

Optimise Your Field Service Operations with Real-Time Precision

IFS Planning & Scheduling Optimisation, implemented and supported with Platned expertise



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Are you meeting the new industry standards of field workforce scheduling?

In today's fast-paced field service landscape, staying ahead of the competition means optimising every part of your service delivery. As customer expectations rise and sustainability concerns grow, businesses face immense pressure to meet SLAs, control costs, and reduce their environmental impact. Leading organisations are setting new benchmarks in First Time Fix Rates, Resolution Time, and Time Between Visits – but how does your company measure up?

Based on Aquant's 2024 Field Service Benchmark Report, key cross-industry benchmarks that service-focused organisations should aim for include:

First Time Fix Rates (FTR)

- Top organisations: Achieve FTFR above industry standards, often exceeding 76%.
- Benchmark: The median FTFR across industries is 76%, with top organisations reaching as high as 87%, while bottom performers may be as low as 55%.

Resolution Time

- Top performers: Take an average of 2.44 days to resolve issues.
- Benchmark: The bottom 20% of organisations take around 9.67 days, which is four times longer than top performers.

Time Between Visits

- Top performers: Have 133 days between service visits.
- Benchmark: The industry average is 88 days, while bottom performers have just 46 days between visits.

The report highlights that top-performing companies are pulling further ahead by minimising workforce skill gaps, optimising service processes, and reducing costs. In contrast, lower-performing organisations are burdened with higher expenses and inefficiencies. Understanding where your organisation stands isn't just about knowing your rank – it's about recognising the opportunities for improvement and the potential for revenue growth.

With IFS Cloud™ Planning and Scheduling Optimisation (PSO), supported by Platned's expertise, you can meet and exceed these industry standards. PSO uses real-time data, predictive street-level routing, actual engineer availability, current locations, skills, tools, and parts availability to improve efficiency, increase first-time fix rates, and significantly reduce operational costs. This intelligent platform ensures the right technician, with the right skills and parts, is dispatched at the right time – reducing travel, downtime, and waste, and taking your service organisation from good to world-class.

Don't just meet industry standards – set them, with IFS Cloud™ and Platned.

Manufacturing organisations

Manufacturers face challenges in managing large, distributed field teams, requiring advanced planning to ensure timely service and minimise downtime. Rapid response to service demands and balancing operational efficiency with cost control and sustainability are essential. IFS PSO enhances workforce management, improves SLA compliance, and reduces operational costs and carbon emissions.

On average, manufacturers using PSO achieve:

39%

increase in jobs per day

27%

reduction in travel time

20%

CO2 reduction

13.1%

increase in SLA adherence

Case study: Konica Minolta

Konica Minolta are a leading provider of digital workplace services, commercial and industrial printing, and optical systems for industrial use. They currently have around two million customers in 150 countries and are making waves with their strategic shift from traditional field-centric operations to a remote-first approach.

Konica Minolta recognised the need to modernise their service delivery model. With a vision to optimise efficiency, enhance customer experience, and future-proof their operations, the company embarked on a transformative journey, empowered by IFS's Planning and Scheduling Optimisation (PSO) solution.

Since July 2023, they have seen a 25% increase in productivity, 17% increase in closed incidents per technician, and 21% increase in SLA achievement.

“

By partnering with IFS, we increase SLA adherence, reduce fuel consumption, optimise worker efficiency, and increase first-time fix rate by assigning the right person with the right skills and parts to each job.”

**Ged Cranny, Senior Consultant,
Konica Minolta**

Challenges and solutions for Manufacturers

Challenge: Maximising uptime and equipment reliability

Impact: In manufacturing, uptime is a critical driver of success. Customers rely on uninterrupted operations to maintain production efficiency and meet demand. Equipment failures or prolonged downtime can result in significant financial losses, diminished customer satisfaction, and a competitive disadvantage. Despite this, many organisations struggle to prioritise preventative maintenance, often deferring it to address immediate break-fix tasks. This reactive approach increases the risk of unplanned downtime and shortens equipment life spans, further compounding operational inefficiencies.

Solution: IFS workforce planning and scheduling optimisation enables manufacturers to proactively plan preventative maintenance alongside installations and reactive work. By prioritising maintenance tasks within the broader scheduling ecosystem, IFS helps reduce the likelihood of equipment failure, ensuring continuous operations. On average, manufacturers who use PSO have seen a 39% increase in jobs per day, a 13.1% increase in SLA adherence, and a 27% reduction in travel time.

Challenge: Synchronising people and parts

Impact: Effective service delivery in manufacturing requires not just the right technician but also the right parts. Delays in part availability or a mismatch between technician expertise and part requirements often result in repeat visits, extended downtime, and increased costs. Without a coordinated approach, organisations risk underutilising resources and failing to meet critical performance metrics like first-time fix rates.

