IFS APPLICATIONS™
SOLUTIONS FOR AGILE BUSINESS

IFS APPLICATIONS DELIVERS

TRUE BUSINESS AGILITY

The most successful enterprises are those that are best equipped to adapt to change and the challenges in the market. That's why we created IFS Applications™ —to make our customers so agile they would view change not as a threat but as an opportunity.

IFS APPLICATIONS:

- delivers **true business agility** and the flexibility to work the way you want

- lets you **capitalize on change**, enabling you to move quickly, act globally and benefit from innovative technology

- is **easily configured** to match the specific requirements of our customers. It reduces the need for customization and can easily be modified by those closest to the process

- is **built on industry standards** so customers are not locked into a particular technology

- can **easily be implemented, extended and upgraded** thanks to its component-based and layered application architecture

- is arguably the most **user-friendly** enterprise software on the market

- **brings you closer to your business**, giving you unprecedented vision so you can turn opportunities into revenue

DISCOVER TRUE BUSINESS AGILITY

Maybe you're responding to an influx of new entrants into your market. Perhaps you're expanding into new territories, need to ensure your global supply chain meets new regulations, or are looking to diversify into areas like service delivery. One thing is certain—you need to be more agile and adaptable than ever before to respond to today's challenges.

IFS Applications is built to help you capitalize on change. It brings you closer to your business, with quick, at-a-glance visibility of what is happening at any moment in time. And it embeds real operational flexibility into the heart of your organization, with technology that enables your strategic growth.

FOCUSED FULL-SUITE PRODUCT

IFS Applications offers full support for enterprise resource planning (**ERP**), enterprise application management (**EAM**) and enterprise service management (**ESM**). It includes all of the functionality you expect from a tier one ERP software suite, plus powerful embedded functionality that extends the application into other crucial areas of your business. It allows you to reduce the lifecycle cost of managing your critical assets and the information that surrounds them. And it helps you optimize the way you use your resources in the office or out in the field to obtain leaner operations.

Truly embedded customer relationship management (**CRM**), along with software for critical business processes such as financials, HR and business intelligence, brings the customer perspective into the heart of everyday business operations. Combined with our deep industry knowledge, IFS Applications is a complete solution for all of your business needs.

CLOSER TO YOUR BUSINESS

+

FLEXIBILITY TO CAPITALIZE ON CHANGE

=

TRUE BUSINESS AGILITY

OUTSTANDING BUSINESS VISIBILITY

In today's competitive market, you need to be able to make quick, accurate decisions. The most agile businesses are those that can spot issues and opportunities as soon as—or before—they arise, and take appropriate action. It's never been more important for you to have current, reliable information, and to put it into the hands of the people who need it, in a way that's easy for them to interpret and action.
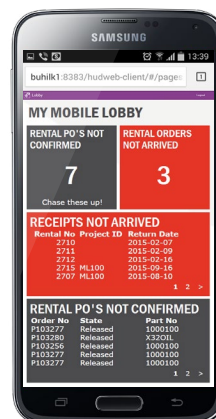
WORKING DAY AT A GLANCE

The working day with IFS Applications starts with IFS Lobby™, a focused reception area where you can monitor at a glance the information that matters to you, and take action on it. IFS Lobby is delivered out of the box for key roles and processes. It isn't just for managerial roles or providing an executive overview; it is there to support all operational aspects of the business, at all levels of the organization.

Just as importantly, IFS Lobby can easily be tailored to fit even closer the processes of any organization. Administrators can modify the interface and introduce new content on the fly for groups of workers without requiring developer skills, system updates or restarts. And employees can personalize their lobbies and add favorite searches, reports, news feeds, links and other items of interest.

IFS Lobby is designed for remote and mobile working, and can be easily accessed on smartphones, tablets and other devices.

VISUAL INSIGHT FOR ALL

The most difficult part of implementing analysis solutions that lead to true insight is not learning the tools, or creating the reports and dashboards. For most organizations, the challenge is turning the volumes of transactions—the lifeblood of business—into higher-level business information to make timely, accurate decisions.

IFS LOBBY is delivered out of the box for key roles and processes. IFS Lobby is designed for remote and mobile working, and can be easily accessed on smartphones, tablets and other devices.

VISUAL INSIGHT:

CLICK OF A BUTTON VISUALIZATION

BI IN YOUR BUSINESS CONTEXT

VISUALIZATION AND ANALYSIS TOOLS

DEDICATED ANALYTICAL COMPONENTS

NAVIGATION AND ACTION MODEL

IFS Applications takes this effort out of the equation by providing a prepackaged information view, consisting of ready-to-use star schemas covering areas such as finance, sales, procurement, projects, supply chain, manufacturing, HR and more. These star schemas are open and can be used regardless of which BI technology or tools are used in your organization.

Another challenge of implementing analysis solutions is integrating reporting and BI tools with the underlying applications and with the right user interface. User interface integration is often neglected, so that analysis support ends up 'somewhere else', and not where users are working. As a result, visualization and analysis capabilities are easily forgotten and underutilized.
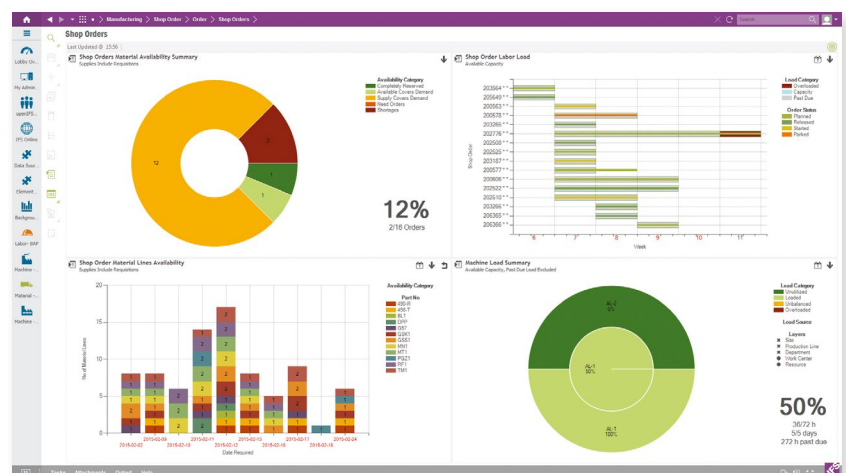
IFS Applications addresses this problem by providing BI technology that is pre-integrated not just with the information view in IFS Applications, but also in the IFS Enterprise Explorer™ user interface.

Lastly, to deliver on its true potential, visual insight must be integrated into the daily operations of a business, not just something management looks at once a month or quarter. IFS pursues multiple avenues to deliver this operational intelligence:

- Click-of-a-button easy ways to visualize data within the scope of IFS Applications itself.
- BI technology integrated in the business context and user experience of IFS Applications, so that BI support is available when and where daily decisions are made.
- Visualization and analysis tools and components as part of the core business process.
- Dedicated analytical components. Problems that are difficult to solve well with generic technology and tools are better handled with specific analytical components and applications.
- Visualization as part of the navigation and action model for the application, allowing users to navigate, and action, business processes and data through visualizations.

IFS MANUFACTURING VISUALIZER™

We provide several analytical applications that allow managers and planners to analyze operations in depth. A good example is IFS Manufacturing Visualizer. This out-of-the-box configurable solution provides up-to-date information about production statuses from a resource and material perspective. It can also be used to initiate actions across a wide range of production processes, and comes with auto-refresh functionality that allows users to monitor production processes online or on a mobile device.

COLLABORATION IN ANY CONTEXT

You're spending more time out of the office, on the move and away from your desk. We believe there are huge business benefits to be had from extending a new generation of communication and collaboration tools into the workplace. But to get real value from these tools, they must be integrated into the context of your everyday business processes, data, and applications.
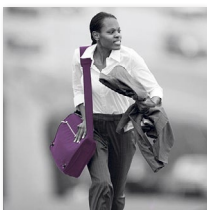
MOBILITY TUNED TO YOUR NEEDS

Mobile business users are a diverse group, covering a broad range of user groups with distinctive characteristics, priorities and requirements. IFS Applications offers a path to mobility for users of all types, with multi-platform solutions that operate on-premise or in the cloud.

DEPLOY WITHOUT FEAR OR FUSS

All of our mobile solutions are built on a Unified Mobile Architecture, providing both on-premise and cloud-based connectivity for the mobile workforce. Mobility is embedded directly into IFS Applications with seamless processes between the back-end and front-end applications, allowing you to bring business applications with you at any time and stay in full control while being on the move. Having mobile solutions built into IFS Applications reduces the risks related to cost, time and future technology shifts, as there is no need for system integrations.

BUSINESS APPS FOR CASUAL USERS

Business people on the move use mobile as a complementary service to their laptops. To cater for this market, we have created IFS Touch Apps™, for Android, iOS and Windows platforms. From time and attendance to expense management, each app is focused on a very specific task and designed to minimize typing.

MOBILE SOLUTIONS FOR PROFESSIONAL USERS

From maintenance engineers to warehouse staff, mobile solutions are critical working tools that need to perform all day, every day. IFS Mobile Work Order™ allows users to manage the workflow of job orders and route orders remotely. IFS Data Warehouse Collection™ allows you to manage warehouse operations remotely, while IFS Audit Companion™ supports quality assurance tasks. Scalable across a range of devices, they allow you to improve operational efficiency and competitive edge.

