Get to know
IFS in Life Sciences

IFS

#MomentofService

What makes us different?

> I am often asked what has made IFS's success possible and why companies choose us over our competitors. My response is always twofold: we are utterly and completely dogmatic about delivering value and success to our customers and that is reflected everywhere in our business. From our marketing teams, to our sales team through to our delivery and success teams, the customer is at the heart of everything we do. And that shows. The second point is that the same customer centricity is pervasive in our R&D group and our product strategy. IFS Cloud was developed to be easier to deploy, make innovation consumable, and to give the industry-specific capabilities that companies need for growth. And customers were part of this journey. This is what sets us apart.

This brochure provides you with a look at what IFS is all about and why industry analysts repeatedly name us leaders in our field.

I hope you find it an interesting read and that I will have the opportunity to meet with you face to face in the future.

Darren Roos
Chief Executive Officer

IFS
at a Glance

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

For more information, visit ifs.com

+4,000
employees

50+
countries

+10,000
customers

7,211 MSEK
revenue 2020

3x
revenue growth
vs average market growth rate

+60%
cloud revenue
vs 2019

Our
core values

3
Trustworthy

1
Agile

2
Collaborative

The IFS partner ecosystem

We partner with some of the world's largest companies to give our customers more choice and access to new technologies. The IFS Partner Network contains hundreds of local and global partners on Authorized, Silver, Gold and Platinum levels. Partners help us deliver an even better solution and can complement our implementation and consulting services offering, or integrate approved technologies and software.

Our customers benefit from this through greater choice in selecting who to work with, access to specialist skills, and technology that complements the IFS offering. It also gives our operations an even larger geographical reach to support today's global businesses.

At IFS, we know the importance of being recognized as an expert–so to help our customers and partners enhance their knowledge and to show their level of expertise, we have IFS Academy. IFS Academy gives our partners the opportunity to certify consultants and their organization using tailored training courses with exams. For IFS, this is a way of making sure that all customers receive the same high-quality service no matter which IFS partner they choose to work with.

Corporate social responsibility

A global company has to be aware of the impact of the decisions it makes and be sure that the communities it affects benefit from the way it does business. At IFS, we are taking a proactive approach to corporate social responsibility.

When you have offices all around the world, the sheer size of your company can mean heavy use of resources such as electricity and paper. It also means long distances between colleagues and offices. To reduce traveling and waste of resources, smart technologies like online meeting tools and powersaving utilities have been implemented throughout the company.

Education is something that can make a real difference. IFS is proud to be collaborating with schools and universities to provide them with IT equipment, staff time and expertise as well as scholarships and work experience. This not only enhances students' learning experiences, but also empowers them to make a material difference when graduating. In 2016, we launched the IFS Education Program in collaboration with over 90 universities worldwide. It aims to help students and young people get enthusiastic about technology, learn new skills, and give them an idea of what it is like to work in IT.

Our employee family is the community closest to our business. Our employees are the company. We have created a diverse workforce, where equality is promoted and people like coming to work. Our philosophy is that happy employees will run a healthy and successful business. Given that we were named as a Legendary Great Place to Work instead of "a top 100 GPTW in Europe in 2015", we figure that we are on the right track.

Industry analysts recognize us as a leader

We believe it's one thing to say you're the best, and it's entirely another for industry experts to say you're the best. We're proud that, for years, analysts from some of the world's most renowned research and advisory firms have recognized IFS's product and service leadership across our solution portfolio.

IFS has been named a Leader in the Gartner Magic Quadrant for Field Service Management Software five consecutive years[1]. Widely respected research firm IDC has named IFS a Leader in its 2020 - 2021 SaaS/Cloud-enabled EAM Applications MarketScape Vendor Assessment[2]. IDC also evaluated IFS as a Leader in the 2020 SaaS/Cloud- enabled Large EnterpriseERP Applications MarketScape Vendor Assessment[3]. IFS is also proud to be named to the Constellation ShortList™ for Field Service Management, Q12021[4] , for the 9th consecutive time and also to the Constellation ShortList for Cloud ERP Q1-2021[5].

