Navigating your IFS journey:

unlocking success with Platned Gateway

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Platned | IFS

IFS Specialized Partner
IFS PARTNER PROGRAM

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Support is more than just a bridge

An integrated approach to IFS implementation, continuous improvement, upgrades and reimplementation, with flexible access to services and specialist expertise.

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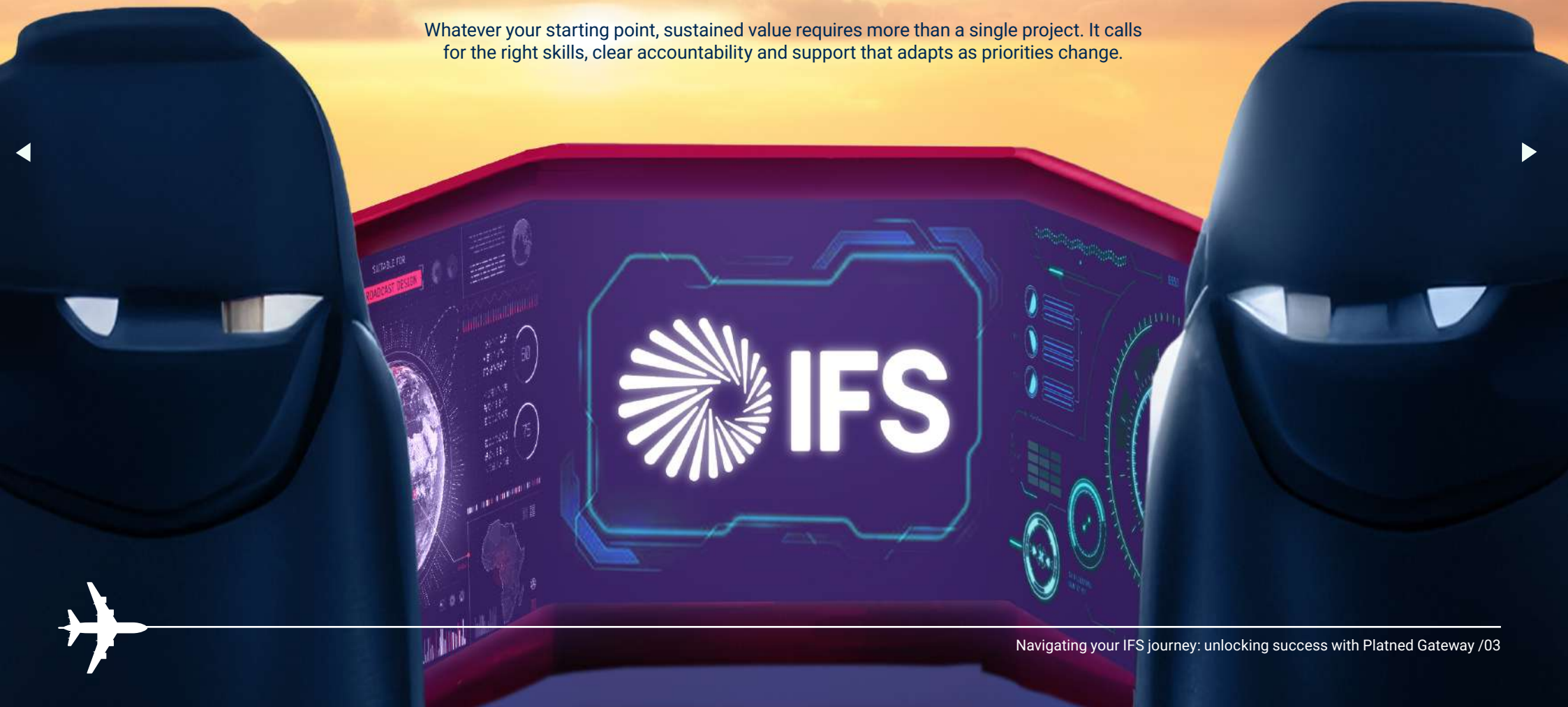
Your IFS journey, supported at every stage

No two organisations follow exactly the same path with IFS. Some need to optimise the environment they have today. Others are planning an upgrade, adopting new capabilities or rethinking how their ERP supports the business.

