

# IFS FIELD SERVICE MANAGEMENT™ 6



SOLVING FUTURE FIELD SERVICE CHALLENGES—TODAY



**IFS FSM 6** is a **complete, connected, cloud solution** that tackles some of your toughest field service challenges today—and prepares you for whatever the future brings.

## PLANS CAN CHANGE IN AN INSTANT

Scheduling service teams can be very complicated even without disruptions.



### POSSIBLE ROUTING SOLUTIONS

x2	x4	=	120
x2	x5	=	720
x4	x10	=	1,037,836,800
x5	x30	=	12,301,367,000,000,000,000,000,000

**IFS FSM 6** turns hours into seconds, with scheduling and rescheduling done so fast and intelligently that you might not even notice—your customers certainly won't. We've measured up 50% faster performance when deployed on Microsoft Azure cloud.



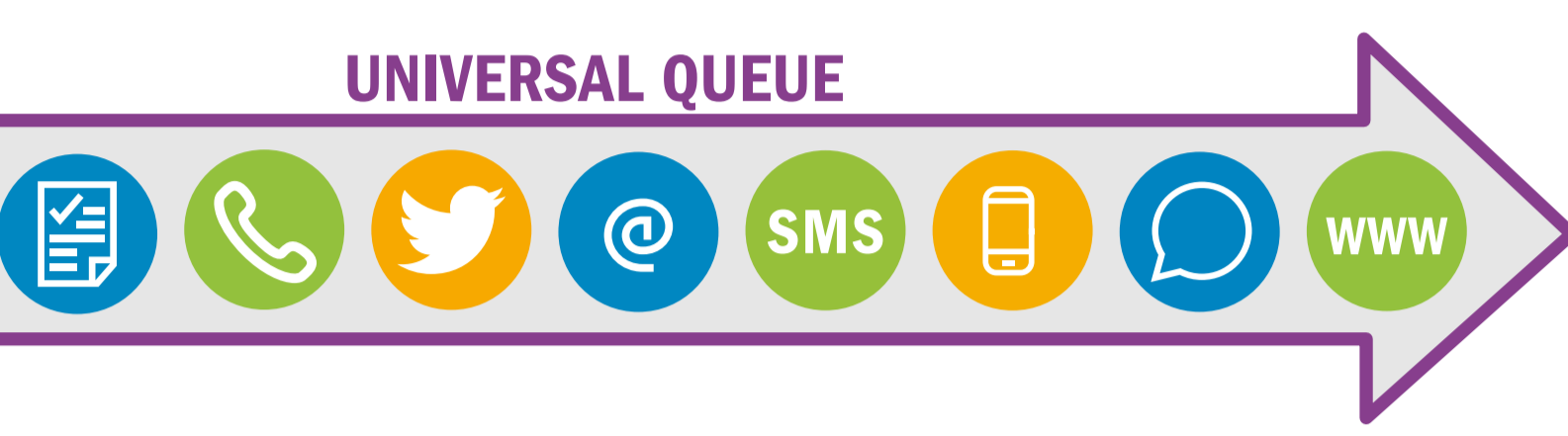
**35% REDUCTION IN DRIVE TIME**

(market leader in mission-critical refrigeration and HVAC)

**IFS FSM IN ACTION**

## CUSTOMERS WANT CONVENIENCE

Speedy response is often business-critical. This means that customers want as many automated processes as possible, but staff assistance when required.



And the transition from self-service to personal assistance, AI-powered or human, should be as good as seamless.

Organizations support an average of **8 customer engagement channels** per enquiry<sup>1</sup>

By **2021**, **15%** of all customer service interactions will be completely handled by AI, an **increase of 400% from 2017**<sup>2</sup>



Available with **IFS FSM 6**, IFS Customer Engagement combines an omnichannel contact center with CRM in a single AI-powered desktop for agents, with powerful options for digital and voice-based self-service

**IFS FSM IN ACTION**

## ACCESS ANYTIME ANYWHERE



By **2020**, more than **75%** of field service organizations<sup>3</sup> with over 50 users will use mobile apps that go beyond mere data collection and add capabilities that help technicians:



