





The journey of Platned  
and its customers  
together: **learning,  
progressing, striving  
for excellence, and  
supporting each other.**

# Platned's brand story, mission, vision and values

## Our mission

To focus tirelessly on delivering high-value, affordable, customer-centric services.

This means being...

### ...an innovator

We are leaders in solving business challenges.

### ...a listener

We are sensitive and responsive to the needs of our customers and colleagues.

### ...an enabler

We are passionate about bringing long-lasting success to every customer and colleague.

### ...a true partner

We are a trusted partner in every relationship we make.

### ...the First Choice

We aim to be the first choice of business solution partner.

## Our values

### Integrity

Great business starts with trust. We strive to create relationships that will span decades, based on transparency, fairness, and true business partnership.

### Sustainability

We all face challenges. The choices we make, and the way we work, have never mattered more. We are committed to driving long-term growth and a more circular economy.

### Empathy

Listening creates understanding. By sharing and discussing problems, we collaborate to resolve them quickly, efficiently, and cost-effectively.

### Empowerment

Confident people make great things happen. We share our skills and experience openly, nurturing capability and growth for our customers, our partners, and our own employees.

## Our brand story

At Platned, we believe transformation should be collaborative. Creating business agility, resilience, growth, and success is a journey best shared.

We offer multi-sector experience, global reach, and specialist expertise and knowledge that is available with unparalleled responsiveness – not days or weeks. As more than 100+ organisations have already discovered in the last decade, it's a compelling proposition.

And, as we nurture your success, we also secure our own as a reliable partner who is here when you need us.

## Our Vision

Strive to improve our world in every engagement we make by championing our values.

# One Partner. Unlimited possibilities.



Platned is the one-stop hub for all your solution-based requirements.



The Platned team provides the expertise and knowledge to deliver the IFS business solution outcomes and performance your business needs.

## Our Global Presence



Platned fosters smooth transitions by ensuring end users are proficient and eager to embrace new technologies within ERP and IT solutions. By designing comprehensive training programmes and leveraging effective approaches, Platned helps clients navigate transformation, deploy enterprise

applications, and establish efficient work methodologies. As a customer-focused service provider, we offer customisable packages tailored to meet specific business needs and challenges. Our transparent pricing ensures predictable costs, aiding in effective budgeting and planning.

With extensive experience in Business Solutions, we are trusted by numerous customers globally. Our team of experienced employees delivers high-quality functional, technical, and infrastructure services, ensuring comprehensive support.

# Platned brings significant value through its extensive experience.

Key benefits include:



**Expertise and Knowledge:**  
Platned's consultants have proven expertise in functional, technical, and infrastructure services.



**Proven Capability:**  
Recognised by the IFS Partner Success programme for high-quality support and services.



**Comprehensive Support:**  
Platned Gateway ensures rapid, reliable, and responsive service, providing a single point of contact for all business solution needs.



**Industry-Specific Solutions:**  
Tailored solutions to meet specific business needs, ensuring quick realisation of value from your business solution.



# Platned's connected partners



**IFS**  
With many years of experience in providing IFS services, we are trusted by many IFS customers to provide a full stack of services. As an IFS Gold Services partner, we have an experienced team capable of delivering high-quality IFS Functional, Technical, and Infrastructure services globally.



**Blue Lotus**  
For many years, Platned has supported Blue Lotus 360, a cost-effective, cloud-based ERP solution for construction, manufacturing, trading, and service industries. By offering consulting, integration, configuration, implementation, maintenance, and support, Platned ensures high business performance and robust resilience for users globally.



**ClickLearn**  
The three founders of ClickLearn, united by a passion for and deep understanding of ERP systems, recognised the growing need for quality learning material. They developed a versatile solution with unique features, now supporting most ERP systems, web browsers, Windows apps, and Microsoft Office.



**WorkHub 24 Solutions**  
WorkHub24 lets companies create a wide range of workflow applications and APIs tailored to their specific needs, ensuring a dynamic and efficient workflow system.



**Thames BPO**  
Thames BPO delivers outsourced accounting, payroll, VAT compliance, and IT helpdesk services for mid- to large-sized businesses.

Partnering with Thames BPO, Platned enhances its ERP and cloud solutions with expert back-office and IT support, helping enterprise clients scale efficiently and stay focused on growth.



**Boomi**  
Boomi is a valuable partner for us, providing cutting-edge integration platform services that streamline our operations and enhance connectivity. Their advanced solutions enable seamless data integration across various systems, ensuring efficient workflows and improved business agility. With Boomi, we deliver robust, scalable integration capabilities that drive innovation and support our growth.



**Microsoft Azure**  
Microsoft Azure is a vital partner for us, offering a robust and scalable cloud platform that enhances our capabilities and services. Azure's advanced tools and solutions enable us to deliver high-performance, secure, and flexible cloud services to our clients. With Azure, we ensure seamless integration, innovation, and growth in a rapidly evolving digital landscape.