We've seen IFS's recognition across the global industry analyst community continue to rise. This is not only a reflection of our focus on the customer as our guide for developing great solutions, but most importantly, it's a reflection of very satisfied customers who have partnered with to use technology to propels their business.

1 Gartner, Magic Quadrant for Field Service Management, Jim Robinson, Naved Rashid, 6 July 2020

2 IDC MarketScape: Worldwide SaaS and Cloud-Enabled Asset-Intensive EAM Applications 2020-2021 Vendor Assessment, Juliana Beauvais, John Villali, Reid Paquin, Andrew Meyers, Kevin Permenter, November 2020 DOC#US46261320.

3 IDC MarketScape: Worldwide SaaS and Cloud-Enabled Large Enterprise ERP Applications 2020 Vendor Assessment: Mickey North Rizza, Kevin Permenter, Frank Della Rosa. DOC #US45971820e / July, 2020.

4 Constellation ShortList, Nicole France, Q1 2021

5 Constellation ShortList, Ray Wang, Q1 2021

Customers call us partners

Developing leading enterprise software is about a lot more than code. It's understanding how industries operate. Their common obstacles, and where the catalysts for change exist. And nobody knows that better than our customers – the people who use our software every day to do better business and get ahead in their markets. This is why we do a lot of listening with business advisory seminars and policy-making groups. And here our advisory councils, where we regularly meet with customers to discuss their views, are invaluable. These are complemented by user groups worldwide, where customers meet to discuss and tell us what they need from us to improve their use of our products.

Every six months, we also offer entry to our Pioneer Program, which links selected customers with those who design and build the product, to enable further learning and gather customer feedback ahead of releases.

But your relationship with IFS is about a lot more than our product. It's the value we each bring to our relationship at every step of our engagement. Through the IFS Select™ and IFS Success™, customers can benefit from advanced business outcome management. This combines deep IFS solution expertise with an in-depth understanding of your expected business goals. As part of this, IFS Value Assurance™ enables customers to achieve business value in a structured, predictable way. This multi-year engagement ensures your solution delivers the intended business performance outcomes and aligns to your strategic goals.

Once you've deployed the product, our IFS Lifecycle Experience is here to support you through change – from exploration and definition, through build and use. We work through these iterative cycles with you, helping you extract maximum real-world business value from every stage of your engagement with our solutions.

IFS Support provides you with a single, easy-to-use, seamless conduit for product support and deep product expertise. IFS support provides skilled functional and technical assistance for issues related to our IFS products.

What's your
#MomentofService

Every good business was started with the intention to do something different. For some, that was a new invention. For others, an improved production process.

But every great business was started with the intention to do something amazing for their customer.

It's a small nuance, but one that has a big impact.

And whilst there are thousands of things that go into making a business successful...it's the **THE MOMENT OF SERVICE** that matters.

All the decisions, blood sweat and tears that go into getting the right materials, employing the right production process, architecting how to take orders and the speed at which you can deliver and care for your customers... get judged by your customer at that moment when it counts: the moment of service.

It's the moment when it all comes together.

It's the moment when all the hard work that's gone into doing what you do, pays off.

It's the moment at which an organization wins or loses in the eyes of a customer.

So, what's your Moment of Service?

Built for your industry

Our path to industry expertise started decades ago, camped outside our first customer's site. There we learned the value that truly understanding the processes, systems and challenges of an industry can bring.

Today this deep industry and customer focus allows us to provide solid results to industry-specific challenges. Innovative and insightful solutions that support our customers in meeting their goals.

Aerospace & Defense

Energy, Utilities & Resources

Engineering, Construction & Infrastructure

Manufacturing

Services

Deliver moments of service that really count

We know that whatever your industry, it's the moment of service that matters. IFS Cloud merges your core business activities–from supply chain and production to aftersales and support–into something greater: moments of service that delight your customers.

IFS Cloud has been developed to be a key part of your company's ecosystem, enabling increased speed-to-value through features and flexibility focused on your industry. Whether you're looking to improve granular processes or need support for high-level strategic decision-making, our platform is designed to get you up and running and addressing your business needs straight out the box.

IFS Cloud comes with industry-focused accelerators to help you implement more efficiently, along with lobbies, reports and dashboards to better visualize your information and support decision-making. And our module-based functionality means you can expand and enhance your IFS solution as your needs and business models change.

