# What's New in IFS Cloud 23R2?

## The Tools and Innovations You Need to Thrive in the New Reality

IFS Cloud customers benefit from twice-yearly releases of new features and capabilities, along with monthly service updates containing fixes and security patches. This release focuses on:

## Business Resilience, Accelerating in the New Reality

Organizations across all industries want to accelerate the digitalization of their operations. Why? To achieve higher levels of productivity, bolster their agility, and reach the pinnacle of operational excellence so they can focus on consistently delivering Moments of Service™ for their customers and employees.

In an age defined by constant change and a rollercoaster of disruptions, from economic turbulence to geopolitical tensions, supply chain pressures, and labor shortages, agility is your secret weapon for resilience. Resilience is not just about survival; it's about building a robust foundation for the organization that means you don't just endure – you thrive in this new reality.

IFS allows organizations to be agile and adaptive, to respond quickly and effectively in a sustainable way to changing conditions, mitigate risk to protect the business, and accelerate into the next phase of growth.

With 23R2, we offer the tools, innovations, and experiences to help you accelerate in the new reality by **optimizing people, assets, and services, connecting global operations, and achieving your ESG goals profitably.**

## Optimizing People, Assets and Services

Against a backdrop of disruption, organizations must continue prioritizing the management and fine-tuning of their core priorities while dealing with everyday constraints.

Through automation, Artificial intelligence (AI), and Machine Learning (ML), IFS Cloud optimizes hundreds of processes and decisions across people, assets, and services to deliver successful outcomes and achieve growth while ensuring organizations can quickly pivot as needs arise. This latest release includes:

### Enterprise Asset Management

**Experience fast, efficient document signing with electronic signatures.** Securely send, track, and store digitally signed documents for a variety of purposes, such as contracts, inspection documents, work order parts, or inventory records. *(Asset Management)*

### Enterprise Resource Planning

**Boost capacity utilization. Enable a more realistic production schedule.** Benefit from new scheduling scenarios that factor in data from other parts of the business, such as available capacity from HR planning and scheduling. *(Capability: Manufacturing)*

**Improve throughput, reduce costs, and enhance production quality.** This enhancement delivers more integration capabilities for third-party MES providers, including integrating complete shop orders. *(Capability: Manufacturing)*

**Elevate service levels, reduce change management costs, and refine component forecasts.** Experience the advantages of enhanced change management for configure-to-order processes. In addition, it is now easier to accurately calculate individual component usage, which is then shared back with production structures. *(Capability: Manufacturing)*

**Reduce administration time and increase productivity.** Sales Coordinators can now adjust consignment stock quantities at a customer location by using return management authorization. *(Capability: Supply Chain)*

**Enhance productivity and improve customer service levels through higher order fulfilment.** Designate handling unit types and accessories as items in the inventory so that you can now track specific packing materials as they move within the warehouse. *(Capability: Supply Chain)*

**Increase productivity and improve warehouse worker experience.** Benefit from greater support for configurable lists of values in Warehouse Data Collection Mobile Client. *(Capability: Supply Chain)*.

**Gain greater visibility.** Understand how connected Contract Change Orders (CCOs) impact Estimate at Completion (EAC). Obtain insight into variations connected to project forecasts or EAC Workbench. *(Capability: Projects)*.

**Enhance visibility.** Enable managers to understand absence patterns. Provides support for 'Partial Return to Work Absences' as part of the ability to plan, report, and analyze employee wellbeing and availability. *(Capability: HCM)*

**Enable more informed resource management.** This enhancement allows for greater synergies with the resourcing process by introducing job titles to headcount planning. *(Capability: HCM)*

**Achieve faster email checks and save on admin time.** An updated panel will help sales representatives have a complete overview of all customer emails or appointments without searching the CRM. *(Capability: CRM)*

**Prevent duplicate customer records, reducing unnecessary work.** This account management enhancement improves sales data quality by introducing new duplicate check functionality for account records. *(Capability: CRM)*

