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TONY HAWK
DO IT BECAUSE YOU LOVE IT—
THERE IS NO OTHER WAY

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HIGHLIGHTS AND INSIGHTS

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Like, comment, share, tag, tweet, repeat!
DEAR CUSTOMERS,

I'm writing this letter just after returning from IFS' biggest World Conference in company history. With a 40% increase in customer attendance this year compared to last, a record-breaking number of you made the time to engage with us, our partners, and each other. It was also wonderful to hear from so many of you that our message of choice and value resonated so deeply.

The conference was the most customer-centric we’ve ever run; we put customers at the forefront of every mainstage presentation, breakout session, and industry demonstration. We even served refreshments produced by our customers. We did this because we know it’s easy for us to stand on stage and say what we deliver. It’s an entirely different thing to show it through the insights and shared experiences of you, our spectacular customers.

One of the most popular themes was how IFS runs IFS. We told the story of how we migrated our entire business onto IFS Applications 10, in the cloud, in just 24 weeks. We did this not only to break down our own global silos and leverage our business assets but also because we wanted to “walk in your shoes” so we can better serve you. You can read more about our journey in this issue of the magazine.

In closing, when I joined IFS over 18 months ago, I saw a business that had incredible potential to achieve more. After six successive quarters of growth above 20%—a pace that exceeds the ERP market by a factor of three—I know we are on the right path. Our focus on five industries and three solution sets has brought us closer to you, our customers, and established us as your trusted advisor. This is a privilege we don’t take lightly.

I wish you continued success for the rest of 2019, and I look forward to the great things ahead of us through our work together.

Best regards,

Darren Roos
CHIEF EXECUTIVE OFFICER
In September 2019, a formidable alliance between SportPesa Racing Point Formula One Team and IFS was started. A multi-year partnership between the two will see SportPesa use IFS’ cloud-based ERP to manage their complex factory operations.

IFS is proud to publish the findings from an evaluation carried out by IDC into end-users of IFS Enterprise Solutions. The results are very promising and show real business value brought by IFS—discover more:
SPIE NEDERLAND SELECT A STRONG ERP TO ASSERT THEIR MARKET DOMINANCE

SPIE Nederland, the Dutch subsidiary of SPIE Group, have chosen IFS Applications to increase their process efficiency, improve margins and facilitate rapid integration of acquisitions. Read more about SPIE and IFS:

IFS.BIZ/F6U1

IFS AND EQT MAKE STRATEGIC INVESTMENTS

EQT, IFS’ parent company, acquired Acumatica—further strengthening its portfolio of technology enterprises. IFS has signed an agreement to acquire Astea International, which is planned to close in the coming quarter. Read the press releases:

IFS.BIZ/4D5F
IFS.BIZ/1Y7Y

THE IFS COMMUNITY HAS LAUNCHED!

Become a hero in the IFS Community—an online forum designed to engage the IFS ecosystem! Browse IFS resources, start topics, earn badges, and engage with other IFS users to learn, inspire, and collaborate. Create a profile:

IFS.BIZ/Y3ET
Many of us use voice-controlled assistants on our phones and have come across chatbots when we interact with other businesses. IFS Applications now delivers this capability for employee and manager self-service tasks through our own chatbot—the IFS Aurena Bot, now generally available to anyone running IFS Applications 10 Update 6 or higher.

**WHAT DOES THIS MEAN FOR IFS USERS?**

It means that you have easy access to tasks such as time reporting, requesting leave, and reporting in sick through channels like Facebook Messenger, Microsoft Teams and Slack. Or indeed from within IFS Applications.

**WHY IS THIS IMPORTANT?**

It used to be that technology within work and industrial settings was ahead of consumer technology. That situation has since reversed, so that today software technologists are looking to have business applications adopt the ease of use we are accustomed to in our personal lives. That is just one reason the IFS Aurena Bot is so important—it is how we expect to interact with applications and services. A current technological experience will help you recruit and retain bright, young, talented people and can also provide positive impact for the perception and brand of your company.

**BUT THERE ARE ALSO SITUATIONS WHERE A CHATBOT IS JUST MORE PRACTICAL:**

- Perhaps you’re in a situation or using a device where you have easier access to your favorite messaging app than to your business application.
- Maybe you aren’t sure where you need to navigate in order to conduct the required transaction, especially for those things you don’t do very often.
- Or you’re driving or otherwise occupied and unable to use a keyboard or mobile app in a traditional fashion.

**WHERE IS THE PAYBACK?**

Rolling out IFS Aurena Bot is relatively simple, but the juice still needs to be worth the squeeze. It will be important to consider the measurable organizational benefits to adopting this technology.

- Increased user satisfaction, which in turn enhances engagement, also increases the likelihood that important data is recorded—a key factor in maximizing the return on your enterprise software investment.
- Increased speed and responsiveness as data is entered into the system more quickly, providing real-time business visibility.
- Reduced investment in training because the application is more intuitive thanks to natural language processing (NLP) capabilities.
When we first launched the Aurena user interface at IFS World Conference in 2018, it was available for casual user tasks and business-2-business functions in the application. We said at that time that Aurena would be available for full human capital management (HCM) and customer relationship management (CRM) as a second step, and that the remaining solution areas would be available for the first early adopters in late 2019.

At World Conference 2019, IFS delivered ahead of that promise, announcing general availability with Aurena across the entire suite—as well as a focused range of native mobile apps with the Aurena Native experience and using the same development model, for use in service and maintenance. So now, all IFS customers, in all types of roles, can access this new user experience.

What does the interface deliver?

The Aurena experience gives you something that is easier to learn and use and a familiar, consumer-centric look and feel. Based on HTML5 technology, it delivers a responsive design approach that adapts layouts and content depending on the device you’re using, whether that’s mobile, laptop or tablet.

You also get the ability to tailor the user interface to fit your organization’s specific ways of working, providing an optimized experience for your people. You can configure page layouts and navigation, use custom fields and objects, and even create entirely new pages. Individual users can personalize the experience by, for example, rearranging list layouts and saving their favorite searches and filters.

