

Delivering connected excellence with IFS Cloud™



How Platned empowers service, asset and project-centric industries to perform at their best.

Platned is a trusted IFS Gold Services Partner helping organisations across the world achieve operational excellence through intelligent service, asset and project management. With deep industry experience and a focus on measurable outcomes, we combine technical expertise with practical insight to ensure every customer gains long-term value from their IFS investment.

From manufacturing, energy, utilities and resources, construction and infrastructure, service and facilities, transport and logistics, aerospace and defence, and mining and resources, our consultants understand the challenges of complex, asset-intensive industries. We work alongside our customers to optimise performance, improve visibility and build resilience across their operations.

Our global delivery model spans across Europe, North America, the Middle East and Asia Pacific (UK, USA, Australia, Canada, Dubai, China, Singapore, the Nordics, Sri Lanka, and counting): this structure allows Platned to deliver consistent quality, local expertise and responsive support wherever our customers operate.



Our partnership promise

At Platned, success is measured by results that last. Every engagement is guided by our commitment to:

- Deliver IFS Cloud solutions designed around industry-specific needs.
- Provide end-to-end lifecycle support from design and implementation to optimisation and continuous improvement.
- Empower teams through training, automation and analytics.
- Help customers stay ready for innovation.

Our customers include leading brands such as a global dairy nutrition provider, the UK's largest independent commercial vehicle service organisation and a worldwide solar energy developer. Each relies on Platned to keep their business running smarter, faster and more predictably.

Smarter service through IFS FSM and PSO

Connecting people, processes and performance

For service organisations, every interaction counts. Success depends on getting the right person to the right place at the right time with the right tools, information and insight. Platned helps service businesses achieve this balance through IFS Field Service Management (FSM) and Planning and Scheduling Optimisation (PSO).

With a single connected platform, customers can manage work orders, contracts and field teams in real time. Intelligent scheduling and automation tools reduce costs, improve first-time fix rates and ensure every technician visit delivers measurable value.

Delivering measurable results

Auto Windscreens (UK)

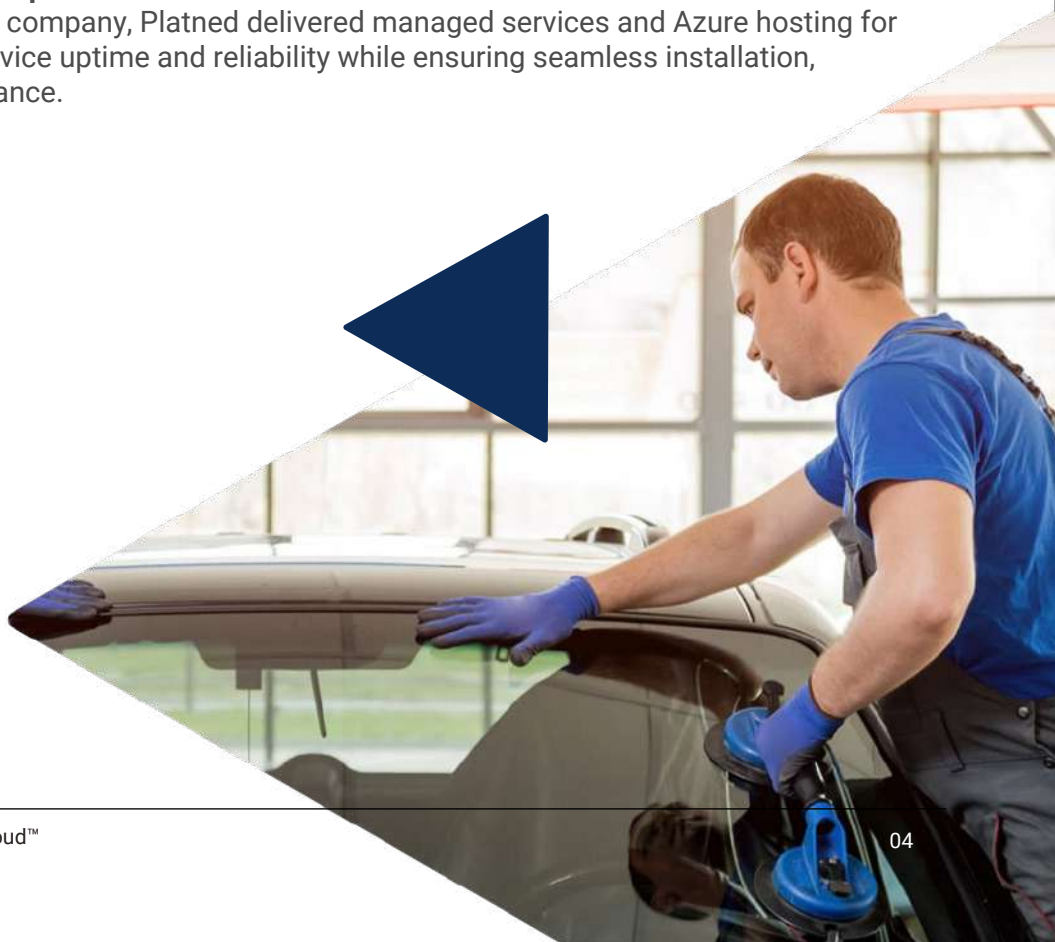
Platned implemented FSM, PSO and customer engagement modules for Auto Windscreens. The result was improved technician scheduling, faster response times and better customer communication across its national network.