Whatever your starting point, sustained value requires more than a single project. It calls for the right skills, clear accountability and support that adapts as priorities change.



What is Platned Gateway?

Platned Gateway brings together a broad range of IFS-related services and specialist skills through a single agreement. It gives customers one contract and one point of contact, with flexible access to the expertise needed across their IFS journey.

Rather than navigating separate providers or disconnected service engagements, organisations can use Platned Gateway as a coordinated route to implementation, optimisation and ongoing operational support.

What this means for your business

- **A more connected experience.**
  Bring different technical and functional requirements into a single service relationship.
- **Access to relevant expertise.**
  Draw on specialist consultants, engineers, developers, trainers and operational experts according to the work required.
- **Support through change.**
  Move from day-to-day improvement to larger programmes without losing sight of business goals.
- **A simpler engagement.**
  Use one agreement and a defined point of contact to coordinate services and skills.

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The three key paths in your IFS journey

Different priorities. One connected approach.

1. Continuous improvement

What it means:

You've got a solid foundation, and now it's about making small, impactful changes to keep your system aligned with evolving business needs.

Goal:

Stay competitive and agile without the need for major overhauls.

2. Upgrades

What it means:

Moving to a newer version of IFS to harness advanced capabilities, enhance system performance, and future-proof your operations.

Goal:

Modernise your operations while minimising disruption.

3. Reimplementation

What it means:

Your current system no longer meets your business requirements, and it's time for a complete reset – reimagining your IFS solution from the ground up.

Goal:

Achieve a tailored, future-ready system that drives growth and efficiency.

Choosing the right route

The appropriate path depends on the condition of your current environment, business objectives, integration landscape, user needs and appetite for change. Platned Gateway can bring the relevant advisory, delivery and operational capabilities together for whichever route is chosen.

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Continuous improvement

Build on what already works.

Continuous improvement focuses on practical changes that maintain performance, support adoption and help organisations realise more value from their IFS investment.

Common requirements

System optimisation.
Review performance and refine existing functionality or business processes.

Feature adoption.
Evaluate and introduce relevant features and updates.

Process integration.
Keep workflows and integrations aligned as the business changes.

User development.
Build user confidence through targeted training and guidance.

How Platned Gateway supports this path

Functional consultancy
Process reviews, configuration advice and improvements to everyday ways of working.

Technical consultancy
Technical assessments, troubleshooting and support for enhancements.

System health checks
A structured view of system condition, risks and areas for attention.

Managed services and support
Ongoing assistance with operational requirements and issue resolution.

Training
Support for teams adopting changes and making effective use of new functionality.

Example

An organisation wants to improve reporting and reduce manual intervention. Gateway can coordinate functional consultancy, technical expertise and user training to help deliver a targeted improvement programme.

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Upgrades

Modernise with confidence.

An IFS upgrade is an opportunity to review compatibility, strengthen operating processes and help users benefit from newer capabilities. Successful upgrades require careful planning and coordination across business and technical teams.

Common requirements

Compatibility assessment.
Review data, integrations, modifications and infrastructure.

Data migration.
Plan and validate the movement or transformation of necessary information.

Testing and validation.
Check critical business processes, system behaviour and performance.

Training and change.
Prepare users and operational teams for the updated environment.

Transition planning.
Reduce the risk of disruption around cutover and early-life support.

How Platned Gateway supports this path

Upgrade services
Support for upgrade planning, coordination and implementation.

Functional and technical consultancy
Expertise to assess requirements, configuration and compatibility.

Integration and development skills
Assistance with interfaces, technical changes and relevant custom components.

Infrastructure and database skills
Support for platform, hosting and Oracle database considerations.

Global support and training
Help for the transition period and user adoption after go-live.

Example
Gateway provides a connected route to the range of skills that an upgrade programme may require, under one agreement.

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Reimplementation

Reimagine your IFS environment for the future.

Sometimes incremental change is not enough. Reimplementation allows an organisation to reconsider its processes, configuration and technical landscape to better support its current and future needs.

