



Introducing Platned Gateway.

Because support is more than just a bridge.



- Support in the wider context of supporting your business not just software bugs and their fixes
- Token-based – spend on what you want from a support case to an upgrade
- Rapid, reliable and responsive
- Non-hierarchical specialist teams
- Consolidated services
- Expert and impartial business advice
- One touchpoint, regardless of product

Maximise current value. Extend solution lifetimes. Streamline adoption of, or upgrade to, IFS Cloud.

Gateway is the new, one-stop hub for all Platned expertise, help or resources.

From legacy IFS applications to IFS Cloud™; from IFS product support to training and consulting; from implementations to updates and upgrades. Whatever your outcome-based requirement, Platned Gateway is the service you need.

One call or message to Platned Gateway confers instant, direct access to the Platned global team delivering full, end-to-end services across every facet of customer user needs.

With 24/7 technical support, an average managed service uptime in excess of 99.9%, and specialist capabilities in niche solutions such as Field Service Management (FSM) and Planning, Scheduling & Optimisation (PSO), Platned Gateway covers the entire IFS landscape.

Platned Gateway. Transforming the definition of support

Simple: One level – Platned Gateway – not Bronze, Silver, Gold, or Platinum that bring complexity and anxiety about choosing the right package. No dilution of the expensive benefit when more customers subscribe to it. Not one package for product support and other packages for other services. Just Platned Gateway.

Resourced: Platned invests ahead of the curve in growing the size of the talent pool and is fully staffed with its own employees. No sub-contractors.

Strong: Over 200 employees focused on your success.

Scalable: Structured to scale.

Transparent: Timely, insightful communication and one seamless conversation. An absence of operational silos.

Responsive: A properly qualified initial response to a P1 issue within 20 minutes and P2 within 1 hour. No tickets disappearing for weeks.

Specialist: Industry, technical, and functional expertise across all areas that we support.