



Service management in IFS Cloud delivered by Platned



Why service matters

Service is no longer just a support function. For many businesses, it is a key differentiator and a revenue stream in its own right. Delivering it well means managing multiple moving parts: contracts, warranties, SLAs, maintenance, resources, logistics, and more. Platned helps you bring all these elements together through IFS Cloud, so your service teams can deliver consistent, profitable, and compliant outcomes while meeting customer expectations.

The benefits with Platned and IFS Cloud

- **Increase productivity**
Advanced planning and scheduling reduces travel time, optimizes routes, and ensures technicians are assigned efficiently.
- **Grow margins**
Smart scheduling minimizes overtime and subcontractor use. Accurate billing and contract management reduce revenue leakage.
- **Boost Customer satisfaction**
First-time fix rates improve with accurate skills and parts matching, SLA adherence, predictive maintenance, and modern interaction tools.
- **Cut travel and emissions**
Higher fix rates, remote assistance, and route optimization reduce unnecessary visits and lower your carbon footprint.
- **Maximize asset uptime**
Connected asset monitoring identifies issues early, enabling proactive maintenance and reducing costly downtime.

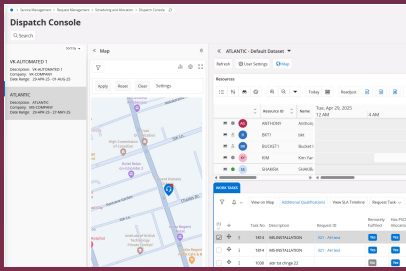
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How Platned delivers service excellence

IFS has been recognized as a leader in the Gartner® Magic Quadrant™ for Field Service Management for seven consecutive years. As a trusted IFS Gold Services Partner, Platned brings this proven technology to life, combining it with our industry expertise and implementation know-how. We help you deploy IFS Cloud Service Management as part of a complete digital transformation or to complement your existing systems. With Platned, you reduce risk and accelerate value.

Service management capabilities in IFS Cloud

- **Call and case management**
Omni-channel service, self-service portals, chatbots, remote assistance, and knowledge bases keep customers engaged and reduce missed appointments.
- **Contracts and warranties**
Manage contracts and SLAs at the individual asset level, ensuring expectations are met while minimizing revenue leakage. Handle warranty claims accurately, including charge-backs.
- **Service order management**
Gain full visibility of customers, assets, contracts, and parts. Support SLA compliance with mobile access for field workers.
- **Service logistics**
Secure the right parts at the right place and time. Control costs and billing with visibility of ad-hoc procurement.
- **Scheduling and dispatch**
AI-powered optimization learns your business patterns to ensure the right resource is in the right place, every time.
- **Contractor management**
Prioritize in-house resources first, while applying the same optimization to contractors when additional support is needed.
- **Mobile workforce**
Equip field workers with mobile tools - online and offline - for efficient service delivery, real-time collaboration, and on-site quoting.
- **Planning and forecasting**
AI and machine learning enable scenario modeling before implementation, helping reduce risk and increase profitability.



Why Platned

At Platned, we specialize in helping service-driven businesses get the most from IFS Cloud. Our global expertise, proven accelerators, and dedicated support mean faster time to value, stronger adoption, and long-term service excellence. With Platned as your IFS partner, service becomes a true growth engine for your business.