

Helping service organisations get more from IFS

Driving efficiency, visibility and customer experience across your service operations

Service organisations rely on IFS to manage complex field operations, assets, contracts and customer interactions. As an IFS Gold Services Partner, Platned helps customers strengthen their existing IFS environments, maximise uptime and deliver more predictable, responsive service performance.

Whether your priorities are better scheduling, improved field execution, stronger asset visibility, cloud migration or ongoing functional support, Platned provides the expertise and industry insight to keep your IFS system performing at its best.

Why service organisations choose Platned

Specialist knowledge in service-centric operations

Platned supports service organisations across mobility, planning, maintenance, customer engagement and contract management. Our focus is on helping you reduce operational friction, increase responsiveness and gain real-time visibility across your service network.

Our support for customers includes:

- Upgrades to **IFS Cloud™** and IFS Apps versions
- IFS FSM, PSO and MWO optimisation
- Customer engagement configuration
- Managed services and hosting
- Continuous improvement consulting
- Integration and automation services
- 24/7 global technical and functional support

Proven results for service industry customers

The following **examples** demonstrate Platned's value to service organisations already running IFS.



Auto Windscreens (UK)

Challenge:

national field force needed better scheduling and customer engagement.

Platned's contribution:

- Implemented IFS FSM, PSO and customer engagement modules
- Provided post go-live support and optimisation

Impact:

Improved scheduling accuracy, faster response times and stronger customer communication.

Largest independent commercial vehicle service provider in the UK

Challenge:

complex service network with ageing infrastructure and performance constraints.

Platned's contribution:

- Implemented IFS PSO and IFS Apps 10
- Provided secure Azure hosting
- Managed Oracle upgrades and ongoing support

Impact:

Higher service uptime, better scheduling efficiency and reduced operational delays.

Imaging equipment maintenance provider

Challenge:

needed stable hosting and continuous improvement for critical service operations.

Platned's contribution:

- Delivered managed services and Azure hosting
- Ensured smooth installation, migration and reliable performance

Impact:

stable, reliable service operations with improved system responsiveness.

Asset management and engineering services provider

Challenge:

improve visibility and work allocation for large field teams.

Platned's contribution:

- Implemented Dispatch Console and Asset Health Management
- Configured resource management, shifts, work allocation and dashboards

Impact:

proactive maintenance and better utilisation of field resources.

Integrated facilities management and technical services venture

Challenge:

multi-service delivery requiring a unified platform and advanced reporting.

Platned's contribution:

- Implemented IFS Apps 10 including Business Planning and Aurena
- Developed custom objects and events

Impact:

streamlined workflows, improved reporting and better operational coordination.

How Platned supports your service organisation

Strengthening your current IFS environment

Platned helps service organisations improve the performance of their IFS environment by refining core service processes and strengthening operational consistency. We enhance FSM workflows, improve contract, warranty and SLA management and help teams achieve higher first-time fix rates through better scheduling and planning. Our guidance supports more accurate reporting and helps establish consistent KPIs that give leaders a clearer view of service performance. Field execution improves through a stronger mobile experience. Technicians gain reliable access to accurate job details, parts information, safety steps and documentation. This supports safer work, better data capture and faster updates to customers and back-office teams.

Upgrading to IFS Cloud becomes simpler with Platned. We assess current usage, identify improvement areas and align processes to new IFS capabilities. Data migration, functional uplift and end user training are managed in a structured and predictable way that protects service continuity.

Platned also provides secure and scalable hosting. Our Azure and AWS hosting services include full IFS and Oracle administration, 24/7 monitoring, high availability, disaster recovery and security hardening. Customers benefit from a system that is stable, secure and able to scale with demand.

We support continuous improvement by conducting system health checks, refining service, maintenance and supply chain processes and identifying opportunities for automation through solutions such as ParsaAI and Mahara. Enhanced analytics give leaders clearer insight into operational performance and help teams respond more quickly to customer expectations and operational demands.

Your partner for long-term value

Manufacturers that choose Platned gain a partner focused on performance, resilience and continuous improvement. We help you make the most of your existing IFS investment by ensuring your system supports the way you work today and the way you will grow tomorrow.

What makes Platned the partner of choice

Platned is known for its specialist service industry knowledge and for delivering successful FSM, PSO, MWO and EAM projects across the world. Our global footprint covers the UK, Europe, the Middle East, APAC and North America. Customers rely on our 24/7 support, our upgrade and hosting expertise and our ability to provide scalable, long-term value across the full IFS lifecycle.

Platned works beside service organisations to strengthen daily operations, improve decision making and achieve consistent performance across the service chain.