Why IFS is the enterprise software vendor of choice for modern life sciences manufacturing

When enterprise software emerged from the world of materials requirements planning, it was focused mostly in repetitive, high-volume manufacturing. It is no surprise, then, that many enterprise resource planning products today still perform best in homogenous, low-mix, high volume environments. Whether you look at a modern, software-as-a-service (SaaS) platform or an enterprise suite with a legacy dating back to the 1970s, you may find the product:

- Has limited manufacturing capabilities that may not meet your current or future needs for compliance to industry standards like 21 CFR part 11, MHRA, EMA and GxP

- Requires extensive customization to meet your current needs, and even more systems integration work to make it conform to your needs as they change

- Lacks tight integration to crucial functions to support things like validation, quality, ECO compliance, or enterprise asset management and maintenance

- Consists in fact of many third-party solutions, each with their own licensing agreement and upgrade cycle

- Seems little more than a tool to help your vendor lock you into their proprietary technologies

The IFS solution is a comprehensive, industry specific solution that helps life sciences manufacturers and distributors deliver higher quality products faster, at the lowest possible cost. IFS is used by international, multi-country, multi-site, multi-language, large and midsized enterprises involved in the manufacture, sales and distribution of pharmaceutical and nutraceutical products.

IFS' integrated support for demand planning, mixed-mode manufacturing, and batch optimization helps you to maintain maximum control over your company's production processes. The solution also makes it easier to deal with critical compliance issues, including MHRA, EMA and U.S. Food and Drug Administration (FDA) regulations on electronic records (audit trails), electronic signatures (21 CFR Part 11), and GxP. IFS is a comprehensive solution that supports all your company's business processes, including:

- Supply chain management

- Enterprise requirements planning

- Customer relationship management

- Enterprise asset management

- Financial management

- Document management

IFS offers a wide range of functionality to meet the specific needs of the life sciences industry. With IFS, you can easily vary batch sizes and contents without losing track of the different outputs. Lot/batch functionality includes full traceability and compliance with quality control requirements, minimizing process variations and product recalls.

Running complex business operations. often in multiple countries, can involve risk. IFS delivers software to help you identify and mitigate risk across your organization, including global asset portfolios and supply chains.

The IFS approach to Manufacturing

Open and easy

IFS solutions contain industry best practices and business processes you can adopt as is or configure to meet your exacting needs. These processes are baked into our applications across our product offering, and are augmented by specific business accelerators and validation templates for the life science industry. Critical manufacturing functionality—including inventory and non-inventory, quality management, electronic signatures and batch records and are available as embedded components. This means less consulting and systems integration expense not just from implementation, but over a decade or more of use.

Even if IFS software is facilitating your entire business value chain, you may need to share data with other technologies. We build our solutions around highly useable application program interfaces (APIs) that can be opened up to data from the internet of things, third-party data services and best-of-breed applications.

We are not out to lock everyone else out, penalize you for accessing data in your IFS solutions or force you to buy things you do not want. Our goal is to make sure you can easily, for instance, get the right events out of your SCADA and into your IFS software so you can start building business value around that data. We give manufacturers choices in how they purchase and run their software—on premise or in the cloud. Through a perpetual license or by subscription. And while IFS solutions enable you to run frequently-queried parts of your database—or the entire database—in-memory instead of in a disc-based database, we will not force you to run your entire solution in this fashion if it does not make sense for you.

Future-ready

IFS was early to market with artificial intelligence (AI) solutions, and our initial offerings have dealt with narrow slices of the business—schedule optimization and customer engagement. Today, we are delivering against a vision for IFS's entire product portfolio across manufacturing, project management and service solutions. This new approach will allow customers to integrate enabling technologies such as IoT, augmented and mixed reality (AR/MR), AI and machine learning (ML) in pragmatic and focused ways so they can optimize, automate, predict and interact better across their business.

Vendor of choice

Manufacturers can look to IFS to provide end-to-end enterprise software that is proven in the most demanding global environments, with embedded asset management and service IFS deliver a complete business solution.

Ready to use out-of-the-box

IFS Field Service Management Cloud

IFS Service Management is the most powerful service planning, tracking, and optimization solution available.

