

# Mastering service in a time of uncertainty



Businesses that offer service have been—and will remain—the lifeblood of our economy. Service powers growth around the world, and it is the engine that enables a swift and complete recovery in the face of social, environmental, and economic challenges. But when business-as-usual isn't possible, it's imperative that the systems, processes, and people that make up your service workflow are managed completely, effectively, and dynamically.

IFS is here for you with service management software that starts by giving you the full picture of your service lifecycle—From the asset, to the people, to the parts, and everything in between. That unobstructed view, and the power of our software means that you can always deliver service without compromise, even when critical issues disrupt service delivery for your business, no matter what that looks like.

**Here's some of what IFS does to keep you on your feet:**



## **An integrated approach**

With the ability to connect more than 7,000 APIs, IFS uniquely wrangles every area of your business into a single source of truth. This offers unmatched visibility and control across the organizations. So that when things go wrong, and systems fall behind, you can see it immediately, and you can implement a solution as soon as possible.



## **Industry-leading planning optimization**

Our AI-powered planning capabilities are catered to your team. This means that they adapt in real-time to SLA requirements, certainly, but adapt just as easily to business-level restrictions—such as travel restrictions—and recalculate, manage your workforce, and make smart decisions. We do in 15 minutes what our competitors need overnight to accomplish. This power will ensure that you maintain high utilization, and, critically, that you support, retain, and service your customer.



## **Truly intelligent forecasting**

Our 'What If' explorer tool offers planning the ability to test how your business could cope with a wide range of scenarios which may occur in uncertain times. This unique predictive analytics tools enables organizations to be more proactive in resource and capacity planning—answering tough questions such as how a large reduction in workforce, or an increase in demand will impact performance and enabling planners to allocate resources optimally.



## **Remote management**

Through the strength of our integrations and partnerships, alongside our native capabilities, IFS offers more options for remote management than anyone else. This starts with our asset management utilities and extends to our service capabilities through remote assistance by IFS. While asset management is an invariably important long-term investment, what's incredible about remote assistance is that we can get it up and running for you within days, so even in the face of the unexpected, we can keep you going, and prepare you for next time.



## **Unmatched scalability**

A lack of service calls means unrepaired assets, and when a recovery spurs a return to normalcy, your business needs to be ready. Through our planning capabilities, parts management and reverse logistics, SLA capabilities, and service delivery functions, IFS is able to scale up with you as business grows. We can even incorporate contingent labor right alongside your salaried employees, giving you ultimate flexibility and making sure you don't leave a dollar of opportunity on the table.

IFS develops and delivers enterprise software for customers around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. The industry expertise of our people and solutions, together with a commitment to delivering value to every one of our customers, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 4,000 employees and growing ecosystem of partners support more than 10,000 customers around the world.

Learn more about how our enterprise software solutions can help your business today at [ifs.com](https://ifs.com).

