





The journey of Platned  
and its customers  
together: **learning,**  
**progressing, striving for**  
**excellence, and**  
**supporting each other.**

# Platned's brand story, mission, vision and values

## Our brand story

At Platned, we believe transformation should be collaborative. Creating business agility, resilience, growth, and success is a journey best shared.

We offer multi-sector experience, global reach, and specialist expertise and knowledge that is available in minutes - not days or weeks. As more than 100+ organisations have already discovered in the last decade, it's a compelling proposition.

And, as we nurture your success, we also secure our own...

## Our Vision

Strive to improve our world in every engagement we make by championing our values.

## Our mission

To focus tirelessly on delivering high-value, affordable, customer-centric services.

This means being...

### ...an innovator

We are leaders in solving business challenges.

### ...a listener

We are sensitive and responsive to the needs of our customers and colleagues.

### ...an enabler

We are passionate about bringing long-lasting success to every customer and colleague.

### ...a true partner

We are a trusted partner in every relationship we make.

### ...the First Choice

We aim to be the first choice of business solution partner.

## Our values

### Integrity

Great business starts with trust. We strive to create relationships that will span decades, based on transparency, fairness, and true business partnership.

### Sustainability

We all face challenges. The choices we make, and the way we work, have never mattered more. We are committed to driving long-term growth and a more circular economy.

### Empathy

Listening creates understanding. By sharing and discussing problems, we collaborate to resolve them quickly, efficiently, and cost-effectively.

### Empowerment

Confident people make great things happen. We share our skills and experience openly, nurturing capability and growth for our customers, our partners, and our own employees.

# One Partner. Unlimited possibilities.



Platned is the one-stop hub for all your solution-based requirements.



The Platned team provides the expertise and knowledge to deliver the IFS business solution outcomes and performance your business needs.

## Our Global Presence



Platned fosters smooth transitions and helps to equip end users to be their best selves, proficient and eager to embrace new technologies and solutions. By designing comprehensive training programmes and leveraging effective approaches, Platned helps clients navigate transformation, deploy enterprise applications, and establish efficient work methodologies. As a customer-focused service provider, we offer customisable

packages tailored to meet specific business needs and challenges. Our transparent pricing ensures predictable costs, aiding in effective budgeting and planning. With extensive experience in IFS services, we are trusted by numerous customers globally. Our team of experienced employees delivers high-quality IFS functional, technical, and infrastructure services, ensuring comprehensive support.



“

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...

...Within days in May we had Kasun, a Platned consultant on-site 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.”

**Adrian Egley**  
**Applications Manager**  
**Auto Windscreens**



# Platned's IFS Services hub



Through implementation and upgrade projects, using proven methodologies, we define, develop, implement and configure IFS solutions. Platned's end-to-end Gateway ensures your organisation can quickly realise value from innovative IFS technology and industry best practice, safe in the knowledge the project will be delivered on-time and within budget.



We consider Platned as an extension of our in-house ERP team. Their expertise in Oracle and IFS Backup solutions enabled us to successfully deliver a key initiative, especially during a time when internal resources were consumed by our ERP upgrade."

**Harley Williams**  
Head Of Business Systems  
Videndum



## IFS Managed Services

24/7 IFS Managed Services Mission-critical ERP demands end-to-end management by a highly skilled team. Hosting IFS can be complex, requiring competencies in multiple areas and ideally, an understanding of the underlying application design. Platned's IFS Managed Services offer access to seasoned IFS experts with decades of experience. Using automated round the clock monitoring, Platned's IFS Managed Services professionals ensure a minimum of 99.5% uptime, currently maintaining 99.9% uptime for IFS Servers, Applications Services Logs, and Oracle databases.



## IFS Support Services

Instantly access the help you need. Platned provides responsive, affordable and scalable support services to ensure maximum uptime and business value from your IFS solution. Through our 24/7 Global Support Centre, expert functional, technical and consultancy teams are just a call or email away.



## IFS Consultancy

Platned proudly showcases a diverse and dynamic Global Consulting Team, and this global presence is a testament to our dedication to serving customers worldwide. We recognise the significance of local expertise with a global perspective, and we will consistently invest in our teams to ensure we have the best talent to cater to your needs.



### IFS ERP Solutions

Platned's partnership with IFS provides complete visibility to your operations while helping you to streamline your business. Integrating the IFS ERP solution helps streamline the entire organisational process, increasing effectiveness and efficiency. IFS is user-friendly, avoiding complexity and rigidity. IFS solutions enhance organisational agility, enabling them to stay current with emerging technological advancements. The IFS ERP solutions encompass Enterprise Project Management, Enterprise Asset Management, and Service Management. Our solutions are configurable for a wide range of industries. The IFS ERP system can be swiftly implementable and scaled to meet your anticipated capacity expansions and future business growth.



### IFS Implementation

With a global track record of consistently delivering projects on time and within budget, Platned offers an efficient, value driven implementation service for both new implementations (such as IFS Cloud) or to introduce new functionality with IFS modules.



