



Introducing Platned Gateway

Because support is more
than just a bridge



- Support in the wider context of supporting your business in its hour of need, not just software bugs and their fixes.
- Rapid, reliable and responsive.
- Non-hierarchical specialist teams.
- Consolidated services.
- Expert and impartial business advice.
- Onetouchpoint, regardless of product.
- Token-free.

Maximise current value. Extend solution lifetimes. Streamline adoption of, or upgrade to, IFS Cloud.

Gateway is the one-stop hub for all Platned expertise, help or resources.

From legacy IFS Applications to IFS Cloud; from IFS product support to training and consulting; from implementations to updates and upgrades. Whatever your outcome-based requirement, Platned Gateway is the service you need.

One call to Platned Gateway confers instant, direct access to the Platned global team delivering full, end-to-end services across every facet of customer user needs.

With 24/7 technical support, an average managed service uptime in excess of 99.9%, and specialist capabilities in niche solutions such as Field Service Management (FSM) and Planning, Scheduling & Optimisation (PSO), Platned Gateway covers the entire IFS landscape.

Simple: One level – Platned Gateway – not Bronze, Silver, Gold, or Platinum that bring complexity and anxiety about choosing the right package. Not one package for product support and other packages for other services. Just Platned Gateway for all services.

Resourced: Platned invests ahead of the curve in growing the size of the talent pool and is staffed with its own employees.

Strong: Over 250 employees focused on your success.

Scalable: Structured to scale.

Transparent: Timely, insightful communication and one seamless conversation. An absence of operational silos.

Responsive: A properly qualified initial response to a P1 issue within 20 minutes and P2 within 1 hour. No tickets disappearing for weeks.

Specialist: Industry, technical, and functional expertise across all areas that we support.