



IFS APPLICATIONS™ FOR

# SERVICE MANAGEMENT



## OUR SOLUTION'S DNA

When we first set out to create IFS Applications over 25 years ago, our goal was to make the most usable business software on the market. And to help us achieve that ambition, we put simplicity at the forefront of everything we did.

**We still do.**

We decided that we would make only one product, which can be easily configured to match the specific requirements of a broad range of industries.

**We still do.**

We decided that we would build IFS Applications on standards so our customers would not be locked into any particular technology.

**We still do.**

We decided to design IFS Applications as a component-based structure so it can be easily extended and updated.

**We still do.**

We decided that each software component must be totally compatible with every other, yet capable of running independently.

**We still do.**

We decided to build a product that could handle change and long-term evolution.

**We still do.**

And, that we would make the most user-friendly business software on the market.

**We still do that, too.**

# THE FUTURE IS OUR LEGACY

Service Management. It's where it all began. It's our legacy, and for more than 25 years, we have refined our skills and technology in this area which we are proud to call our backyard.

That's why we can truly say that IFS Applications is built from the ground up to meet the changing demands of the service sector—today as well as in the future.

It doesn't really matter if you're an independent supplier, if you work within a service function in a large corporation, or if you provide basic services or huge, complex service projects. With IFS Applications, there are virtually no limitations—proven, not least, by the fact that we have customers in all these disciplines.

Based on components, IFS Applications can change and evolve as quickly as the business you're in. From a best-of-breed system, tailored to your specific requirements, to a full suite ERP solution supporting global operations—IFS Applications could be the only service management solution you'll ever need.

Welcome to IFS.

**“The more we do with IFS, the more we want! The functionality of IFS Applications continues to impress us, and we've kept adding new features right from the very first implementation”.**

**/ Matthew Sturmer, Building Maintenance Director, EPS**

# WHAT'S HAPPENING OUT THERE?

**Maybe you're in Oil & Gas, Energy & Utilities, Construction & Contracting, or Manufacturing After Sales. Maybe you're an independent service provider. One thing is certain; dealing with the challenges of tomorrow requires you to be agile and flexible. So, let's have a closer look at the challenges we're dealing with—and how IFS Applications can help you meet them.**

## GLOBALIZATION

Perhaps one of the most striking aspects of the service business is its rapid growth over the last five or ten years. Small service companies have grown into large, professional global operations—and being able to plan globally, but act locally, is just one of the many challenges brought on by this development.

A single product combining best-of-breed functions with a complete suite of component-based ERP software, IFS Applications is developed with exactly this in mind. So wherever you decide to set up a new business—IFS Applications can follow. And our industry-specific competence is available worldwide.

## SERVICE INNOVATIONS

Reflect, if you wish, on your business five years ago. Then imagine five years ahead, and you'll probably see that your business is changing, shifting modes and disciplines over time.

Perhaps today, one workforce is on the road, executing their daily tasks. Another one is working on site on a larger project. And in back office, a centralized call center is being set up.

Adapting to the ever-changing customer demands is absolutely vital for anyone who wants to remain competitive, and the utilization of new

service innovations can be what sets you apart. IFS Applications provides both the agility and the innovations you need to be able to change and grow—constantly exceeding your customers' expectation.

## RESOURCE UTILIZATION

With labor being the biggest cost driver for most service companies, utilizing the workforce more efficiently is a major opportunity to improve bottom line results. With powerful software support the possibilities to obtain lean operations are greater than ever before. For instance, tight routing as a planning constraint to reduce environmental impacts can be balanced against SLA performances.

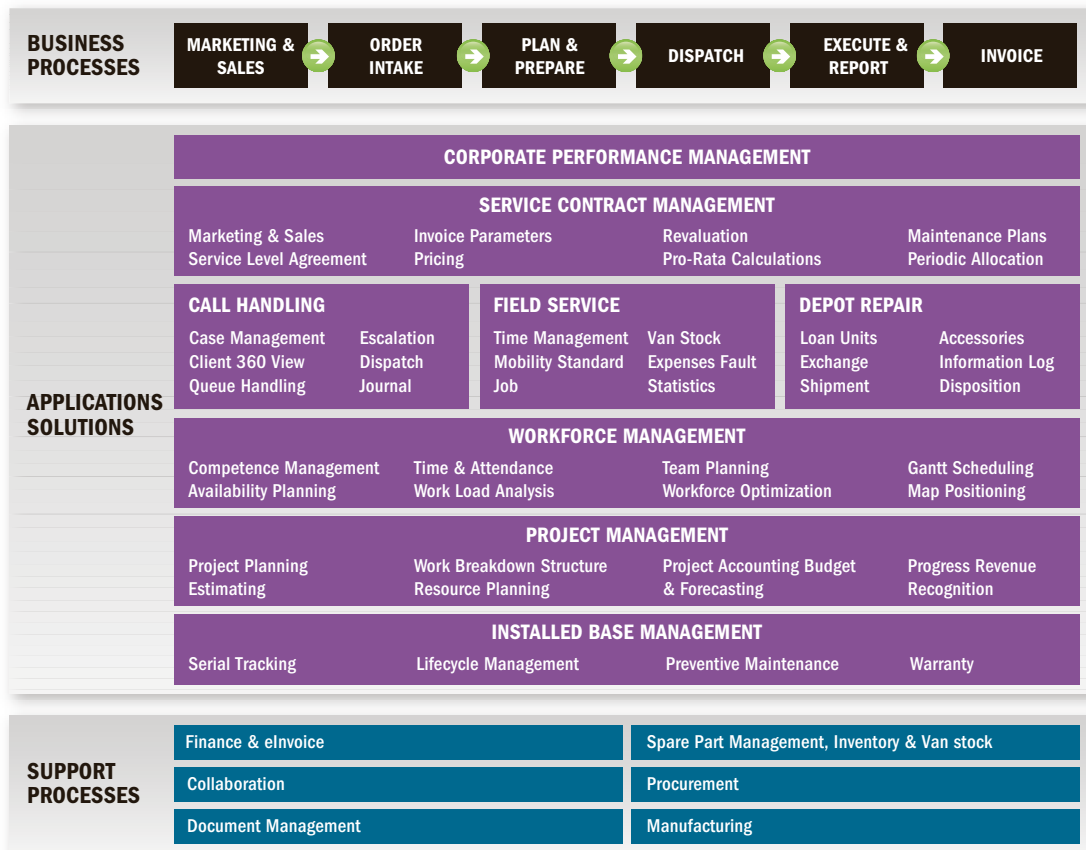
IFS Applications features a number of functions allowing you to optimize the way you utilize your resources—in the office or in the field—and obtain more lean operations.

