IFS Cloud

Industry. Innovation. Choice.

IFS Cloud

Be your best in your Moment of Service

- One product
- Unique industry depth
- Embedded innovation
- Choice without compromise
- Delightful experiences

Our mission

We built IFS Cloud to help customers address the single most important question for sustainable success. A question that will shape business from here on, and one that is the same across industries and geographies: How can you truly differentiate as a business today? What does it take to stand out?

Product features and pricing will always be important, but with the explosion of digital commerce these are rapidly becoming commodities–things that companies compete on but not things that set a brand apart in the mind of the customer.

So, what will it take? The answer to the question is simple, but hard to achieve: Standing out is about developing the ability to secure customer loyalty and repeat business. The ability to create delighted customers.

We call this the Moment of Service. It is the moment when everything that goes on in your business comes together. When the hundreds of decisions, thousands of processes and people all align to deliver your company at its best. Your greatest moments of service.

Great service connects you to your customers. It creates loyalty. And loyalty impacts margins. IFS Cloud will help you rethink your business so you can focus on services and outcomes instead of products. It's been built to help you orchestrate your customers, your people, and your assets as your business transforms.

IFS Cloud was built to help you achieve your perfect moment of service. With IFS Cloud, we provide an easier path to digital transformation. We remove product silos that segregate data and slow decision making. We give you the choice to deploy on the Cloud or on-premise, and we have embedded digital innovation that's ready to use right out of the box.

With IFS Cloud, we stay firm to our promise to deliver value where it matters most to you, whether that's driving innovation, realizing fast value from your investment, or transforming your business.

This is the solution that delivers what you need to step into the future.

This is IFS Cloud.

Christian Pedersen
Chief Product Officer, IFS

One platform. Class-leading capabilities.

IFS Cloud is a single platform that delivers class-leading solutions across Service Management, Enterprise Resource Planning and Enterprise Asset Management.

Built to meet the needs of your business and the markets you serve, IFS Cloud delivers the full spectrum of IFS capabilities from a common platform, with solutions tailored to your industry and functional needs.

With consistent user experiences and solutions that work together out-of-the-box, our product is simple to use and tailor, making it easy for you to extend and connect your software to IFS Cloud.

You start with the solution that fits your needs best and add new functionality as requirements change and grow–without having to buy, integrate and support new products.

Same product, great choice—wherever you deploy

To keep delivering the latest functionality, innovation and experience improvements to you, our new product is built in the cloud. This means you can get the most value out of our solutions and capabilities for as long as you run our software, whether in the cloud or in your own data center.

The way we deliver our solutions, and all future updates to them, is flexible. You can deploy and run in three ways that offer different operating models for your IFS Cloud software. Whichever choice you make you'll have exactly the same functional solution, no compromises.

IFS Cloud is also designed so you can change from one of these models to another if you need to. This means you aren't locked into a residency choice and are safeguarded against changing data residency and privacy regulations in the future.

Cloud

hosted in our cloud, you connect to the service and we do the rest

Remote

we provide pre-packaged IFS Cloud software, which you operate on supported platform software, whether cloud or on-premise

Self-managed

we provide software artefacts like containers and database scripts, which you install and operate yourself, either in cloud or on-premise

Ready to use out-of-the-box

IFS Field Service Management Cloud

IFS Service Management is the most powerful service planning, tracking, and optimization solution available.

It enables and maximizes profitable service-based revenue streams within a single platform by combining leading service management functionality, including complex asset management, scheduling optimization and mobility, with enterprise class ERP capabilities, such as Supply Chain Management, Human Capital Management and Global Financials.

IFS named a Leader in the 2020 Gartner Magic Quadrant for Field Service Management, for the fifth consecutive time*

IFS Enterprise Resource Planning Cloud

IFS Enterprise Resource Planning (ERP) Cloud enables you to exploit a fast-paced, digital, service-driven world.

It delivers individualized offerings with best-in-class functionality across Finance, Human Capital Management, Customer Relationship Management, Supply Chain Management, and more. It includes powerful functionality for discrete, process and multi-mode manufacturing, as well as complex project and service management, across a wide range of industries.

