

IFS Planning & Scheduling Optimisation



Intelligent, automated planning and scheduling for optimised service

They want fast, efficient recovery when things go wrong, and they measure you against their best service experiences. Meeting these expectations demands faster responses, tighter SLAs and less tolerance for failure.

IFS Planning and Scheduling Optimisation (IFS PSO), delivered by Platned, helps organisations optimise their mobile workforce. By reacting quickly to real-world events, managing uncertainty and adapting to change, you can improve customer satisfaction, boost productivity and meet service commitments.

IFS PSO is modular, so you can adopt individual capabilities or the full suite. At its core is dynamic scheduling, optimised to increase profit, reduce costs and ensure SLA compliance.



Proven results with Platned and IFS PSO

After-sales service and maintenance are now critical to success. Intelligent planning and scheduling allow organisations to set themselves apart from competitors and deliver a better customer experience.



35%

reduction in
drive time



300%

increase in
technicians-dispatchers ratio



76%

lower average cost
per job



49%

decrease in
subtractor spend

Across industries, IFS PSO has delivered higher SLA compliance, improved technician utilisation and faster response times. Working with Platned ensures these benefits are realised in line with your goals.

How often does your day end up as planned? IFS PSO helps you deal with the unexpected.

- Can you forecast planned/unplanned demand?
- What are your known constraints?
- Do you have enough technicians/engineers?
- Are they in the right locations?
- Do they have the right skills?
- Do they have access to the required parts?
- Can they be scheduled effectively?
- Can they be rescheduled in a timely way?
- Can you do all of this profitably?



Intelligent, automated scheduling

Traditional scheduling tools offered static, start-of-day plans that could not adapt to changing business needs. Today's customers expect more - real-time service that meets both planned and unplanned demand.

With IFS PSO, Platned enables you to:

- Forecast demand accurately
- Match skills and locations to the right jobs
- Ensure parts availability
- Reschedule quickly and profitably
- Deliver consistently on SLAs

Excellent service is the key to customer loyalty and repeat business. Platned helps you embed a smarter, more strategic approach to scheduling.

The optimisation engine

At the heart of IFS PSO is the Dynamic Scheduling Engine (DSE). This world-class engine solves complex scheduling problems within seconds, taking into account skills, SLAs and parts requirements.