**AWS**  
AWS is a key partner for us, providing a comprehensive and reliable cloud platform that enhances our service offerings. With AWS's advanced infrastructure and scalable solutions, we deliver secure, high-performance, and flexible cloud services. This partnership allows us to innovate, optimise operations, and support our clients' growth and success in the digital era.



**Dell**  
Dell delivers high-quality hardware and cutting-edge technology solutions that strengthen our infrastructure. Their reliable and innovative products enable us to provide robust and efficient services to our clients. With Dell's support, we ensure optimal performance, scalability, and resilience, driving our mutual growth and success.



**Eset Antivirus**  
ESET Antivirus provide top-tier cybersecurity solutions that protect our systems and data from threats. Their advanced antivirus technology ensures robust, real-time protection, enhancing the security and reliability of our services. With ESET, we offer our clients secure and resilient solutions, fostering a safe digital environment for mutual growth. Through implementation and upgrade projects, using proven methodologies, Eset Antivirus defines, develops, implements and configures IFS solutions. Platned's end-to-end Gateway ensures your organisation can quickly realise value from innovative IFS technology and industry best practice, safe in the knowledge the projects will be delivered on-time and within budget.



**Fortinet**  
Fortinet is an industry leading cybersecurity solutions provider that safeguard our operations and data. Their comprehensive security technologies ensure robust protection against cyber threats, enhancing the reliability and trustworthiness of our services. With Fortinet, we provide our clients with secure, resilient, and high-performance solutions, driving mutual success in a secure digital environment.



**OmniByte**  
OmniByte and Platned formed a Full Solution Partnership based on their shared expertise in providing solutions for IFS systems. A leader in no-code mobile solutions, offering IFS Advanced Forms to streamline data capture and workflows for field service teams, OmniByte's platform integrates seamlessly with IFS Cloud, enabling real-time data transfers and reducing manual entry. It simplifies form creation and supports rich data capture like GPS and images. This boosts efficiency and accuracy for mobile workforces, while also reducing the IT burden.



“

We had multiple businesses with complex requirements and processes. Platned helped us implement finance, inventory, asset management, and rental management areas, giving us the benefits of many IFS functionalities. As we were delighted with the implementation, we also signed up for their 24/7 IFS support services as well as some ongoing process improvements. Platned's team is easy to work with and friendly. We are pleased to work with the Platned team and recommend them.

Jimmy Bradley  
Deputy Finance Director  
Kelly Group



“

The consultant did everything they said they would and delivered everything promised on-time and under budget. The quality of output and the depth and level of documentation is first-class...

...Within days in May we had Kasun, a Platned consultant on-site with us, reviewing our processes and how the baseline version could meet our needs. By working through and rationalising our screen sets and workflows together, we were quickly able to reduce the number of interactions needed, saving technicians time and effort on every visit. That equates to a 20% reduction in screen workflows required.”

Adrian Egley  
Applications Manager  
Auto Windscreens







## Maximise business value before, during and after implementation with Platned IFS Services

Platned is an IFS Gold Services Partner and very proud to be amongst the few elite Partners in the IFS Partner Success Programme (PSP), where customers receive numerous benefits and certain IFS services at no extra cost. You also have the comfort that IFS has evaluated and recognised our capability and competence to deliver high quality Support and Services to IFS customers.

The Platned team provides the expertise and knowledge to deliver the IFS business solution outcomes and performance your business needs. With Platned Gateway, you benefit from a single point of contact for comprehensive IFS support, ensuring rapid, reliable, and responsive service, helping your organisation quickly realise value from innovative IFS technology.



We consider Platned as an extension of our in-house ERP team. Their expertise in Oracle and IFS Backup solutions enabled us to successfully deliver a key initiative, especially during a time when internal resources were consumed by our ERP upgrade."



**Harley Williams**  
Head Of Business Systems  
Videndum



### IFS Consultancy

Platned proudly showcases a diverse and dynamic Global Consulting Team, and this global presence is a testament to our dedication to serving customers worldwide. We recognise the significance of local expertise with a global perspective, and we will consistently invest in our teams to ensure we have the best talent to cater to your needs.



### IFS Managed Services

24/7 IFS Managed Services Mission-critical ERP demands end-to-end management by a highly skilled team. Hosting IFS can be complex, requiring competencies in multiple areas and ideally, an understanding of the underlying application design. Platned's IFS Managed Services offer access to seasoned IFS experts with decades of experience. Using automated round the clock monitoring, Platned's IFS Managed Services professionals ensure a minimum of 99.5% uptime, currently maintaining 99.97% uptime for IFS Servers, Applications Services and Oracle databases.