“We wanted to complete the work on IFS Aurena because it marks a leap forward and puts something truly great in the hands of all our users, and it also sets us up for future innovation,” IFS Chief Technology Officer Dan Matthews said. “It is also our habit to do what we say we are going to do, and when possible, do even more. Too many software vendors make big promises and then fail to deliver. We know our customers are depending on us to deliver so they can plan their investments. We want to be both transparent and realistic about our plans and time frames.”
IFS already offers an open architecture that enables you to easily integrate with external systems through application programming interfaces (APIs). Our IoT Business Connector streamlines enterprise-level integration with connected devices. And you have access to powerful artificial intelligence (AI) functionality for scheduling, customer interaction and demand planning.

At IFS World Conference 2019, however, Chief Product Officer Christian Pedersen unveiled a bold new future that will drive intelligence throughout our future ERP, EAM and Service Management solutions, putting a range of enabling technologies to work in focused, pragmatic ways where you can benefit most from them in your business.

Our upcoming solutions, Pedersen explained, will all be delivered through a single, evolved, industry-focused IFS architecture that will leverage AI, Augmented and Mixed Reality and other enabling technologies to improve everyday business operations, allowing far greater levels of task and process automation and optimization. These enhanced capabilities will be offered as embedded functionality for the most common-use cases in areas such as embedded remote support for service, or predictive maintenance.

Our future solution architecture and initial solution sets are scheduled for availability in 2020.
THE INTELLIGENT AND AUTONOMOUS FUTURE

As we rapidly evolve our software to make it easy for you to leverage intelligence across your business, we have identified four key areas where AI and automation can bring the most business value. We will make specific investments in these areas, including:

- **INTERACTION**—Developing different ways to interact with the software running your business, as we see with the Aurena Bot and our omni-channel Customer Engagement capability. And, looking ahead, ways for robots to seamlessly interact with software and with humans to perform tasks.

- **OPTIMIZATION**—Ways to solve complex problems to make the most effective use of resources. Our Planning and Scheduling Optimization engine is a great example of AI in action, delivering optimum schedules for service businesses and allowing planning and dispatch teams to model and predict longer-term plans.

- **PREDICTION**—Understanding what’s going to happen and incorporating that information into your processes. For example, combining IoT data with historic fault reports and repair records to predict the likelihood of a machine breaking down in the near future.

- **ADAPTATION**—With business processes and environments constantly changing, we need to be able to adapt quickly, assess current work practices and learn from how we and others have done things in the past to enhance future performance through, for example, optimized workflows and processes.

BRINGING THE VISION TO LIFE—
AUGMENTED COLLABORATION FOR REMOTE SUPPORT

One of the first applications of our intelligent and autonomous solutions sets showcased at our World Conference in October is Remote Support for Service and Maintenance. Due to land with customers in 2020, this solution uses our Augmented Collaboration service, which builds on Augmented and Mixed Reality, to allow direct collaboration between remote field service workers and office-based support staff, as if they were side by side.

The capability allows field service engineers and maintenance technicians to have an AR-enabled call with remote support colleagues, delivering significant business benefits around staff training, work quality, and work approval. The solution enables quicker onboarding with remote training provision and knowledge sharing, raises “first-time fix” rates, and enables junior staff to successfully complete service calls even if issues are beyond their current capabilities.

But that’s just the beginning. What about customer remote support, the next step in customer engagement? This will allow customers to contact a help desk with an issue and, instead of sending a field technician, a collaboration call can be established that lets remote support staff guide the customer through simple fixes, taking customer support and satisfaction to the next level.

“OUR UPCOMING SOLUTIONS WILL ALL BE DELIVERED THROUGH A SINGLE, EVOLVED, INDUSTRY-FOCUSED IFS ARCHITECTURE THAT WILL LEVERAGE AI, AUGMENTED AND MIXED REALITY AND OTHER ENABLING TECHNOLOGIES TO IMPROVE EVERYDAY BUSINESS OPERATIONS, ALLOWING FAR GREATER LEVELS OF TASK AND PROCESS AUTOMATION AND OPTIMIZATION.”

CHRISTIAN PEDERSEN
CHIEF PRODUCT OFFICER, IFS
To continue our unwavering focus on customer value, we are excited to reveal to you our new IFS Success Service Offerings.

As part of our holistic approach to customer success, the new service and support offerings are engineered to deliver maximum value while ensuring predictable costs, timelines, and business outcomes to customers anywhere in the world.

Recognizing that the greatest business impact comes from getting the most from software throughout its lifecycle, we have introduced two new service offerings aimed specifically at helping customers maximize what their software can do and deliver. The new offerings build on IFS Gold and Platinum support, and depending on the desired level of proactiveness and focus on business-oriented outcomes, customers can choose the model that suits them best.

LEARN MORE ABOUT THE IFS SERVICE OFFERINGS
IFS.BIZ/OV2V
IFS SELECT is the ultimate engagement from IFS. It is a holistic services framework for customers who recognize the benefit of having IFS drive the delivery and realization of their business strategy.

- IFS proactively supports every element of a customer’s business from enabling data-driven strategic decision-making based on real-time data to ongoing business support, onsite enterprise architects, IT change management, and everything in between.

- IFS SELECT empowers customers to drive excellence in all areas of their business, aligning strategies between IFS and your organization, maximizing value in all lifecycle phases.

IFS SUCCESS provides a services framework that allows customers to choose the outcome-based service components that they need relevant to their business priorities.

THE FOUR PILLARS OF IFS SUCCESS ARE:

- VALUE ASSURANCE:
  Understanding the expected business value and running the initiatives needed to unlock it.

- AMS (APPLICATION MANAGEMENT SERVICES):
  Operational and expert application management with ongoing access to top-tier IFS experts as well as quick response and resolution times for any IFS-related request.

- SAFEGUARDING:
  Offering customers choice through an extensive network of specialist partners from system integrators, change management specialists, and boutique industry technology houses. IFS provides a structured engagement to secure the outcomes.

- CUSTOMER SUCCESS MANAGEMENT:
  For customers leveraging two or more of the components above, IFS will work proactively to ensure the business is served in the best ways possible with continuous improvement and enhanced support models as required.

