

Elevating service performance with IFS



Supporting service organizations across the United States with expert IFS guidance

Service organizations across the United States rely on IFS to manage complex field operations, assets, contracts and customer engagement. As an IFS Gold Services Partner, **Platned** helps companies optimize their existing IFS environments so they can improve uptime, enhance service quality and operate with greater confidence.

Whether your focus is better scheduling, modernized field execution, clearer asset visibility or a predictable move into **IFS Cloud™**, Platned provides the experience and industry insight needed to maintain reliable service operations

Why US service organizations work with Platned

Expertise built around service-centric operations

Platned supports service organizations across planning, mobility, maintenance, customer engagement and contract management. Our work helps teams reduce operational friction, improve responsiveness and gain an accurate picture of service activity across their network.

Our support includes:

- Upgrades to IFS Cloud and IFS Apps
- Optimization across IFS FSM, PSO and MWO
- Customer engagement configuration
- Managed services and secure hosting
- Continuous improvement consulting
- Integration and automation
- 24/7 global functional and technical support

This breadth of experience positions Platned as a partner trusted by service organizations seeking long term stability and measurable service improvement.

Customer results that show the impact of Platned

Auto Windscreens (UK)

Challenge:

Improve national scheduling and customer engagement.

Platned's contribution:

- Implemented IFS FSM, PSO and customer engagement
- Delivered post go live optimization

Impact:

More accurate scheduling, faster responses and improved customer communication.

Largest independent commercial vehicle service provider in the UK

Challenge:

Complex service environments with ageing infrastructure and performance limitations.

Platned's contribution:

- Implemented IFS PSO and IFS Apps 10
- Delivered secure Azure hosting
- Managed Oracle upgrades and ongoing support

Impact:

Higher service uptime, increased scheduling efficiency and fewer delays.

Imaging equipment maintenance provider

Challenge:

Required stable hosting and ongoing improvements for critical service operations.

Platned's contribution:

- Delivered managed services and Azure hosting
- Supported installation, migration and performance stability

Impact:

Consistent reliability and improved system responsiveness.

Asset management and engineering services provider

Challenge:

Improve visibility and work allocation across large field teams.

Platned's contribution:

- Implemented Dispatch Console and Asset Health Management
- Configured shifts, resource allocation and dashboards

Impact:

Proactive maintenance planning and better use of field resources.

Integrated facilities management and technical services venture

Challenge:

Needed unified workflows and stronger reporting across multi service delivery.

Platned's contribution:

- Implemented IFS Apps 10 including Business Planning and Aurena
- Delivered custom objects and event configuration

Impact:

Streamlined workflows and improved operational coordination.

How Platned strengthens IFS environments for service organizations

Platned helps service organizations improve the performance and stability of their IFS environment by refining the processes that matter most. We enhance FSM workflows, strengthen SLA and warranty management, improve planning and scheduling and support higher first-time fix rates. Leaders gain clearer visibility through consistent KPIs and reliable operational reporting.

Technicians benefit from improved mobile capability, with accurate job details, parts information, documentation and safety steps always available. This supports safer work and more accurate data capture.

Platned simplifies upgrades to IFS Cloud by reviewing current usage, identifying needed improvements and aligning processes with modern IFS capabilities. Data migration, functional uplift and training are delivered in a structured and predictable way.

We also provide secure and scalable hosting across Azure and AWS, including full IFS and Oracle administration, high availability, disaster recovery, monitoring and security hardening. This supports organizations that require a dependable, scalable service environment.

Continuous improvement is supported through system health checks, process refinement and automation opportunities. Solutions such as ParsaAI and Mahara help strengthen reporting, reduce manual effort and improve operational consistency.

What makes Platned the partner of choice

Platned is known for its specialist service industry knowledge and for delivering successful FSM, PSO, MWO and EAM projects across the world. Our global footprint covers the UK, Europe, the Middle East, APAC and North America. Customers rely on our 24/7 support, our upgrade and hosting expertise and our ability to provide scalable, long-term value across the full IFS lifecycle.

Platned works beside service organizations to strengthen daily operations, improve decision making and achieve consistent performance across the service chain.