Solution: PSO goes beyond workforce management to include dynamic parts availability integration. By ensuring that technicians are equipped with the required parts and tools before dispatch, IFS enables a first-time fix rate improvement of up to 10.5% and increases SLA compliance by 16%. This synchronised approach enhances operational efficiency, reduces costs, and boosts customer trust by delivering faster and more reliable service.

Challenge: Smoothing demand with multi-time horizon planning

Impact: Seasonal fluctuations, shifts in production schedules, and unpredictable demand spikes create significant planning challenges for manufacturers. Without effective demand management, organisations face uneven workloads, underutilisation during off-peak periods, and over-reliance on subcontractors during high-demand times, leading to escalated costs and inefficiencies.

Solution: PSO incorporates multi-time horizon planning to help manufacturers smooth workloads and manage capacity effectively. By analysing seasonal trends and planning resources across days, weeks, or even years, PSO reduces dependency on subcontractors while optimising internal resource use. Manufacturers have experienced significant operational efficiencies, including a 20% reduction in CO2 emissions and increased productivity by effectively balancing demand.

Telecom organisations

Expanding and evolving telecommunications networks is complex, requiring careful planning to avoid inefficiencies, delays, and resource misallocation. IFS PSO optimises operations, helping telecom companies meet customer expectations, improve workforce utilisation, ensure SLA compliance, and achieve sustainability goals.

On average, manufacturers using PSO achieve:

39%

increase in SLA adherence

17%

increase in technician utilisation

30%

reduction in travel time

30%

increase in jobs per day

Case study: Proximus Group

Proximus Group provides future-proof connectivity and digital services, operating in the Benelux and international markets. Founded in 1930 as a pure telecom operator, the company has expanded its offering with ICT and a diverse ecosystem, going far beyond a traditional telco.

As the telecommunications industry pledges to achieve net zero by 2050, AI-powered technologies present a vital opportunity for businesses to lower their carbon footprints. In a recent IFS webinar, Proximus shared how they are leveraging AI-driven optimisation and sustainability-embedded PSO to meet their net zero targets – allowing them to differentiate and go beyond the competition.

By adopting AI-driven technology, Proximus is optimising workers, service fleets, and projects while improving telecom asset lifespan and performance with predictive maintenance. IFS's sustainability-embedded solutions, including ESG compliance and reporting, are helping them stay ahead of evolving industry requirements.



Challenges and solutions for Telecoms

Challenge: Expanding and evolving multi-generational telecommunications networks

Impact: The telecommunications industry is characterised by rapid technological evolution, requiring providers to manage and support multiple network generations simultaneously, from legacy 2G and 3G systems to advanced 5G rollouts. This complexity is further compounded by the denser configurations of 5G networks, which require smaller, closer-spaced cell towers. These changes have led to increased alarm volumes, putting additional pressure on field service teams to maintain network stability and minimise downtime. Without effective planning, network providers risk operational inefficiencies, customer dissatisfaction, and failure to meet Service Level Agreements (SLAs).

Solution: IFS workforce planning and scheduling optimisation addresses these challenges by enabling efficient resource allocation and proactive capacity planning. The AI-powered platform dynamically adjusts schedules to prioritise high-impact tasks, ensuring timely maintenance across network generations. Telecom providers using IFS have reported a 39% increase in SLA adherence, 30% reduction in travel time, and 17% increase in technician utilisation, ensuring they can achieve their rollout and service goals.

Challenge: Maintaining customer experience while avoiding penalties and meeting demanding SLAs

Impact: Telecommunications companies must meet strict SLAs, which dictate the performance and reliability standards they must uphold. Failure to meet these standards can result in penalties and loss of customer trust. With growing customer expectations for seamless connectivity and high-speed data, optimising

network performance and customer service is increasingly important. Poor network performance means poor customer experience and, in a highly competitive environment, prolonged outages or repeat problems are not an option.

Solution: IFS workforce planning and scheduling optimisation ensures compliance with even the most stringent SLAs by leveraging real-time data to prioritise tasks and allocate resources effectively. Providers can reduce the risk of penalties by improving service reliability and response times. Telecom organisations using IFS have seen improvements in SLA compliance by 16% and achieved up to a 10.5% increase in first-time fix rates, enhancing customer satisfaction and minimising costly SLA breaches.

Challenge: Addressing skill gaps in a multi-technology environment

Impact: Supporting multiple network generations requires field teams to possess a broad range of skills, from maintaining legacy systems to deploying advanced 5G infrastructure. Managing this diversity across large, distributed teams is a complex task. A lack of proper workforce alignment can lead to inefficiencies, increased costs, and missed SLAs.