UK commercial vehicle service provider

The UK's largest independent commercial vehicle service organisation worked with Platned to implement PSO and IFS Apps 10, supported by secure Azure hosting and continuous functional support. The project enhanced service delivery efficiency and reduced operational delays.

Imaging equipment maintenance provider

For a global imaging equipment company, Platned delivered managed services and Azure hosting for FSM. The solution improved service uptime and reliability while ensuring seamless installation, migration and ongoing performance.





Enterprise Asset Management (EAM)

Maximising asset performance and reliability

In asset-intensive industries, every minute of uptime matters. IFS Enterprise Asset Management (EAM), delivered by Platned, gives organisations complete visibility and control over their assets from acquisition to retirement.

With predictive analytics, condition-based monitoring and digital twin capability, EAM helps businesses make smarter decisions, reduce unplanned downtime and extend asset life. Platned ensures that every implementation is aligned with operational needs, supported by secure cloud infrastructure and measurable results.

Turning complexity into control

Wastewater treatment brand (UK)

Platned upgraded a wastewater treatment company from IFS Apps 9 to Apps 10 and migrated from an on-premises system to Platned's Azure tenancy. The outcome was improved maintenance visibility, stronger compliance and greater operational resilience.

Global solar energy developer

A worldwide developer of utility-scale solar projects implemented IFS Cloud with Platned. The integration of maintenance, supply chain and financial modules streamlined operations and supported the organisation's sustainability goals.

Engineering and asset management provider

Platned configured IFS Dispatch Console and Asset Health Management modules for an engineering services provider. Through tailored training and live monitoring dashboards, the customer achieved proactive maintenance and improved asset utilisation.

Mobile Work Order (MWO)

Empowering field teams with mobility and intelligence

Field engineers represent the front line of every service business. Their productivity, safety and accuracy determine overall customer satisfaction. IFS Mobile Work Order (MWO), implemented by Platned, allows field teams to work smarter anywhere, online or offline.

Engineers gain instant access to job details, safety checklists, parts lists, diagrams and instructions, all from a single mobile interface. Real-time updates remove paperwork, improve compliance and give central teams a live view of work progress.