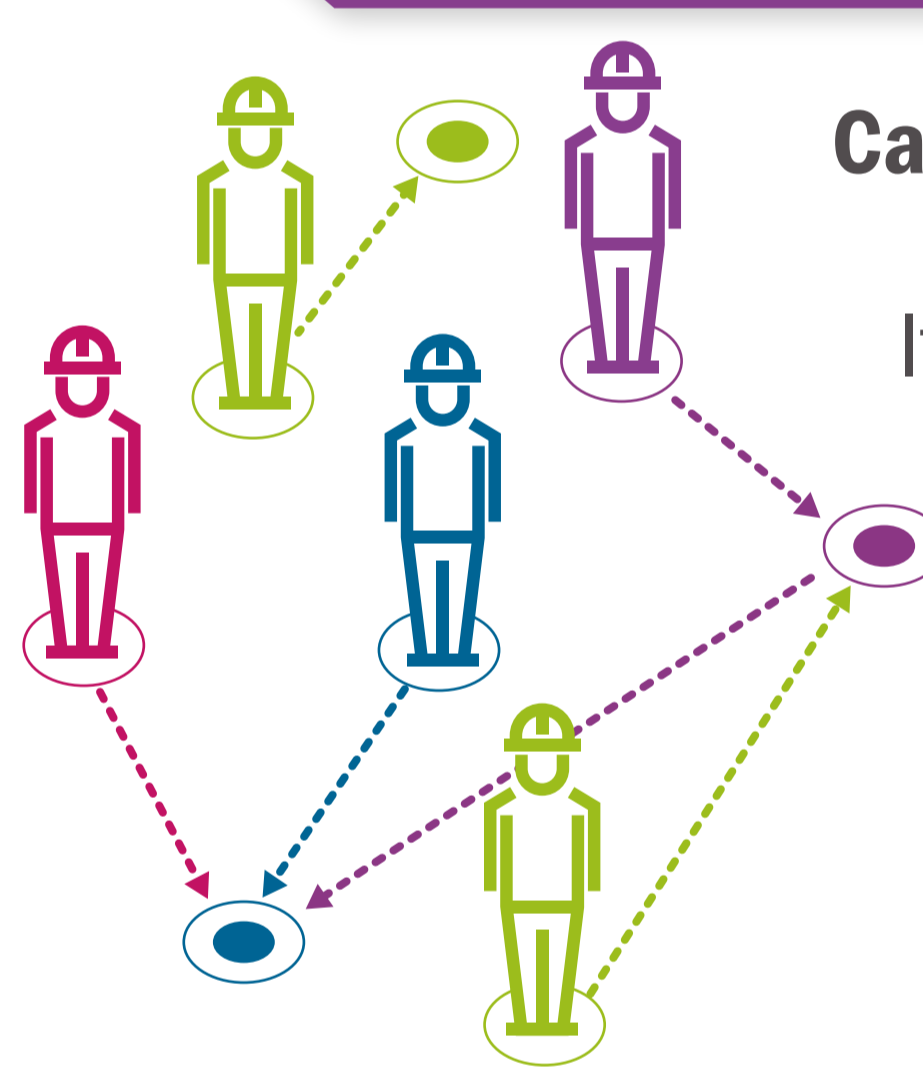
- Locate replacement parts in the local area
- Find driving directions
- Initiate invoices for a new job
- Raise quotes on site
- Capture up-sell opportunities



**IFS FSM 6** provides a complete feature-rich toolkit that enables field engineers to use their mobile device to add value and put customers firmly in the center.

**IFS FSM IN ACTION**

## AUTOMATE AND PREDICT



Can you automatically dispatch technicians to service jobs even before the customer places a call?

If not, it can affect customer satisfaction as they may not be getting full value from their service contract.

By **2020**, customer experience will overtake price and product as the key brand differentiator.<sup>4</sup>

IoT is the single most disruptive factor among FSOs. **55%** see IoT as a key requirement for investment.<sup>5</sup>

**IFS FSM 6** enables automated technician dispatch for routine service and repair tasks, allocating service tasks based on conditions observed in IoT data to send the right technician to the job at the right time.

**IFS FSM IN ACTION**

## OPTIMIZED FOR ANY DEVICE

User growth, adoption, support and satisfaction are all directly impacted by ease of use and availability—and the need to support anyone, anywhere, on any device.



**20%**

Increase in equipment uptime

**33%**

Improvement in technician productivity

**81%**

Improvement in SLA compliance

**35%**

Reduction in drive time

**IFS FSM IN ACTION**

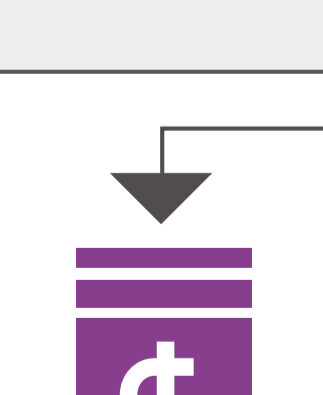
## PERFORMANCE IN THE CLOUD

Many FSM solutions provide standard interfaces and workflows that can only be configured to a limited degree in the cloud.

**IFS FSM 6** will reset your expectations around configurability, with flexible workflows and interfaces that fit your users and the devices they use.

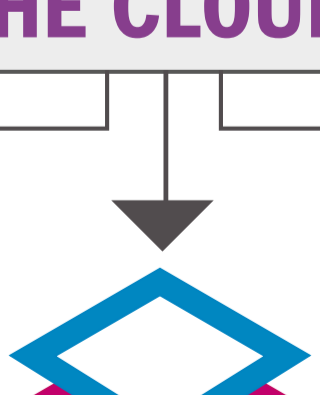
With **IFS FSM 6** you can easily configure data fields, workflows, and user behaviors.

**IFS FSM IN THE CLOUD DELIVERS:**



**LOWER IT OVERHEADS**

with simplified updates and configuration



**POWERFUL CONFIGURABILITY**  
built around a model-driven layered architecture



**ALWAYS UP TO DATE**  
'evergreen' software updates enabling access to latest features and functions



**80%** of new customers choose IFS FSM in the cloud

**IFS FSM IN ACTION**

<sup>1</sup> Achieving omnichannel customer experiences (Ventana Research 2018)

<sup>2</sup> CRM Customer Service and Customer Engagement (Gartner 2018)

<sup>3</sup> Critical Capabilities for FSM (Gartner 2018)

<sup>4</sup> Customers 2020: A Progress Report (Walker)

<sup>5</sup> IFS Industry survey

Discover what's new in IFS FSM 6 at [IFSworld.com/FSM](http://IFSworld.com/FSM)