IFS ENTERPRISE EXPLORER FOR TRANSACTIONAL USERS

Transactional users, whether working in finance, HR, projects, logistics, sales, or other parts of the business, need access to their business applications to browse and create information when they move between meetings. IFS Enterprise Explorer is perfect for this type of user—it provides the full functionality of IFS Applications in laptop and tablet form factors.
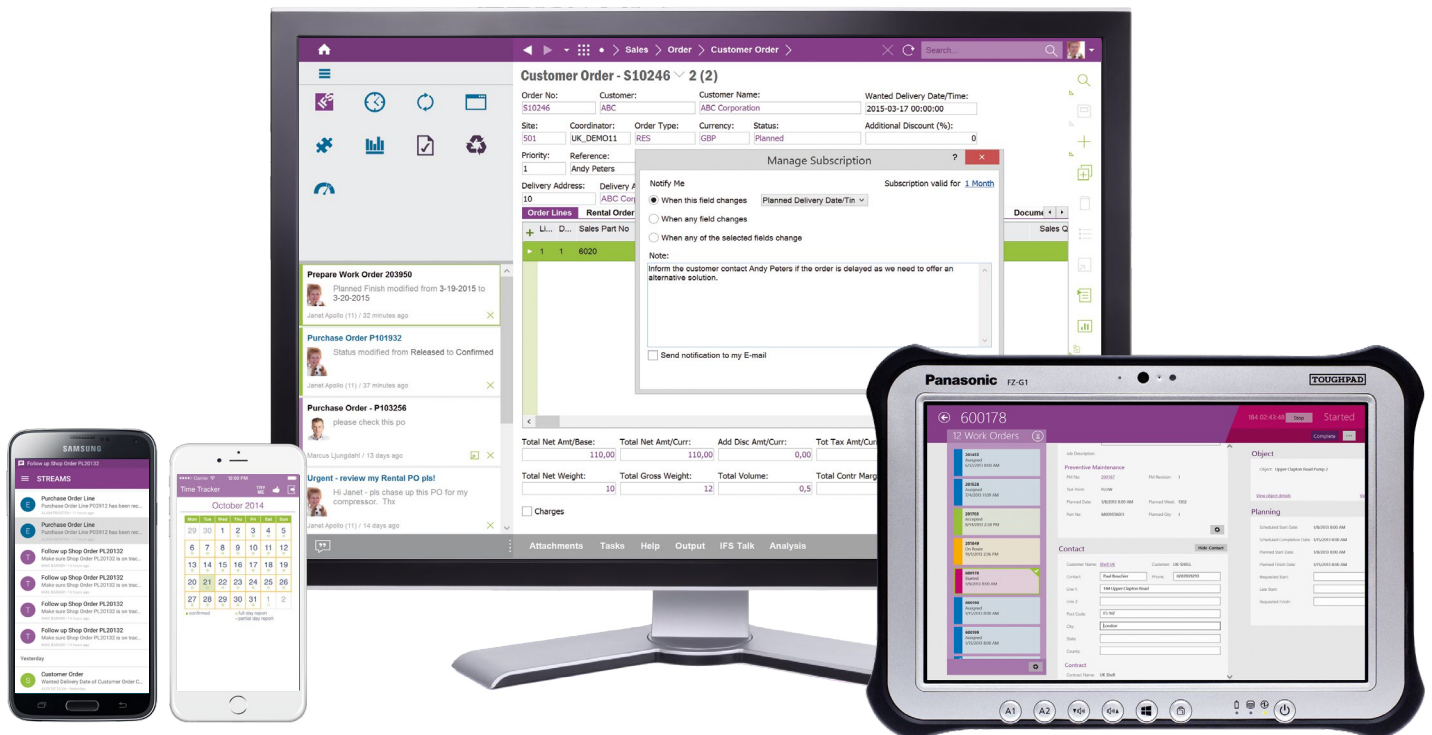
TASK-CENTERED COMMUNICATION

IFS Talk™ is a social communication tool like Yammer or Facebook that allows business users to collaborate with and support each other, securely, in the context of business actions, events and processes. For example, you can post a question onto a message board, and use IFS Talk to discuss the question in detail using the 'communicate in context' feature.

TAILORED INFORMATION STREAMS

IFS Streams™ is a notification system designed to keep you close to the pulse of your business. For example, if you post a question on IFS Talk, any responses from colleagues will automatically appear in your stream. The facility fully integrates with

IFS Tasks™, so that assignments can be automatically routed to individual users.

You can also use IFS Streams to eliminate the need to remember to go back and check or follow up on things. Instead of relying on post-it notes and emails to yourself, you can subscribe to receive automatic alerts for every eventuality. Let's say you have a critical delivery and you need to know if there are any delays to the delivery date. Instead of having to repeatedly go in and check whether the date is holding or has been changed, you can subscribe to changes on that order and be instantly notified in IFS Streams if the date changes. Not only does this boost operational efficiency, but it also allows businesses to raise their service levels.

WORK, THE WAY YOU WANT IT

The tools you use to run your business are meant to enhance your productivity. But too often, you end up spending a lot of time struggling to use these very tools. That's why IFS Applications, with its focus on user experience and productivity, is taking usability to new heights. So you can spend more time taking care of business, and less time struggling with your software.
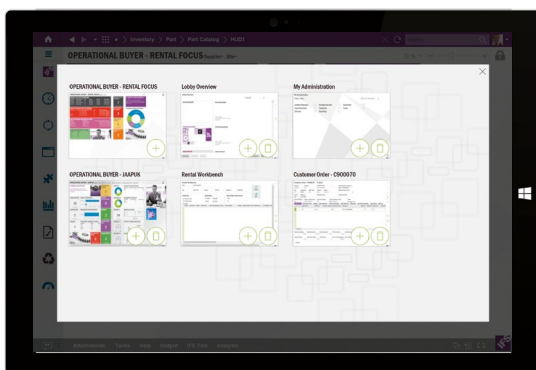
ATTRACTIVE, INTUITIVE, EFFICIENT

IFS Applications provides an attractive and intuitive work environment, whether you're using tablet and touch, laptop or desktop. Ease of use and time-saving features help you work more efficiently and use the application to its full potential. An attractive design with familiar features that include a search facility, direct navigation and an icon-driven menu build confidence, encouraging you to leave your comfort zone and explore the possibilities the solution has to offer. All of this means you become more engaged and use the application more readily to complete tasks, and initiate new practices and procedures.

BROWSE YOUR BUSINESS

IFS Applications works in a similar way to a web browser; you can navigate using hyperlinks, favorites and other tools. This makes it as easy to travel around your enterprise as smoothly as you surf the web. And by using tools like 'Recent Screens', you can multi-task and work through large amounts of information without becoming overwhelmed.

HIGHLY CONFIGURABLE

No two companies or employees are the same. IFS Applications allows you to adapt the user experience to your needs and to the environment in which it is used. Novice users can start with a simple, minimal look and add more and more features and screen elements as their skills and requirements progress. IFS Applications can be used with a small set of visible tools, freeing up screen real estate on smaller laptops and ultra-mobile PCs. If you have a bigger display, you can take advantage of working with multiple windows, and with more tools and related information visible simultaneously.

FULLY EMBEDDED CRM

IFS Applications includes a Customer Relationship Management (CRM) module that is tightly integrated into other processes in IFS Applications.

This allows full visibility into back-office data within the CRM component. As a result, users can capture information on current and potential business partners, use it in real-time and manage it more efficiently.

EXTENSIBLE DATA MODEL, USER INTERFACE, AND MORE

You can also use IFS Applications to create new fields and add them to pages in the application. For example, a company wanting to manage its employees' company cars could build an online repository of vehicle information and create a bespoke field within IFS Applications that allows workers to register the car they are currently using. What would have taken an experienced developer many hours to accomplish in the past can now be carried out in a matter of minutes by an employee with no coding experience.

SOFTWARE THAT WON'T
HOLD YOU BACK

Enterprise software should drive your business forward, not hold it back. IFS Applications allows you to capitalize on business opportunities with a new degree of flexibility and speed. New functionality and capabilities can be added as your market evolves, allowing you to continue to benefit from the investment you've made in your software.

NEW FUNCTIONALITY WHEN YOU NEED IT

Enterprise software suites often require companies to implement functionality that doesn't add value to the core business, but is required anyway to get the application process to work as a whole. The result can be complex and costly, with inflexible implementations and rollouts. And because business requirements evolve over time, the software itself often ends up standing in the way of making strategic changes quickly enough to meet an organization's changing demands.

Our product is different. We offer truly modular, component-based software. Rather than being a jumbled mix of applications from different vendors, IFS Applications is built from the ground up to be extended as and when your business needs more functionality.

IFS Applications supports multiple and evolving business models through a single core application. With IFS Applications, you can take advantage of the functionality you need right now, rather than in the future.

EASY FIRST TIME, EASY SECOND TIME

Our easy-to-install updates let you dynamically meet changing requirements from the business and evolving expectations from users, ensuring that you always have the latest software with the newest features for your organization.

IFS Applications is quick to deploy and easy to get started with. With deep functionality, full solution

EXPANDING YOUR BUSINESS MODEL

Increasingly, manufacturers are moving beyond their manufacturing base to offer a variety of value-added services. By adding the right IFS Applications components, businesses in this position can establish and control an extended global supply chain, while putting in place and managing a service operation at national level. Doing so using manual processes, or by embarking on a traditional integration project with another ERP vendor, could lose the company a vital early advantage over the competition.

coverage, and excellent possibilities to tailor and configure the application, implementation times and costs are kept low.