Common requirements

Strategic planning and design.
Define future processes, operating requirements and project priorities.

Data quality and migration.
Assess legacy information and plan for reliable migration.

Configuration and development.
Design the required solution and address business-specific requirements.

Business change and training.
Prepare stakeholders and users for new ways of working.

Post-go-live optimisation.
Stabilise operations and refine the solution after deployment.

How Platned Gateway supports this path

Implementation services
Delivery capability to support the new solution and its deployment.

Functional consultancy
Business process and configuration expertise across the project.

Technical consultancy and development
Support for technical architecture and necessary solution changes.

Integration engineers
Expertise to address connections with other enterprise systems.

Operations experts and trainers
Practical guidance for adoption, operational readiness and improvement.

Managed services and 24/7 global support
Ongoing operational assistance beyond go-live.

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One Gateway, ten core services

A connected portfolio, available through one agreement.

The updated Platned Gateway model brings together ten service areas. The relevant combination depends on each customer's environment, priorities and agreed scope.

Implementation services
Support to deploy IFS solutions and align implementation activity with business requirements.

Upgrade services
Planning and delivery expertise for moving to updated IFS environments.

Functional consultancy
Advice on processes, configuration, usability and functional improvement.

Technical consultancy
Technical expertise for assessments, issues, enhancements and system changes.

24/7 global support
Around-the-clock support services for customers with this coverage in their agreement.

Hosting services
Expertise supporting the environments in which business-critical IFS applications operate.

Managed services
Ongoing service and operational management support.

Oracle database services
Specialist assistance with Oracle database requirements relevant to IFS environments.

System health checks
Reviews to identify system concerns and opportunities for optimisation.

Infrastructure management
Expertise covering the infrastructure that underpins enterprise applications.

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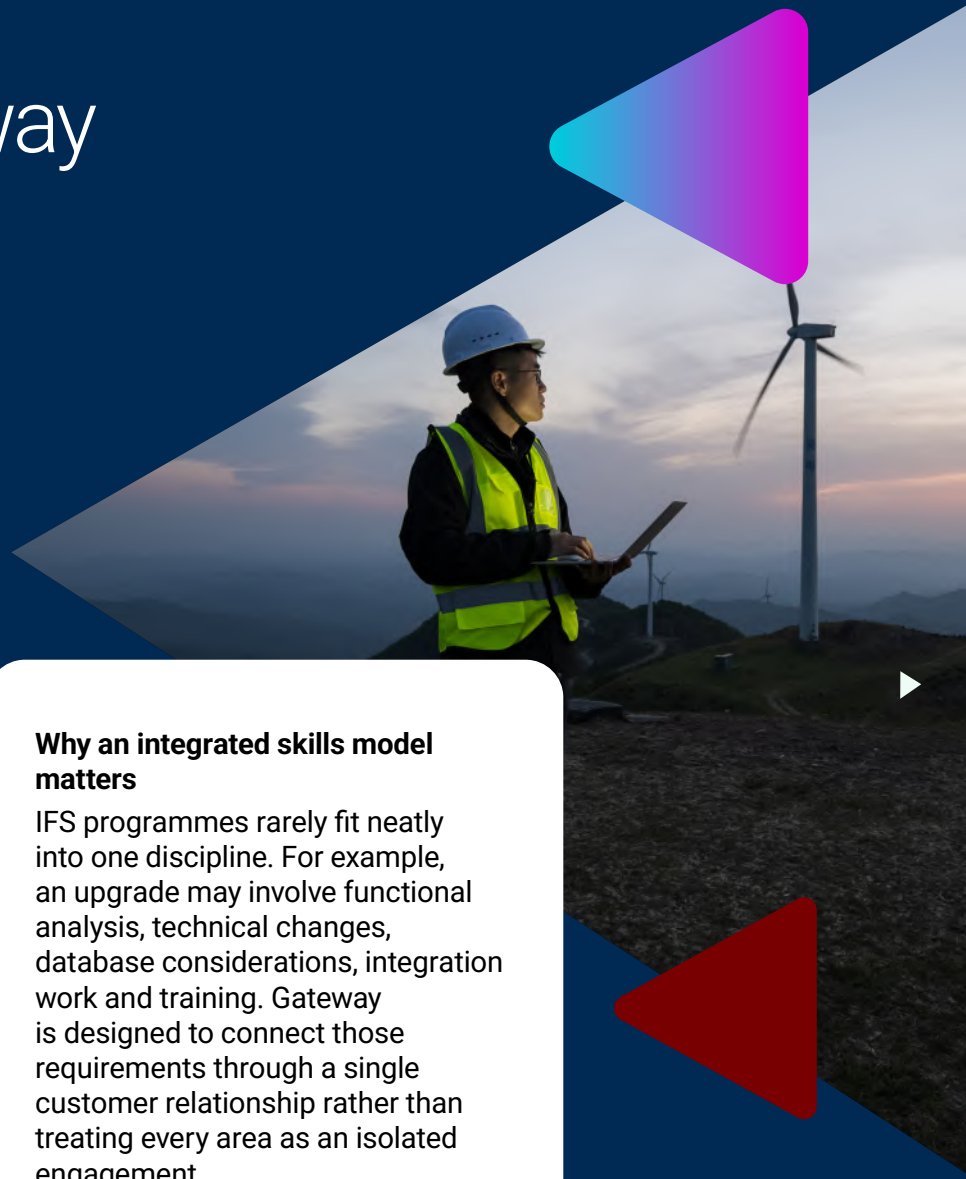
The specialist skills behind Gateway