IFS named a Visionary in the 2020 Gartner Magic Quadrant for Cloud ERP for Product-Centric Enterprises**

IFS Enterprise Asset Management Cloud

IFS Enterprise Asset Management (EAM) Cloud gives you what you need to manage your full asset lifecycle, helping you to reduce the cost of managing your assets and asset information.

It provides powerful tools to deliver reliability-centered maintenance, preventive maintenance, workforce management, capital project management, overall equipment efficiency and mobility. Including maintenance inventory, document and contract management, engineering and finance, IFS EAM offers business continuity in the face of disruptive change and unlocks the opportunities of Industry 4.0.

IFS positioned as a Leader in the 2020-2021 IDC MarketScape Worldwide SaaS and Cloud-enabled Asset-Intensive EAM Applications Vendor Assessment***

*Gartner, Magic Quadrant for Field Service Management, Jim Robinson, Naved Rashid, 6 July 2020
**Gartner, Magic Quadrant for Cloud ERP for Product-Centric Enterprises, Tim Faith, Duy Nguyen, Denis Torii, Paul Schenck, Christian Hestermann, 22 June 2020
***IDC, IDC MarketScape: Worldwide SaaS and Cloud-Enabled Asset-Intensive EAM Applications 2020-2021 Vendor Assessment, Juliana Beauvais, John Villali, Reid Paquin, Andrew Meyers, Kevin Permenter, November 2020 DOC# US46261320

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Built for your industry

To understand the processes, systems and challenges of an industry, is to be closer to providing real value to the companies within it.

Our unrivalled experience–which started decades ago camped outside our first customer's site–shaped our ongoing focus within the target industries we serve and means we are have stayed true to our company's origins.

Today this deep industry and customer focus allows us to provide value by tackling industry-specific challenges, providing innovative and insightful solutions and supporting our customers in their business endeavors.

Deliver moments of service that really count

We know that whatever your industry, it's the moment of service that matters. IFS Cloud blends your core business activities–from supply chain and production to aftersales and support–into something greater: moments of service that delight your customers. With this in mind, IFS Cloud is built for your specific industry challenges and to make your digital transformation easier.

IFS Cloud has been developed to be a key part of your company's ecosystem, enabling increased speed-to-value through features and flexibility focused on your industry.

Whether you're looking to improve individual processes or need support for high-level strategic decision-making, IFS Cloud is designed to get you up and running and addressing your business needs straight out the box.

IFS Cloud comes with industry-focused accelerators to help you implement more efficiently, along with lobbies, reports and dashboards to help you better visualize your information and support decision-making. And our module-based functionality means you can expand and enhance your IFS solution as your needs and business models change.

Unique depth and expertise



Welcome to a world of delightful experiences



Whether it's a mass market app on a smartphone or a business system dashboard on a desktop, it's people that use software. The user interface design, and the resulting user experience, are fundamental to how effectively we interact with, use and adopt technology.

Effective, enjoyable to use tools also facilitate collaboration, improving engagement and user performance. It helps you respond to end customers quickly and efficiently and foregrounds the information you need to deliver on your promises.

The IFS Aurena user experience helps you do work and business more efficiently. It feels and operates like the best consumer software but is designed to perform in complex scenarios and large, data rich enterprise environments.

