



Service management in IFS Cloud™ delivered by Platned



Why service matters

Service is no longer just a support function. For many businesses it is a key differentiator and a revenue stream in its own right. Delivering it well means managing many moving parts: contracts, warranties, SLAs, maintenance, resources, logistics, and more. Platned helps you orchestrate all these elements through IFS Cloud, so your service teams can deliver consistent, profitable, and compliant outcomes while meeting demanding customer expectations.

The benefits with Platned and IFS Cloud

- **Increase productivity**
Advanced planning and scheduling reduces travel time, optimises routes, and ensures technicians are assigned efficiently.
- **Grow margins**
Planning and scheduling optimisation cuts overtime and sub-contractor reliance. Accurate billing and contract management reduce revenue leakage.
- **Customer satisfaction**
First-time fix rates rise with accurate skills and parts matching, SLA adherence, predictive maintenance, and modern interaction tools.
- **Reduce travel and emissions**
Improved fix rates, remote assistance, and route optimisation lower unnecessary visits and carbon footprint.
- **Maximise asset uptime**
Connected asset monitoring highlights issues early, enabling proactive maintenance and fewer costly outages.

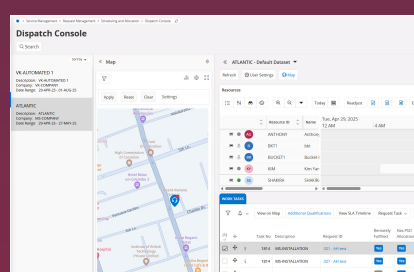
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How Platned delivers service excellence

IFS has been named a leader in the Gartner® Magic Quadrant™ for Field Service Management for seven consecutive years. As a trusted IFS Gold Services Partner, Platned brings this proven technology to life, combining it with our industry knowledge and implementation expertise. We help you deploy IFS Cloud Service Management either as part of a complete digital transformation or to complement existing systems. With Platned, you reduce risk and accelerate value.

Service management capabilities in IFS Cloud

- **Call and case management**
Omni-channel service, self-service portals, chatbots, remote assistance, and knowledge bases keep customers engaged and reduce failed appointments.
- **Contracts and warranties**
Manage contracts and SLAs at individual asset level, ensuring expectations are met while minimising revenue leakage. Handle warranty claims accurately, including charge-back.
- **Service order management**
Get complete visibility of customers, assets, contracts, and parts. Ensure SLAs are met with mobile access for field workers.
- **Service logistics**
Secure the right parts at the right place and time. Control costs and billing with visibility of ad-hoc procurement.
- **Scheduling and dispatch**
AI-powered optimisation learns your business patterns to ensure the right resource is always in the right place.
- **Contractor management**
Optimise use of in-house resources first, while applying the same efficiency tools to contractors when needed.
- **Mobile workforce**
Empower field workers with offline and online mobile tools, on-site quoting, and real-time collaboration.
- **Planning and forecasting**
AI and machine learning let you model scenarios before implementation, reducing risk and increasing profitability.



Why Platned

At Platned we specialise in enabling service-focused businesses to get the most from IFS Cloud. Our global expertise, proven accelerators, and support services mean you gain faster time to value, higher adoption, and long-term service excellence. With Platned as your IFS partner, service becomes a growth engine for your business.