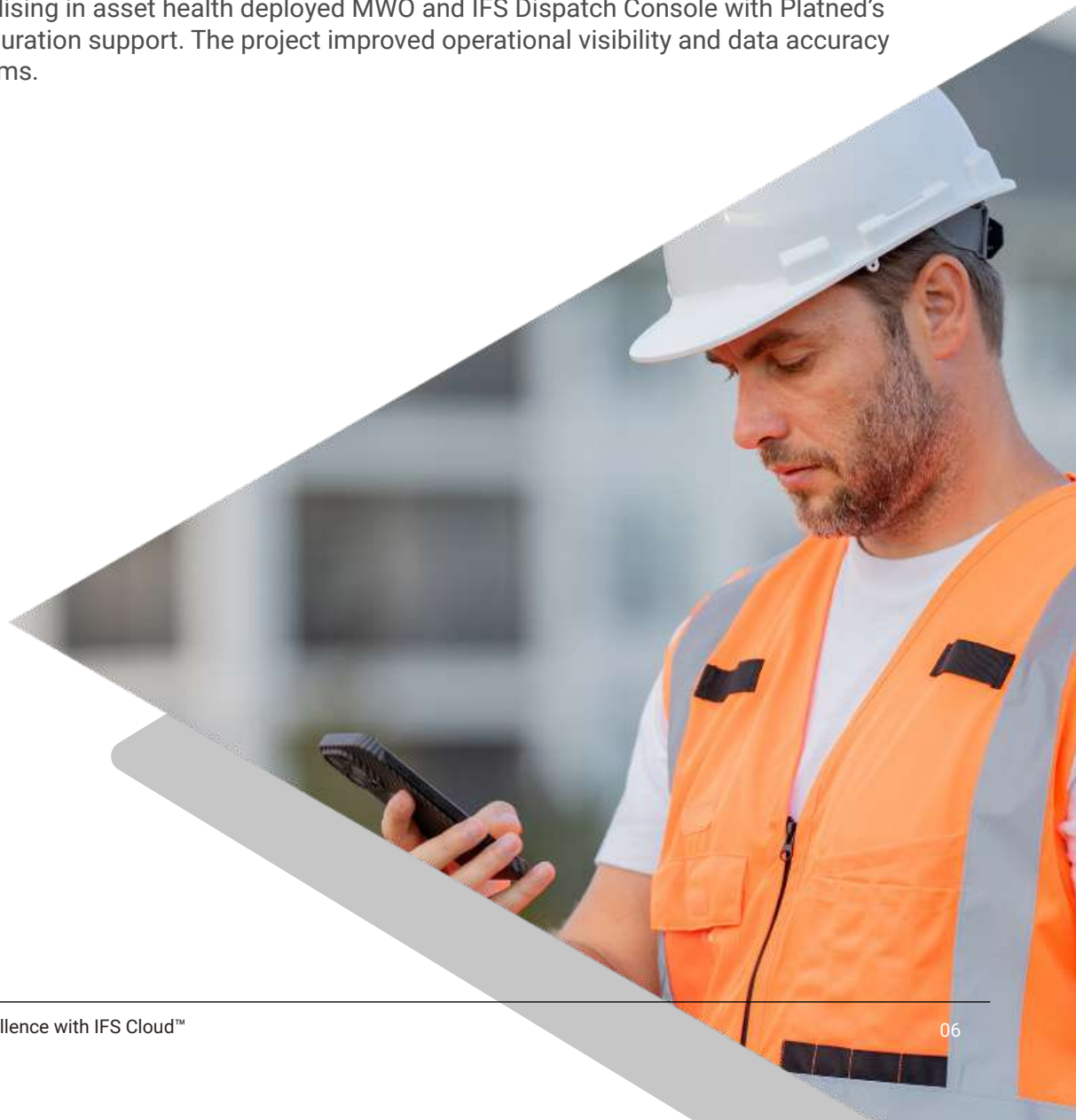
Turning mobility into measurable results

Global manufacturer of exhaust and emission control systems

Platned implemented MWO for this manufacturer, eliminating manual reporting and data errors while improving accuracy and technician productivity.

