

Smart planning and scheduling for better service performance



Customers today expect service issues to be resolved quickly and reliably. They compare every interaction to the best experiences they have had elsewhere. To meet these expectations, service organizations need faster response times, stronger SLAs and fewer delays. Smart, automated scheduling plays a major role in making that happen.

Platned delivers IFS Planning and Scheduling Optimization (IFS PSO), a real-time solution that improves workforce productivity and supports profitable, high quality service delivery. By responding instantly to changing conditions, organizations can reduce missed appointments, improve customer satisfaction and maintain control over cost and performance targets.

IFS PSO is modular, which allows businesses to deploy the capabilities they need most and scale over time. Intelligent scheduling lies at the core and is designed to reduce operational costs and improve SLA compliance while enhancing customer experience.



Real results delivered with IFS PSO and Platned

Service and maintenance operations now determine long-term customer loyalty. Organizations that schedule smarter not only work more efficiently but also gain a competitive advantage.

IFS PSO customers achieve measurable service improvements, including:



35%
less drive
time



300%
increase in technician to
dispatcher ratio



76%
lower job costs



49%
reduction in
subcontractor spending

These improvements are seen across industries with higher SLA success, better technician utilization and stronger response times. Platned ensures every rollout aligns with business goals and delivers maximum value.



Smarter, real time workforce scheduling

Traditional scheduling tools rely on static daily plans that cannot keep up with demand. Customers now expect continuous visibility and rapid action when plans change. IFS PSO enables organizations to:

- Accurately forecast demand
- Match the right skills and locations to each job
- Ensure parts and materials are ready when needed
- Reschedule instantly without sacrificing margin
- Consistently meet SLA commitments

Superior service drives loyalty and repeat business. Platned helps organizations build a scheduling strategy that improves outcomes and maintains agility .

The Dynamic Scheduling Engine: always optimizing

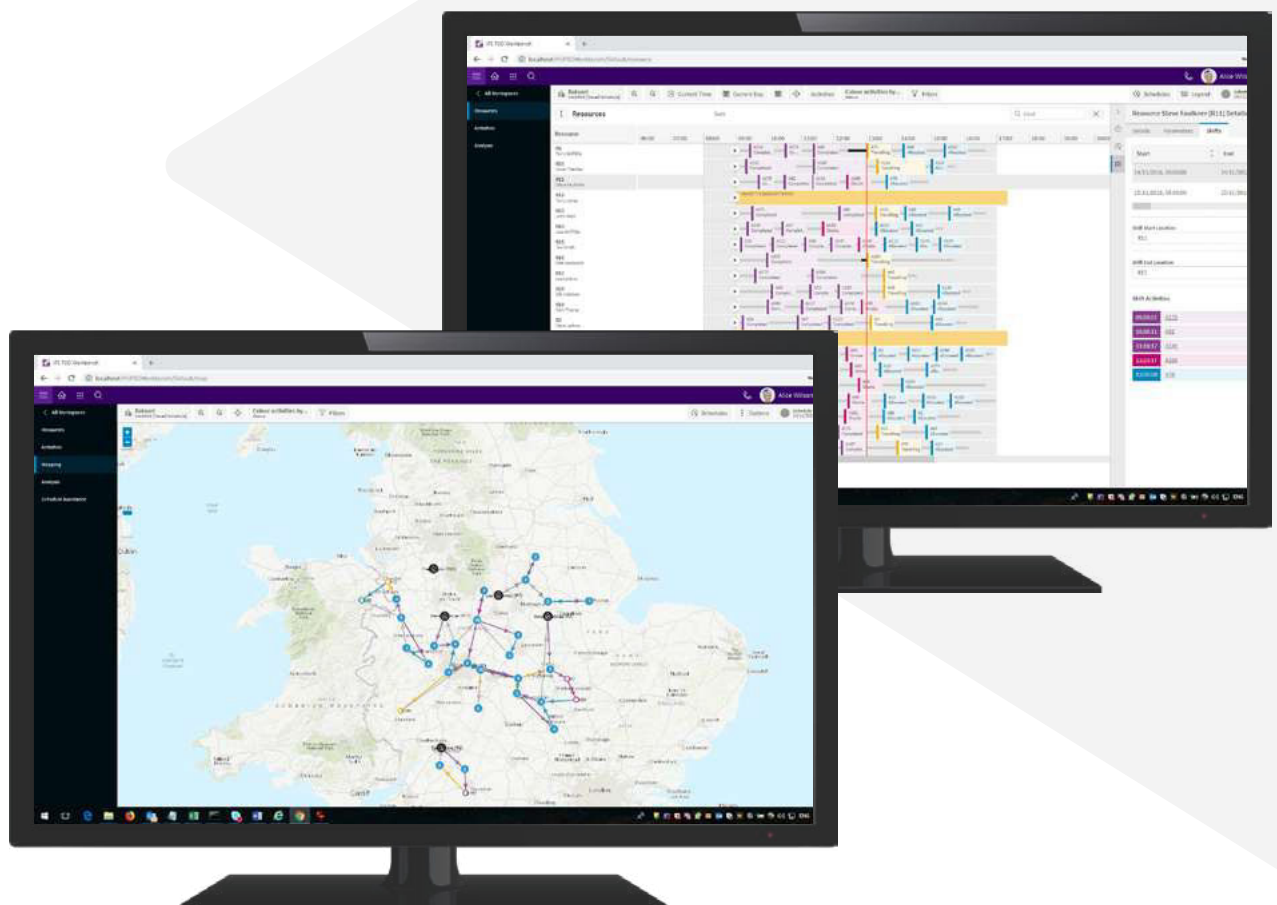
The core of IFS PSO is the Dynamic Scheduling Engine, which solves complex scheduling scenarios within seconds. It takes into account skills, location, inventory, regulations and customer expectations to create strong schedules with high service accuracy.