Solution: IFS workforce planning enables telecom providers to optimise workforce utilisation by matching tasks to technician skills and availability in real time. By reducing dependency on subcontractors and enhancing internal workforce efficiency, organisations have achieved up to a 30% increase in jobs per day. These enhancements ensure that the right technician, with the right skills and tools, is deployed to the right location at the right time, maximising productivity and minimising operational waste.

Service providers

Whether you're a retail organisation, facilities management business, testing and certification provider, or a managed services company, your people are your priority. IFS workforce planning and scheduling optimisation software reduces travel costs, increases service productivity, and consistently meets service level requirements through real-time, AI-powered scheduling.

On average, service providers using PSO achieve:

30%

increase in same-day response

15.5%

reduction in travel time

42%

reduction in travel distance

19%

increase in SLA adherence

Case study: PHS Group

PHS faced the challenge of managing a mobile workforce with over 1,000 vans across the UK. By using IFS PSO, PHS achieved a 35% reduction in travel time, which led to more customer-facing hours. The solution also helped reduce CO2 emissions and fuel bills while increasing automation. With the rise of electric vehicles, the system incorporated EVs into routing and scheduling, making operations even more efficient.

“

The benefit for us [is] using IFS in a dynamic way... there's always an element of route destruction... the beauty about IFS is that if something doesn't get done on the day, that's now back in the system and out, rerouted, in real time.”

Stephen Male, Head of Planning and Scheduling, PHS Group

Challenges and solutions for Service industries

Challenge: Winning and retaining contracts

Impact: For most service providers, contracts are the foundation of business success. Winning new contracts and retaining existing ones depends on delivering superior service while maintaining operational efficiency. Customers expect reliable, frictionless service experiences where technicians arrive on time, resolve issues quickly, and deliver quality results. Failing to meet these expectations jeopardises contract renewals, leading to lost revenue and damaged reputations. In highly competitive markets, even minor inefficiencies can undermine a provider's ability to stay ahead.

Solution: IFS AI-powered Planning and Scheduling Optimisation empowers service providers to meet and exceed customer expectations by ensuring technicians are deployed efficiently and equipped to handle tasks with precision. By leveraging AI-driven scheduling, providers can deliver frictionless service, improving customer loyalty and retention. Organisations using IFS have achieved a 49% reduction in subcontractor spending, a 30% increase in same-day response rates, and an 18% improvement in technician productivity.

Challenge: Balancing workforce costs and embracing the gig economy

Impact: Traditional workforce models are no longer sufficient to meet the demands of modern service delivery. Service providers face a global shortage of skilled field service workers, leading to an over-reliance on subcontractors. While subcontractors can fill immediate gaps, excessive dependency increases costs and risks inconsistent service quality, which can negatively impact customer

satisfaction. At the same time, fluctuating demands and seasonal workloads create further challenges in maintaining an optimised workforce.

Solution: IFS workforce planning and scheduling optimisation provides the flexibility required to manage workforce challenges effectively. The platform dynamically optimises scheduling, reducing reliance on subcontractors and enabling real-time adjustments to accommodate a contingent workforce. By tapping into previously untapped pools of talent, such as part-time and freelance workers, service providers can meet demand more cost-effectively. This approach not only addresses labour shortages but also supports diversity, equity, and inclusion by creating opportunities for a broader talent pool. With IFS, organisations have achieved up to a 35% increase in internal technician productivity and ensured consistent service quality.

Challenge: Delivering differentiated service levels

Impact: Service providers often struggle to implement and deliver differentiated service levels for their customers. While contracts may offer varying tiers of service (e.g., platinum, gold, bronze), operational inefficiencies often lead to all customers receiving the same level of service, regardless of their contractual agreements. This failure to align service delivery with contract commitments erodes customer trust and profitability.

Solution: IFS workforce planning enables providers to manage multi-level SLAs effectively, ensuring that service delivery aligns with contractual commitments. By dynamically prioritising tasks based on SLA requirements, providers can deliver tailored service levels that meet customer expectations. On average, service providers using IFS' AI-powered PSO have found a 19% increase in SLA adherence.

Energy, utilities and resources organisations

Energy and utility companies must ensure uninterrupted services while transitioning to renewable energy and managing ageing infrastructure. IFS PSO helps them balance planned and unplanned work, maintain uptime, and cut costs.

On average, EU&R organisations using PSO achieve:

8.75%
reduction in travel distance

16.6%
increase in jobs per day

40%
reduction in travel time

Case study: Xcel Energy

Xcel Energy is a US regulated electric and natural gas delivery company, serving more than 3.7 million electric and 2.1 million natural gas customers across the USA. In 2022, they announced a partnership with IFS to support long-term planning, scheduling optimisation, and sustainability goals. The company is deploying IFS PSO and IFS Mobile Workforce Management to digitise, streamline, and simplify processes.



Planning, scheduling, and dispatching are manual processes for our teams today. We are excited on behalf of our customers and employees to digitise, streamline, and simplify our process.”

