

Smart Service for Smart Facilities

How facility management companies can leverage AI-powered technology to enhance intelligence, safety, efficiency, and profitability.

Smart technologies are increasingly becoming the backbone of facilities management, enhancing safety, efficiency, and sustainability.

However, when Facilities Management organisations use off-the-shelf solutions to oversee the built environment, they often face issues like inefficiency, inadequate sustainability practices, and poor adherence to customer SLAs, all of which can erode already slim profit margins. Leading global facilities management companies are turning to IFS AI-powered technology to boost field service and asset efficiency while maintaining profitable service delivery.

Companies such as PHS, Polygon, ACCO Engineered Systems, and Mitie Fire and Security have achieved up to a 35% increase in technician productivity and up to a 49% reduction in subcontractor costs, leading to improved profit margins and a better customer experience.

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What can
IFS's smart,
single solution
deliver for your
service
operations?



Challenge

Achieving higher margins to stay competitive

Maintaining and increasing high margins to stay competitive in today's facilities management sector is a complex challenge. It demands a strategic approach to managing costs, adopting technology, acquiring talent, and mitigating risks.



Solution

Enhance company-wide efficiencies such as improved people management, optimised asset utilisation, and streamlined workflows. IFS solutions support your smart facility objectives by integrating systems, processes, technologies, and personnel into a unified service lifecycle, leading to cost reductions and increased margins. Here are some highlights of IFS solutions that can positively impact your bottom line:

Predictive maintenance

By combining IoT, data analytics, and AI/ML with a Field Service Management (FSM) software platform, facilities management companies can predict service issues, reduce unnecessary onsite visits, and provide a proactive experience. These technologies also enhance sustainability and building efficiency, ultimately improving profitability.

Workforce Management

IFS Planning and Scheduling optimisation software can lower travel costs, boost service productivity, and consistently meet service level requirements through real-time, AI-powered scheduling optimisation. One IFS FM client saved €13,000,000, reduced carbon emissions by 30%, and achieved a 10% increase in productivity, thanks to the IFS planning and scheduling optimisation (PSO) solution.



Challenge

Managing a fragmented workforce

Many facilities management teams struggle with inadequate staffing during peak times or for specialised skills, and are contending with a global shortage of highly skilled field service workers. Subcontractors can bridge these gaps and are crucial in supplementing the service workforce. However, with an average of 44% of workforce expenditure allocated to subcontractors, excessive reliance on them can erode profit margins. Additionally, if subcontractors fail to provide the same level of service as in-house engineers, who act as brand ambassadors, it can negatively impact customer satisfaction

Solution

IFS Planning and Scheduling Optimisation Software

Facilities managers who have adopted the IFS solution have achieved a 49% reduction in subcontractor expenditure, thanks to a streamlined scheduling system that boosts internal technician productivity by up to 35%. Given that subcontractors play a crucial role in the workforce, managing them alongside your existing field service team is essential. IFS Field Service Management mobile apps facilitate this by providing subcontractors with easy access to essential information, such as the customer's service history and virtual assistance from experts.



Customers like things quick, both from an information perspective with work orders and an invoicing perspective. They want things quicker and more accurately, and IFS FSM allows us to act quickly.”

Felix Wong,
Manager of Business Process
Management at Ainsworth



Challenge

Rising Customer Service Expectations

As customers demand a wider range of services, facilities management companies can no longer rely solely on transactional service contracts and agreements. They must now provide proactive solutions that emphasise outcomes and value to meet the growing expectations of their customers.



Solution

Comprehensive Service Lifecycle Support for Transitioning to Outcome-Based Services

Traditional contracts are transactional, focusing on service delivery over a fixed period (e.g., 2-3 years). In contrast, outcome-based performance contracts emphasise the value and results delivered throughout an asset’s entire lifecycle. For example, ensuring that an office building’s temperature remains comfortably at 72 degrees whenever it is occupied. To fulfil this promise, facilities management companies need the capability to configure contracts to cover all service tasks, resources, and processes necessary for achieving the desired outcome over the asset’s lifespan.

IFS supports the shift to outcome-based contracts with features such as customer service portals, contract and warranty management, remote assistance, IoT predictive service, and planning and scheduling optimisation. These solutions enable intelligent monitoring, continuous performance tracking, and proactive issue prediction, allowing for corrective action to prevent downtime. They also enhance customer engagement throughout the service delivery process and utilise technology to prioritise performance and prediction for the customer.

Real Example

Ainsworth is a multi-trade company offering high-quality electrical, building automation, HVAC, data and technology, mechanical, technical, and maintenance services for a range of commercial, industrial, institutional, and residential clients. Recognising that customer experience and service drive loyalty and purchasing decisions, Ainsworth has evolved its service model. Initially, they provided reactive service, waiting for customers to request assistance. Now, with IFS Field Service Management, Ainsworth proactively manages service by leveraging trending data and call history to enhance customer service.



Challenge

Optimising Energy Consumption

The push towards sustainability brings several challenges, including the shift to paperless facilities management operations, enhancing building efficiency, and improving waste management. Overcoming these challenges requires investment in new technologies, workflows, and processes to meet sustainability goals effectively.

Solution

Facilities management companies can reduce fuel costs and paper usage by automating field service scheduling processes, making smarter scheduling decisions, and delivering work order assignments to field workers via mobile devices. Organisations that have implemented IFS Planning and Scheduling Optimisation can achieve annual carbon emissions reductions of up to 13,475,000 pounds. With IFS, field workers can also use mobile devices and applications to order spare parts, access knowledge resources, and complete work order debrief reports, supporting a paperless strategy.

About Us

Platned Ltd is an ERP and IT services company with a total customer focus. We provide services globally through our offices in the UK, USA, Australia, Dubai, Sri Lanka and China. Our specialist teams in multiple countries cover major time zones, and our 24/7 support team ensures continuous assistance. At the heart of our corporate ethics is the commitment to provide business solutions that add value to your organisation. We extend our capabilities to cloud and infrastructure services using Microsoft Azure and Amazon Web Services.

About IFS

IFS develops and delivers cloud enterprise software for companies worldwide that manufacture and distribute goods, build and maintain assets, and manage service-focused operations. Within a single platform, their industry-specific products are inherently connected to a single data model and incorporate embedded digital innovation, enabling its customers to excel when it really matters – at the Moment of Service™. The industry expertise of their people and growing ecosystem, combined with a commitment to deliver value at every step, has made IFS a recognised leader and the most recommended supplier in their sector.