"OUR FOCUS, AS ALWAYS, IS ON ACCELERATING TIME TO VALUE FOR OUR CUSTOMERS. BEYOND THIS WE WANT TO ENSURE THAT WE EMPOWER OUR CHALLENGER CUSTOMERS AND ALIGN TO THEIR BUSINESS IMPERATIVES BY OFFERING A SET OF SERVICES THAT ALLOW COMPANIES TO DRIVE INCREMENTAL VALUE FROM THEIR IFS SOLUTIONS BEYOND IMPLEMENTATION. WE ARE THEREFORE PROVIDING A HOLISTIC SET OF SERVICES THAT ALLOW FOR FULL LIFECYCLE VALUE CREATION. THIS IS A CLEAR STATEMENT THAT WE ARE TOTALLY FOCUSED ON OUR CUSTOMERS AND WILL DRIVE MORE BUSINESS BENEFITS.”

STEFANO MATTIELLO
SVP GLOBAL HEAD OF CONSULTING, IFS
At IFS World Conference 2019 a rapt crowd of over 2,000 shared the highs and lows of an extraordinary career—as global skateboarding legend TONY HAWK took the stage... Afterwards, Tony made time to talk to IFS Global Reputation Specialist Rebecca Walker about what it means to be a true challenger.

From sleeping in grotty motel rooms while touring tiny exhibition shows in far-flung amusement parks to being voted the most internationally recognized action-sports figure in the world—few careers have had the highs and lows of Tony Hawk's. His name is a byword for cool. But it wasn’t always so.

As a 12-year-old Tony won amateur skateboard contests at the weekends—but had to hide his skateboard in his locker at school to escape the jibes of fellow students. Yet with his trademark integrity, Hawk was only 14 years old when he decided to turn pro—in an age when “skateboarding careers” didn’t even exist. How did it feel to challenge convention at such a young age? “It was very intuitive,” Hawk says. “You have to be true to yourself. Plus, you’ve got to embrace failures! Whatever happens—failures are going to make you better in the end. You’ll be thankful you had them!”

With the loyal support of his parents, by 16 Hawk was recognized as the best competitive skateboarder in the world. By 25 he’d competed in 103 pro contests, winning 73 and coming second in 19—a still unbeaten record.

“I enjoyed persevering and I knew there was going to be success at the end. And what I meant by success was making a new trick. It was about loving the little things:
new techniques to master, new challenges, innovating in every small step. Later on with business ideas too I followed my instinct and I believed in it. Every once in a while something came up that at first sight seemed disconnected to skateboarding—but often these were the things that ended up helping my career most."

**TONY HAWK’S PRO SKATER: AUTHENTICITY WINS. EVERY TIME**

A turnaround came with Tony Hawk’s Pro Skater, the PlayStation skateboarding video game that took the world by storm from 1999 to 2015. The opportunity came at a time of financial challenge for Hawk. The popularity and profits of skateboarding as a sport had waned. Early in the game's development, Hawk was offered a lump sum to sign over his rights to the game. As ever, he held true to his love of the sport, the game, and his craft. Despite risk, he retained the rights to Pro Skater—and it went onto make over US$1 billion in sales. It was so successful that when Pro Skater 4 came out, in 2002, the original Pro Skater was still in the top ten of video sales.

"Video games changed my life," says Hawk. "They brought me a level of success I’d never dreamed possible. It gave me so many different opportunities. I'm extremely proud of the series. I worked hard on it and was involved at every stage of the development process. Every two weeks I’d get a new version they were working on and give them suggestions on fine-tuning those crucial details that let gamers know this was authentic."

**SKATING IS GIVING: THE TONY HAWK FOUNDATION**

Today, as well as running a range of successful businesses like Birdhouse Skateboards, Hawk Clothing, and the Tony Hawk Signature Series, he also runs the Tony Hawk Foundation. It is a global initiative driving the development of skate parks throughout the US in urban, often deprived, areas. Over the years the Foundation has given away over US$5.2 million to 556 skate park projects and helped develop 90 new skate parks in over 50 US states, as well as supporting international projects.

Tony says: “I set up the Foundation in 2002. We give resources not only in terms of funding but also in helping people really streamline their projects and find their own funding from a whole range of sources. We’ve also worked on a couple of projects with Skateistan, the award-winning non-profit running skating and educational projects in Afghanistan, South Africa, and Cambodia.”

**CHALLENGE YOURSELF: ADVICE FROM TONY HAWK**

So after a career like this, would Tony describe himself as a challenger? And what advice would he give to someone now starting their own business?

"Well—only do it because you love it. Believe in yourself. And keep setting yourself challenges, no matter how successful you are! I think the key to my longevity is that I’ve never sat back and rested on my accolades. I was always asking myself ‘what is the next project I can try?’, ‘what’s the next thing I can learn?’ That’s what has kept me going. So yes, I think I’m a challenger. I like seeing my kids and my team learning to overcome their own challenges too. I definitely give them encouragement. I tell them this is something they can overcome—look at me, I’m a living example!"
Experience insights from customers, keynote speakers, and IFS leaders all over again!

Perhaps you didn’t catch a certain session on the day or couldn’t make the World Conference entirely this year; never fear! You now have the chance to watch the sessions from the conference as they are available for catch-up on the IFS website!

CATCH UP TODAY:
IFS.BIZ/1K6H

RE-LIVE THE CONFERENCE:
WOCO RECORDINGS
NOW AVAILABLE!
IFS Labs showcased “future” factory floors already up and running at a packed World Conference 2019. Focusing on collaborative customer projects carried out over the last year, attendees interacted with autonomous factory robots, explored automated process handling, used IFS’ preview of Remote Assistance, and more at stands buzzing with inspiration and can-do attitude.

“The way IFS Labs works has changed over the last year. Our mission’s evolved towards a stronger focus on new technology incubation, to accelerate innovation into our products. This year we showed different collaborative projects where we’ve taken the latest technology, and tech that’s a couple of years away, and proved it already in customers’ operations.”

BAS DE VOS
DIRECTOR IFS LABS, IFS
CHEER PACK: AUTOMATION, INNOVATION, COLLABORATION

One example is Cheer Pack, North America’s leading manufacturer of spouted packages. IFS Labs showed how they have implemented robotics and automated process handling for Cheer Pack, a collaboration that came out of IFS World Conference 2018.