LAYERED APPLICATION ARCHITECTURE

This ease of initial deployment and future updates is down to IFS Applications' layered application architecture (LAA), which clearly separates core code, localizations and customizations. With our layered application architecture, you can tailor IFS Applications through configuration rather than customization. The result is more cost efficient implementations and upgrades.
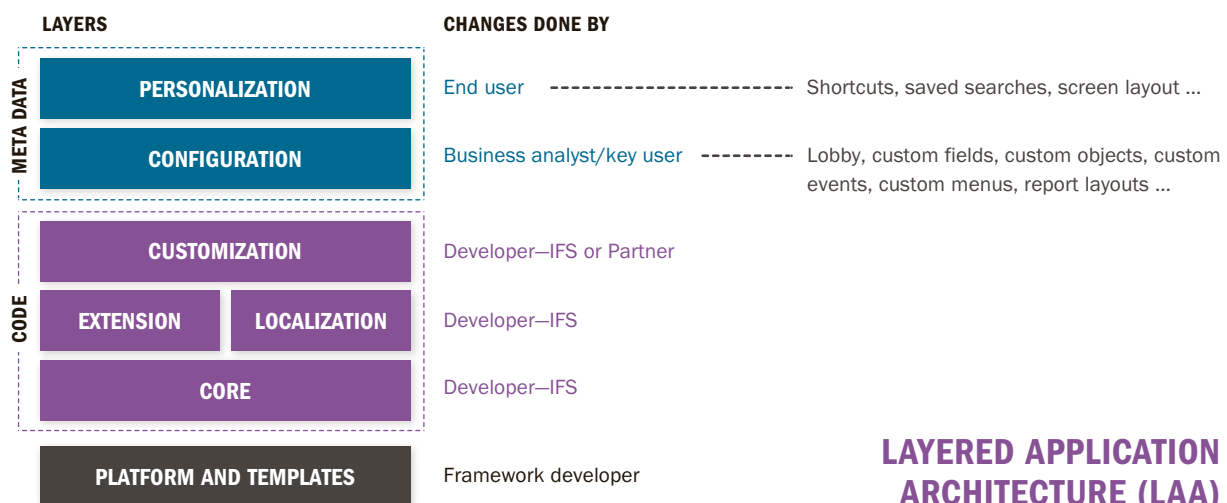
What's more, our layered application architecture drastically reduces the effort and cost of moving to future versions of IFS Applications. Configurations are carried through, and even if you have made customizations, they will be overlaid onto future versions rather than having to be rebuilt or uplifted–saving you both time and money.

FEWER CUSTOMIZATIONS

Many enterprise software suites demand rigorous and lengthy work to customize them to users' needs. This means that they can't be quickly reconfigured to meet the changing needs of the business. By the time they have been customized to suit a strategic company vision, the market may have changed. IFS Applications is built to incorporate best industry practices, and to be easily tailored and extended without resorting to customizations.

SCALE FOR SIZE AND FUNCTIONALITY

IFS Applications scales with your business, as new sites, users or business units come online, or when more components and functionality are added. For example, a global corporation may choose to initially use IFS Applications within a small business unit. Without having to make any major alterations, it can take the same solution and use it to become the foundation for their entire global operations.

LAYERS — **CHANGES DONE BY**

META DATA:
- PERSONALIZATION — End user — Shortcuts, saved searches, screen layout ...
- CONFIGURATION — Business analyst/key user — Lobby, custom fields, custom objects, custom events, custom menus, report layouts ...

CODE:
- CUSTOMIZATION — Developer—IFS or Partner
- EXTENSION / LOCALIZATION — Developer—IFS
- CORE — Developer—IFS

PLATFORM AND TEMPLATES — Framework developer

LAYERED APPLICATION ARCHITECTURE (LAA)

BUILT FOR FUTURE CHANGE

The most successful enterprises are those that can readily adapt to change. That's why IFS Applications is built so you can see a quick return from newly added components, capabilities and working practices, without disrupting your underlying business applications. We focus on building new innovations into our application so that everyone can benefit, not just those who can afford to purchase and integrate disparate applications and technologies.

SINGLE INVESTMENT WITH LONG-TERM RETURNS

Enterprise software is one of the most important asset investments made by a business. It needs to be state of the art when delivered, but also cost-effective and able to generate returns throughout its lifecycle. On top of this, the product's components should be capable of being upgraded, added and replaced with minimal downtime and impact on operations.

We constantly strive to meet these criteria with IFS Applications, investing time and energy in creating robust designs that accommodate future change. As part of this strategy, we have encapsulated and isolated architecture layers and platform components that might later become subject to change. And because our technology is so adaptable, it can help you reduce your total cost of ownership over the long term.

Lastly, we use commodity software components whenever possible. This has allowed us to reduce both legacy and maintenance overheads.

Our commitment to standard technologies and well-known products means we can replace and update technologies in isolated areas without causing ripple effects across other applications. It also allows us to cut start-up time and training costs for system integrators, developers and technicians.

Reporting solution rebuilt with
XML and XSL/FO

Mobile solutions re-created
using Java ME

Java EE replaces CORBA
in middle tier

2005

IFS has a proven history of managing change and evolution in technology and architecture without disrupting core applications.

Introducing Layered
Application Architecture

Run on Microsoft Azure
public cloud

2015

IFS Touch Apps for
smartphones added

IFS Enterprise Explorer
supersedes
IFS Windows Client

Unified Mobile Architecture
on iOS, android, Windows

Supporting Software plus
Services with IFS Cloud

Design and development
tools for Agile Development

ACT GLOBALLY WITH CONFIDENCE

It used to be the case that you only needed to worry about managing a business across multiple locations, countries or continents if you were a large organization. Today, even smaller mid-market companies need to act like global enterprises. As a result, more and more companies need to be supported by truly global enterprise software.

THE JOURNEY FROM MULTI-NATIONAL TO GLOBAL

Many companies go through a similar pattern of development. They set up in one territory. Then they become multi-national. They start operating in different countries, with different, independent business units. Next, they become international, managing business across several countries, while interacting with business units in other countries, sharing resources across different territories.
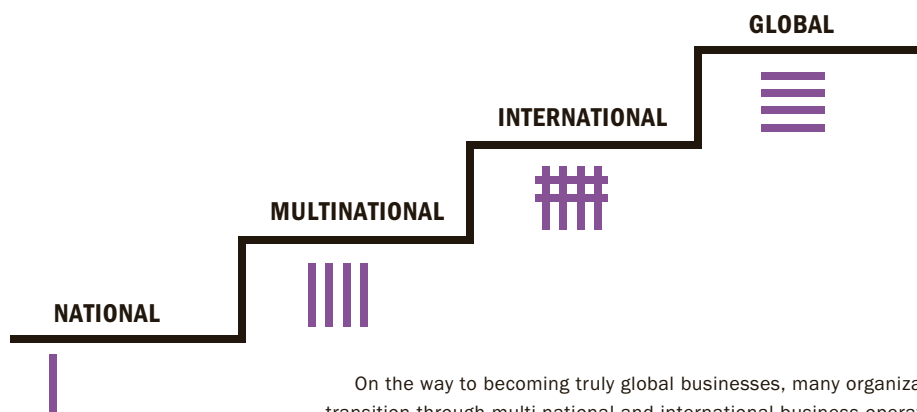
For companies in this position, it is no longer sufficient to offer solutions that have been localized to meet country-specific requirements. Nor does it make sense for these applications to handle multiple companies and countries in parallel in the same installation. Ideally, companies want to efficiently run processes that span across countries and companies, and which use an architecture that supports a global single-instance strategy.

However, when businesses turn to software to support planning, execution, and follow-up of key processes at a global level, they often struggle.

MULTI-SITE, MULTI-LANGUAGE, MULTI-CURRENCY AND MORE

IFS Applications supports internationally operating organizations with country-specific requirements involving tax and regulation in a structured way. We aim to provide coverage for all the countries in which our customers operate with the fewest possible

GLOBAL

INTERNATIONAL

MULTINATIONAL

NATIONAL

On the way to becoming truly global businesses, many organizations transition through multi-national and international business operations.

add-ons and parties involved. To this end, IFS Applications currently supports over 40 countries in its core version.

Our product also has all the functionality needed to handle global business. It supports over 20 languages, and numerous units of measure and currency—making it the perfect fit for supporting multiple sites, divisions and business units. It also comes with functionality that makes it easy to add new geographical business units or subsidiaries and quickly deploy core processes such as HR, financials, inventory and projects across them. Because today, staff may be employed by one company, reporting to a manager employed in another and logging project time against a third.
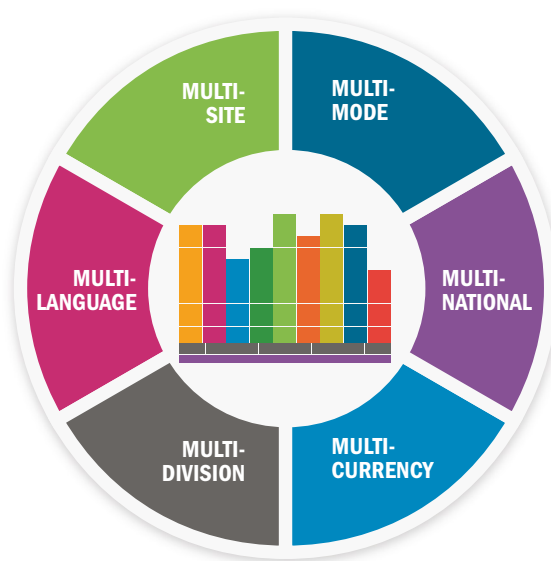
In addition, IFS Applications offers deep support for multiple manufacturing modes and business processes that allow divisions to share the same enterprise solution.

GLOBAL, SINGLE-INSTANCE APPLICATION

When an organization becomes global, it gets a great deal of benefit from running its business on a single application—preferably in the same global single instance of that application. A global single instance strategy allows companies to reduce complexity and cost while providing insights, analysis, and follow-up at much faster speed.

IFS Applications is a single instance application that lets you expand into new markets without having to deploy multiple systems, although you can if you wish. It also enables you to manage employees around the world regardless of location or reporting structure.

IFS also brings implementation, service and support that reach out wherever you operate, helping you locally with the strength and resources of a multi-national organization with a deep experience in managing global implementations.