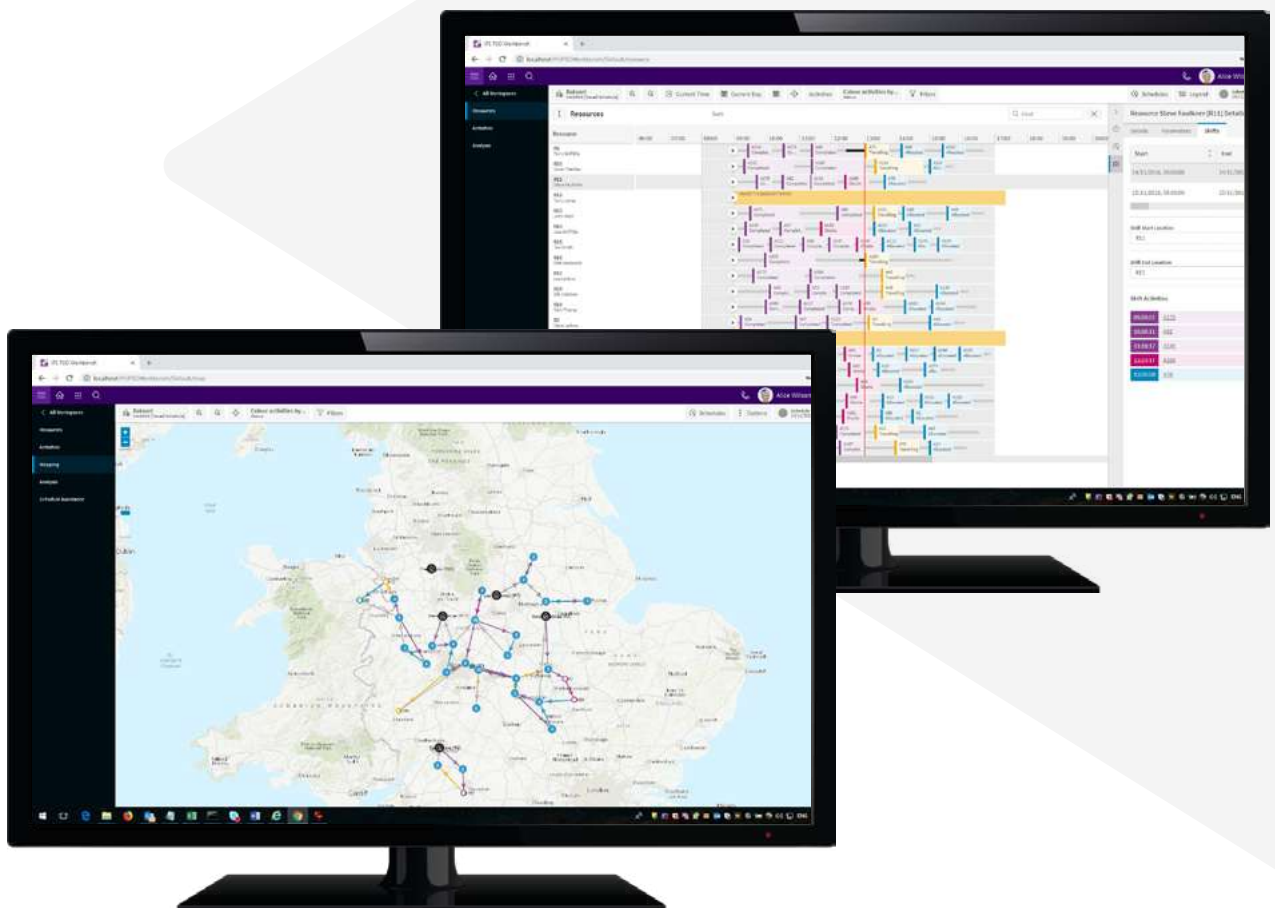
Always improving

The system continuously searches for better outcomes and reallocates work where possible. This ensures your schedules adapt to real-world conditions and deliver the best service margin.

Enhanced functionality

- Travel optimisation with live traffic and weather data
- Accurate geocoding and routing worldwide
- Smart appointment booking integrated with real-time schedules
- Customer self-service booking options

Platned ensures these advanced capabilities are implemented effectively, aligned with your service strategy.