“At the last WoCo we had a theoretical demonstration of an intelligent and autonomous business including autonomous vehicles,” says de Vos. “Cheer Pack saw it and said ‘wow—we’ve been thinking about that as well—can we do this together?’”

When IFS Labs and Cheer Pack opened discussions, they found a lot of common ground. “Cheer Pack wanted to implement the robots. We wanted IFS Applications to orchestrate and optimize the factory, so we experimented with ideas around Cheer Pack’s own shop floor. We built a solution for their factory, with IFS Applications autonomously sending instructions to a fleet of robots. After evaluating, the customer acquired a fleet of robots, and within three months we carried the plan out. It was a really cool project.”

MORE ABOUT CHEER PACK: IFS.BIZ/TE7A

REMOTE ASSISTANCE: FUTURE FIX HERE AND NOW

During de Vos’s main hall presentation at the World Conference, the audience were shown a live demonstration of remote assistance when “Marvin” the robot, broke down on stage and was soon repaired via the help of a service technician remotely assisting an onsite technician.

“Remote assistance is a great example of the kind of project where IFS Labs can help to accelerate innovation technology into the product,” says de Vos. “When you look at Augmented Reality, there are huge long-term possibilities, as with our prototype Microsoft HoloLens application, which we showcased. But closer to home, Remote Assistance, allowing service technicians to remotely fix solutions using hands overlay, annotated notes, drawn instructions, and merged reality between viewer and onsite technician, all this is very much available today. So, what we basically say is ‘Hey, this is an opportunity to accelerate Augmented Reality innovation into the product already; let’s start!’ So that’s a major part of what we’re doing now, and we’re already seeing how working like this is leading to new technology in our products.”

To know more, watch IFS Director of Labs Bas de Vos and IFS Vice President of AI and RPA Bob De Caux talking live at IFS WOCO 2019:

WATCH VIDEO: IFS.BIZ/NH8X
The IFS World Conference in Boston provided a platform for Michael Ouissi, IFS’ Chief Customer Officer, to announce the winners of the first annual Challenger of the Year Awards.

The IFS Challenger of the Year Awards, a new initiative for 2019, was established to honor and celebrate the greatest achievements among IFS customers through the way they are using their IFS solutions. IFS recognizes that in order to gain a competitive advantage or create business value, innovation and challenging “the norms” are essential requirements for success—it’s important to celebrate the companies that have demonstrated this behavior, to showcase their talents and inspire others.

The awards recognize customer success in three main categories: the Wave Maker, the Value Builder, and the Trailblazers (team award).

Wave Maker of the Year describes the fearless IFS customer who has harnessed the latest technologies to digitally transform their business operations—and achieved remarkable results that helped them become an even fiercer challenger in their industry. Value Builder of the Year denotes the IFS customer who showed a stand-out ability to get the most from their IFS implementation in a way that was meaningful to their business. Trailblazers of the Year reflects the intrepid team that embraced the challenger mindset to uncover a highly innovative use of their IFS solution.

AND THE WINNERS ARE...

WAVE MAKER OF THE YEAR:
GEBR. EICKHOFF MASCHINEN-FABRIK U. EISENGIESSEREI GMBH

Faced with challenges such as varying local market requirements, insufficient business data, and a landscape of disparate business systems, the company embraced innovation to transform its operations.

Leveraging IFS Field Service Management 6 as an early adopter, and deploying enabling technology such as IoT, the company has truly made waves in terms of information accessibility and data accuracy.

MORE ABOUT EICKHOFF:
IFS.BIZ/N770
VALUE BUILDER OF THE YEAR: BABCOCK
Babcock is a leading provider of critical, complex engineering services that support national defense, save lives, and protect communities. The judges recognized Babcock as the customer who has derived the most significant business value from using IFS solutions, in the fastest possible time.

MORE ABOUT BABCOCK:
IFS.BIZ/VSQP

WORKWAVE IMPACT AWARDS
In recognition of the customer who has demonstrated the best use of WorkWave software, the WorkWave Impact Awards were presented to Pacific Pest Control (PestPac) and Morris Jenkins (ServMan).

MORE ABOUT WORKWAVE:
IFS.BIZ/ESHV

TRAILBLAZERS OF THE YEAR: RESTEK CORPORATION
Restek’s ERP team took a highly customized ERP system that was rapidly approaching end of life and implemented IFS Applications. The ERP implementation at Restek, in partnership with IFS, introduced a new ERP methodology to complement Restek’s modern business processes. This meant challenging and changing its business philosophy.

MORE ABOUT RESTEK:
IFS.BIZ/71B9
The winners were selected by a panel of expert judges, comprising Reid Paquin, Research Director, Manufacturing IT Priorities and Strategies at IDC; Chris Gera, Managing Director, EVP Research and Insights at Service Council; and Brian Sommer, President and Founder of TechVentive.

The winners were selected by a panel of expert judges, comprising Reid Paquin, Research Director, Manufacturing IT Priorities and Strategies at IDC; Chris Gera, Managing Director, EVP Research and Insights at Service Council; and Brian Sommer, President and Founder of TechVentive.

I HAVE BEEN IMMENSELY IMPRESSED BY THE LARGE NUMBER OF SUBMISSIONS WE HAVE RECEIVED FROM OUR CHALLENGER CUSTOMERS, AND I WANT TO EXPRESS MY WARMEST CONGRATULATIONS TO THE WINNERS OF THE INAUGURAL AWARDS.

THE BEST ASPECT OF MY JOB IS THAT IT PUTS ME IN DIRECT CONTACT WITH CUSTOMERS ALL OVER THE WORLD—GIVING ME INSIGHTS INTO ALL THE DIFFERENT WAYS OUR SOLUTIONS ARE USED TO BREAK DOWN BARRIERS AND CHALLENGE THE STATUS QUO.

BY INSTITUTING THE CHALLENGER OF THE YEAR AWARDS, WE ARE ABLE TO SPOTLIGHT THE BEST EXAMPLES AND HOPEFULLY INSPIRE OTHERS TO FIND NEW WAYS OF DERIVING VALUE FROM THEIR IFS INVESTMENT.”

MICHAEL OUISSI
CHIEF CUSTOMER OFFICER, IFS
Just like our customers, IFS relies on technology to help us operate and grow our business.