Asset health management services provider

A company specialising in asset health deployed MWO and IFS Dispatch Console with Platned's training and configuration support. The project improved operational visibility and data accuracy across all field teams.



Why customers choose Platned

More than implementation, a partnership for lasting value

Choosing the right technology is only the beginning. True transformation comes from having the right partner. Platned combines multilayered IFS expertise with a commitment to continuous improvement, helping organisations unlock new levels of efficiency, agility and insight.

The Platned difference

End-to-end delivery

From consulting and design to implementation, integration, testing and ongoing support, Platned manages the full lifecycle of every IFS Cloud solution.

Flexibility and scalability

Solutions are designed to grow with the business, supporting cloud, hybrid or on-premise deployment with multilingual, multi-site and multi-currency operation.

Continuous value

Customers benefit from faster rollouts, stronger user adoption and measurable return on investment through ongoing optimisation and innovation.

Connected ecosystem

Platned extends the power of IFS Cloud with complementary solutions that drive automation and intelligence: Mahara for automated testing and release assurance | ParsaAI for supplier invoice automation | Platned Gateway for token-based expert support.

Customer outcomes that speak for themselves

- ▶ Auto Windscreens improved scheduling and customer engagement through FSM and PSO.
- ▶ A wastewater treatment provider increased efficiency through an EAM upgrade and Azure migration.
- ▶ A solar energy developer standardised asset management globally through IFS Cloud.
- ▶ A manufacturer of exhaust systems improved productivity through MWO.

Industries we serve

Platned supports organisations across asset-intensive and service-driven industries where reliability, visibility and compliance are critical.

Manufacturing

- A UK surgical equipment manufacturer migrated to Azure Cloud with Platned, achieving secure hosting and improved maintenance visibility.
- An automotive manufacturer upgraded from Apps 7.5 to Apps 10 with integrated bank automation and continuous improvement support.

Energy, utilities and resources

- A wastewater treatment brand upgraded to IFS Apps 10 and moved to Platned's Azure tenancy, enhancing compliance and reliability.
- A global solar developer implemented IFS Cloud to integrate asset management and finance across continents.

Service and facilities

- Auto Windscreens modernised operations with FSM, PSO and customer engagement modules.
- The UK's largest commercial vehicle service provider optimised scheduling through PSO and Azure hosting.

Construction and infrastructure

- A civil engineering contractor implemented IFS Apps 9 with Platned to improve project costing and control.
- A UK construction firm relies on Platned's 24/7 support to sustain operational and financial consistency.

Transport and logistics

- A ports authority achieved stronger oversight of maintenance and scheduling with IFS Apps 9.
- A national vehicle service network enhanced uptime through PSO optimisation and Azure-based hosting.

Aerospace and defence

- An aviation systems manufacturer partnered with Platned to implement IFS Cloud, improving maintenance, production planning and asset control.
- A defence technology company used Platned's managed services to support upgrades and ensure operational continuity across global programmes.

Mining and resources

- Platned supports miners in gold, copper and uranium sectors with upgrades, managed services and secure Azure hosting.
- By standardising processes and improving visibility, these organisations have reduced downtime and achieved safer, more efficient operations.

Partnering for the future

Business never stands still. Whether managing critical assets, delivering field services or driving digital transformation, organisations need systems that evolve as fast as they do. Platned helps customers stay ahead through experience, automation and continuous improvement.

Each IFS Cloud implementation is designed for longevity. Our approach ensures customers are ready for tomorrow's challenges with scalable architecture, secure infrastructure and continuous optimisation.

Innovation through intelligence

As technology evolves, Platned helps customers harness automation, analytics and AI to improve performance and decision-making; enabling customers to adapt quickly, innovate confidently and operate sustainably.

Your trusted IFS partner

Every success story begins with collaboration. From first consultation to long-term support, Platned is the partner you can rely on to deliver value at every stage of your IFS journey. Together, we help your organisation perform at its best today, tomorrow and into the future.

