

The future of service management technology

Ground-breaking service capabilities that
enable you to maximize customer outcomes.



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Deliver Amazing Moments of Service

By embracing the service delivery models of the future

In today's customer-driven environment, service is more relevant than ever before. Why? Because it enables differentiation in a crowded, competitive market and is a key revenue driver for future business growth.

In recent years, service has also become the face of your business. As such, it is often the catalyst of customer frustration or adoration and an opportunity to show how you're using technology in intelligent ways, not just to track customer behavior or save on the bottom line, but also to create transformational experiences for your customers. We call these 'Moments of Service'.

1/2 of references we surveyed are now offering usage-based contracts and 1/3 are offering outcome-based contracts.

Gartner Critical Capabilities for Field Service Management 2020.

These are the moments when everything comes together, when the hundreds of decisions, thousands of processes and people all align to deliver your company at its best. Whether you manufacture heavy industrial equipment, undertake complex construction projects, manage aerospace assets or operate a huge electric or water utility, it takes your entire organization to deliver value at the exact moment when your customers are engaging and interacting.

Great Moments of Service connect you to your customers and drive greater brand loyalty. But delivering these kinds of experiences requires you to refocus your business on services and outcomes instead of products. It also requires next-generation technology that can predict and prevent asset downtime, automate manual activities inside and outside businesses, offer out-of-the-box innovation, and reduce operational costs.

But just how are industry innovators rising to meet these challenges? And how can the right technology help you embrace the service delivery models of the future, such as predictive maintenance and outcomes-based service capabilities, that will enable you to deliver amazing customer experiences?

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As a manufacturer, we must think about how to evolve our operations to ensure the customer outcomes of uptime and information are met. IFS has been instrumental in enabling us to differentiate on service and has prepared us for the future of service.

Dietmar Schmitz, Head of Product Development Service, Eickhoff.

Service is the new product. And it enables the move to outcomes

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It's inevitable: Selling products as services will become a major component of businesses over the next decade.

Aly Pinder, Program Director, Service Innovation & Connected Products, IDC.

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In the last few years, we are gradually seeing things turn to more Servitization. Our customers don't want our products, they want us to sell them the outcome our products can give.

Trond Aune is the Global ERP Manager at Jotun, meaning he knows exactly why meeting the Moment of Service is essential in order to sustain continued business growth. Listen as he explains how, with IFS's service management technology, they're able to offer added value to the end customer.

Break/fix is dead. You must predict and prevent

IoT and machine learning make predictive maintenance a reality

IFS customer Eickhoff, like many manufacturers, has been redefining the role service will play in the company's ability to differentiate. Eickhoff's 1,300 employees worldwide support two business units: mining equipment and gearboxes for industrial and wind turbine applications. Its mining customers are focused heavily on uptime and output since any downtime of the equipment is incredibly costly.

Dietmar Schmitz, Head of Product Development Service at Eickhoff explains:

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IoT and data analysis are critical to Eickhoff's evolution. Porting notable events from our IoT environment into IFS's platform is helpful in terms of history and documentation, in detecting events that are worth alerting customers to take action on, and to schedule out and even predict service needs. But moreover, the insights we can glean are a new line of customer value. Their ultimate goal is uptime, so not only can we provide the machinery but also insights to help them achieve that goal.



We're helping our customer Icelandair to analyze data from multiple sources while utilizing predictive modelling that's powered by machine learning. Plus, we're using explainable AI to not only predict when an aircraft may experience an issue that requires ground-time within a certain time frame, but also to predict which area of the aircraft is most likely to experience a failure.

Take a look at these two short videos from Icelandair, where Reliability Engineer, Lilja Scheel Birgisdóttir explains how, with the help of IFS, they are able to reduce costs by collecting technical data that enables them to constantly evaluate the health of their fleet.

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Using this technology to identify, capture and analyze data—utilizing that to be better in our preventative maintenance has been a really exciting journey for us.

Trond Aune, Global ERP Manager, Jotun

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We're saving costs and increasing our on-time performance.

Lilja Scheel Birgisdóttir, Reliability Engineer, Icelandair

Artificial intelligence to optimize resources

And make predictive scheduling a reality

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IFS scheduling optimization is a phenomenally powerful tool. It is key to us in delivering the outcomes our customers want in the most efficient way possible.

Mike Gosling, IT Service Platforms Manager
Cubic Transportation Systems.

