

# ESM, ITSM, and IoT Revolutionising Manufacturing



## The Convergence of Enterprise Service Management, IT Service Management, and IoT

As Industry 4.0 continues to reshape the manufacturing landscape, the integration of Enterprise Service Management (ESM), IT Service Management (ITSM), and the Internet of Things (IoT) has become essential for organisations aiming to stay ahead in a highly competitive environment. At Platned, we champion the power of IFS Assyst in bringing these three critical domains together, showing how this combination drives innovation, precision, and excellence in manufacturing. Let's explore the five key ways this convergence is transforming the future of manufacturing.

### 01

#### Predictive Precision with IoT-Driven Maintenance

In today's data-driven world, the integration of IoT technology with predictive maintenance is revolutionising manufacturing. Traditional reactive maintenance approaches are being replaced by proactive strategies that utilise real-time IoT data to predict and prevent machinery failures.

IFS Assyst serves as the orchestrator of this transformation. By providing a unified platform for seamless collaboration across departments, it ensures that insights from IoT data are translated into actionable maintenance strategies. This synergy enables organisations to transcend siloed operations and adopt a holistic approach to machinery health.

### 02

#### Orchestrating Efficiency - Mastery of Assets and Inventory

With IFS Assyst, ESM and ITSM are seamlessly integrated, offering a unified command centre for comprehensive asset and inventory management. When combined with IoT technology, this setup provides organisations with real-time data on asset status and usage, enabling precise tracking and maximising asset value.

This synergy extends to procurement processes, transforming them into intelligent, responsive workflows. IFS Assyst automates procurement, optimises stock levels, and enhances supplier relationships, driving both efficiency and cost-effectiveness.

### 03

#### Automation Marvels - Revolutionising the Service Desk

In the fast-paced world of manufacturing, agility is key—and this includes your service desk teams. However, their effectiveness can be hampered when they're bogged down with repetitive tasks or overwhelmed by calls.

IFS Assyst lays the foundation for streamlining and automating service desk workflows. By automating routine tasks and leveraging real-time data, manufacturers can quickly resolve issues, minimising disruptions to critical business processes. IoT-triggered events, integrated into manufacturing workflows, can also detect anomalies and trigger automated responses.

The automation and self-service capabilities of IFS Assyst not only ease the burden on your service desk team, allowing them to focus on value-added activities, but also empower users to seek solutions independently.

# 04

## Quality Unleashed - A Focus on Compliance

IFS Assyst creates a robust framework for quality assurance, ensuring that every aspect of your business process—from IT and HR to production—meets the highest standards.

IFS Assyst helps navigate the complex landscape of compliance with precision. By embedding compliance-focused workflows, manufacturers can ensure adherence to industry regulations and standards. Rather than being a burden, this focus on compliance becomes an opportunity to elevate standards and build trust in the products emerging from your production lines.

# 05

## The Symphony of Insight - Data-Driven Decisions

One of the greatest advantages of IoT technology is its ability to provide real-time data—and plenty of it. However, sorting through this data to extract meaningful insights can be overwhelming. IFS Assyst, promoted by Platned, consolidates these insights into a single view, empowering manufacturers to make informed decisions swiftly.

By combining the analytical strengths of ESM and ITSM with real-time IoT insights, IFS Assyst helps manufacturers navigate complexities, optimise processes, and stay ahead of market trends.

## Embrace the Future with IFS Assyst: ESM, ITSM, and IoT as Catalysts for Manufacturing Evolution

At Platned, we believe that the integration of ESM, ITSM, and IoT through IFS Assyst is not just about revolutionising manufacturing; it's about future-proofing your operations in an ever-evolving landscape. IFS Assyst's strong automation and self-service capabilities bring these domains together, unlocking new levels of efficiency, agility, and innovation.

Get in touch with us today to discover how Platned and IFS Assyst can be tailored to revolutionise your manufacturing processes and leverage the power of ESM/ITSM to supercharge your IoT technology.