DEVELOPED WITHOUT COMPROMISE...

The pace of change in today's market is frighteningly fast. At IFS we're agile in the way in which we develop our software because business practices change and markets take new directions even as code is being written. We use agile development in all our projects and have tools, architecture and processes that support continuous change. In addition, we involve our customers early on in the project development phase and are uncompromising in our approach to quality, cost and time.

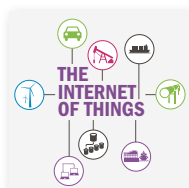### COMMITMENT TO PACE-LAYERED DEVELOPMENT

IFS was one of the first companies to adopt a pace-layered application strategy. This is a methodology for categorizing, selecting, managing and governing applications to support business change.

We committed to this approach because we put a high premium on excellence. By following a pace-layered strategy, we can develop an idea in an environment of continual refinement. This ensures that our customers experience tangible benefits in as short a space of time as possible.

WORKSPACE FOR INNOVATION

Another tool IFS uses to drive innovation is IFS Labs™. IFS Labs looks beyond today's expectations of enterprise software. We take inspiration from consumer technologies and innovative solutions from a range of industries, and apply these concepts into IFS Applications. We provide features that our customers will ask for tomorrow to make their everyday work more productive and efficient.
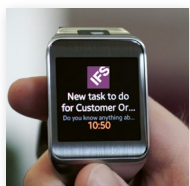
CONCEPT PROTOTYPES FROM IFS LABS

INTERNET OF THINGS

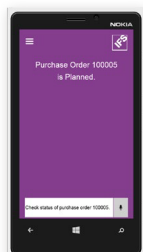The Internet of Things (IoT) is about objects that transfer internet data without human interaction.
    Even if data generated by devices and sensors can be captured and analyzed today, the full potential of using this intelligence in enterprise software remains unrealized. In IFS Labs we explore how companies can optimize their business operation by integrating the world of devices with the world of enterprise software through an open, reusable IT architecture.

WEARABLES

Wearables, the next generation of smart mobile devices, offer new opportunities to browse data.
    The question, however, is how wearables connected to enterprise software can improve productivity. IFS Labs is showcasing how smartwatches and smartglasses can be used in a business environment. Wearables let you operate through a hands-free, voice-controlled user experience to view information or execute tasks.

PERSONAL INTELLIGENT ASSISTANT

"IFS Applications, what is the status of purchase order number 123?"
    Smartphones enable much easier ways to access and report business data, but still you need a screen and keyboard. The voice is the most natural means of communication, so why shouldn't you be able to talk to your enterprise software? We have created a solution that lets you explore the potential of talking with your business system.
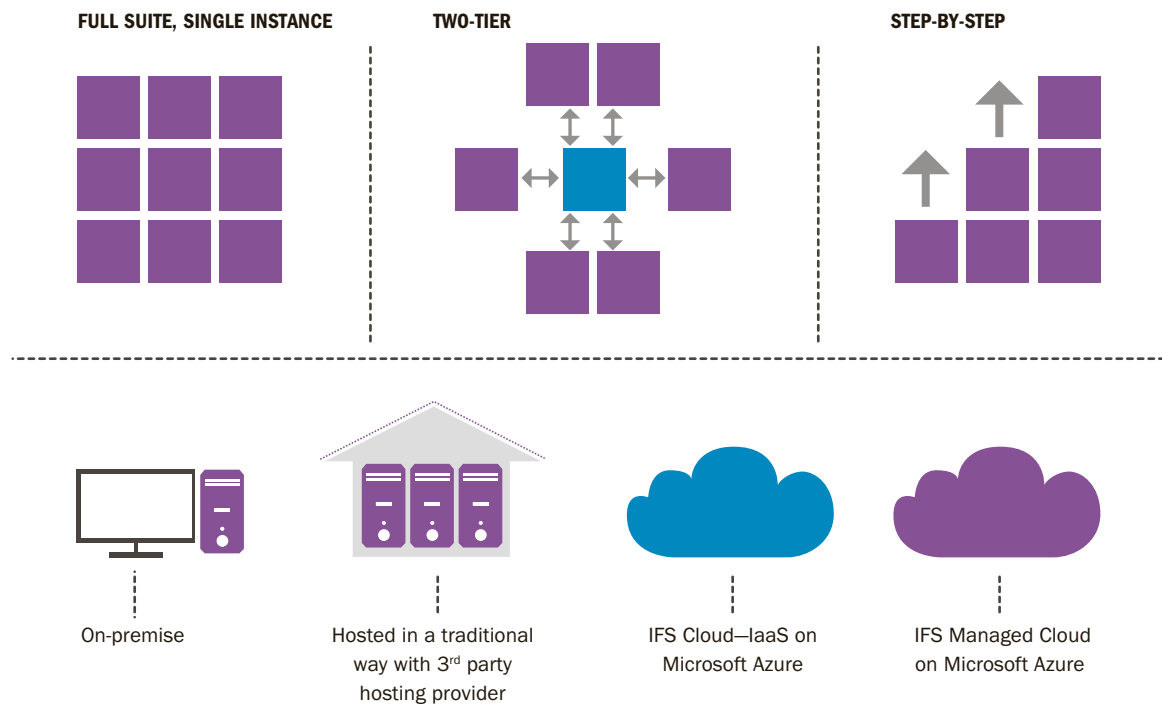
...DEPLOYED WITH FLEXIBILITY

DEPLOY ON-PREMISE OR IN THE CLOUD

IFS Applications can be deployed in any way that suits your organization. Due to its component architecture, IFS Applications can be a full-suite deployment in a global single instance, or deployed as either the backbone or point solution for key processes in a two-tier application strategy. Components can be deployed step-by-step so you don't take on more than you need.

You also have full freedom over whether to deploy in your own data centers, with a hosting partner, in the public cloud, or to have IFS take care of everything in the cloud for you. On-premise IFS Applications works perfectly with Windows, Linux and Unix servers, including hardware-software systems. In the cloud, IFS Applications runs on Microsoft® Azure™, whether you manage the application yourself, leave it your favorite IT partner, or let IFS take care of things with IFS Managed Cloud on Microsoft Azure.

FULL SUITE, SINGLE INSTANCE   **TWO-TIER**   **STEP-BY-STEP**

On-premise

Hosted in a traditional way with 3rd party hosting provider

IFS Cloud—IaaS on Microsoft Azure

IFS Managed Cloud on Microsoft Azure

SUPPORT FOR INITIAL IMPLEMENTATION AND BEYOND

We are a hands-on company that believes action speaks louder than words. In developing our aftercare services the essence is on speed, thoroughness and results. Customers are able to choose one of our aftercare packages that precisely suits their business.

The intelligent design of IFS Applications makes it far easier and quicker to implement than many of its counterparts. So you avoid lengthy and expensive periods of implementation, and can be up and running with the minimum of disruption.

Our approach to implementation is to have you fully operational in the shortest time possible. To accomplish this we create dedicated teams who remain loyal to your projects throughout the implementation stage and beyond. That way you are assured of a level of response that translates into a really proactive aftersales care program.

From our global network of offices we provide a local presence in virtually all markets around the world as well as quick-response cover when and wherever you need it. And our growing ecosystem of partners offers an ever-expanding range of services and add-ons that enhance the IFS experience.

We offer a broad choice of support packages ranging from 24x7 emergency support and agile extended services to a basic maintenance contract for those customers who prefer to take care of things themselves.

Another important aspect of our support is the choice of communications channel. In addition to IFS' Internet Support Center that provides unlimited, secure, online access to our support services, customers have telephone access to highly professional product experts who take pride in personal ownership; ours

is the complete opposite of a call-center approach. IFS staffers and customers are able to exchange ideas and thoughts on openIFS, a business channel available on IFS's website. Taking advantage of the power of social media, openIFS is a two-way business forum where people can discuss all the issues and challenges that they currently face. The range and breadth of discussions make this a vital and unique information point which is gaining a bigger audience daily.

> "IFS Applications has paid for itself and has allowed us to react to our customers faster. We went live with IFS Applications on time and under budget."
>
> **JAMES TIERI, IT DIRECTOR, HOLLAND COMPANY, USA**

> "We went in with the goal of not modifying. The users adapted to the vanilla implementation and we can customize it to some degree. When it comes to overall system maintenance, it is all done inside the system, and we do not need to do a lot of outside work like we used to. It used to be that we had to have people on staff 24x7 to support our software, but we now rely on IFS support."
>
> **KATHY KRYSZAK, QUADTECH BUSINESS ANALYST, USA**

> "Implementing ERP systems can be a difficult process with many associated risks. The IFS team helped us address the risks and positioned us for a successful implementation. It is not only important to take the appropriate steps when selecting ERP solution, but to have an unbiased partner you trust to help guide you through the process. I highly recommend IFS as a trusted partner for all ERP implementation projects."
>
> **MD. SHAHIDUL ISLAM, GROUP CHIEF FINANCIAL OFFICER, RANGS LIMITED, SRI LANKA**

"Looking back on the rapid implementation of IFS Applications, we feel confident that we will see an equally rapid return on our investment, both through a reduction of redundant data sources and through increased user efficiency."

PÄIVI REDIG, CIO, RUSTA, SWEDEN

"One of the key success factors was involving IFS consultants in our integrated project team. There is no 'us' or 'them'; we are all part of the same team. The IFS consultants are really focused on getting to know us as a company and understanding our business. They take responsibility and are committed to the result. They are a natural partner to us."

ARJEN HOEFKENS, IT MANAGER AT HEEREMA FABRICATION GROUP, NETHERLANDS

"With 530 users worldwide, many working in companies that had been acquired, we needed an application that would not only be able to run immediately after a specified and unmovable date, but that could be implemented across multiple companies and multiple markets."