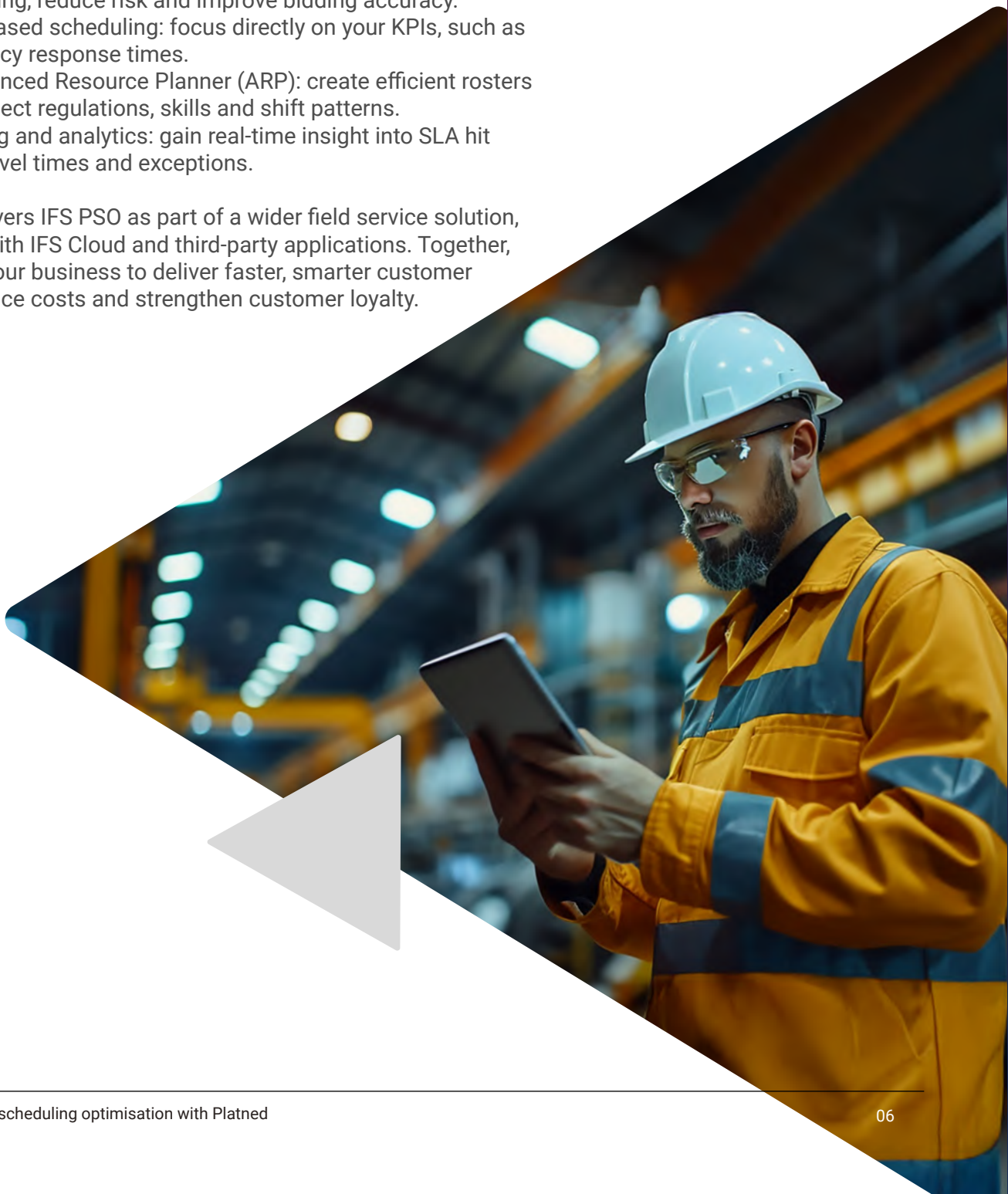
Strategic planning and insights

IFS PSO supports every level of planning - strategic, operational and tactical - helping you align resources with demand.

Tools to support better decisions

- IFS What If Scenario Explorer (WISE): test strategies before committing, reduce risk and improve bidding accuracy.
- Target-based scheduling: focus directly on your KPIs, such as emergency response times.
- IFS Advanced Resource Planner (ARP): create efficient rosters that respect regulations, skills and shift patterns.
- Reporting and analytics: gain real-time insight into SLA hit rates, travel times and exceptions.

Platned delivers IFS PSO as part of a wider field service solution, integrated with IFS Cloud and third-party applications. Together, we enable your business to deliver faster, smarter customer service, reduce costs and strengthen customer loyalty.



About Platned

Platned is a Gold Services Partner of IFS, helping organisations unlock the full value of **IFS Cloud™, delivered by Platned**. We work with manufacturers worldwide to support their journey towards more efficient, sustainable and profitable operations.

Our expertise goes beyond ERP delivery. With complementary solutions such as **Platned Mahara** (automated testing for IFS Cloud™), **ParsaAI** (AI-driven invoicing and finance automation), **Platned Gateway** (flexible support and automation services), and managed hosting, we help customers reduce costs, mitigate risks, and stay ahead in a rapidly changing business landscape.

At Platned, we understand that manufacturers need technology that delivers insight, resilience, and adaptability. By combining our deep industry experience with IFS Cloud™, we enable businesses to transition towards circular business models, meet regulatory demands, and capture new growth opportunities.

Find out more about how Platned can help your business today:
platned.com