**Empower the sales team for swift and precise quote creation.** The guided selling approach presents relevant sales parts based on answering predefined questions tied to part characteristics. *(Capability: CRM)*

**Improve service levels for customers.** An organization's customer can now procure online and configure individual items as part of buying package parts, making the process faster for customers to find what they are looking for. *(Capability: Commerce)*

**Facilitate cost savings with predictable purchasing costs.** Contract management improvements include adding a material surcharge handling to supplier price agreements, which allows for easy updates to existing orders. *(Capability: Procurement)*

**Drive an efficient and compliant procurement department.** The enhancement of supplier evaluation rating empowers procurement teams in three ways. Firstly, they can perform evaluations based on specified domains. Secondly, the introduction of templates enables them to conduct regular, consistent supplier evaluations. Thirdly, teams can now link evaluations to relevant supplier relationship management data. *(Capability: Procurement)*

**Gain heightened strategic visibility and manageability concerning supplier product categories.** By adding procurement categories per supplier, it is now possible to define the categories a supplier can deliver on a global, company-wide, or site-specific level. *(Capability: Procurement)*

## Service Management

**Increase resource utilization and first-time fix rates to boost customer satisfaction.** Support different skill levels for crews, contractors, and bucket resources, equipment, vehicles, sites/locations, resource groups, and attributes. Better define the customer's demands and accurately match available resources with the right skill levels and availability. *(Service Management)*

**Maximize crew efficiency and reduce costs with higher first-time-fix rates.** The crew formation, execution, and reporting provide capabilities for costing, hours, and pricing. Planning crew members and their skills allow the dispatcher or scheduling engine to assign the most suitable crew for each task. *(Service Management)*

**Enable fast decision-making for manual scheduling and dispatch.** Dispatch Console enhancements to the location, region, and map provide at-a-glance information to manage field exceptions better. *(Service Management)*

**Improve service delivery efficiency for new service delivery use cases.** Support tasks that can be performed from any location and tasks with different start and end locations (e.g., linear assets like pipeline or cable inspections). *(Service Management)*

**Reduce contact center call times for appointment booking.** Booking capacity and slot utilization rules for customer/work type/contract types allow for high-volume appointment booking. Overbooking capability caters to cancellations. *(Service Management)*

**Reduce the effort needed for the planning and scheduling of recurring service patterns.** Support complex scheduling use cases such as temporary skill requirements or limited site and region access to meet customer requirements cost-effectively. *(Service Management)*

**Enhance workforce agility for on-demand high-priority and emergency tasks.** Allow certain long-duration service tasks to be split or interrupted by higher-priority work while respecting engineer shift times. *(Service Management)*

**Minimize service visits and service delivery costs while improving the customer experience.** Better identify the location for service delivery to reduce repeat visits and enhance technician utilization. Improve location handling in service requests, recurring programs, and service request scopes to deliver proper location-based service and bundling. *(Service Management)*

**Increase service resource utilization while delivering to internal and customer SLAs.** Support multiple SLA commitments per request. SLA dependencies support complex customer service contracts and increase SLA compliance. *(Service Management)*

## Aviation Maintenance

**Improve the efficiency and effectiveness of Maintenance Repair Operations (MRO).** Reduce manual tasks and errors and speed up the maintenance processes. Allow your engine MROs to predict confidently the overall turnaround time to their customers. *(Aviation Maintenance)*

**Ensure compliance and control.** Handle loose assemblies with the Configuration Management Service API. Empower technicians to maintain tight control over asset configurations, reducing the likelihood of end-user errors and keeping assets airworthy. *(Aviation Maintenance)*

**Enhance IT administration and minimize maintenance procedure delays.** Enable IT administrators to track and monitor communication and error logs and identify and resolve integration issues. Customers can accelerate tasks to reduce lag and minimize errors for optimal user experience between multiple systems. *(Aviation Maintenance)*

**Accelerate tasks and minimize operational maintenance errors across time zones.** Utilize an optimized maintenance workflow for enhanced aircraft safety and operational efficiency. The outcome: reduced ground time, fewer errors, and a streamlined approach to identifying and resolving faults. *(Aviation Maintenance)*

## IFS Cloud Platform

**Enable easier maintenance of the IT infrastructure.** Windows Server 2022 is certified for the IFS Cloud Management Server.