CHRIS BEVERIDGE, IT DIRECTOR FOR THE BROADCAST SYSTEMS DIVISION, VITEC, UK

"The implementation was efficient and went according to plan. Since then, modifications have been minimal."

TOMASZ WASILUK, PROJECT MANAGER AT VECTOR, POLAND

"IFS Applications is powerful, flexible and easy to implement. It is proved that our decision to choose IFS is right."

SU XIN, SENIOR MANAGER OF IT AT VTECH, CHINA

"Our project went well, and I think there are two major reasons for that. The quality of IFS Applications is one, proven by the fact that there were no critical problems after go-live. The other is that a lot of experienced members from the IFS Group at NEC took part in the project."

KOJI SAGA, SENIOR MANAGER, NEC, JAPAN

"We have had a great experience working with the IFS team; they are very professional and delivered the project on time and on budget. We are now an agile company that can respond to market demands and successfully deliver projects with a system that gives us a competitive advantage."

IAN SYDNEY, CHIEF FINANCIAL OFFICER, BRIERTY, AUSTRALIA

ONLY WHAT YOU NEED

IFS Applications is built using the same principles as successful car manufacturers—the production and assembly of components. Thanks to our service-oriented component architecture, you can choose only the business components you need. And add new ones as you go along.

IFS Applications is comprised of 100+ business components, which in turn are made up from 6000+ smaller software components. Each component has a well-defined purpose and interface that describes what the component does. This allows change and evolution within a component without affecting other components. You benefit from this approach by being able to choose only the business components you need. Other components may be added without di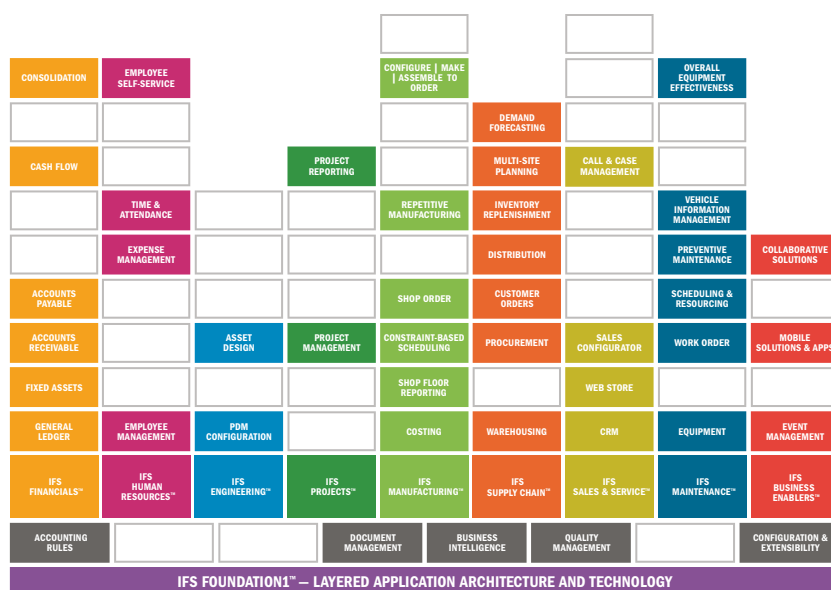srupting the components already in place. This results in an operational system that can evolve in an orderly way without the "big-bang" approach required by a monolithic system that is not component-based.

"The adaptability of IFS Applications components has made it very easy to make changes to our business processes. When we first began using IFS Applications, we were heavily into manufacturing, but as the years have progressed and our business has changed, we have found ourselves leaning more toward the supply chain processes. With the IFS components, we have easily been able to make the necessary changes without affecting any of the other components we are using."

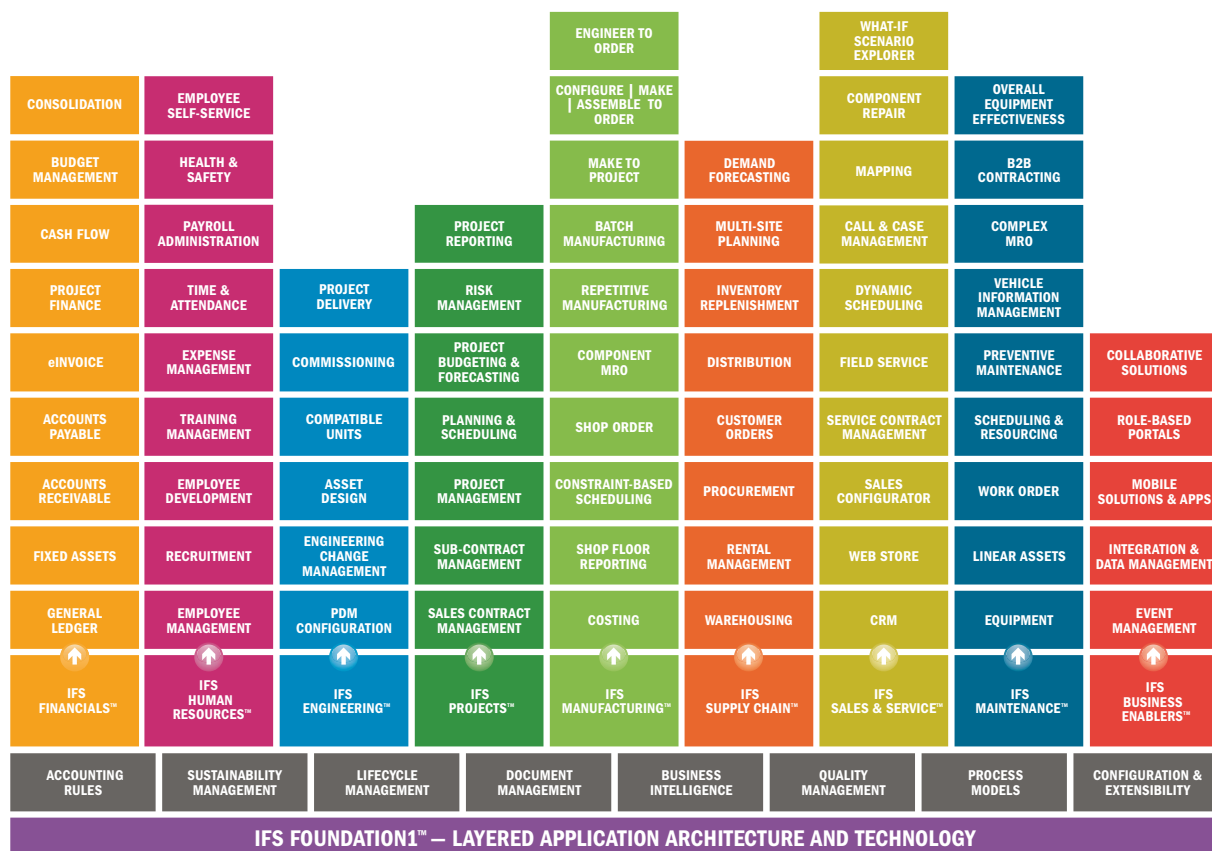**Sandra Sable, Operations Analyst, Spang & Company**

SPANG & COMPANY BOUGHT:

IFS Financials™

IFS Human Resources™

IFS Engineering™

IFS Projects™

IFS Manufacturing™

IFS Supply Chain™

IFS Sales & Service™

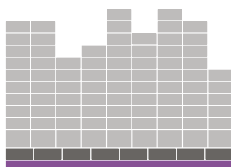IFS Maintenance™

IFS Business Enablers™

IFS APPLICATIONS
SOLUTIONS FOR AGILE BUSINESS

IFS Applications is a solution that grows in accordance with both customer demands and business development. The component architecture makes it far simpler to incorporate new functionality so customers are able to keep completely in step with new developments.

				ENGINEER TO ORDER		WHAT-IF SCENARIO EXPLORER		
CONSOLIDATION	EMPLOYEE SELF-SERVICE			CONFIGURE | MAKE | ASSEMBLE TO ORDER		COMPONENT REPAIR	OVERALL EQUIPMENT EFFECTIVENESS	
BUDGET MANAGEMENT	HEALTH & SAFETY			MAKE TO PROJECT	DEMAND FORECASTING	MAPPING	B2B CONTRACTING	
CASH FLOW	PAYROLL ADMINISTRATION		PROJECT REPORTING	BATCH MANUFACTURING	MULTI-SITE PLANNING	CALL & CASE MANAGEMENT	COMPLEX MRO	
PROJECT FINANCE	TIME & ATTENDANCE	PROJECT DELIVERY	RISK MANAGEMENT	REPETITIVE MANUFACTURING	INVENTORY REPLENISHMENT	DYNAMIC SCHEDULING	VEHICLE INFORMATION MANAGEMENT	
eINVOICE	EXPENSE MANAGEMENT	COMMISSIONING	PROJECT BUDGETING & FORECASTING	COMPONENT MRO	DISTRIBUTION	FIELD SERVICE	PREVENTIVE MAINTENANCE	COLLABORATIVE SOLUTIONS
ACCOUNTS PAYABLE	TRAINING MANAGEMENT	COMPATIBLE UNITS	PLANNING & SCHEDULING	SHOP ORDER	CUSTOMER ORDERS	SERVICE CONTRACT MANAGEMENT	SCHEDULING & RESOURCING	ROLE-BASED PORTALS
ACCOUNTS RECEIVABLE	EMPLOYEE DEVELOPMENT	ASSET DESIGN	PROJECT MANAGEMENT	CONSTRAINT-BASED SCHEDULING	PROCUREMENT	SALES CONFIGURATOR	WORK ORDER	MOBILE SOLUTIONS & APPS
FIXED ASSETS	RECRUITMENT	ENGINEERING CHANGE MANAGEMENT	SUB-CONTRACT MANAGEMENT	SHOP FLOOR REPORTING	RENTAL MANAGEMENT	WEB STORE	LINEAR ASSETS	INTEGRATION & DATA MANAGEMENT
GENERAL LEDGER	EMPLOYEE MANAGEMENT	PDM CONFIGURATION	SALES CONTRACT MANAGEMENT	COSTING	WAREHOUSING	CRM	EQUIPMENT	EVENT MANAGEMENT
IFS FINANCIALS™	IFS HUMAN RESOURCES™	IFS ENGINEERING™	IFS PROJECTS™	IFS MANUFACTURING™	IFS SUPPLY CHAIN™	IFS SALES & SERVICE™	IFS MAINTENANCE™	IFS BUSINESS ENABLERS™

ACCOUNTING RULES	SUSTAINABILITY MANAGEMENT	LIFECYCLE MANAGEMENT	DOCUMENT MANAGEMENT	BUSINESS INTELLIGENCE	QUALITY MANAGEMENT	PROCESS MODELS	CONFIGURATION & EXTENSIBILITY

IFS FOUNDATION1™ — LAYERED APPLICATION ARCHITECTURE AND TECHNOLOGY

CROSS-FUNCTIONAL COMPONENTS

Our cross-functional components provide you with a set of powerful tools that streamline, simplify, and handle critical processes found within most industries and businesses. These processes include business intelligence, sustainability management, supply chain management, process modeling, and document, quality and lifecycle management.