The right capabilities for the work at hand.

Services rely on experienced people. Platned Gateway gives customers a coordinated way to access seven types of specialist skill identified in the Gateway model.



Common requirements

Functional consultant.
Supports processes, requirements, configuration and adoption.

Technical consultant.
Addresses technical assessments, solution issues and enhancements.

Infrastructure engineer.
Provides expertise relating to underlying platforms and infrastructure.

Trainer.
Helps people understand and adopt IFS functionality and changed processes.

Software developer.
Supports development and technical change where required.

Integration engineer.
Works on connections and information flows between applications.

Operations expert.
Brings operational knowledge to service delivery, support and improvements.

Why an integrated skills model matters

IFS programmes rarely fit neatly into one discipline. For example, an upgrade may involve functional analysis, technical changes, database considerations, integration work and training. Gateway is designed to connect those requirements through a single customer relationship rather than treating every area as an isolated engagement.

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One contract. One point of contact.

Simpler coordination across services and skills.

The defining principle of Platned Gateway is straightforward: one agreement provides a route to a broad range of services and skills, with one point of contact to help customers coordinate their needs.

How the approach works

Start with your priorities.
Identify business objectives, current challenges and the IFS journey path you are following.

Identify the required services.
Determine which parts of the Gateway service portfolio are relevant to the work.

Bring together specialist skills.
Match functional, technical and operational expertise to the agreed requirements.

Coordinate delivery and support.
Maintain a connected service relationship as activities progress or priorities change.

Review what comes next.
Use ongoing dialogue to identify opportunities for optimisation, upgrades or further change.

The potential advantages

Reduced complexity.
A clear commercial and relationship structure for multiple service requirements.

More continuity.
Support that can span implementation, change and everyday operations.

Flexible access.
Ability to combine appropriate service areas and specialist capabilities as needs evolve.

Stronger alignment.
A joined-up view of technical requirements and business outcomes.

Specific services, availability, commitments and commercial terms are defined within the customer agreement.

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Your journey.
One connected partner.

Whether your priority is continuous improvement, an upgrade or a complete reimplementation, your IFS environment must continue to support the business well beyond the next milestone.

Platned Gateway brings implementation, consultancy, global support, hosting, managed services, database expertise, health checks and infrastructure management into a connected model. Through one contract and one point of contact, customers have a simpler route to the services and specialist skills relevant to their IFS journey.

Ready to plan the next stage?

Talk to Platned about your current IFS environment, the outcomes you want to achieve and how Platned Gateway could support your next steps.

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