their value according to your business priorities. In contrast IFS FSM automatically manages and effectively blends all 3 types of activity. The system will rank appointment slots on the basis of 'cost to perform' and will weight their value, according to your business priorities.

Predictive scenario capacity planning

Without modelling software, too many organizations rely on spreadsheets and manual processes for forecasting. IFS includes a unique predictive planning tool to test how your business could cope with a wide range of "What-If" scenarios. This provides answers to tough capacity forecasting questions like how a reduction of workforce will affect performance, or how many resources are necessary to for a new service contract or to expand into a new region.

True real-time scheduling optimization

While other optimization tools rely on some form of batch scheduling, IFS Service Management uses AI and machine learning to continually recalculate and deliver true real-time dynamic optimization. In the service world, days rarely go as planned. Customers change appointments, emergency requests need attention, jobs become over-run, or technicians get sick. In contrast to batch-based systems that struggle to adapt, IFS provides optimized workforce planning and scheduling that continually adjusts, optimizing SLA hit rates, travel times, and engineer utilization. In many systems hard constraints such as geographical zones impose unnecessary restrictions on the scheduling engine. Using soft constraints, IFS reduces the need for manual intervention and delivers higher rates of optimization.

Optimizing service parts and van stock

Inventory represents an essential yet costly component of service operations, yet too few service management solutions can manage spare parts and van stock alongside warehouse replenishment. With IFS you will have all the functionality and capabilities necessary to centrally manage your entire inventory and logistics operation.

Real-time performance visibility

IFS lobbies provide real-time performance analytics based on all aspects of field service and KPIs from contracts and assets to technicians and inventory use. Unlike many of our competitors, who deliver poor real-time visibility or dashboards that can't be modified, IFS dashboards are configurable and based on personas.

Reverse logistics and depot repair

IFS manages the value chain for even the most complex returns and repair activities. IFS makes it easy, managing all reverse logistics business processes from return material authorizations (RMA) for advance exchange and repair return to recalls, receiving, routing, repairing, packaging, shipping, and billing – all part of a single seamless process.

Warranty and contracts

From initial quoting and pricing to automatic renewal and billing, IFS makes it simple to manage and execute even the most complex of service contracts. Every year, organizations loose thousands in revenue leakage through warranty claims. IFS Service Management introduces automation of claims handling to create, administer, process, and track warranties claims even when through third party organizations.

Omnichannel contact center and customer engagement

IFS has the customer engagement tools necessary to empower technicians and call center staff. IFS provides a true omni-channel system with full call handling and telephony capabilities alongside email, chat, messaging, and other text-based channels. With a wide range of AI-powered self-service solutions including virtual assistants, chatbots, portals, knowledge bases and remote assistance, IFS can deliver the optimum self-service solution for your business.

Field service mobility

IFS gives enterprises the tools necessary to provide 1:1 mobile and desktop experiences. IFS has best-in-class capabilities on mobile related to workflows, field and forms data that can be stored and executed. IFS also has highly optimized iOS and Android mobile environments, and provides robust use cases around inventory, as well as sales and marketing functions.

Ready to learn more?

Visit our website or contact your regional office for more information. www.ifs.com