IFS ACCOUNTING RULES™ offers you a common set of rules for all manual and automatic postings within IFS Applications. You get an excellent overview that secures your company's accounting model. Standardized interfaces make it easy for you to handle transactions sent to and received from IFS Applications and non-IFS business solutions.

IFS SUSTAINABILITY MANAGEMENT™ gives you comprehensive support for all stages of a product's lifecycle, through the entire supply chain to the use phase and end of life. It leverages existing data, lets you create material declarations and environmental product declarations, and serves as a base for environmental reporting such as GRI. Due to its flexible nature you can use it for all kinds of compliance purposes, e.g. REACh, RoHS or WEEE, as well as eco-label proofing.

IFS DOCUMENT MANAGEMENT™ gives you full control over your company's documentation. It handles the creation and development process for documents and includes easy-to-use search tools. Other functionality includes workflow, templates, version and release management, support for invoice scanning (OCR) and redlining. IFS Document Management can satisfy any of your power users, yet its web-based interface is so user-friendly that new users can be up and running in a few minutes.

IFS BUSINESS INTELLIGENCE™ includes a built-in and prepackaged BI solution. With IFS Business Analytics™ you can do analytical reporting directly in Microsoft® Excel® based on data from IFS Information Sources™. It is also the main reporting tool for financial reporting. IFS BI Analysis Package™ is a set of prepackaged OLAP cubes with business-oriented measures and dimensions in different product areas for interactive analysis or as a basis for predefined analysis views or dashboards. It is powered by Microsoft BI. IFS Information Sources also enables connectivity to other 3rd party BI tools, so you can implement your BI strategy of choice.
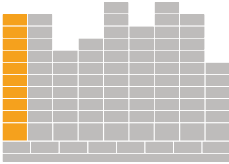
IFS QUALITY MANAGEMENT™ provides a fully integrated solution that streamlines and standardizes quality management data across the entire value chain. It covers a wide area of functionality, from quality control, including Control Plans, SPC Charts, and Capability Indices, to quality assurance areas such as FMEA, Quality Audits, Non-Conformance Reporting, MRB and CAPA.

IFS LIFECYCLE MANAGEMENT™ puts you firmly in control of whatever lifecycle you handle, be it asset, product, project, customer, service, or any other crucial business or operational flow. From design to disposal and beyond, all information and feedback are documented in the same system and easily available to anyone authorized to access them—today and well into the future. This means you can learn from the past, reduce errors and continuously improve your business processes.

IFS PROCESS MODELS™ provides you with an integrated package of tools, methods, and graphical models for developing and communicating your company's work procedures, routines, and responsibilities. You can use it to tune and communicate your company processes while implementing IFS Applications. The graphical documents produced become models for your corporate structure and processes.

IFS CONFIGURATION & EXTENSIBILITY™ enables organizations to tailor their IFS Applications to even better fit their business by extending the data model, adapting or adding to the user experience, and complementing the application flow logic.

FINANCIAL COMPONENTS

Our financial components give you a comprehensive view of your business from a variety of perspectives. When you spot a trend worth investigating, you can scrutinize the appropriate financial transactions in detail. These components enhance control at all levels of the organization and support regulatory needs around the world.

IFS CONSOLIDATION™ enables you to consolidate balances from any number of companies at any number of levels, regardless of charts of accounts and reporting currencies used. Consolidation can be done in multiple corporate structures for operational and managerial purposes. The consolidation process, which can be executed for a single structure node or the complete structure at once, includes automated support for ownership and intercompany elimination. As this component is an integrated part of IFS Applications, it is possible to fetch subsidiary balances at any time and directly drill down to underlying subsidiaries.

IFS BUDGET MANAGEMENT™ lets you manage the financial forecasting workflow in IFS Applications with full traceability on status and input from different contributors. Use budget drivers in combination with data entry from IFS Business Analytics to define individual budget models for an organization or for individual units. Forecasting can be done for fixed years or with a rolling perspective.

IFS CASH FLOW™ offers you flexible liquidity analyses based on a variety of scenarios that you select. Use customer orders, purchase orders, accounts receivable and payable to generate projections of your cash position. Use this information to analyze your company for better cash management and strategic decision-making.

IFS PROJECT FINANCE™ gives you a continuous view of a project from a financial perspective over any number of years, both when the project is ongoing and after it has been closed. You can also drill all the way down into the data to the source of the transaction for a more detailed analysis. The integrated project accounting rules support different methods of capitalization and revenue recognition requirements.
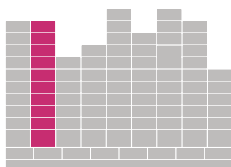
IFS eINVOICE™ improves and automates the supplier invoicing workflow by reducing the amount of invoices needing manual registration. Invoice scanning as well as true electronic invoices are enabled. Advanced rules for authorization and matching with purchase orders significantly speed up the invoice processing. Events messages and history logs further improve the process and make follow-up easier.

IFS ACCOUNTS PAYABLE™ simplifies handling of your supplier invoices and payment processes. Support for self-billing reduces invoice handling. A variety of currency and payment options contributes to the agility of the component while follow-up and analysis capabilities ensure full control.

IFS ACCOUNTS RECEIVABLE™ simplifies customer invoicing and payment processes. It automatically handles coding of routine transactions. Integrated with customer orders and accounting rules functionality, it helps you minimize errors and simplify routines.

IFS FIXED ASSETS™ makes it easier to strategically manage your company's fixed assets. A fully integrated accounting tool, it includes multi-country support for depreciation methods, making it the perfect fixed asset tool for a global organization.

IFS GENERAL LEDGER™ ensures you have a solid base for financial analysis and reporting, plus powerful simulation capabilities, including multiple general ledgers and advanced distribution rules. It helps you to gather and consolidate financial events from all systems and subsidiaries within a corporate group.

HUMAN RESOURCES COMPONENTS

Our human resources components save you time and money by helping you manage your company's most valuable resources cost-effectively. You get fast, accurate analysis that meets all your company's key needs for personnel development. You also get the essential processes for workforce management and successful strategic human capital management.

IFS EMPLOYEE SELF-SERVICE™ gives you a complete manager and employee self-service tool that ensures high data quality and employee involvement. Managers perform HR-related tasks through web pages that are designed to match their needs. Employees update their own employee data, apply for leave, internal job opportunities, etc.

IFS HEALTH & SAFETY™ enables you to streamline health and safety processes in your organization in line with the standards specified by regulatory bodies. It covers a wide area of functionality, from incident & illnesses tracking to actions taken, safety management, risk assessment, medical examinations, material hazard information, first aid licenses, and distribution lists, to alert the appropriate people once an incident has been filed.

IFS PAYROLL ADMINISTRATION™ enables you to simplify and manage all your payroll procedures. Complete payroll solutions are available in selected markets, and a standard interface to third-party payroll solutions is available throughout the world.

IFS TIME & ATTENDANCE™ makes it easier for you to manage information on the working hours of your employees. Wage code distribution and the calculation of flexi-time, overtime, shift premiums, etc. are automatic and checked against the central rules. Moreover, you save critical time when employee input simultaneously feeds payroll and project, maintenance, or production systems. Enhanced control over employees' absence periods (including actions required), along with an absence planning and requesting solution.
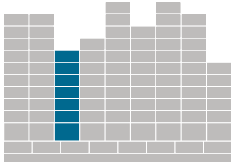
IFS EXPENSE MANAGEMENT™ helps you streamline and simplify your company's traditional expense management and reporting system by automating everything from tax calculations to travel allowances. Employees on the move can use a touch app or the web interface to report their expenses no matter where they are.

IFS TRAINING MANAGEMENT™ provides comprehensive support for organizations with extensive internal training operations. It enables you to compile internal training requirements and use them as input for planning training events while automatically updating employee files after courses have been completed.

IFS EMPLOYEE DEVELOPMENT™ helps you create strategic human resource plans and processes for your company by defining your organization's skill/competency requirements and mapping them to your available resources. Once the requirements are defined and mapped, you can use them for recruitment, employee development, or a listing of outdated or overrepresented competencies.

IFS RECRUITMENT™ makes it easier for you to simplify the hiring of new employees by supporting all hiring processes from the personnel requisition to the final transfer of data to the employee file.