### IFS Cloud Upgrade

Built to meet the needs of your business and the markets you serve, IFS Cloud delivers the full spectrum of IFS capabilities from a common platform, with solutions tailored to your industry and functional needs.



### IFS Hosting

We offer automated 24/7 monitoring of your mission-critical IFS system to ensure high availability thereby, minimising the risk of downtime that could affect business operations.



### IFS Business Health Check

Our IFS Business System Health Check workshop assesses whether your IFS ERP system aligns with your business objectives. If not, we realign ERP processes with your business processes, delivering value to your business.



We have been collaborating with Platned since 2019 for Technical Consulting, assisting in BAU, patching, providing support during platform downtimes, ensuring that Paradigm remains on the correct version. The Platned team has consistently been responsive, addressing concerns with the platform promptly, 24/7. Platned stands out as one of the best partners we've ever engaged with. It's thanks to Platned that we continue to use IFS and plan to do so in the foreseeable future."

**Andrew Brownell**  
General Manager Systems & Services  
Paradigm



# Why Us for IFS Services



## Our IFS Services

Platned has a large highly skilled team with extensive expertise and experience in providing the following services to IFS customers.

- ▶ IFS Implementation
- ▶ IFS Functional Consultancy
- ▶ IFS Technical Consultancy
- ▶ IFS Global Support Centre - 24/7
- ▶ IFS Managed Services
  - IFS Application
  - Extended Applications
  - Infrastructure
- ▶ Oracle DB Services
- ▶ IFS Upgrade Services
- ▶ IFS Business-System Health Check
- ▶ IFS Integration to Bank & EDI Systems
- ▶ IFS Application Hosting - Azure/AWS
- ▶ IFS Training

## Services for IFS



## Integration Platform for IFS

# boomi





# Platned's Industry specialised solutions

Our extensive knowledge of industry processes, systems, and challenges allows us to deliver significant value to companies. Our journey began by working closely with IFS, shaping our focus on key industries, and gaining decades of accumulated experience. This longstanding commitment enables us to tackle specific industry challenges, offer innovative solutions, and support our clients in their business pursuits. Our experience and dedication have remained aligned with our company's original mission, ensuring we consistently provide insightful and effective services tailored to each industry's unique needs.

- ▶ **Manufacturing**
- ▶ **Service Industries**
- ▶ **Construction & Engineering**
- ▶ **Energy, Utilities & Resources**
- ▶ **Telecommunications**





▶ Platned  
Gateway

Platned Gateway  
Transforming support for  
all IFS platforms.

# Platned Gateway

## Your one-stop service hub.

- ▶ Support in the wider context of supporting your business not just software bugs and their fixes.
- ▶ Token-based – spend on what you want from a support case to an upgrade.
- ▶ Rapid, reliable and responsive. Non-hierarchical specialist teams.
- ▶ Consolidated services. Expert and impartial business advice.
- ▶ One touchpoint, regardless of product.

Maximise current value. Extend solution lifetimes. Streamline adoption of, or upgrade to, IFS Cloud. Introducing our new global support manifesto for IFS users....

Platned Gateway is the new, one-stop hub for any Platned expertise, help or resources IFS customers might need: Product support... advice and consulting... managed services... upgrades... implementation... outcome-based engagements and more. One call or message to Platned Gateway confers instant, direct access to the Platned global team delivering full, end-to-end services across every facet of IFS user needs. With 24/7 technical support, an average customer base uptime of 99.9% and specialist capabilities in niche solutions such as Field Service Management (FSM) and Process Scheduling Optimisation (PSO), Platned Gateway supports everything an IFS customer needs.

### Platned Gateway. Transforming support for all IFS platforms



#### Simple.

One level - Platned Gateway - not Bronze, Silver, Gold, or Platinum that bring complexity and anxiety about choosing the right package. No dilution of the expensive benefit when more customers subscribe to it. Not one package for product support and other packages for other services. Just Platned Gateway.



#### Resourced:

Platned invests ahead of the curve in growing the size of the talent pool and is fully staffed with its own employees. No sub-contractors.



#### 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.



#### Strong.

Over 170 employees focused on your success



#### Scalable .

Structured to scale.




“

We had multiple businesses with complex requirements and processes. Platned helped us implement finance, inventory, asset management, and rental management areas, giving us the benefits of many IFS functionalities. As we were delighted with the implementation, we also signed up for their 24/7 IFS support services as well as some ongoing process improvements. Platned's team is easy to work with and friendly. We are pleased to work with the Platned team and recommend them.

**Jimmy Bradley**  
Deputy Finance Director  
Kelly Group

 **Kelly Group**





Platned's partnership with IFS provides comprehensive visibility into your business operations, helping you streamline processes for increased efficiency and effectiveness. By integrating the IFS ERP solution, you can enhance your entire organisational workflow. Unlike other ERP solutions, IFS is user-friendly, avoiding complexity and rigidity, and improving organisational agility to keep pace with emerging technological advancements.





## Supporting partnerships



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