



Driving operational agility for telecommunications organisations using IFS

How Platned helps you get more value from your IFS investment

Telecommunications organisations face growing pressure from rapid 5G expansion, rising customer expectations, asset-intensive network rollouts and increasingly complex field operations. At the same time, organisations must navigate heavy regulatory oversight, new commercial models and the need for deeper visibility across customer, service and network lifecycles.

As an IFS Gold Services Partner, **Platned** supports telecoms providers worldwide by improving the performance of their existing IFS environments, modernising field service and asset management, strengthening financial structures and enabling smoother progression to **IFS Cloud™**. Whether the goal is to stabilise legacy systems, integrate field teams, improve service assurance, enhance reporting or move to a cloud-native architecture, Platned brings both **industry experience** and technical capability.

Why telecoms organisations rely on Platned

Platned works across fixed-line, mobile, fibre, tower and network services, giving telecoms organisations the support they need to improve network asset control, manage large field workforces, strengthen commercial and billing alignment and ensure regulatory compliance. Our consulting teams help customers improve asset lifecycle management, streamline technician scheduling, enable real-time field execution, improve supply chain and spares logistics and enhance reporting across operational, financial and customer-service domains.

Customers benefit from post implementation services, continuous optimisation, secure hosting, large-scale upgrades to IFS Cloud, 24/7 support, technical and functional consultancy, integration of field and back-office systems, and automation across service, finance and testing. Platned’s telecoms capabilities are grounded in the same strengths that deliver value across asset-intensive industries, including proven expertise in FSM, PSO, asset management, financial control, Business Analytics and cloud migration.

Proven value delivered to telecommunications customers

Platned has helped telecommunications organisations modernise their systems, enhance field and asset workflows, and improve commercial and operational alignment. The examples below highlight how our work delivers measurable improvements.

Telecommunications group comprising 13 companies

Challenge:

Required unified financial and operational visibility across multiple entities operating in different regions

Platned’s contribution:

- Implemented IFS Apps 10 across the full financial suite
- Delivered Business Planning and Group Consolidation
- Built costing structures and custom developments to support cross-company reporting

Impact:

Stronger financial control, improved consolidation processes and a unified platform for group-wide reporting

Telecommunications infrastructure provider

Challenge:

Fragmented asset information and multiple legacy systems slowing service delivery

Platned’s contribution:

- Delivered a full upgrade and migration to IFS Cloud
- Integrated field service operations with asset and maintenance modules
- Enabled unified oversight of network assets and field execution

Impact:

Improved asset utilisation, reduced service delays and faster, more accurate work allocation

Mobile operator field service division

Challenge:

Limited visibility of service performance, high technician workloads and manual parts management

Platned's contribution:

- Implemented mobile work order and scheduling through IFS FSM and PSO
- Optimised inventory and parts logistics to improve service readiness

Impact:

Better first-time fix rates, improved technician productivity and more efficient stock control

Fixed-line network maintenance provider

Challenge:

Complex regulatory audit requirements and limited remote asset visibility

Platned's contribution:

- Delivered Asset Health Management and remote monitoring dashboards
- Rolled out mobile inspection workflows for field teams

Impact:

Stronger compliance evidence, faster inspection reporting and clearer asset condition insight

How Platned supports your telecommunications organisation

Strengthening your current IFS environment

Platned stabilises and optimises telecommunications IFS environments so they can support high-volume service activity and asset-intensive operations. Customers benefit from clearer asset structures, smoother field scheduling, improved workforce routing, more consistent inventory and spares management and stronger project and financial oversight. Operational teams gain more predictable service delivery supported by reliable data across the network lifecycle.

Supporting upgrades to IFS Cloud

IFS Cloud brings improved analytics, asset management, mobile capability and service optimisation features that directly support telecoms transformation. Platned guides telecoms organisations through readiness assessments, impact reviews, data cleansing and migration, technical uplift, functional alignment and structured change management. This ensures a controlled transition and helps unlock immediate value across field, asset and financial operations.

Delivering secure hosting and managed services

Telecoms services depend on high availability and system resilience. Platned provides Azure and AWS hosting with full IFS and Oracle administration, continuous monitoring, security reinforcement and proactive remediation. This supports uninterrupted operations for network service, field execution and customer engagement.

Enhancing reporting, analytics and automation

Platned helps telecoms organisations improve decision making with better analytics across asset health, field performance, customer SLAs, capacity planning, parts usage and financial activity. Integrations with network monitoring tools, field mobility platforms and billing and CRM systems ensure data flows end to end. Automation using ParsaAI or Mahara reduces manual administration, testing, accelerates invoicing and improves operational consistency.

Supporting multi-site and international operations

Telecoms organisations often manage infrastructure and field teams across large geographies. Platned supports multi-country rollouts, coordinated upgrades and consistent process alignment across all operating regions. Our 24/7 support model ensures stable performance across time zones and provides rapid escalation for business-critical operations.

What makes Platned different

Platned is an IFS Gold Services Partner with proven success in telecommunications, asset-intensive operations and field-service environments. Our global teams work across the UK, Europe, APAC, the Middle East and North America, delivering consulting, implementation, upgrade, hosting and continuous support services. Our deep experience in FSM, PSO, asset management, finance, analytics and cloud migration makes us a trusted partner for telecoms organisations seeking stronger operational control and long-term transformation.