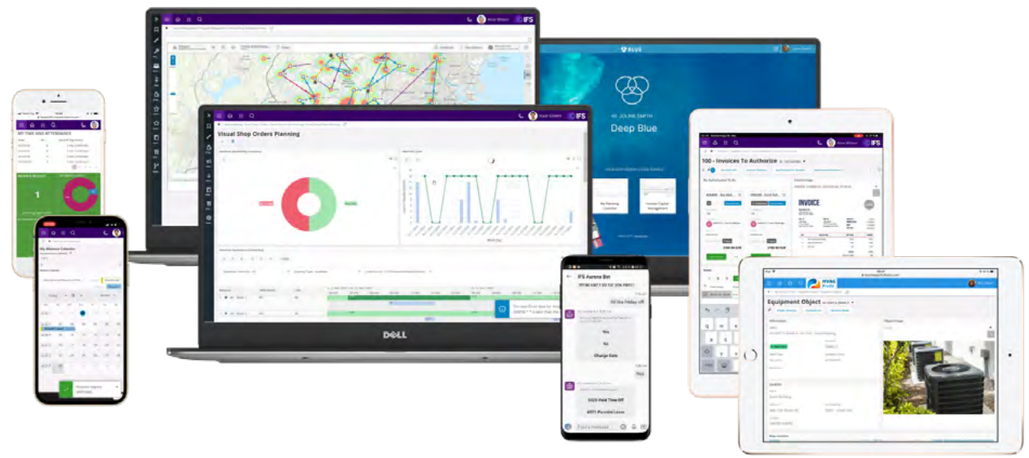
IFS Aurena is intuitive to use and is easily configured to promote the information that's most relevant to each user. Only you know what's most important in any given workflow, and with IFS Aurena you can bring that information to the foreground, helping you prioritize your workload and combine insight with action on any device.

Responsive by design

IFS Aurena is browser-based and responsive, so it automatically adapts to your current environment–whether that's a large desktop monitor, laptop, tablet or mobile phone. It provides a seamless transition from one working environment to another, and individually optimized versions ensure the clearest possible display on the device you're currently using.

Much work has gone into applying this effectively to often complex, multi-layered business processes. A consistent interface also ensures you can easily move from one part of IFS Cloud to another and quickly understand related dependencies.

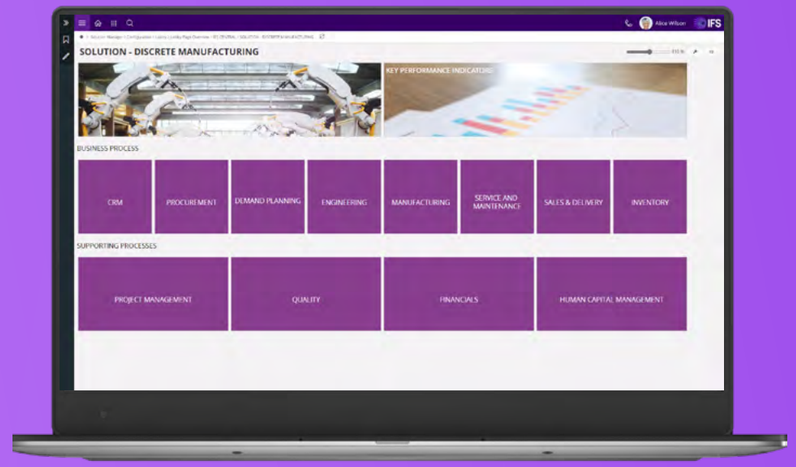
You can use IFS Cloud in browsers on Windows, Mac, iOS or Android devices.