Earlier this year, we formally acknowledged the opportunity to improve the way we work, to use our own technology to break down regional barriers, and to enhance our ability to operate as one global team. We knew we needed to modernize our business operations and get ourselves onto our own latest solutions, so we took the decision to experience what our customers experience, the way you experience it. In short, we moved from seven disparate instances of IFS Applications onto a single instance of IFS Applications 10. As of today, I’m pleased to report that we have successfully walked six months in your shoes.

INTELLIGENCE AND INSIGHTS
All great leadership teams must have access to data and insights into how their business is performing. When data and related analytics are consistently captured across an organization, they add transparency and inform better decisions. So, this program wasn’t a “nice to have” for our business; it was imperative for us to be able to run the business as effectively as possible.

That was the genesis of what would become the most comprehensive program in the company’s history—aimed at getting all 3,700+ IFS employees, across more than 45 entities, across 27 countries, working with one global set of processes in one central version of the solution providing one version of the truth.

It’s worth pointing out that the deployment of IFS Applications 10 is just one part of a much larger transformation program that involved unifying and centralizing all aspects of the way we work. So, even though we had added to our workload, we were in a position to address old constraints and bottlenecks at root level. The following graphic shows the high-level architecture of how we transformed our complete landscape with our IFS ERP at the heart of it:
GETTING INTEGRATED AND GETTING DIGITAL

One of the major wins of this program would be integration across the different parts of the business. We were using a combination of IFS Applications, third-party legacy technology, and manual processes across our regions and business units.

The challenge with using disparate systems and having unconnected processes and data is the obvious inaccuracies and breakdowns that will inherently risk your ability to make informed decisions based on accurate information. We knew that getting all our people and processes onto one central platform would be a challenge, both technologically and culturally, but that the potential benefits were enormous.

When the decision was made to move the entire business onto IFS Applications 10 in the cloud, we approached this as any other customer deployment program. We scoped out an ambitious but doable six-month implementation program and got to work.

When mapping out our business processes, we started with a relatively small group of people, which we successively expanded as things started to progress.

TO MAKE THE SIX-MONTH DEADLINE, WE FOCUSED ON:

- A set of global best practice processes
- Standardizing reporting across the business
- Transforming both internally and externally to the cloud
- Selecting a few processes to start our digital journey:
  - we started our journey to only support electronic invoices
  - remove paper from timesheets and expenses
  - remove printing of payslips where this was taking place.

In parallel with the implementation, we undertook a change management exercise to ensure every single IFS employee knew what was coming and how to use the solution. Working together with process owners and super users, we ran roadshows, prototype sessions, and training to get people comfortable and confident with the new solution.

SAL LAHER

BY SAL LAHER, CHIEF DIGITAL AND INFORMATION OFFICER, IFS
Sensible Solutions

As you will note from the diagram on the previous page, we made the decision to deploy IFS Applications 10 in the IFS Managed Cloud, which we knew would give us a robust and secure infrastructure as well as a swift way to roll-out new innovations coming from product development in the future—what we call “evergreen”. You will note that the IFS Managed Cloud and IFS Applications 10 integrated very well with many other cloud solutions we chose including marketing, payroll, e-invoicing, Office 365, and our internal Intranet (MyIFS) on SharePoint Online.

Driven by IFS Aurena, our modern UX, evergreen describes the ability of IFS solutions running in the cloud to always have access to the latest features, without costly and disruptive upgrades. We took the opportunity with our latest product, that has significantly delivered hundreds of new features, to reduce the number of modifications we had from over 70+ to just seven, and five of these will be in the core of IFS Applications in a later release, truly keeping us evergreen!

This is actually one of the most exciting things about this IFS program: IFS is a showcase for its own customers in what we call IFS runs IFS. Plus, we’re now able to benefit from the latest technology while at the same time providing real business value to our customers and really proving that this works.

After launching the program in January, IFS went live on IFS Applications 10 on July 29, which is a phenomenal feat given the size and scale of the deployment. We now have a digital platform in which to continuously evolve, innovate, and grow.
THE KEY ELEMENTS FOR SUCCESSFUL IMPLEMENTATION HAVE BEEN:

1. SENIOR STAKEHOLDER SUPPORT
Our CEO, Darren Roos, set the tone by emphasizing the importance of the program and ensuring the whole organization was behind it. The senior management team naturally supported this and aligned their people accordingly.

2. DEFINING A CLEAR SCOPE AND STRUCTURE
To get the system up and running with the fundamental capabilities was the focus. Our strategy was to get the platform in and ensure the business was operational and then to start evolving to the innovation and features. Naturally, we will build on that, and as our business grows and develops we have the confidence that we’re doing it on a solid foundation.

3. FOCUS—GOVERNANCE
Including a dedicated team of business process owners and process specialists.

It is thanks to the ambitious pace that we set for ourselves that we are already seeing a number of tangible business benefits.

In the next few months it will only take us a fraction of the time to close the books every month and we have full transparency with online payroll, budgeting, forecasting, and group consolidation all within our single ERP platform on IFS Applications 10. For the first time, we have a customer 360 view; we have addressed major hurdles for inter/intra company invoices utilizing new MCPR functionality, better resource planning on programs, automated employee onboarding, and many employee and manager self-serve functions.
A VALUABLE EXPERIENCE

This program has been an eye-opening experience for me and the entire business. It has taught us new ways of empathizing with our customers when it comes to change and transformation. It has also given us renewed confidence in our solutions and our people. After all, carrying out such a complex program in only six months is no mean feat.

Having a consolidated view of how the business is performing globally is crucial for everyone, especially the leadership team, which is highly focused on structuring our business so we can deliver value for our customers. A crucial element that enables this is having reliable data, all in one place, with meaningful analytics.

It has really taken all the guesswork out of our planning and decision-making for IFS as a business. Like any new major ERP implementation, there were teething issues within the first month after cutover that included access and permission set challenges for users, basic data set-up coming off an old legacy data structure, and getting people used to the new global processes, but we had absolutely no performance issues within the cloud, were much more cyber-secured on our data and processes, and the business was successfully operational from day one.

