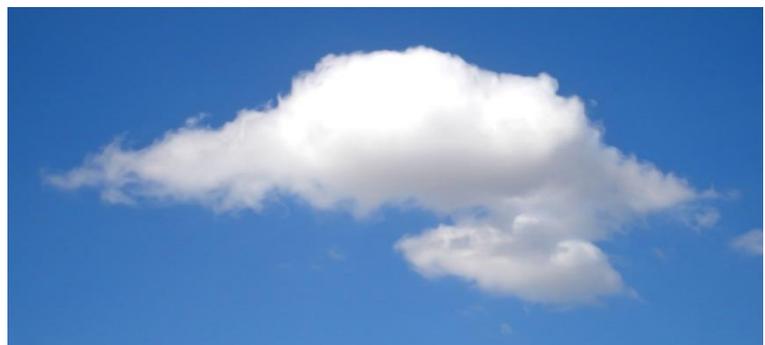# IFS FIELD SERVICE MANAGEMENT™ IN THE CLOUD
ACCELERATING BUSINESS FOR DEMANDING COMPANIES

A cloud solution to field service management means there's no infrastructure to manage, making it easy to provision new operations, upscale or add more functionality as soon as you need it. If your business doesn't already need advanced functionality for things like reverse logistics, customer engagement or IoT, it will tomorrow. Built for the cloud, IFS Field Service Management™ (FSM) is the most complete service lifecycle management solution, helping the world's highest-performing service organizations tackle a new generation of field service challenges.

AHEAD OF THE PACK

Cloud-based solutions are very attractive for field service because they may be more flexible, more readily extensible and more accessible than software on servers in a company's own facilities. IFS FSM was an early adopter of cloud and of offering subscription-based licenses. Today, most of our field service management software sales are delivered from the cloud.

SaaS subscriptions allow customers to pay for software on an expense budget rather than the capital budget. This can be beneficial as the expense may be assigned to a given department's operating budget. It tends to be a smaller up-front investment and well below the normal threshold for a capital budget spend.

The biggest benefit that comes with the SaaS model is the lower up-front investment and lower internal costs devoted to supporting the solution; IFS FSM delivered as SaaS also makes it cost-effective to start with a smaller footprint and provides the ability to scale up as needed or scale the number of users back down. This is helpful for businesses affected by

> "Today, most of our field service management software sales are in the cloud."

seasonality or project-driven fluctuations in demand. You can implement IFS FSM in a single division or in a single office as a proof of concept. Even when you start with a small number of SaaS users, always consider the implications of a wider implementation so you are prepared to easily scale the solution across a broader number of users to encompass the entire service lifecycle. A cloud solution also means there's no infrastructure to manage, making it easy to provision new operations, upscale, add more functionality or downscale to meet changing business needs.

STAYING UP TO DATE

One of the most resource intensive activities for the IT department is rolling out new releases. A SaaS solution includes 'evergreen' software updates so you are always on the latest version of software—with software updates that happen automatically in the background. This may not work for everyone, of course; the day an update is performed may be inconvenient or happen in the middle of your busiest season when you have other IT priorities. This is why IFS offers a choice of deployment models, with IFS Managed Cloud™ offering a greater degree of flexibility in how and when software is updated compared to our SaaS offering.

YOU NEED THE BEST

Now that virtually all field service management software is available in the cloud and through SaaS, it becomes more important for companies in the market for this type of software to ask hard questions not only about how the software is hosted and paid for, but about the ability of the software to facilitate their business processes, now and in the future.

IFS FIELD SERVICE MANAGEMENT—COMPLETE, CONNECTED, IN THE CLOUD OR ON-PREMISE

Many SaaS-based field service management tools focus strictly on scheduling or may lack configurability and flexibility. Regardless of whether it is purchased through a perpetual license, as a subscription or as a service, IFS offers is a full suite that addresses the entire service lifecycle. Apart from intelligent, dynamic scheduling, the suite delivers:

- Omni-channel contact center capability, including interactive voice response, call recording, automated routing and queue management to automate call handling, priority-based routing, issue triage and resolution, dispatch order entry and billing, parts management and case management.
- Customer engagement solutions to augment customer service, including voice self-service, digital self-service and a contact center agent desktop,
- The ability to receive and act on observations received from connected devices through the Internet of Things (IoT).
- Spare parts management for full traceability, visibility and control of spare parts inventory, including field locations, multi-bin stock maintenance and serialization. From the time you order or receive parts to when you install them on customer equipment, you will have complete auditability and control.
- Project management for task automation, remote communication for extended service projects, including remote personnel and assets in the field.
- Reverse logistics functionality to handle even the most complex repair depot environments.
- Warranty management software that tracks all warranties throughout their lifecycle to improve customer satisfaction, increase product quality and reduce service costs.
- Embedded analytics to help detect issues and actualize opportunities.
- Extensive access to operational data on customers and products, field force effectiveness, labor management, customer satisfaction and more.
- Service contract management functionality to help you create, execute, revise, monitor and profitably administer service contracts—from initial quoting and pricing, to service level agreement (SLA) visibility, automatic renewal and billing.

A basic instance of IFS Field Service Management can meet many needs for scheduling requirements. But for those who need it, we offer a sophisticated planning and scheduling engine that automates scheduling decisions based on a configurable set of business requirements, including 'late-as-possible' scheduling for optimal travel between assignments and depot pick-ups, allowing you to offer multiple contract types and SLAs that you can deliver on cost-effectively. IFS FSM encompasses much broader functionality than just scheduling. This is one of the inherent benefits of a full end-to-end field services system. You are not forced to buy scheduling software you don't need, but rather can address pain points across your service value.

LEARN MORE

To find out more about IFS Field Service Management, visit **IFSWorld.com/FSM**