

# Service Management capabilities for IFS Cloud



Full service lifecycle management to deliver service excellence, optimize efficiency, and grow revenues.

Service is a crucial differentiator for many businesses and is often run as a business in itself. But getting it right requires the careful consideration of many moving parts – from **contracts, warranties, and SLAs to maintenance planning, resource planning, and more.**

Orchestrating all the pieces to deliver consistent, profitable, and compliant services – while meeting various customer SLAs – is a challenge for many service teams. Our complete and connected service management solution lets you rise to this challenge every time.

Named as a [leader for the 7th consecutive time](#) in the 2022 Gartner® Magic Quadrant™ for Field Service Management, our software is trusted by customers across the globe to deliver service excellence every day.

Transform service to maximize revenue streams. Deploy our composable Service Management solution, as part of your existing IFS solution, or complement your existing enterprise systems with the capabilities that you need, while reducing business risk.

## Benefits



### Improve crew and technician utilization and productivity

Our advanced planning and scheduling optimization reduces both your travel times and time spent between jobs.



### Grow service margins

Planning and scheduling optimization reduces overtime and the need for sub-contractors. Accurate, timely onward billing, plus contract, warranty and SLA management reduce revenue leakage.



### Improve customer satisfaction

Your customer satisfaction levels rise significantly with modern interactions, better first-time fix rates, accurate warranty management and billing, SLA adherence, and predictive maintenance.



### Improve first-time fix rate

Full service logistics and skills matching assigns the right technician with the right parts and skills to each service job.



### Reduce unnecessary travel

Increasing first time fix rates, route optimization, and the use of remote assistance, eliminates unnecessary and repeat service visits thereby reducing your travel costs and emissions.



### Improve asset uptime and reduce outages

Continuous monitoring of asset fleets that are providing connected device data (IoT) highlights performance issues before they become major problems allowing preventive care.

# Key capabilities

## Call & Case Management

Our omni channel call center agent, and self-service portal with chatbot enables seamless engagement and collaboration with your customers and employees, avoiding repetition. Customer appointment and technician tracking reduces customer absent visits and last minute cancellations. The integrated remote assistance and knowledgebase ensures service excellence.

## Contracts & Warranties

Contract management at individual asset level allows you to accurately model and manage your commercial relationships, including asset-level SLAs to ensure you deliver to customer expectations while minimizing revenue leakage through regular over-delivery. Warranty Management at asset level enables adjudication of warranty claims with accurate cost and revenue handling, including charge-back where applicable.

## Service Order Management

Complete visibility of customer information, all associated assets, contracts, warranties, and parts enables service requests to be raised quickly to ensure that SLAs are met. Ensure productivity and visibility of mobile field workers with access to the same information when needed.

## Service Logistics

Logistics capabilities ensure a first-time fix including parts pick-up and ship to service location from stock or supplier. Visibility and control of field worker ad-hoc procurement to control costs and for accurate and timely onward billing to improve margins.

## Schedule Optimization & Dispatch

AI-powered optimization learns about your business, from the typical time-to-fix, skills and proficiency, travel times and more to ensure the right crew/technician is always in the right place, at the right time, with the right parts. Dispatch console supports four dispatcher personas from fully manual to fully automatic.

## Contractor Management

Use of AI-powered planning and scheduling optimization allows you to optimize and prioritize use of in-house resources, and sub-contractor usage can be significantly reduced. At times of high demand, apply the same planning and scheduling optimization to contractors as your own teams to maximize efficiency.

## Mobile Worker Productivity

Fully featured mobile applications empower field workers to manage their day, from start-to-end, when connected, and disconnected, to efficiently deliver great service while being visible as part of a connected team. Boost revenue growth and protect margins with accurate on-site quotations for additional parts and extra work.

## Planning & Forecasting

Crew and shift planning ensures the right resources, with the right skill levels, are available for scheduling, including on-call scenarios. By leveraging AI and machine learning, utilizing historic and current data about your business and customers, you can thoroughly test your ideas and scenarios for business impact before you put them into practice, minimizing your risk and maximizing your profits.

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