Looking ahead, I'm confident our technology will help us not only scale our business but also provide cutting-edge solutions and services to ensure our customers are set up for success. We are already on a Wave 2 to implement our own budgeting and consolidation within our own solution, to implement HR strategic processes like recruitment, performance management, and qualifications, and finally to increase the reporting to the business and identify further processes to digitize.

Our priority has always been to provide technology that is easy to use and fast to deploy. This program is going to help us get there, for you, our customers.
Rolls-Royce, one of the world’s leading industrial technology companies, has chosen IFS Maintenix for exchanging engine data with airlines operating Rolls-Royce Trent engines, including the Trent 1000, Trent XWB and Trent 7000. With a long list of world-leading airlines operating with its engines, the IFS Maintenix solution will help Rolls-Royce and its customers share data.

Rolls-Royce helps transport thousands of air passengers and tons of cargo across the world on a daily basis, and maximizing the safety, efficiency, and insights gained on each trip is paramount. With the support of IFS Maintenix and its Aviation Analytics capability, Rolls-Royce is able to offer a systematic method of exchanging and accurately updating airline engine life data to optimize the interval between engines being removed and sent for overhaul. This will provide new streams of data for Rolls-Royce to analyze the performance of fleets with Trent engines and refine the aftermarket offerings it can provide its customers, from service-based contracts to analytics insights and more.

The IFS Maintenix Aviation Analytics capability enables the automated provision of field data, which ensures that Rolls-Royce receives timely and accurate information. IFS Maintenix then acts as a gateway to automatically push maintenance program changes from Rolls-Royce back to the airline operator. As a result, life-limited engine part maintenance deadlines can be updated based on actual operating conditions and life consumed by each engine in use.
WE ARE THRILLED TO WORK WITH ROLLS-ROYCE TO DELIVER NEXT-GENERATION MAINTENANCE PROTOCOLS, ALL BASED ON UP-TO-DATE ENGINE LIFE DATA.

THIS STRATEGICALLY IMPORTANT DEAL OFFERS FURTHER PROOF THAT IFS MAINTENIX CAN HELP AVIATION ORGANIZATIONS MAXIMIZE THE REVENUE POTENTIAL OF THEIR ASSETS THROUGH STANDARD, LEAN, AND PREDICTABLE MAINTENANCE.”

SCOTT HELMER
PRESIDENT, AEROSPACE AND DEFENSE BUSINESS UNIT, IFS
IFS FOUNDATION

A COMMON CAUSE, CONCRETE RESULTS

It’s different—and determined to make a difference. The IFS Foundation is IFS’ new CSR initiative. It harnesses the power of global fund-raising to focus on improving life in many ways in a single village in rural Sri Lanka.
Partnering with the local community, the IFS Foundation aims to help the village improve its quality of life—renovating schools and hospitals, improving access to fresh water, and creating new growth and employment opportunities. IFS President for the APJMEA region Stephen Keys is Executive Sponsor for IFS’ CSR program, including the IFS Foundation.

How often, when we donate our money to an aid charity, do we know exactly where that money will go? Exactly which country, region—even village? And which asset, building, or initiative it will fund? With the IFS Foundation, we do know.

The new initiative stresses concrete investment targets and high-impact, achievable goals. Focusing the collective fund-raising power of the IFS global workforce, its customers, and partners, its first target is to help a remote community of 3,000 people in rural Sri Lanka build new water, health, sanitation, and education facilities, to ultimately become self-sustaining and autonomous. The Foundation will then turn its focus to supporting another Sri Lankan community. How did the initiative come about?

ONE DAY MAKES ALL THE DIFFERENCE: IFS VOLUNTEER DAY

The IFS Volunteer Day, begun in 2019, entitles every one of IFS’ 3,700 employees worldwide to use one day a year, on full pay, to work for a charity of their choice in their local community. The program includes any activity that falls within the remit of the UN’s Sustainable Development Goals. “We see a fantastic range of activity,” says Darren Roos, CEO IFS, “from employees building houses, to teaching kids to read, to distributing food to those in need—and more. There is a real sense of engagement. With the IFS Foundation, we go a step further. Staff can fund-raise for a collective cause and a single concrete project. Imagine the change we could deliver with that sort of focus.”

LESSONS FOR LIFE: THE IFS EDUCATION PROGRAM

The IFS Education Program is a long-standing CSR initiative that plays a strong intersecting role in the IFS Foundation. Collaborating with more than 80 universities worldwide, the program helps young people forge new careers in IT. Inspiring new passion for and teaching new skills in science, technology, engineering, and mathematics (STEM) subjects, the program encourages young women students particularly. “Education is a gift that keeps growing and giving—for individuals, families and communities,” says Jane Keith, Chief Human Resources Officer, IFS.

On the weekend of August 31 to September 1, the IFS Foundation took a leaf out of the IFS Education Program’s book: in the Foundation’s target village of Welumpanapura, IFS volunteers worked alongside parents and students, painting, renovating, and repairing school facilities. “Education is at the heart of a community’s future. It’s absolutely crucial for rural development,” says Stephen. “Increasing opportunities for children to engage in sustained, full-time study increases their employment opportunities, as well as their ability to plan and put back into the community. The weekend was a small step towards a better future.”

FOCUSED FUNDS, FOCUSED FUTURE

“Initiatives like the IFS Volunteer Day and the IFS Education Program really show our long-standing commitment to giving back to the communities in which we operate,” says Stephen. “We also recognize the many different causes IFS staff support through various fund-raising initiatives. The IFS Foundation asks, ‘How can we best focus these efforts? How can we best ensure they deliver real results in a real community?’ It gives us all a single, common cause to get behind. By focusing our efforts like this we can help tackle not just the symptoms of poverty—but its root cause.”
Three hours north of Sri Lanka’s capital, Colombo, the village of Welusumanapura is home to 3,000 people living in 730 homes.

“The moment you arrive you instantly realize what a friendly, vibrant, and resilient community this is,” says Stephen. The village supports itself through subsistence farming, manual labor, and home industries. People work hard to provide for their families and give their kids a decent education. But there are many obstacles to overcome.”