IFS EMPLOYEE MANAGEMENT™ allows you to conveniently map position and organization structures within your company into the system and define work requirements and benefits applicable to employees. Providing controlled access to employee data, it simplifies the maintenance of employee information while serving as the foundation for the comprehensive operation of all employee-related processes, also in the context of multi-company and matrix organizations.

ENGINEERING COMPONENTS

Our engineering components make it easier for you to specify and configure design elements, products, assemblies and facilities. They ensure quality by streamlining your administration of all related documentation, including revisions. Everyone in your organization gets the information they need, enabling access to continuously updated data for technical, administrative, and financial decisions. Integration between purchasing, engineering, and manufacturing processes gives you a true cross-company picture.

IFS PROJECT DELIVERY™ lets you coordinate complex deliveries throughout their lifecycles—from tendering, detailed design, procurement, manufacturing, and/or assembly to testing, delivery, after-sale support, and maintenance.

IFS COMMISSIONING™ enables you to ensure that all parts of a facility or industrial plant are designed, installed, tested, operated, and maintained according to the operational requirements of the owner or final client though a safe and orderly handover. You can do this in the application through mechanical completion packages and punch lists (also known as snag lists), for example.
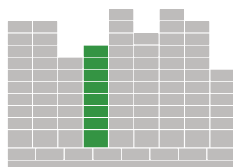
IFS COMPATIBLE UNITS™ lets you manage a set of operations, parts, standard jobs, tools/facilities etc. to do a specific task, e.g. install a transformer in the field. You can also do project and asset estimations complete with revision handling and to work with parallel revisions/estimates throughout the lifecycle, from idea through realization to redesign or decommissioning. Also, a configurator allows you to manage template structures to generate compatible unit and execution item structures based on actual characteristics.

IFS ASSET DESIGN™ gives you powerful tools for engineering processes and support for Internet-based collaboration. It is a multidisciplinary engineering framework for creating and maintaining information about objects in plants, power grids, fiber-optic networks, and many other types of structures or facilities. You can directly import project information from suppliers and consultants. Tightly integrated with IFS Projects and IFS Procurement™, it supports EPCI projects and material management efficiently. Together with IFS Maintenance, it provides complete asset lifecycle support, even for large revamp projects, without disrupting the maintenance processes.

IFS ENGINEERING CHANGE MANAGEMENT™ simplifies and speeds up your engineering change processes. It lets you receive, review, check, and approve changes before implementing change orders.

IFS PDM CONFIGURATION™ supports engineering design, configuration control, and follow-up of items and products. Advanced revision management capabilities help you comply with complex regulations. Its powerful "best-fit" search and copy functionality lets you reuse items and designs, making it easier to standardize products and parts.

PROJECT COMPONENTS

IFS Projects makes it easier for you to manage the complete project lifecycle. Fully integrated with other IFS components such as financials, procurement, inventory, customer orders, manufacturing, engineering, human resources, document management, and asset and service management, the solution is used by many types of businesses who use project principles to manage their business, including project-based manufacturing, engineering, construction, contracting and infrastructure, EPCI and R&D organizations.

IFS PROJECT REPORTING™ allows you to process project cost transactions against a project including time, expenses, materials and other types of miscellaneous costs. You can also use the component as the basis for billing clients where reimbursable contracts are needed and attach price lists to projects to define the rates to be used.

IFS RISK MANAGEMENT™ allows you to define project risk assessments. User-definable risk templates help establish consistent working practices. Potential problems and consequences are defined so you can manage the actions and responses required to mitigate the risk.

IFS PROJECT BUDGETING & FORECASTING™ provides you with comprehensive functionality to manage project cost control. User-definable project forecast types enable you to support multiple versions of project estimates, budgets, forecasts, reviews, etc. The system supports Estimate to Complete (ETC) and Estimate at Complete (EAC) principles. Budgets can be controlled by cost (CBS) and work breakdown structures (WBS). Spreading rules are available, including S Curves and Straight Line logic.

IFS PLANNING & SCHEDULING™ allows you to schedule project schedules in IFS. Gantt display options are available, and the planning logic supports dependencies and constraints. Resource planning and simulation are also supported. IFS Applications provides bi-directional integration to tools such as Microsoft Project® or Primavera®.

IFS PROJECT MANAGEMENT™ allows you to create projects using user-defined WBS. Templates can be used to establish business process consistency. Costs, revenue, hours and quantities can be associated with the project WBS. Progress and Earned value are supported. All costs are tracked at all levels of the WBS, including Estimate, Baseline, Latest Forecast, Committed, Earned Value, and Actual. The Projects component holds the project plan, which is then used to generate the sub-plans for other areas such as procurement, engineering, manufacturing, installation and construction.

IFS SUB-CONTRACT MANAGEMENT™ makes it easier for you to manage simple or complex sub-contractor activities, e.g. if you sub-contract a construction phase, the component allows you to easily manage the scope. You can track progress and make valuations based on valuation methods such as progress and quantity installed. The solution has strong change management capabilities so you can more easily manage variations to scope. You can send work instructions to your sub-contractors, receive invoices and applications from the sub-contractor, and generate valuation certificates.

IFS SALES CONTRACT MANAGEMENT™ enables you to manage the lifecycle of your sales contracts from bid and tendering through completion and handover. You also get application-for-payment functionality and can more easily control defined mark-up and retention rules, certificates, and payments. You can generate invoices and applications based on a number of flexible options including progress, quantity, sales value, cost plus and milestones. Reimbursable project invoicing is also supported. The component has strong change management capabilities to manage variations to scope.

MANUFACTURING COMPONENTS

Our manufacturing components support all phases of the manufacturing process for all your employees, making it easier to plan, execute, control, and analyze many types of manufacturing. This powerful, multifaceted solution offers a simple, highly automated flow for handling repetitive tasks with advanced management-by-exception functionality to trap and action exceptions. It also supports lean principles and mixed-mode manufacturing, where different types of processing coexist in the same manufacturing environment.

IFS ENGINEER-TO-ORDER™ makes it easier to handle customer-specific design by integrating projects and product structures. The ordered product structures can be a combination of standard products and project-specific structures. Use the project plan to initiate procurement, and you can register every change, ensuring optimal flexibility, control, and cost-effectiveness in the delivery project.

IFS CONFIGURE | MAKE | ASSEMBLE-TO-ORDER™ helps you manage and simplify the production to order process, from advanced make-to-order (MTO) to simple assemble-to-order (ATO), including multilevel pegged (DOP) structure, possibilities. It comes with order-unique production design for standard products or characteristics-based configuration with built-in production and sales rule logic.

IFS MAKE-TO-PROJECT™ offers greater agility when manufacturing in a project context by letting you to connect shop orders, multilevel pegged (DOP) structures, purchase orders, and other items directly to project activities. Inventory functionality can be performed in a project context, and you can transfer material between project activities, and between project inventory and standard inventory.

IFS BATCH MANUFACTURING™ supports recipe/formula-based manufacturing typically found in the food & beverage, pharmaceuticals and chemical industries. The solution includes full traceability from raw materials through intermediates to finished goods. Batch balancing makes it easy to deal with batch size restrictions on multiple levels. Sequencing based on product characteristics minimizes changeover cost. IFS Batch Manufacturing comes with native support for quality management with control plans and analysis, catch weight and multiple units of measure.

IFS REPETITIVE MANUFACTURING™ improves your efficiency by reducing, and even eliminating, transactions in the manufacturing process. Combined with IFS Material Planning™, you can create a hybrid pull/push system using material requirements planning (MRP) to generate production line schedules, plan supplier schedules, and dimension Kanban circuits.

IFS COMPONENT MRO™ provides you with an extensive support for doing repairs on components in a service or manufacturing environment, with complete control of costs, risk, revenue and scope. It comes with the possibility to define part exchange deals—loan, single- and double exchange—which make your supply chains more agile and efficient.
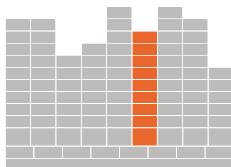
IFS SHOP ORDER™ gives you a comprehensive tool for monitoring and controlling shop orders throughout their lifecycles to ensure that what you plan is what you make. It provides you with support for many production models and is closely integrated with IFS Costing™ and IFS Inventory™.

IFS CONSTRAINT-BASED SCHEDULING™ optimizes your production schedule so you can quickly respond to changes in the marketplace or customer demands. By identifying production bottlenecks, you can deliver on time and keep production costs under control. Multisite, multilevel capability checks give you an advanced tool for accurate delivery time estimation. With sequencing assistance, you can schedule operations based on characteristic to minimize setup time. The component also includes Advanced Planning Board, an off-line scheduling planning tool which you can operate simultaneously with the on-line client.

IFS SHOP FLOOR REPORTING™ is an efficient, easy-to-use way for your employees to quickly report production information. It gives you the status of your operations, the quantity of manufactured and discarded items, and the accumulated operator hours.

IFS COSTING™ gives you insight into the costs associated with your company's products for better decision-making. It supports traditional costing, activity-based costing (ABC), or a combination of both.

SUPPLY CHAIN COMPONENTS

Our supply chain components, together with manufacturing, form the basis for your supply chain management solution. These components offer the simplicity you need to better visualize product flows and use the system efficiently, and you can easily adapt to different distribution models and working methods. They give you the agility you need to grow and support change throughout your enterprise and let you take advantage of real-time communication throughout the order-to-delivery chain.

IFS DEMAND FORECASTING™ allows you to plan visually using graphical representations. A highly collaborative, graphical, and interactive tool, it is one of the most sophisticated and easy-to-use forecasting tools on the market today.

IFS MULTI-SITE PLANNING™ helps you improve on-time delivery and customer satisfaction by better forecasting supply and demand for your products when working in a multisite environment. You can develop a comprehensive master production schedule, calculate time-phased material net requirements and optimal lot sizes, create distribution orders, and then calculate the production capacity needed.