It enables and maximizes profitable service-based revenue streams within a single platform by combining leading service management functionality, including complex asset management, scheduling optimization and mobility, with enterprise class ERP capabilities, such as Supply Chain Management, Human Capital Management and Global Financials.

IFS Enterprise Resource Planning Cloud

IFS Enterprise Resource Planning (ERP) Cloud enables you to exploit a fast-paced, digital, service-driven world.

It delivers individualized offerings with best-in-class functionality across Finance, Human Capital Management, Customer Relationship Management, Supply Chain Management, and more. It includes powerful functionality for discrete, process and multi-mode manufacturing, as well as complex project and service management, across a wide range of industries.

IFS Enterprise Asset Management Cloud

IFS Enterprise Asset Management (EAM) Cloud gives you what you need to manage your full asset lifecycle, helping you to reduce the cost of managing your assets and asset information.

It provides powerful tools to deliver reliability-centered maintenance, preventive maintenance, workforce management, capital project management, overall equipment efficiency and mobility. Including maintenance inventory, document and contract management, engineering and finance, IFS EAM offers business continuity in the face of disruptive change and unlocks the opportunities of Industry 4.0.

IFS Cloud: One platform. Class-leading capabilities.

IFS Cloud is a single platform that delivers class-leading solutions across Service Management, Enterprise Resource Planning and Enterprise Asset Management.

Built to meet the needs of your business and the markets you serve, IFS Cloud delivers the full spectrum of IFS capabilities from a common platform, with solutions tailored to your industry and functional needs.

With consistent user experiences and solutions that work together out-of-the-box, our product is simple to use and tailor, making it easy for you to extend and connect your software to IFS Cloud.

You start with the solution that fits your needs best and add new functionality as requirements change and grow—without having to buy, integrate and support new products.

1 One product

2 Unique industry depth

3 Embedded innovation

4 Choice without compromise
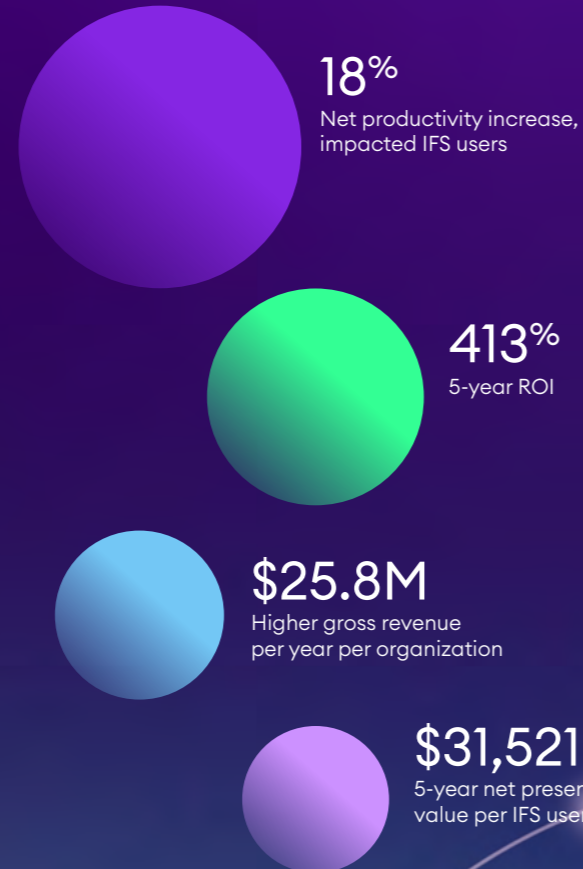
5 Delightful experiences

Don't just take our word for it

> "We are constantly looking for technologies and processes that will allow us to work smarter and faster than our competitors. IFS Cloud gives us a platform where we can deploy and operationalize innovation in a pragmatic and safe way. Combined with IFS's industry functionality, this gives us a way to outflank the competition while delivering more value to our customers."

Jyrki Anttonen
Technology Director, Cimcorp

IDC Business Value Snapshot*

18%
Net productivity increase, impacted IFS users

413%
5-year ROI

$25.8M
Higher gross revenue per year per organization

$31,521
5-year net present value per IFS user

*IDC Business Value Snapshot, sponsored by IFS, The Business Value of IFS Enterprise Solutions with Industry-Specific Use Cases, September 2019.