## OUT OF OFFICE BUT IN THE KNOW

Being able to capture data and access information wherever you are, for instance out in the field, is key for any ambitious service organization. This might, however, be easier said than done. The end users set the rules—which means that the system must be easy, fast and fun to learn and use. IFS Applications is designed with this in mind—and our intuitive, mobile solutions can dramatically enhance the efficiency of your operations.

In conclusion—regardless of what trends will influence your business, whether it's globalization, standardization, outsourcing, collaboration or lean operations, rest assured—there is a solution that can help you turn challenges into profits. It's called IFS Applications—and it's the solution for the agile enterprise.

# AN END-TO-END SOLUTION FOR BEST PRACTICE



Components in IFS Applications can be complemented or upgraded as business activities are changing.

# YOUR MEANS TO SERVICE EXCELLENCE



## THE POWER OF SOFTWARE USABILITY

The tools we use to run our business are supposed to enhance our productivity. But too often, we wind up spending a lot of time struggling to use these very tools. That is why IFS, with our focus on user productivity, is taking simple and intuitive usability to new heights.

In fact, we have made our technology as easy to use as surfing the web or using a Smartphone. Simple and effective tools to navigate, search, and perform actions remove the biggest time wasters when using enterprise software. All this combined with features such as collaboration and personalization, wrapped up in an attractive design, makes for an application that creates user excitement rather than user frustration.

In other words—if you've ever browsed the Internet, you'll feel right at home with IFS Applications. That's the power of usability—for maximum productivity.



## STAY AHEAD. GO MOBILE.

At IFS, we are firm believers in 'cross fertilization' thinking—an approach that has enabled us to introduce a number of innovative solutions specifically developed to meet our customers' demands.

One example is our solutions for mobility.

With our mobility solutions, you can create reports or work orders wherever you are. You can capture information about time spent, spare parts, purchase requisitions, expenses and costs—whenever you need it. And you'll be able to keep track of not only your field operatives' departure and arrival times, but also such things as technical characteristics and measurements on machines and equipments.

So isn't it time you took advantage of the latest technology in terms of operational efficiency? We think so. Yes, we definitely think you should go mobile.

Because it's as easy as IFS Applications.

### A QUICKER ROUTE TO PROFITABILITY

Every minute a service engineer spends on route between jobs is a minute that could have been spent on a job. Now, imagine if your system could visualize the quickest possible route or alert you if jobs are getting close to due date. Then imagine that this information would be available to the service engineer who's out there on the road. Sounds good? Well, with IFS Virtual Map it's finally possible.

Combining the information from the work order with the map data makes it possible to visualize job planning according to available resources and, of course, the customer's needs. As you can imagine, this translates directly into benefits such as improved resource utilization, lower fuel consumption and, not least, a higher level of service.

In other words, if you're looking for a quick return on investment, IFS Virtual Map is one investment guaranteed to find its way back home.

### SERVICE EXCELLENCE THROUGH RESOURCE OPTIMIZATION

Imagine if there was a magic button that automatically could do the scheduling for you. Well, we have good news for you—there is. And when you're in control of the scheduling constraints, IFS Applications can boost your service business to even higher levels of service excellence.

Let's say that the SLA requires a response time of 8 hours. A certain skill is recognized, positions

of all technicians and jobs are known, and needed spares are controlled. Then the resource optimization engine will do the optimal scheduling for you—making sure that the right one will be at the right place at the right time. Automatically.

Talking about return on investments – the scheduling engine is right on spot.

### INFORMATION AT YOUR FINGERTIPS

In many organizations, decision-making is becoming more and more decentralized—which, of course, increases the need for updated and accurate information throughout the entire organization.

With its built-in business intelligence functionality, IFS Applications provides just that—the information you need, intuitively displayed, when and where you need it. That's right at your fingertips.

With IFS Applications it is possible to monitor precisely how your business is performing and follow-up on your strategies. The inherent transparency of the entire solution means you are able to see how you meet your targets and where you need to make adjustments if you are falling short. Equally you will be able to see how well the strategy is working, and improve your ability to exceed your customers' expectations.

That's not just business intelligence. It's also kind of smart.



## ABOUT IFS AND IFS APPLICATIONS

IFS is a public company (OMX STO: IFS) founded in 1983 that develops, supplies, and implements IFS Applications™, a component-based extended ERP suite built on SOA technology. IFS focuses on agile businesses where any of four core processes are strategic: service & asset management, manufacturing, supply chain and projects. The company has 2,000 customers and is present in more than 50 countries with 2,700 employees in total. Net revenue in 2009 was SKr 2.6 billion.

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