

IFS Field Service Management (FSM) software:

Enhancing operational excellence with Platned

Transforming field operations with FSM software

At Platned, we are proud to deliver exceptional support for IFS Field Service Management (FSM), enabling organisations to unlock measurable business value through smarter, more efficient service operations. From managing extensive assets and complying with stringent regulations to ensuring uninterrupted services, your operations demand precision and efficiency. Our partnership with IFS enables us to deliver advanced FSM software tailored to meet the needs of utilities providers and help manage energy, utilities, and resources.

Why partner with Platned?

- **End-to-end support:** at Platned, we understand that the journey doesn't end at go-live. We provide ongoing support to ensure our clients achieve long-term success with IFS FSM, addressing both immediate needs and future growth opportunities. Our 24/7 customer support ensures seamless operation and service continuity.
- **Industry expertise:** with a decade of experience and more than 250 customers across 10 countries, Platned has proven expertise in diverse sectors, including food and beverage, manufacturing, telecommunications, services, and construction. Our hands-on approach ensures tailored solutions for every client.
- **Specialist capabilities:** our capabilities span the entire IFS landscape, with a special focus on Field Service Management and Planning, Scheduling & Optimisation (PSO). This ensures we deliver highly customised, impactful solutions to address unique business challenges.

Key features of IFS FSM

- **Predictive maintenance** IFS FSM integrates IoT, data analytics, and AI/ML to enable predictive maintenance, reducing unnecessary site visits and providing a proactive customer experience. These technologies enhance sustainability and building efficiency, helping organisations achieve profitability while meeting environmental goals.
- **Workforce management** With IFS Planning and Scheduling Optimisation (PSO), organisations can lower travel costs, boost productivity, and consistently meet service levels. For example, an IFS customer achieved €13 million in savings, reduced carbon emissions by 30%, and saw a 10% productivity increase by implementing IFS PSO.
- **Comprehensive service lifecycle management** IFS FSM software offers complete control and innovation across the service lifecycle, equipping businesses with the tools needed to optimise and manage field operations effectively. Features include remote assistance for on-site technicians, ensuring higher first-time fix rates and improved customer satisfaction.



Core capabilities

- **Dynamic scheduling and optimisation** ensures the right technician is assigned to the right job at the right time, reducing delays and improving service efficiency. AI-powered tools consider skills, availability, and proximity to ensure optimal resource utilisation.
- **Mobile workforce tools** equip field teams with real-time access to work orders, asset information, and customer details. Features like **remote assistance** support on-site technicians, improving first-time fix rates and overall efficiency.
- **Asset and spare parts management** ensures the availability of necessary parts and tools at the right location, reducing delays and increasing first-time fix rates.
- **Regulatory compliance and reporting** automates tracking and reporting processes to simplify adherence to industry regulations, ensuring that your operations meet required standards.

Driving business growth with IFS FSM

By partnering with Platned, organisations benefit from our in-depth knowledge and proven strategies. Our solutions empower businesses to enhance operational efficiency, reduce costs, and deliver exceptional customer service. For example, utilities clients have reported up to a 30% increase in workforce efficiency with IFS FSM software, while others achieved a 40% reduction in operational expenses by implementing predictive maintenance and dynamic scheduling.