



Precision Analyzer Company chooses Platned's managed services support for IFS to deliver enhanced responsiveness, robust security and greater system visibility.

Seeking to enhance monitoring, accelerate case resolutions, update Oracle and IFS applications, and assess the future business case for IFS Cloud, Precision Analyzer Company (PAC) has signed Platned to take over as its Managed Services Provider.

PAC is a leading manufacturer of advanced laboratory instruments and process analyzers for gas chromatography, elemental analysis and physical properties. A subsidiary of diverse technology company Indicor, the group comprises multiple complementary businesses and must manage, maintain and unify several technology stacks.

Driving business value

An IFS user for over 20 years, PAC is now running IFS Apps 10 and, with Platned's help, is now looking to maximize the latest system capabilities across the business. Explains Stevan Bibby, Global IT Infrastructure and Systems Director at PAC, "We know we aren't currently using our installed IFS modules to their full potential. Our new Managed Services partnership with Platned will help us drive adoption of the features we have available, broadening IFS use and creating value across the business."

About Precision Analyzer Company (PAC)

A subsidiary of technology company Indicor, LLC, PAC specializes in advanced analytical instruments for laboratory and process applications, particularly in the hydrocarbon and petrochemical industries.

Established in 1995 and headquartered in Houston, Texas, the company has 15 sales and support offices and over 140 distributors worldwide - employing 500+ staff.

Updating critical business platforms

In March 2025 Platned was contracted to take over shared managed services on PAC's servers for four group businesses – PAC, Hardy, Amot and Metrix, providing 24/7 monitoring, support and maintenance across 18 locations. Current project work includes a PAC B2B implementation, alongside database upgrades taking Oracle from version 12c to 19c, and IFS to release 20 for eleven instances. "I'm looking to Platned to work with us to maintain a cutting edge, robust and secure global tech stack with IFS at its core," says Stevan. "Later this year we'll be testing Platned's Application Managed Services for help desk support. We have several urgent pieces of work but simply don't have the in-house resource available. Buying support hours from Platned lets us get things done quickly and cost-effectively. Ultimately, looking ahead, I'd like to see Platned managing our entire ERP landscape."

As the necessary upgrades are completed for each business, the intention is to engage Platned to undertake an upgrade readiness assessment. Explains Stevan, "If we can demonstrate economies across all four businesses, we'll potentially embark on an implementation project for IFS Cloud with Platned during 2026."

Enhanced monitoring and security

As well as reducing costs compared to its previous Managed Services provider, Stevan's team now also has access to enhanced monitoring. "Platned's monitoring service provides us with a glass box solution. We have direct visibility of the system and access to the tools – something we didn't have with our previous provider," he says.

Responsive and knowledgeable

Stevan is also delighted with the speed and efficiency with which Platned deals with requests or issues. "Their responsiveness is outstanding. I'll typically get a reply to an email within an hour. We never had that type of response with our former provider. Moving to Platned's monitoring agents means there's much more of a focus on security. Platned helps us de-risk and accelerate projects where possible. We have a good level of trust and understanding between us."

The technical expertise of Platned's engineers has also been refreshing. Explains Stevan, "Now when we ask technical questions on a call we get actual answers. With our previous managed services provider, it was invariably 'I'll get back to you'."

Following Platned's impressive performance to date, PAC is due to start trialling Application Management Services later this year.



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Stevan Bibby
Global IT Infrastructure and Systems
Director at PAC

Benefits expected working with Platned

- Enhanced 24/7/365 monitoring and access to Platned tools
- Rapid, expert response to complex technical requests
- Reliable managed application updates to reach Oracle version 19c and IFS release 20
- Future implementation partner for migration to IFS Cloud
- Reliable managed application and database deployment and testing to successfully deliver Oracle 19c and IFS Apps10 UPD20'

Find out more

For further details, e-mail info@platned.com, contact your local Platned office or visit our website at www.platned.com

