Platned

Is your field service technology ready for what comes next?

A practical guide to moving from IFS FSM and Astea to IFS Cloud



Service expectations are changing. Your technology strategy should too.

Delivering excellent field service is no longer just about getting the right technician to the right location. Businesses must manage increasing customer expectations, control operational costs, improve asset reliability and make better use of their people and resources.

For organisations currently using IFS Field Service Management (FSM) or Astea, existing technology may still be meeting immediate operational needs. However, the growing importance of automation, connected business processes and artificial intelligence is changing what service organisations need from their systems.

IFS Cloud offers an opportunity to bring service management into a wider enterprise environment, connecting field operations with the information, processes and intelligence needed to improve business performance.

With the right approach, the transition can deliver much more than a replacement system.

Six ways IFS Cloud can transform service operations

1. Make service decisions with greater confidence

Service teams need to respond quickly to unexpected issues while making the best possible use of available resources.

IFS Cloud brings together scheduling capabilities, operational information and Industrial AI to help businesses improve work allocation, identify potential service requirements and make more informed decisions.

The business advantage: Greater operational efficiency, fewer unnecessary costs and a more proactive approach to service.

2. Help field teams achieve more

Technicians work most effectively when they have the right information and tools available wherever they are.

With mobile capabilities, connected service information and intelligent scheduling, IFS Cloud can help field teams work more productively, reduce administrative effort and improve first-time fix performance.

The business advantage: Better technician utilisation, fewer repeat visits and improved service consistency.

3. Bring service and business operations together

When service information is separated from finance, inventory, assets and customer contracts, it becomes harder to understand the true cost of delivering services.
IFS Cloud helps connect these processes within a broader enterprise platform, improving information sharing and providing a more complete picture of operational and financial performance.

The business advantage: Better cost visibility, stronger financial control and improved collaboration across departments.

4. Turn operational data into opportunities with AI

AI is becoming an increasingly important part of improving service performance, from identifying patterns in operational data to supporting automation and better decision-making.
IFS Cloud provides a foundation for adopting Industrial AI capabilities as business requirements evolve.
Platned can help organisations explore these opportunities through Platned AI and Axiom, its AI innovation designed to complement IFS Intelligence and support practical applications within enterprise operations.

The business advantage: More intelligent processes, reduced manual effort and opportunities to generate measurable value from existing data.

5. Deliver a better customer experience

Customers increasingly expect transparency, reliable service delivery and confidence that contractual commitments will be met.
Connecting service activities, performance information and contract management can help organisations monitor service level agreements (SLAs), improve responsiveness and identify areas where service delivery can be strengthened.

The business advantage: Improved customer satisfaction, stronger retention and greater opportunities to protect and grow service revenue.

6. Build a platform that keeps improving

Traditional software upgrade cycles can require considerable planning, resources and business disruption.
The Evergreen approach within IFS Cloud supports ongoing innovation and access to evolving functionality, allowing organisations to adopt improvements as part of a more continuous technology strategy.

The business advantage: Greater flexibility, improved long-term adaptability and a more manageable approach to technology modernisation.

The future of service goes beyond managing field activities

Connecting people, assets and intelligence

For many years, field service technology has concentrated on managing work orders, assigning technicians and keeping schedules on track.
These capabilities remain essential, but they are no longer enough on their own to support the ambitions of modern service organisations.
Businesses increasingly need a connected view of their service operations, equipment, customer relationships and financial performance.
Bringing these areas together creates opportunities to:

- **Anticipate service needs.** Use connected asset and operational information to support more proactive maintenance decisions.
- **Improve business efficiency.** Identify repetitive activities that could benefit from automation.
- **Increase operational visibility.** Understand how service delivery affects costs, productivity and profitability.
- **Support business growth.** Identify opportunities to improve existing services and develop more valuable customer relationships.

For businesses using IFS FSM or Astea, moving towards IFS Cloud is an opportunity to reconsider how service contributes to the organisation's overall performance.
The goal is not simply to replace existing technology. It is to create a stronger foundation for future service delivery.

Why should IFS FSM and Astea customers start planning?

Understanding the legacy support timeline

Organisations operating older IFS service management platforms should be aware of their product support arrangements when evaluating future technology investments.
The following dates highlight important milestones for selected versions.

Platform	Standard support ended	Extended support ends
IFS FSM 6	31 January 2026	31 January 2029
IFS Alliance 15.4 (Astea)	30 September 2026	30 September 2029
IFS Alliance 15.3 (Astea)	31 December 2025	31 December 2028

These dates are taken from the source factsheet. Organisations should confirm their specific product version, contractual arrangements and applicable support dates directly with IFS.
Planning ahead does not necessarily mean migrating immediately.
It means giving your organisation sufficient time to understand its options, assess existing systems and determine the most appropriate approach.
An early assessment can also help identify which existing processes should be preserved, which could be simplified and where new functionality could deliver additional value.

A well-planned transition should protect current operations while preparing the business for future requirements.

Five considerations for a successful transition to IFS Cloud

Moving from an established field service platform requires more than selecting new functionality.
It involves understanding how technology supports your people, processes and business objectives.
Before developing a migration strategy, consider the following questions.

1. What does the business need to achieve?
Identify the most important service challenges, performance targets and customer requirements that should guide the investment.

2. What needs to change in the current environment?
Review existing workflows, customisations, integrations and information to determine what should be retained, improved or replaced.

3. Where could automation and AI make a difference?
Assess opportunities to reduce manual work, improve operational decisions and use connected data more effectively.

4. How can the transition minimise disruption?
Consider how systems, employees and service operations can be supported throughout migration while maintaining business continuity.

5. How will success be measured?
Establish meaningful performance indicators covering productivity, service quality, operational costs, profitability and customer satisfaction.

Why choose Platned for your IFS Cloud journey?

Industry knowledge, IFS expertise and practical transformation support

As an **IFS Specialized Partner and IFS Intelligence Pioneer Partner,** Platned helps organisations make informed technology decisions and maximise the business value of their IFS investment.
We understand that every organisation has different requirements, operational challenges and existing technology investments.
Our approach focuses on developing practical solutions that support business priorities, minimise unnecessary complexity and create a platform for continuous improvement.

How Platned can help

IFS Cloud strategy and implementation
Understand your requirements, evaluate future capabilities and develop an implementation approach that supports your operational and commercial objectives.
Legacy system migration and integration
Assess your existing service management environment, including applications, data, customisations and connected systems, to support a structured transition.
AI and intelligent automation
Identify opportunities to apply AI through Platned AI and Axiom, complementing IFS Intelligence and helping turn operational information into practical business improvements.
Automated testing with Platned Mahara
Improve confidence in application changes with automated testing capabilities designed to support quality assurance, system updates and ongoing development.
Managed services and long-term support
Access ongoing technical and functional expertise to help maintain system performance, support users and continue improving the value of your IFS investment.

Take the next step towards better service performance

Your next technology decision should deliver lasting business value

Whether you are beginning to review your legacy field service platform or already considering IFS Cloud, the most effective starting point is understanding what your business needs to achieve.
Platned can help you assess your current environment, identify opportunities for improvement and build a practical roadmap towards a more connected, efficient and intelligent service operation.

Start a conversation with Platned about your IFS Cloud options.
Discover how we can help you prepare for the future of service.

Visit: platned.com

IFS Specialized Partner
IFS PARTNER PROGRAM

platned.com