Welcome to a world of delightful experiences

Whether it's a mass market app on a smartphone or a business system dashboard on a desktop, it's people that use software. The user interface design, and the resulting user experience, are fundamental to how effectively we interact with, use and adopt technology.

Effective, enjoyable to use tools also facilitate collaboration, improving engagement and user performance. It helps you respond to end customers quickly and efficiently and foregrounds the information you need to deliver on your promises.

The IFS Aurena user experience helps you do work and business more efficiently. It feels and operates like the best consumer software but is designed to perform in complex scenarios and large, data rich enterprise environments.

IFS Aurena is intuitive to use and is easily configured to promote the information that's most relevant to each user. Only you know what's most important in any given workflow, and with IFS Aurena you can bring that information to the foreground, helping you prioritize your workload and combine insight with action on any device.

Same product, great choice– wherever you deploy

To keep delivering the latest functionality, innovation and experience improvements to you, our new product is built in the cloud. But the way we deliver our solutions, and all future updates to them, is flexible. You can deploy and run in three ways that offer different operating models for your IFS Cloud software. Whichever choice you make you'll have exactly the same functional solution, no compromises.

Cloud
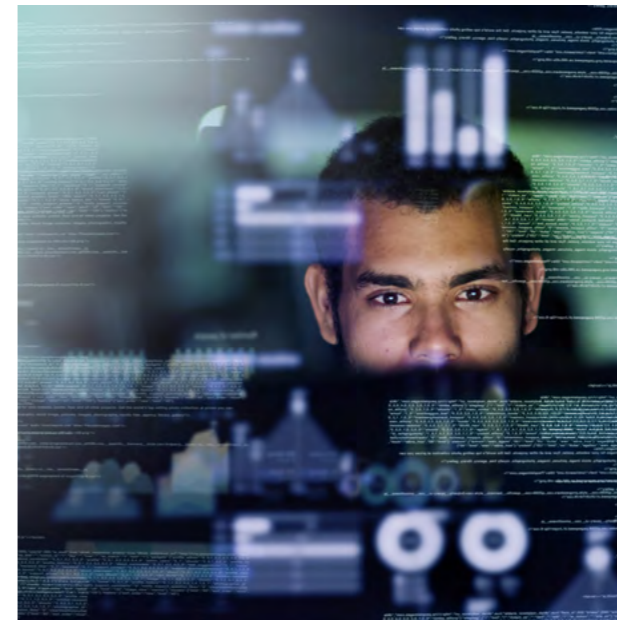Hosted in our cloud, you connect to the service and we do the rest

Remote
We provide pre-packaged IFS Cloud software, which you operate on supported platform software, whether cloud or on-premise