### IFS ERP Solutions

Platned's partnership with IFS provides complete visibility to your business operations while helping you to streamline your business. Integrating the IFS solution into your business helps streamline the entire organisational process, increasing effectiveness and efficiency. Unlike other ERP solutions, IFS is user-friendly, avoiding complexity and rigidity. IFS systems enhance organisational agility, enabling them to stay current with emerging technological advancements. IFS Cloud solutions encompass Enterprise Resource Planning, Enterprise Project & Asset Management, and Field Service Management. Our solutions are configurable for a wide range of industries. The IFS ERP system can be swiftly implementable and scaled to meet your anticipated capacity expansions and future business growth.



### IFS Cloud Upgrade

Built to meet the needs of your business and the markets you serve, IFS Cloud delivers the full spectrum of IFS capabilities from a common platform, with solutions tailored to your industry and functional needs.



### IFS Business Health Check

Our IFS Business System Health Check workshop assesses whether your IFS solutions aligns with your business objectives. If not, we realign ERP processes with your business processes.



### IFS Support Services

Instantly access the help you need. Platned provides responsive, affordable and scalable support services to ensure maximum uptime and business value from your IFS solution. Through our 24/7 Global Support Centre, expert functional, technical and consultancy teams are just a call or email away.



### IFS Hosting

We offer cloud hosting services using our technology partners like Microsoft (Azure) and Amazon (AWS). Our experts will design your cloud environment with high security and high availability thereby, minimising the risk of downtime that could affect business operations.



**IFS**  
AUTHORIZED  
CHANNEL



**IFS**  
GOLD  
SERVICES



**IFS**  
PARTNER  
SUCCESS



**IFS**  
FOUNDATION  
PARTNER  
2024





## Platned's Industry specialised solutions

Our extensive knowledge of industry processes, systems, and challenges allows us to deliver significant value to companies. Our journey began by working closely with IFS, shaping our focus on key industries, and gaining decades of accumulated experience. This longstanding commitment enables us to tackle specific industry challenges, offer innovative solutions, and support our clients in their business pursuits. Our experience and dedication have remained aligned with our company's original mission, ensuring we consistently provide insightful and effective services tailored to each industry's unique needs.

- **Manufacturing**
- **Service Industries**
- **Construction & Engineering**
- **Energy, Utilities & Resources**
- **Telecommunications**





# Platned Gateway

## Platned Gateway Transforming support for all IFS platforms..

## Platned Gateway Your one-stop service hub.

- ▶ 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. Introducing our new global support manifesto for IFS users....

Platned Gateway is the new, one-stop hub for any Platned expertise, help or resources IFS customers might need: Product support... advice and consulting... managed services... upgrades... implementation... outcome-based engagements and more. 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 IFS user needs. With 24/7 technical support, an average customer base uptime of 99.9% and specialist capabilities in niche solutions such as Field Service Management (FSM) and Process Scheduling Optimisation (PSO), Platned Gateway supports everything an IFS customer needs.

### Platned Gateway. Transforming support for all IFS platforms



#### 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.



#### 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.



#### Strong.

Over 170 employees focused on your success



#### Scalable .

Structured to scale.





## ParsaAI: smarter, faster invoice management

At Platned, we know that handling invoices manually takes too much time, leads to mistakes, and costs businesses money. That's why we created ParsaAI—an AI-powered tool that automates invoice processing, making it faster, easier, and more accurate.

ParsaAI reads invoices automatically using advanced technology like OCR (Optical Character Recognition) and NLP (Natural Language Processing). It pulls out the key details, checks them for accuracy, and updates your system—no manual data entry needed. The more you use it, the smarter it gets.

It works seamlessly with ERP, CRM, and financial systems, keeping your records updated in real-time. You don't have to worry about security either—ParsaAI has built-in protections to keep your financial data safe and compliant with regulations.

By automating invoice processing, ParsaAI saves businesses time and money. Your team can focus on more important work instead of repetitive admin tasks. It also reduces errors and makes financial reporting more reliable.

**With ParsaAI, businesses can simplify invoice management and keep operations running smoothly.**

► **UK Office**

Platned Ltd,  
Europa House,  
Marsham Way,  
Gerrards Cross,  
SL9 8BQ,  
United Kingdom  
+44 20 3011 5777

► **Australia Office**

Level 6,  
607 Bourke Street,  
Melbourne,  
VIC 3000,  
Australia  
+61 300 450 624

► **USA Office**

1110 South Ave,  
Staten Island,  
10314, NY  
United States of America  
+1 20 1375 5587

► **UAE Office**

1403, Bayswater Tower,  
Business Bay,  
Dubai,  
United Arab Emirates  
+44 20 3011 5777

► **Sri Lanka Office**

6/1,  
Mahamegawatta Road,  
Maharagama,  
Sri Lanka  
+94 112 183 634

► **Singapore Office**

190, Woodlands Industrial  
Park E5,  
#06-07, Woodlands  
Bizhub,  
Singapore, 757516  
+44 20 3011 5777

[info@platned.com](mailto:info@platned.com)