**Increase workflow control.** Consume entity service APIs from workflows. Increase control over what each workflow does, allowing you to stay evergreen by simplifying upgrades.

**Empower administrators with enhanced workflow management.** Enable administrators to manage when and where workflows are active, how they are evaluated, and what the outcomes are.

## IFS Cloud User Experience

**Reduce time spent on unnecessary actions.** Back navigation enhancements allow a user's state of a page to be automatically saved, making actions simpler and improving productivity for users.

**Demonstrate compliance with accessibility standards.** Provide a more inclusive experience with keyboard-accessible Lobbies. Navigate in data order, highlight user location on the screen, and trigger actions without a mouse.

**Streamline user interactions.** Improve task performance and efficiency by minimizing switching between keyboard and mouse. Easily traverse up and down between records and move into sub-levels of the record selector and open secondary information using the keyboard.

# Connect Global Operations

Connecting siloed operations strengthens an organization's ability to respond quickly and effectively to global turbulence. With IFS Cloud, organizations can unite departments, sites, and assets to identify and address risks and opportunities. Equip teams with capabilities to reduce complexity and effort and operate consistently. Serve customers faster, reduce downtime, and meet compliance requirements.

### Enterprise Asset Management

**Optimize offshore maintenance operations between shore and offshore assets.** Enable business-critical data and transaction updates to be synchronized between databases where the communication between databases is not always reliable. *(Asset Management)*

### Enterprise Resource Planning

**Improve workforce productivity with streamlined processes.** Organizations can now conduct salary planning and reviews globally. *(Capability: HCM)*

### Service Management

**Improve the customer experience for service delivery.** Improve service team collaboration with new service notes for service contracts, quotations, requests, and tasks. Alerts improve visibility for service delivery teams. *(Service Management)*

**Enhance the employee experience for raising service requests.** Call center agents, service managers and service technicians are more efficient as the appropriate contract is automatically applied to new service requests. *(Service Management)*

**Experience efficient and reliable service delivery with process automation.** Automatically trigger service events from status changes in other processes: e.g., finance puts a customer account on credit hold, pausing all service work tasks. *(Service Management)*

# Achieve Your ESG Goals, Profitably

A strong environmental, social, and governance (ESG) position creates long-term value. But in unstable market conditions, organizations must set targets in the right way to achieve ESG goals and financial profitability. IFS provides the data to show progress against commitments and demonstrate accountability and transparency while helping to find ways to reduce costs and increase revenue through sustainable efforts. Stay focused on ESG goals to make an impact on the planet while remaining profitable.

### Sustainability

**Easily and accurately track progress against sustainability goals.** Allow sustainability managers to calculate scope 1 and 2 emissions in accordance with the Greenhouse Gas Protocol. *(IFS Cloud Emissions Tracker)*

**Quickly access ESG-focused insights for more informed decision-making.** The new ESG Lobby includes key metrics such as energy consumption, the materials in purchased goods, diversity, and inclusion. *(Capability: Lobbies in IFS Cloud)*

### Enterprise Resource Planning

**Increase productivity and improve transport capacity utilization.** Automated transport consolidation enhancements will provide greater support for warehouse workers and transport planners, helping to reduce carbon footprint. *(Capability: Supply Chain)*

**Reuse components and reduce production costs.** With the introduction of re-manufacturing capabilities, organizations now have greater support to adopt circular economy business models. *(Capability: Manufacturing)*

### Service Management

**Reducing emissions from missed service calls.** Improve customer service in advance of service calls. Let customers view, track, and amend their appointment details to avoid aborted service calls. *(Service Management)*

### Aviation Maintenance

**Optimize long-term maintenance planning.** Allow users to identify and address potential capacity issues related to maintenance tracks before they occur. The increased visibility helps users to optimize and streamline maintenance operations. *(Aviation Maintenance)*

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

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