FIVE-POINT ROADMAP FOR INVESTMENT AND DEVELOPMENT

The IFS Foundation’s strategy is built on targeted investment and measurable results. A five-point roadmap has the ultimate goal of generating self-sustaining development. Each stage develops strengths, skills, and infrastructure that will contribute crucially to realizing long-term autonomy.

“Our five key target investments are in health, access to fresh water, sanitation, employment, and education,” says Stephen. “Success, skills, and infrastructure in each boosts the success of the others. Putting these basics in place gives children the chance to stay at school longer and get the education they deserve, creating the opportunity to secure proper employment as adults, which will help break the poverty cycle. Who knows? Maybe one day some of these children will be able to take advantage of scholarships as part of the IFS Education program.”
IT ALL STARTS WITH WATER
Chronic kidney disease contracted from drinking water is a persistent major problem in rural Sri Lanka. Shallow, hand-dug wells are often prone to nitrogen and phosphorus pollution from fertilizer runoff, as well as being high in unfiltered pollutants like sodium, chlorine, magnesium, fluorine, and calcium. The health and employment effects can be devastating.

IFS FOUNDATION’S FIVE KEY INVESTMENT GOALS ARE ALIGNED WITH THE UN’S SUSTAINABLE DEVELOPMENT GOALS (SDGS), A GLOBAL BLUEPRINT FOR A MORE SUSTAINABLE FUTURE.

SDGS INCLUDE PROMOTING GOOD HEALTH, WELL-BEING, QUALITY EDUCATION, ERadicating POVERTY, AND SUPPORTING INDUSTRY, INNOVATION, AND INFRASTRUCTURE.

“The difference in quality of life between families who have access to fresh clean water and families who don’t strikes you immediately,” says Stephen. “It impacts everything—basic sanitation, health outcomes, housing, food, the whole family’s ability to earn an income. Many people still have to walk huge distances to access fresh water. Water scarcity remains the single most urgent challenge facing the village, whether it’s for personal use or agriculture. Establishing access to fresh water, including purification plants, is a key goal.”

IFS will install four new water purification plants in the village in partnership with the Sri Lankan Navy. In addition, IFS will build tube wells, aiding crop irrigation significantly. A tube well uses a long stainless-steel tube bored directly into an underground aquifer. The lower end is fitted with a filter, and a pump pulls up water for irrigation. “Tube wells are ideal for small holdings and subsistence farms,” says Nimanthie Ariyasinghe, the IFS Project Leader for CSR in Sri Lanka. “Farmers can irrigate larger areas and they provide a reliable water source if surface water dries up during drought.”

The project will use the Sri Lankan Navy’s reverse osmosis technology for water purification, with the Navy contributing human resources into keeping the purification plants up and running once they’re in operation.

TARGETED INVESTMENT

HEALTH | FRESHWATER | SANITATION | EDUCATION | EMPLOYMENT

WATER GOALS BY NUMBER

4 new water purification plants will supply
150 homes with fresh water
150 modern toilets will be installed
But it doesn’t end there. “Obviously water scarcity massively impacts sanitation and therefore health outcomes,” says Nimanthie, “so a major target is building new toilets in low-income households that currently don’t have proper sanitation facilities. We hope to increase quality of life and health outcomes significantly.”

“With basic access to fresh water and sanitation improved we’d then like to create employment opportunities by investing in tools and machinery to help create jobs and provide regular income more broadly,” Keys explains. “We can then start working with the wider community to upgrade schools, hospitals, and other facilities to create a proper support system for this vibrant community committed to seeking a better life.”

SRI LANKA: AN IFS SUCCESS STORY WE ALL RELY ON

Sri Lanka is home to one third of IFS’ total global workforce. IFS is the second-largest IT employer in the country, with more than 1,300 staff, and it has been a well-established presence in Sri Lanka for 22 years. Over 150 Sri Lankan companies trust IFS software and solutions to run their business.

“Every day our business relies on our Sri Lanka team for R&D, global support, shared services, and offshore delivery,” says Stephen Keys. “It seems only right that we should give something back to this vital member of our global community, which serves us all so well. I believe coming together to challenge poverty in Sri Lanka is a cause that can unite all of us and provides a unique way to show appreciation to our staff working there.”
THE IFS FOUNDATION: JOIN US IN CHALLENGING POVERTY—TODAY

Want to donate your time, energy, creativity, or funds to the IFS Foundation? We’d love to hear from you.

All funds collected for the IFS Foundation are governed and strictly administered by the IFS CSR team in Sri Lanka. How will it work?

“As projects get under way, we will provide regular reports on progress and share with donors a clear picture of where their money is going and what their efforts have achieved,” says Stephen. “With IFS staff administering the program, you can be 100% sure that 100% of your raised funds will be invested directly into realizing the aims and ambitions of the IFS Foundation.

“We are in talks with IFS customer DSI to provide school shoes. Our global partner TCS recently participated in the school refurbishment project, while long-standing customer Singer is exploring ways to donate kitchen equipment to the school and local hospital.

“We are also in talks with our ICT partner in Sri Lanka Dialog to provide broadband access to the school to promote learning outcomes. The more partners we engage, the more we can amplify our efforts, the more we can do to improve the lives of those living in remote and rural areas of Sri Lanka.”

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LEARN AND DONATE:
This year, IFS has been shining a spotlight on its customers that have been making waves within the workplace. This has meant championing certain individuals that have been living and breathing their IFS product and praising their contribution to the innovative ideas their teams are bringing to life. Some say that a company’s employees are the business, and so it makes sense that we have chosen to celebrate our Challenger customers in this way.

This year we are recognizing eight individuals from across the globe, working at various levels within their organizations, using IFS solutions on a day-to-day basis. Read on to find out who they are, why they have been chosen as Challenger Champions, and what they have been up to with IFS at World Conference 2019.
MEET OUR CHALLENGER CHAMPIONS:

BJARTE HAUMLAND
APPLY

Bjarte’s current role is Area Head for IT/IM at Apply. He is responsible for Application Services, IT Operations, Digital Solutions, and IM Development.

READ HIS BLOG AND WATCH HIS VIDEO:
IFS.BIZ/X011

MARIE SKÖLDENBORG
FLOATEL

Marie joined Floatel in August 2017 as an IFS Applications Coordinator. In this role, she is responsible for the company’s business software suite, making sure that it is consistent and supporting their business processes.