IFS INVENTORY REPLENISHMENT™ allows you to execute differentiated, highly automated inventory planning integrated with the demand forecast. It also makes inventory replenishment more agile by providing a multitude of planning strategies such as economic order quantity, service-level-driven safety stocks and special models to handle slow-moving parts.

IFS DISTRIBUTION™ makes it easier for you to interact with customers by providing flexible support to manage various kinds of charges, campaigns, promotions and rebates. It also gives you support for standardized integration between trading partners using GS1 including support for GTIN (Global Trade Item Number) and SSCC (Serial Shipment Container Code).
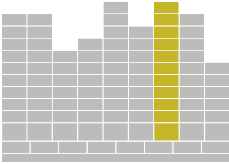
IFS CUSTOMER ORDERS™ lets you handle your customer order processing at one or more locations and is a fundamental part of the IFS Supply Chain solution. IFS Customer Orders provides a multitude of pricing options for your business, enabling you to work with tailored pricing models.

IFS PROCUREMENT™ lets you streamline your procurement administration and is a fundamental part of the IFS Supply Chain solution. It helps you achieve better pricing from suppliers through centralized purchasing and is well suited for multisite companies operating in the global environment.

IFS RENTAL MANAGEMENT™ provides embedded functionality for supporting the rental processes: renting in, renting out and handling rental demand on project. Rental demands can be supplied both internally, from own inventory or internal supplier through the intersite process, or externally, back-to back. A single solution gathering all data in a central component, it offers common processes for rental and non-rentals e.g. deliveries, receipts, inventory management, and invoicing.

IFS WAREHOUSING™ helps you manage the entire warehousing process from goods receipt to point of issue. The solution includes comprehensive support for traceability, shelf life management, consignment stocks and statistics. Multisite environments are fully supported to facilitate movement of goods between sites.

SALES & SERVICES COMPONENTS

Our sales and service components provide business processes vital to your customer relationship management (CRM). They manage your customer interaction chain from the sales lead, through the sales cycle, to the ongoing support and service of the customer. Our sales and service concept allows you to focus on where you can add value to your customer through product, service, and support.

IFS WHAT-IF SCENARIO EXPLORER™ (WISE) is an advanced modeling tool for organizations with a mobile workforce. As planning for change is an integral part of successful service delivery, WISE lets you evaluate alternative courses of action to choose the path with least risk and highest reward. WISE puts the power of the Dynamic Scheduling Engine to work to help you explore different scenarios, more quickly and more accurately than ever before.

IFS COMPONENT REPAIR™ enables you to manage the entire business flow from intake of parts to be repaired to final invoicing. The solution provides support for simpler repairs using shop orders or work orders depending on preference, and also supports advanced/multilevel structure repairs with dispositioning functionality in the shop order environment. Repairs under service contracts are supported as well as external service orders.

IFS MAPPING™ enables you to visualize driving routes, alert on due jobs and efficiently plan last-minute jobs. It provides virtual road and satellite maps with overlay information about ongoing and planned jobs and is integrated with Microsoft Bing™ Maps for Enterprise (Software + Service). Any business object such as customers and customer orders in IFS Applications can be configured to be visualized in the map.

IFS CALL & CASE MANAGEMENT™ enables you to effectively provide call center services to your customers for field service or product support. IFS Call & Case Management also supports thorough analytics by bundling a set of prepackaged measures for all parts of the process.

IFS DYNAMIC SCHEDULING™ enables you to optimize your mobile workforce by dynamically scheduling multiple business-defined constraints, such as skills and SLAs, to improve customer service and work efficiency. A highly scalable scheduling solution, it includes the Dynamic Scheduling Engine (DSE) and an intuitive scheduling workbench for exception management. It is available both on-premise and through the cloud (Software as a Service).
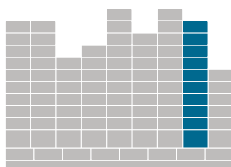
IFS FIELD SERVICE™ enables your service operations to streamline their customer-focused business processes from quotation and order taking to invoicing and analysis. It also supports field service and workforce scheduling, including mobile workforce management, as well as accurate pricing within and beyond warranty periods.

IFS SERVICE CONTRACT MANAGEMENT™ lets you accurately specify and control the service level for each of your customers and service activities. It improves efficiency by automatically checking and following up on items agreed in the contract.

IFS SALES CONFIGURATOR™ guides your sales personnel and customers smoothly and conveniently through your selection of products, product characteristics, and accessories. An easy-to-use "product advisor" builds configurations through a series of questions that precisely define requirements.

IFS WEB STORE™ gives you an out-of-the-box solution for web-based order management and an ideal tool for spare parts sales. You get a variety of ways of searching for and selecting products, as well as price and availability checks, customer registration, and order tracking.

IFS CRM™ enables you to create one corporate memory with end-to-end visibility to customer information. With it, you can integrate back-office processes directly with front-office processes.

MAINTENANCE COMPONENTS

Part of a complete enterprise asset management (EAM) system, our asset components enable you to anticipate and adapt to the rapidly changing demands of the world around you. Easy to work with and access, the solution contains the comprehensiveness and depth of functionality that you need for day-to-day asset requirements as well as continuous development and improvement.

IFS OVERALL EQUIPMENT EFFECTIVENESS™ enables you to increase revenue by making it easier to evaluate proposed improvements in equipment performance and to balance between KPIs to operate as effectively as possible. It manages all operational events such as availability, performance, quality, and OEE. The solution has an easy-to-use graphical interface for operators and process engineers.

IFS B2B CONTRACTING™ lets you communicate with approved and evaluated sub-contractors to run the tender process for service and maintenance outsourcing via a collaboration portal. You can more easily compare tenders, get better prices, and cut administration costs. Data quality also improves as information is entered only once. Winning contractors gain access to detailed instructions and report job execution via the portal. All data on finished jobs is then available from a single location.

IFS COMPLEX MRO™ helps you provide superior customer service and reduce costs through leaner, more efficient MRO operations. By aligning personnel, material, and other resource requirements, you can reliably meet due dates and improve turnaround times.

IFS VEHICLE INFORMATION MANAGEMENT™ makes integrated fleet and configuration management as well as regulatory compliance easier and more efficient. It supports serialized parts control, operational planning, preventive maintenance planning, and modification management.
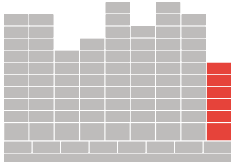
IFS PREVENTIVE MAINTENANCE™ helps you manage schedules for regular preventive maintenance. You can organize and prepare all kinds of tasks in a facility. You can also schedule tasks according to your own maintenance parameters, such as machine condition, specific events, a calendar, or even whether an employee or contractor must perform the tasks.

IFS SCHEDULING & RESOURCING™ enables you to plan resources more efficiently by streamlining work order scheduling and activity planning, providing a common way of planning preventive maintenance and initiating corrective maintenance. The graphical drag-and-drop interface lets you make changes quickly and simply. Through integration with IFS Human Resources, it enables you to automatically compare personnel needs with the availability of various competencies. Constraint-based scheduling for work orders is supported for more complex maintenance activities.

IFS WORK ORDER™ makes your maintenance operations more efficient, cutting direct and indirect costs and reducing the loss of revenue due to downtime. It manages all tasks affecting your maintenance organization—fault reporting, preparation, planning, execution, and final reporting.

IFS LINEAR ASSETS™ covers both definition/administration of linear assets, segmentation and elements (used to associate linear assets with non-linear assets), as well as maintenance execution of linear assets. The solution also supports revision management for linear assets, allowing users to view historical and planned configurations.

IFS EQUIPMENT™ manages and structures information about your machines, buildings, ventilation systems, transport systems or any asset you need to maintain. Fully integrated with IFS Asset Design, it provides a complete asset lifecycle management solution for both new facilities, operations and plant rebuilds.

BUSINESS ENABLER COMPONENTS

Our business enabler components let you create and enhance relationships, taking advantage of the latest web, mobile and social technologies. You can give employees, customers, suppliers, and other partners personalized, accurate, real-time information through easy-to-use role-based portals, event streams, and built-for-purpose mobile solutions. IFS' business enabler components also allow you to integrate with internal and external systems through web services while ensuring security, performance, and scalability.

IFS COLLABORATIVE SOLUTIONS™ supports both internal and external collaboration. Internally, users collaborate through the secure, in-context IFS Talk service, much like they would on Facebook or LinkedIn. External collaboration is provided through business-to-business web-based portals for your customers, suppliers, and partners, giving them access to key collaborative processes in IFS Applications.

IFS ROLE-BASED PORTALS™ provides users with an at-a-glance view of the situation for a particular role or process, drawing their attention to key tasks and relevant information. The employee-facing portals are easily tailored to match your organization's unique needs and the personal preferences of the user. They can be viewed inside IFS Applications, in a browser, or on mobile devices.

IFS MOBILE SOLUTIONS & APPS™ lets your employees perform tasks such as time and expense reporting, authorizations, report access and much more from any device and any location. Available for iPhone/iPad, Android and Windows, the apps let your employees work when and where they want, including from their own devices (BYOD).

IFS INTEGRATION & DATA MANAGEMENT™ provides the integration capabilities you need to connect IFS Applications to your other applications, or to your enterprise service bus—be it with web services, messaging software, or good old file transfer. Data migration and replication build on the integration capabilities to provide support during implementation or ongoing master data management.

IFS EVENT MANAGEMENT™ lets you proactively notify people and initiate actions as business events take place. Integrated with IFS Connect, the application lets you subscribe to and receive notifications through a wide range of communication channels, such as e-mail, SMS, or the IFS Streams service. Users can subscribe to business events, such as status changes.