Platned

# Beyond field service: Unlocking the next generation of service with IFS Cloud



## Why IFS FSM and Astea customers should start planning their next move

Your service business has evolved. Is your technology ready to evolve with it?
Field service is changing. Customers expect faster responses, greater transparency and more reliable service, while organizations face rising costs, workforce pressures and increasingly complex service demands.

For businesses running IFS Field Service Management (FSM) or Astea, existing systems may continue to support day-to-day operations. But as service requirements evolve, organizations may need new capabilities to improve automation, connect operations and take advantage of Industrial AI.

Moving to IFS Cloud is more than a technology upgrade. It is an opportunity to rethink service delivery, improve operational performance and build a platform that supports future business growth.

### Six reasons to consider IFS Cloud

1. Move from reactive to more intelligent service

Use advanced scheduling, connected operational data and Industrial AI capabilities to support better decisions, anticipate service requirements and improve how work is planned and delivered.

**Business benefit:** Make better use of resources, reduce avoidable costs and support more proactive service delivery.

2. Improve technician productivity

Give field teams access to information, mobile tools and scheduling capabilities they need to complete work efficiently and resolve issues at the first visit.

**Business benefit:** Reduce repeat visits, improve workforce utilization and deliver a more consistent customer experience.

3. Connect the entire service lifecycle

Connect service operations with asset information, inventory, contracts and financial processes through a broader enterprise platform.

**Business benefit:** Reduce operational silos, improve end-to-end visibility and gain greater insight into service costs and profitability.

4. Create a foundation for Industrial AI

IFS Cloud provides a platform for adopting AI capabilities that can support decision-making, automation and continuous operational improvement.
Platned extends this opportunity through Axiom, its AI innovation designed to complement IFS Intelligence and help organizations explore practical applications of AI within their operations.

**Business benefit:** Identify opportunities to streamline processes, make better use of operational data and introduce AI where it can deliver measurable value.

5. Strengthen customer relationships

Improve visibility into service performance, SLA commitments and contract delivery to help customers receive more consistent and responsive service.

**Business benefit:** Strengthen customer retention, protect service margins and identify opportunities to grow service revenue.

6. Modernize with greater flexibility

IFS Cloud's Evergreen approach supports ongoing innovation and access to evolving functionality, helping organizations move away from traditional, large-scale upgrade cycles.

**Business benefit:** Build a technology environment that can adapt to changing business requirements while supporting a more manageable approach to ongoing improvement.

## Planning for the future of service

**Thought leadership: The future of field service is bigger than field service**
The next competitive advantage will come from connecting people, assets, data and intelligence. Traditional field service systems focus on managing technicians, schedules and work orders. But the next generation of service will extend beyond coordinating jobs.

Service leaders will increasingly look to connect operational and asset information, anticipate maintenance requirements, automate routine activities and deliver more value throughout the customer relationship.

For organizations using IFS FSM or Astea, the opportunity is not simply to replace an existing application. It is to reconsider how service can contribute to business growth, operational resilience and profitability.

The question is no longer just whether your existing system meets today's requirements.

**It is whether your technology can support the service business you want to become.**
**Why plan now? Legacy support timelines are changing**

Organizations using legacy field service platforms should review their support arrangements and begin evaluating their future technology strategy.

The following dates provide an indication of the planning considerations for selected legacy IFS products. Confirm the applicable support policy and product version with IFS before making migration decisions.

| Platform | Standard support ended | Extended support ends |
|---|---|---|
| IFS FSM 6 | 31 January 2026 | 31 January 2029 |
| IFS Alliance 15.4 (Astea) | 30 September 2026 | 30 September 2029 |
| IFS Alliance 15.3 (Astea) | 31 December 2025 | 31 December 2028 |

Early planning gives organizations greater control over migration timelines, investment decisions and business continuity. It also creates an opportunity to assess which processes should be retained, improved or redesigned rather than simply recreated in a new system.

## Five questions to ask before moving to IFS Cloud

**Business priorities:** Which service challenges, operational inefficiencies and customer expectations should the new platform address?

**Existing processes:** Which workflows, integrations, customizations and data need to be assessed before migration?

**AI opportunities:** Where could intelligent automation and connected information deliver measurable operational or commercial value?

**Transition planning:** How can migration be managed while protecting business continuity and minimizing disruption to service teams?

**Long-term value:** How will improvements in productivity, profitability and customer satisfaction be measured?

## Why partner with Platned?

As an IFS Specialized Partner and IFS Intelligence Pioneer Partner, Platned combines IFS expertise, service industry knowledge and AI innovation to help organizations navigate their next stage of transformation.

Our capabilities include:

- **IFS Cloud consulting and implementation:** Develop a modernization strategy aligned with your business objectives, service requirements and future ambitions.
- **Migration and integration expertise:** Assess existing applications, data, customizations and integrations to support a well-planned transition.
- **AI innovation:** Explore practical opportunities through Platned AI and Axiom, designed to complement IFS Intelligence.
- **Automated testing:** Support quality assurance and change management through Platned Mahara.
- **Managed services and ongoing support:** Help your organization maintain, optimize and maximize the value of its IFS investment beyond implementation.

**Your next move should create more than a new system**

Moving from IFS FSM or Astea to IFS Cloud is an opportunity to build a more connected, capable and resilient service organization.

The right technology strategy starts with understanding where you are today, identifying what needs to change and defining what success should look like tomorrow.

**Start planning your IFS Cloud transition with Platned.**

Explore your modernization options, identify opportunities for operational and AI-driven improvement, and develop a roadmap aligned with your business priorities.

**Speak to the Platned team.**
www.platned.com

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