



Working with Platned, Auto Windscreens has successfully migrated a fully customised mobile instance of IFS Field Service Management to a streamlined, easily maintained baseline upgrade. In just 6 months the company removed its reliance on costly specialist vendor services, streamlined workflow processes, and established in-house capabilities to take the business forward.

## A UK-wide response

Around 360 mobile technicians enable vehicles to be repaired at a customer's home or work, or to be taken to one of 80 regional service centres. The field service network, coupled with a 24/7 customer contact centre, makes the company one of the UK's largest windscreen replacement operations.

## Removing customisation complexity, reducing costs

The company was keen to rapidly embrace the latest innovative features and technology available in the latest application release, FSM 6 – an upgrade from its current version, IFS FSM 5.7.

Explains Adrian Egley, IT Application Manager for Auto Windscreens, "Our current instance of FSM was fully customised for mobile by IFS. Any changes we needed were obviously taking time and becoming very costly to implement and maintain. With the release of FSM 6, we took the decision to upgrade based on the availability of rest APIs for the website, integrations with IFS Planning and Scheduling Optimisation (PSO) and embedded capabilities for mobile build in the standard upgrade version."

**Transformation project with Platned maximises IFS solution value and reduces costs for Auto Windscreens.**

## About Auto Windscreens

Owned by the Marker study Group, Auto Windscreens is a leading UK automotive glazing brand specialising in windscreen repair and replacement.

Auto Windscreens employs around 900 people, of which over 99% use or access the company's IFS enterprise software platform on a daily basis.

## Creating independence

As part of this transformation, the business also wanted to move away from its heavy historic reliance on external IFS professional services. Adrian is one of an internal team of five looking after the company's IFS products, supported by other IT departments within the group IT function. "Our goal was to bring control back in house for areas like mobile and customer engagement, investing in training and embedding skills to service the business more quickly," he says.

"By late April 2023 it was clear that we did not have the time, skills or resource to manage the mobile transition internally," he explains. "At that point I reached out to Chris Finch, a Business Development Manager at Platned who we'd worked with before via IFS."

"Within days we had Kasun, a Platned consultant onsite with us, reviewing our processes and how the baseline version could meet our needs. By working through and rationalising our screen sets and workflows together, we were quickly able to reduce the number of interactions needed, saving technicians time and effort on every visit. That equates to a 20% reduction in screen workflows required," he says.

## Direct feedback, immediate action

Using Microsoft forms surveys every two months, Adrian now gets regular feedback from technicians. "We quickly know what they like, and what they don't, and we can act on it immediately making rapid changes in-house. It's a very different scenario to being totally reliant on securing scarce, costly external consultant resource to execute a screen change, which might take five months," he says.

How does Adrian see the relationship that has been forged between Platned and his team during the project? "It's been an excellent – and a totally refreshing experience to what we've seen with external consultants in the past. Platned quickly scoped out the issues, pinpointing exactly what was working well and what should be improved. The consultant did everything they said they would and delivered everything promised on-time and under budget. The quality of output and the depth and level of documentation has been first-class."

"Expertise for field service management solutions, and especially workflows using advanced capabilities like Planning and Scheduling optimisation, is extremely hard to find. Solutions like IFS FSM call for specialist skills and experience that sits outside conventional IT and ERP support. We get emails all the time from other companies offering support services, but we'd never consider looking anywhere else if ever Auto Windscreens had another project need. I can't speak highly enough about the work and expertise Chris and his team have given us," says Adrian.

## Benefits achieved working with Platned

- In-house capabilities established removing reliance, delays and costs associated with vendor-consulting.
- Immediate access to specialist service management solution skills on time and materials basis.
- Independent scrutiny and streamlining of critical business processes and screens.
- Successful upgrade from high maintenance customised mobile functionality to a standard code baseline implementation within 6 months.
- Documentation and training ensuring in-house skills to rapidly respond to technician user feedback.



**Learn on the job, developing the application ourselves by building new internal skills. Bringing Platned on board to both implement the upgrade and train up our team has proved the right approach.**

Adrian Egley  
IT Application Manager for Auto  
Windscreens

## Looking ahead

Part of the upgrade started touching on the customer engagement platform, and Adrian is looking ahead to undertaking a full transformation of contact centre capabilities and IFS customer engagement. "Thanks to Platned we're now very self-sufficient and are handling a lot of in-flight work. I'm sure Platned will be helping us in further key projects in the months to come." he says.



Image 1 - Auto Windscreens services



**The consultant did everything they said they would and delivered everything promised on-time and under budget. The quality of output and the depth and level of documentation is first-class.**

Adrian Egley  
Application Support Team Leader for  
Auto Windscreens

## Find out more

For further details, e-mail [info@platned.com](mailto:info@platned.com), contact your local Platned office or visit our website at [www.platned.com](http://www.platned.com)