The system continuously refines plans throughout the day, reallocating work as conditions change so performance stays on track.

Enhanced scheduling features include:

- Travel optimization using live traffic and weather data
- Worldwide geocoding and smart routing
- Real time appointment booking
- Customer self-service scheduling tools

Platned ensures every capability is implemented correctly and supports your wider field service strategy.



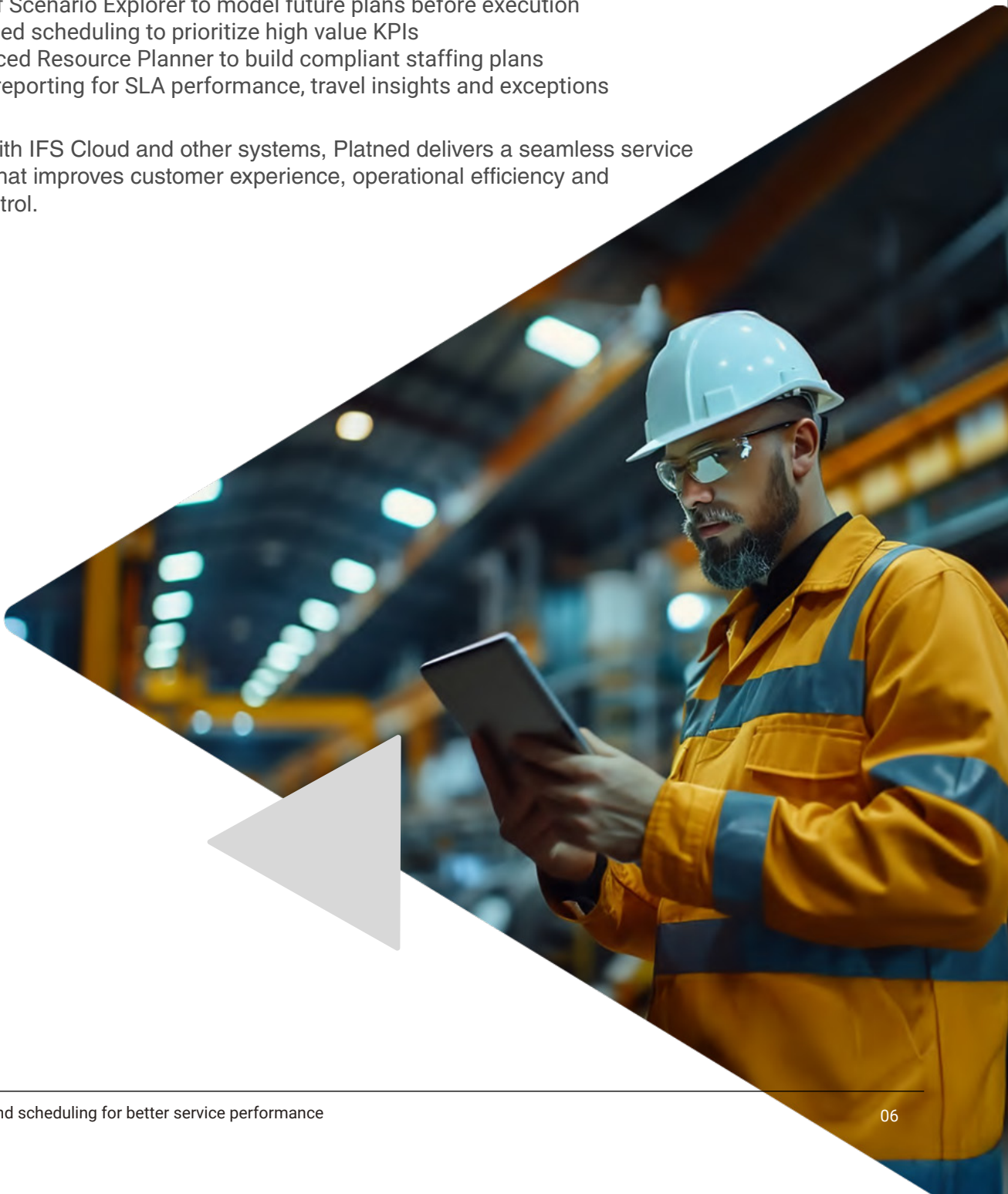
Strategy and insights for stronger business outcomes

IFS PSO supports short-term scheduling decisions alongside long range service planning. Organizations can reduce operational risk and align resources closely to future demand.

Tools that support better decision making include:

- IFS What If Scenario Explorer to model future plans before execution
- Target based scheduling to prioritize high value KPIs
- IFS Advanced Resource Planner to build compliant staffing plans
- Real time reporting for SLA performance, travel insights and exceptions

Integrated with IFS Cloud and other systems, Platned delivers a seamless service ecosystem that improves customer experience, operational efficiency and financial control.



Why Platned

Platned is an IFS Gold Services Partner helping businesses maximize the value of IFS Cloud™. With deep expertise in manufacturing, service and asset intensive industries, Platned provides consulting, optimization, managed hosting and complementary solutions including automated testing, AI powered finance automation and advanced support models.

