

IFS Cloud™ Service Management

Delivering outstanding service, powered by Platned

Deep dive: what it offers

- **Complete service lifecycle platform**
From contract and warranty management to reverse logistics, depot repair and performance analytics. IFS provides end-to-end control of services, ensuring you manage service agreements, SLAs, customer entitlements, work orders and repairs all from one unified system.
- **Optimised planning, scheduling & AI-assisted resource use**
IFS Cloud uses real-time scheduling optimisation, skills-based matching, and AI-driven dispatch boards. This ensures you send the right technician, with the right skillset and parts, at the right time. Minimises travel, delays, and idle time.
- **Field service mobility & remote/IoT-based intelligence**
Technicians get mobile, offline-capable access to manuals, customer and asset history, service checklists and part inventory. IoT-enabled asset monitoring feeds data that supports predictive maintenance, helping reduce asset downtime.
- **Customer engagement & transparency**
Self-service portals, proactive notifications, and integrated CRM views give both you and your customer visibility of service-status, history, entitlements and expected resolution times. Enhances satisfaction and trust.
- **Performance, profitability & compliance insights**
Dashboards track SLA compliance, cost per job, technician utilisation, asset uptime, and service margins. Analytics and predictive tools help forecast service demands and support decision-making.
- **Flexible, global & evergreen platform**
IFS Cloud is modular and adaptable. Open APIs, cloud-native and composable architecture, low-code/no-code tools and frequent updates designed to keep you secure, modern and scalable. Supports multiple geographies, currencies and business units.

Key advantages for your business

- Higher first-time fix rates, fewer repeat visits, lower travel costs
- Stronger service margins via better utilisation, effective pricing, reduced waste
- Improved customer loyalty through transparency, speed and reliable service
- Reduced downtime of customer assets thanks to predictive service and IoT insights
- Regulatory and warranty compliance built in, lowering risk
- Platform that scales as you grow - new service types, geographies, or operational models

Why Platned + IFS

Platned is your trusted partner in deploying IFS Service Management in the UK and globally. We combine:

- Domain experience in field service, utilities, manufacturing, engineering
- Expertise in contracts, warranties, parts logistics, mobile workforce solutions
- End-to-end delivery: from business case and design to implementation, hosting, change management, 24/7 support
- A focus on practical outcomes: improving first-fix, margin, uptime, and customer satisfaction