READ HER BLOG AND WATCH HER VIDEO:
IFS.BIZ/S009

PAWEL CEGLARZ
SHAWCOR

Pawel joined Shawcor as an IFS Solution Architect two years ago. After working hands-on with the system for a year, he was promoted to IT Development Manager, where he is responsible for identifying new technology trends and opportunities to improve how the business is run.

READ HIS BLOG:
IFS.BIZ/4IO4
Zainab Abbas is the Director of Investments and Projects at the world’s leading exporter of Ceylon tea, Akbar Brothers. Her role covers many business processes, managing the overall business flow.

Read her blog and watch her video:
IFS.BIZ/31UV

Lovisa is the ERP and Finance Systems Manager at Ingram Micro Mobility, a long-standing IFS customer, and holds global responsibility for the IFS solution used.

Read her blog:
IFS.BIZ/128B

Charles is a member of the internal support team, helping colleagues across the group work more efficiently and effectively in IFS Applications. Another important aspect is managing many of the company’s projects.

Read his blog and watch his video:
IFS.BIZ/2PMW
What it’s like being a challenger?

To many, the term “challenger” has numerous meanings. To IFS, being a challenger is being somebody that dares to be different at work, in order to get ahead. We asked the Challenger Champions what it meant for them, and the overall response was clear.

Jodie Hatch described being a challenger as “creating positive disruption, combining technology with people and processes to deliver outcomes for the business” while Marie Sköldenborg defined it as “always looking at how you can improve and challenge what you are doing”. Lovisa Thorels Sondén states that “in terms of ERP, a challenger is someone who focuses on working with standard processes—working ‘with’ the application rather than ‘against’ it”, and Pawel Ceglarz describes being a challenger as “someone who never accepts the status quo and challenges the way existing solutions and processes work, always looking for a way to improve and innovate”.

Although opinions from the Challenger Champions vary, what seems to resonate overall is that being a challenger is about making business improvements and striving to change the way things work, in order to see the significant benefits. You can hear more from our Challenger Champions on the IFS Blog platform, or watch the videos on the Challenger Champions 2019 website.
The Eickhoff Group is a market leader in technology and services for demanding mining and gearbox applications. An IFS FSM customer since 2014, the company has recently implemented the latest release of its Field Service Management solution, IFS FSM.

Based in Germany, Eickhoff manufactures heavy cutting plant used by coal mines and foundries, and gearboxes for wind turbines and industrial applications. With a reputation for quality engineering, the company is a technology leader for automated raw material extraction in underground mining.

Within the group, Eickhoff Service supports international mining and wind farm projects, with service and maintenance becoming increasingly critical strategic growth drivers for the business. Delivered locally through a network of worldwide subsidiaries and service centers, activities include assembly and commissioning, maintenance and repair, training and workshop services.

**CAPTURE AND INTERPRETATION OF CRITICAL DATA**

Having seen the business benefits of IFS FSM first-hand for five years, Eickhoff became an early adopter to field test and optimize the latest version. Explains Dietmar Schmitz, Head of Product Development Service at Eickhoff: “As we become a more service-centric business, it’s vitally important to capture and interpret data in order to understand customer needs and improve our product. IFS FSM provides us with a platform and single data repository through which the business can embrace the Internet of Things (IoT), Artificial Intelligence (AI), and Machine Learning, all of which enable us to better capture and analyze customer data and improve the service we offer.”

Covering the complete service lifecycle, IFS FSM supports operations end to end. “We have a solution that covers everything—from planning and scheduling, to multi-level product structures, to parts and asset management,” says Schmitz. “Engineers can process different data streams and display interconnected processes, and also enjoy full mobile access to the information they need in the field.”

**A COLLABORATIVE PROCESS**

With Eickhoff’s business growing, and realizing new service-centric revenue streams, IFS FSM is a core application to enable the changes needed to adopt a successful servitization model. As part of this, Schmitz and his R&D team were able to provide feedback on the application to IFS developers, allowing the subsequent release to address key customer needs. Explains Schmitz, “By using FSM 6 in an early pre-release stage we were able to prepare and help shape the solution for our market. For instance, we really like the web client in the new FSM—it’s faster and easier to configure and administer. User acceptance is excellent as it readily supports day-to-day tasks. It’s also easier to roll out to our users worldwide.”
The collaboration even extended to helping Eickhoff test the market. “Together with IFS we presented an industry showcase in Hamburg looking at the ways IoT could be applied to wind turbine operation”, he explains. “The positive market feedback confirmed using FSM was, and remains, the right choice for us and our customers to exploit IoT.”

GLOBAL VISIBILITY
Using IFS FSM, Eickhoff is able to operate globally, while continuing to provide customers with the best service locally. “We have successfully rolled out FSM to our subsidiaries worldwide, including localized customizations where needed. More than a hundred staff company-wide already use or depend on IFS FSM in their everyday roles,” says Schmitz. The integration capability of IFS FSM was one of the key factors for choosing IFS. “We didn’t want to change our IT landscape, and the support from IFS and local consultants was excellent,” he adds. “We got answers whenever we needed them, and expertise to ensure software meets our different local requirements.”

ENABLING DIGITALIZATION AND IOT INNOVATION
Schmitz is looking forward to the continued growth of Eickhoff’s service offer. “Using IFS brings our users an information system that’s more efficient. Everything is consolidated and instantly available at the click of the mouse or the tap of a screen. It means anyone in the company has the accurate data and insight they need to make the right decision at the right time. We look forward to leveraging the new platform as a key enabler of continued digitalization and IoT innovation.”

ABOUT EICKHOFF
Founded in 1864, the Eickhoff Group manufactures and supports plant and gearing technology used in extreme conditions such as mining, wind farms, and foundries.

Headquartered in Bochum, Germany, the group employs 1,200 staff with global subsidiaries including in Australia, Russia, China and South Africa, Poland and Belarus.

LEARN MORE ABOUT EICKHOFF: IFS.BIZ/N77O

BENEFITS SEEN USING IFS
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- EASY TO USE for both daily and occasional users
- SEAMLESS IMPLEMENTATION across subsidiaries
- Built to enable SERVICE-CENTRIC BUSINESS MODELS
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