Jesse Seering, Director of Scheduling, Xcel Energy



Challenges and solutions for EUR industries

Challenge: Evolving energy landscape

Impact: The energy sector is undergoing a rapid transition towards decentralised and renewable energy sources, requiring organisations to manage both traditional and new infrastructures. This dual focus creates complexities in resource allocation, maintenance scheduling, and overall planning. Without optimised scheduling, inefficiencies and increased costs are inevitable.

Solution: IFS PSO accelerates digitalisation by leveraging AI and automation to optimise workforce scheduling. The system automatically assigns the right resources to tasks, adjusts schedules in real time, and manages SLAs effectively. EU&R customers have achieved up to a 16% increase in SLA compliance and a 20% reduction in inventory carrying costs.

Challenge: Resilience and flexibility needs

Impact: Energy and utility companies must plan and execute maintenance tasks while minimising disruptions. Scheduled outages for power station overhauls or integrating renewable sources require precise coordination. At the same time, unplanned outages from catastrophic weather events can derail schedules, raising costs and SLA breaches.

Solution: IFS PSO empowers EU&R organisations to plan for both planned and unplanned maintenance seamlessly. The platform supports intelligent task bundling, addressing unplanned breakdowns alongside scheduled work, reducing travel time and resource costs.

Challenge: Delivering differentiated service levels

Impact: EU&R companies manage large, dispersed workforces and require specialised skill sets to maintain both ageing and renewable assets. Dispatching the wrong technician risks downtime, higher costs, and regulatory non-compliance.

Solution: IFS PSO leverages AI to dynamically match technicians to tasks based on skills, certifications, and availability. This ensures renewable energy specialists and legacy system technicians are deployed efficiently. Dispatchers move from administrative scheduling to proactive exception management, improving workforce capacity. Organisations have achieved a 35% increase in technician productivity, a 49% reduction in subcontractor spending, and better resource utilisation.



Greener paths to efficiency

Sustainability remains a top priority for organisations in 2025 and beyond, driven by growing consumer expectations, regulatory pressures, and the urgency for large corporations to address climate change as part of their social responsibility. IFS's Planning and Scheduling Optimisation (PSO) offers an innovative solution to reduce fuel costs, carbon emissions, and optimise workforce productivity.

By leveraging AI, IFS PSO minimises technician travel by up to 35%, improving job scheduling accuracy and productivity by 33%. These efficiencies translate to significant cost savings, including millions in fuel and labour expenses annually, while reducing carbon emissions by up to 13 million pounds. In a global landscape facing escalating fuel prices and urgent climate challenges, IFS PSO helps organisations achieve financial sustainability and environmental responsibility simultaneously, ensuring you deliver exceptional service at the Moment of Service™.

When it comes time for your organisation to shift its service fleet to include electric vehicles (EVs), IFS makes it easy to set up, track and monitor vehicle attribute information within the AI-powered workforce planning and scheduling solution. By adding charge and capacity planning, PSO can optimise EVs by taking into consideration the location of charge points, type, capacity, speed of charge, and range.

With IFS PSO you can:

- Reduce your fleet's fuel and labour costs while preparing for EV adoption
- Modernise your service fleet and optimise EV use seamlessly with people and parts
- Track and manage your organisation's carbon emissions for easier ESG compliance

This approach not only enables organisations to lower their carbon footprint, but also ensures compliance with ESG reporting and regulatory requirements. It positions your business to stay ahead as sustainability increasingly becomes a factor in customer and stakeholder decision-making.



Something to takeaway

Planning and Scheduling Optimisation is no longer optional – it is essential for organisations that want to deliver excellent service, control costs, and achieve sustainability targets. IFS Cloud™ PSO provides the intelligence and flexibility to deploy the right people, with the right skills and tools, at the right time.

As an IFS Gold Services Partner, Platned ensures your investment delivers lasting value. With services such as Mahara automated testing, ParsaAI for finance automation, Platned Gateway support, Boomi integration, and Power BI for advanced analytics and reporting, we help you unlock the full potential of PSO.

The result: more resilient operations, stronger customer loyalty, and a service function that drives growth.



About Platned

Platned is a global IFS Gold Services Partner, helping organisations get the most from IFS Cloud™ across industries including manufacturing, construction, energy, utilities, service, and more. With offices across the UK, US, Sri Lanka, and the Nordics, we combine deep technical expertise with industry knowledge to deliver successful transformations.

Our portfolio goes beyond implementation – we provide ongoing optimisation, managed services, and specialist tools such as Mahara for automated testing, ParsaAI for finance automation, Platned Gateway for proactive support, Boomi for integration, and Power BI for data insights.

We are trusted by leading organisations worldwide to deliver solutions that improve resilience, increase profitability, and support sustainable growth.

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