On-premise
we provide software artefacts like containers and database scripts, which you install and operate yourself, either in cloud or on-premise
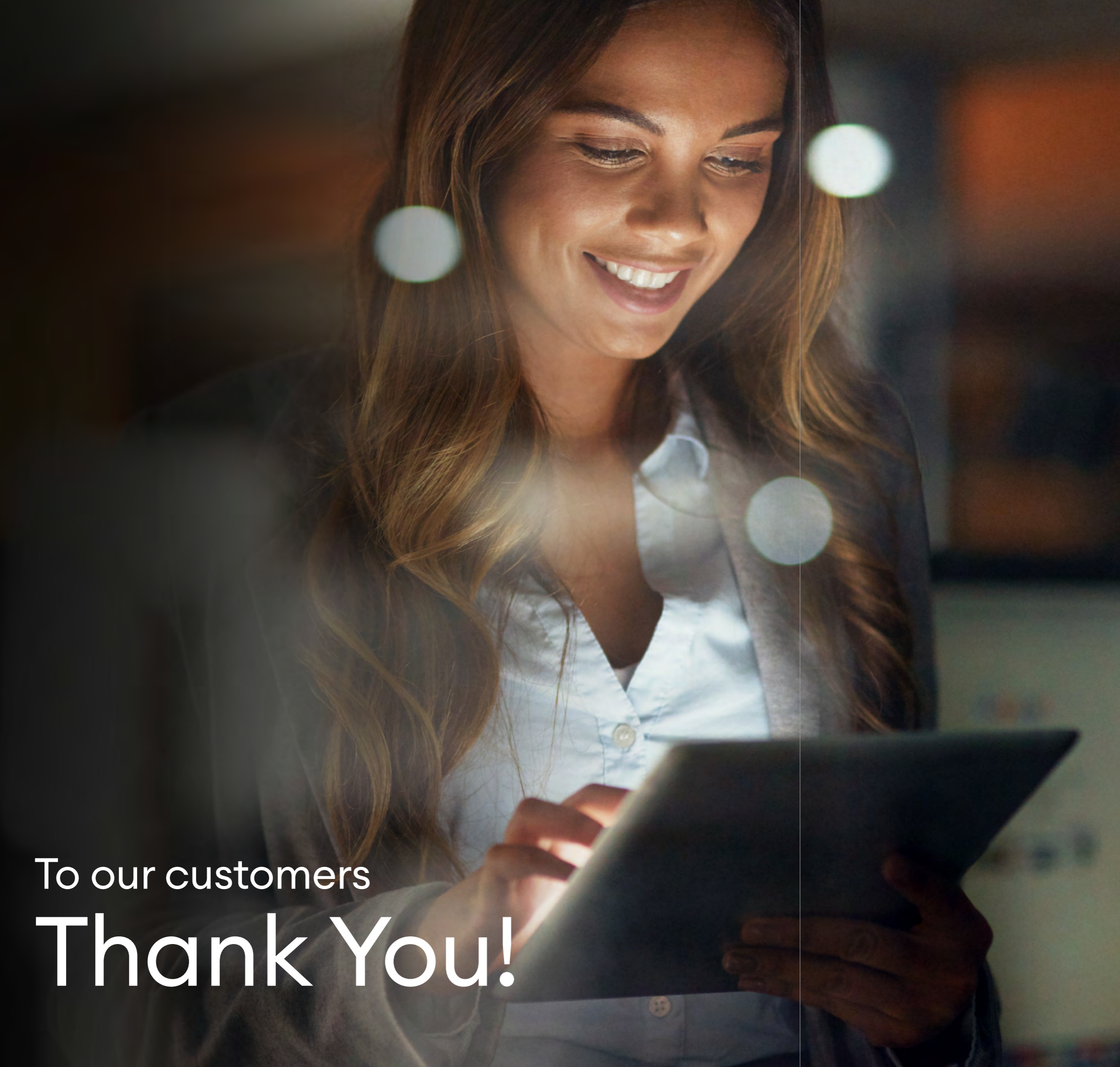
IFS Cloud is also designed for portability, so that you can go from on-premise to the cloud, and from the cloud and back again. This means you aren't tied into your original residency choice and are safeguarded against changes to conditions and regulations in the future.

Our journey to the intelligent and autonomous business

As we journey into the future with our customers, our aim is to change the playing field for Enterprise Resource Planning, Service Management and Enterprise Asset Management. This ambition is founded on harnessing a core set of enabling technologies that will unlock transformation and disruption for our customers – from artificial intelligence and business process automation to the application of analytics and simulation.

We've been building out and deploying many of the crucial underpinnings and enablers that our vision is built on, with strategic investments in user experience, a layered Application Architecture enabling Evergreen software updates, and the API foundations for integration between platforms, applications and other technologies. This means that IFS customers are already on the journey with us into the future.

For over 30 years we have had the privilege of working with many of the world's foremost companies. Each project arrives with its individual challenges and concludes with a great sense of achievement and satisfaction. To all of our customers we say a very sincere thank you.

Want to know more?

Read more about IFS and our products at
ifs.com

Read some thought-provoking opinion pieces at the IFS Blogs:
http://blog.ifs.com

Follow us on social media channels to get the latest news on what is happening

Facebook: IFS

Twitter: IFS

LinkedIn: IFS

To our customers
Thank You!

About IFS

IFS develops and delivers enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. Within our single platform, our industry specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers—at the Moment of Service.

The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 4,000 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers. Learn more about how our enterprise software solutions can help your business today at **ifs.com**.

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