

IFS Service Parts Management



The right parts in the right place at the right time

Inventory represents an essential but costly component of service operations, yet too few service management solutions can manage spare parts and van stock alongside scheduling and warehouse replenishment. With IFS you have all the functionality necessary to centrally manage your entire inventory and logistics operation.

It is difficult enough to consistently minimize inventory while maximizing parts availability, align parts inventory with service levels, and increase asset uptime. You also need to maintain cost and efficiency throughout the entire process, which can make your job complex and challenging.

IFS's comprehensive parts and spare parts functionality is proven to handle these challenges, going beyond standard stock management to deliver complete service parts optimization.

Creating the perfect balance between inventory and service levels

- Minimizes inventory levels to improve profitability, reducing carrying and storage costs but providing access to spare parts when needed
- Ensures first-time-fix (FTF) by quickly getting the right part to the field, leading to increased customer satisfaction and overall profitability
- Provides enhanced parts visibility so your supply chain can show where the need is and where the parts are headed



IFS Service Parts Management provides you with the main components for your complete strategic service management process so you can ensure that the right spare parts and resources are at the right place (where the broken part is) at the right time.

IFS synthesizes its deep scheduling optimization, asset, and service management capabilities with its parts optimization systems to ensure that the right part is allocated right when a technician needs it. Where it can, this happens when an appointment is scheduled. If a technician discovers they need a part while on a job site, they'll see where the closest stock is located—IFS can integrate a variety of different channels, including technician vehicles.

And in the event of a return, repair, or part replacement, IFS has a robust reverse logistics platform that extends across dealer networks and contingent labor pools.

This all comes together to ensure that, rather than search for parts or waste time on multiple visits, your team has the parts they need where and when they need them. This helps minimize time from ticket to invoice, improve uptime, and helps you deliver more fully on your promises to your customer.

With IFS, you'll improve inventory accuracy to reduce inventory loss and improve cashflow with embedded capabilities:



Advanced parts management provides full support for part alternates, part chains, part replacements, part revisions, and condition codes



Smart procurement processes combine forward logistics with multiple delivery channels including parts pick-up and drop-ship, giving you the options necessary to optimize your stock movement



Reverse logistics ensures the flow of parts back to depot repair vendors and OEMs when needed



Detailed logistic transactions log to the most granular level for complete auditability and reporting



Stock counts help maintain on-going accurate inventory valuing reports and control



Special algorithms maintain min/max and reorder points and quantities that ensure the optimized level of stock in the field



Mobile logistic synchronizations ensures accurate and on-line field reporting of all parts usage and needs to perform the highest level of service your customers are expecting

Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com



IFS develops and delivers cloud 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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