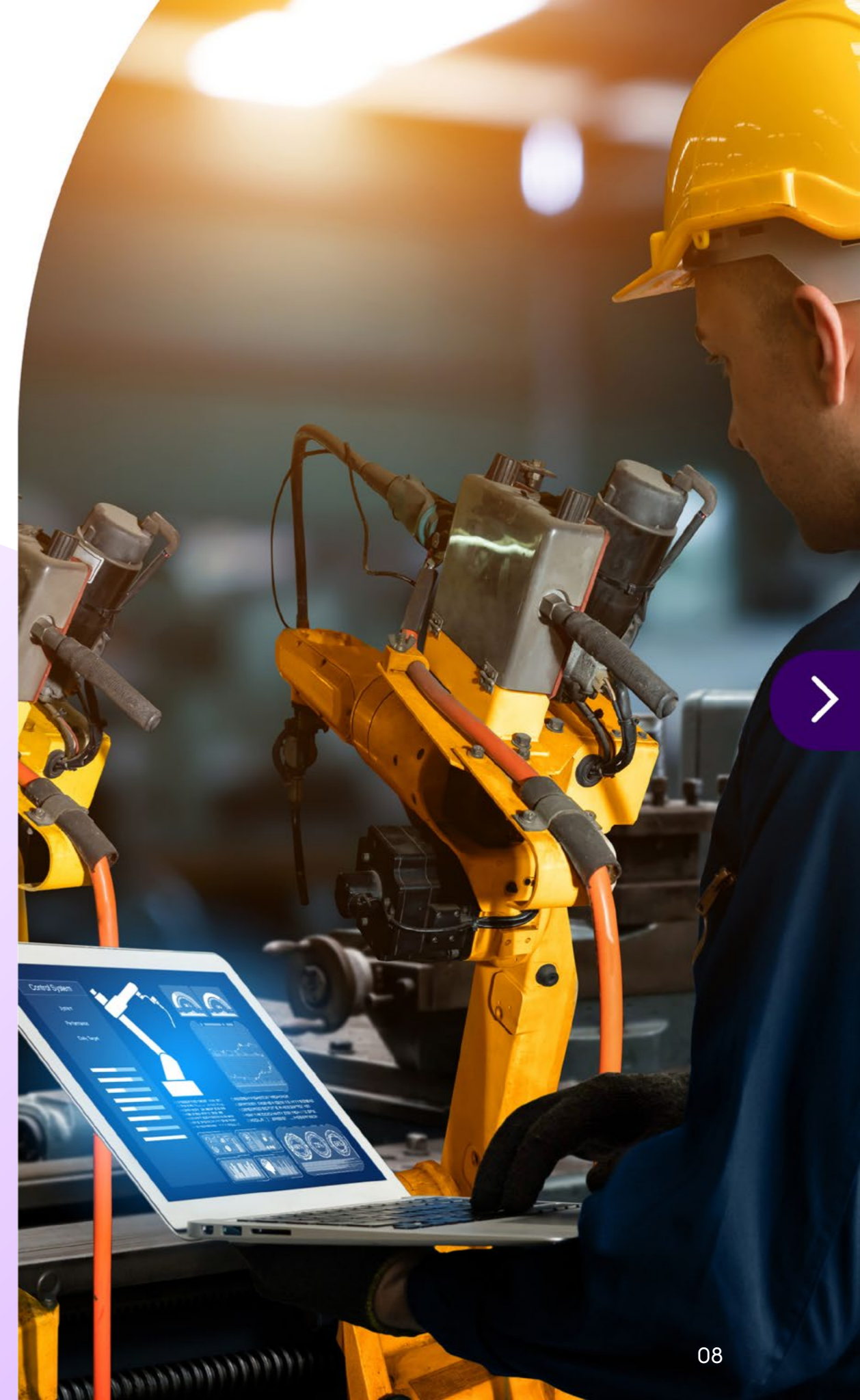
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By 2025, algorithms and bots will schedule over two-thirds of field service work for field service providers dependent on automated schedule optimization.

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

Adopting intelligent process automation technologies

To solve problems end-to-end



Harness the power of integrated data

To deliver a seamless CX every time

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You need to give customers a consistent level of service no matter where you operate, and this platform allows us to do that.

Gyner Ozgul, Senior Vice President, Smart Care

Smart Care Equipment Solutions is the US's largest Independent Provider of Commercial Kitchen repairs. Here Senior Vice President of Operations Gyner Ozgul discusses the benefits that IFS's technology provides for their end-customer.

Realize the full benefits of digital transformation

With less risk, lower cost and in a fraction of the time

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By 2023, Gartner predicts that organizations that have adopted a composable approach will outpace competition by 80% in the speed of new feature implementation.

Here our customer Cimcorp, the pioneers of automated robotic solutions for intralogistics, explains how IFS Cloud will bring innovation to life for their business and their customers.

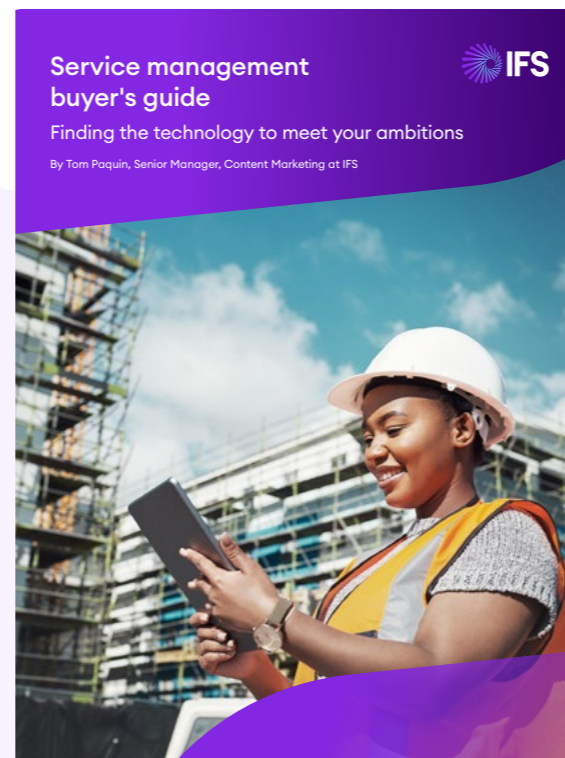
Deliver amazing Moments of Service

Customers today don't want to buy products, they buy experiences. These experiences can be made delightful if you adopt digital business models and orchestrate your entire value chain to achieve, not only a great Moment of Service, but also the full benefits of digital transformation for your organization.

Discover how IFS can help your organization embrace the service delivery models of the future.

Discover the software that will meet your ambitions

Download the IFS Service Management Buyer's Guide that explains exactly how to align your service workflow uniquely to the technologies that will help deliver growth.



Explore IFS for yourself

See firsthand how you can benefit from IFS Cloud. Book a personal demonstration or request more information.

About IFS

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](https://www.ifs.com).

#MomentOfService

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