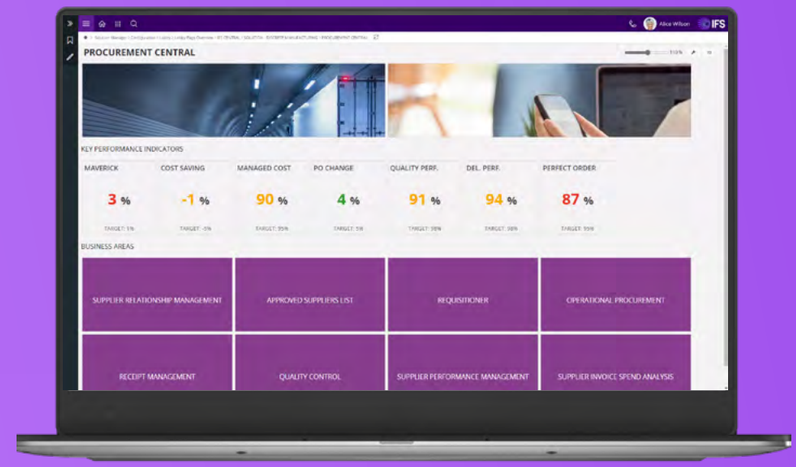


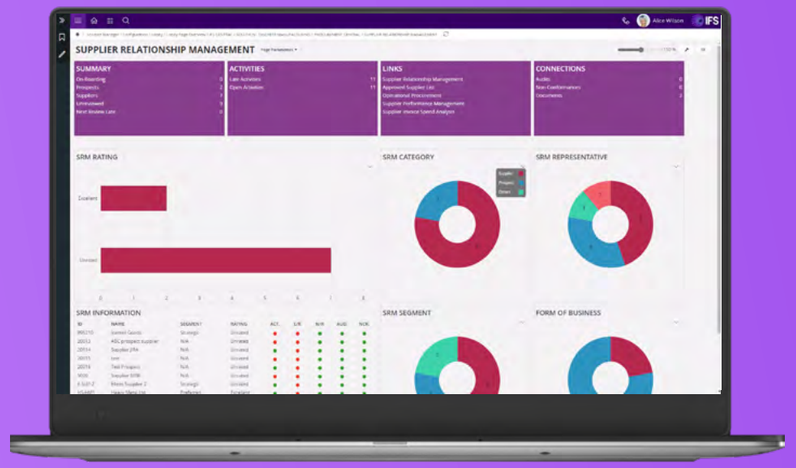
Lobbies—always know your priorities

IFS Lobby is your starting point in IFS Cloud–an at-a-glance view of the key information you need for your workday. Each lobby is configurable to present you with the information and functionality you need at any given time: a personalized environment for specific roles and processes.

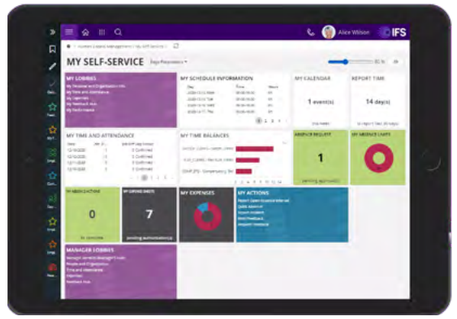
Each Lobby is designed to support specific roles and needs, incorporating our best practice knowledge and experience across key solutions, industries and sub-industry sectors. Relevant visuals for KPIs, notifications, to do lists alerts, and more are prioritized and surfaced to provide the optimum environment for productivity and decision making.











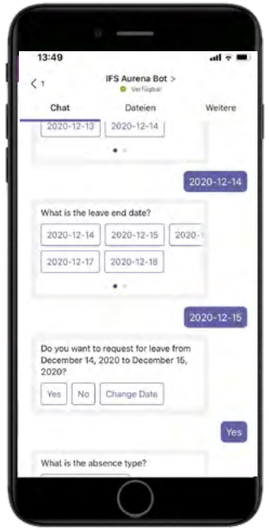
Self-service built in

Speeding up enquiries, requests and fulfilment processes, and making this more streamlined with access to the latest information, translates into better workflow.

The adoption of artificial intelligence (AI) powered bots, voice recognition and natural language understanding empowers us to provide self-service capabilities that go beyond just making tasks available on tablets and phones using apps or a responsive UI.

One example is IFS Aurena Bot–an extension of the IFS Aurena user experience that lets you perform a subset of everyday tasks using natural language, text or voice. You can interact with the chatbot in a conversational manner through messaging channels like Microsoft Teams and IFS Aurena itself.

Aurena Bot lets you to quickly perform tasks when you're not logged into the application itself, whether that's checking team availability, booking leave or reporting time and expenses.





Native apps for when you're on the go and offline

IFS Aurena's responsive design brings the best of IFS Cloud to the environment you're in. But when you need to tightly integrate with device hardware or don't have access to an internet connection, we offer targeted offline-capable mobile apps for field service, maintenance, CRM, time and expense reporting, approvals, warehouse data collection and more.

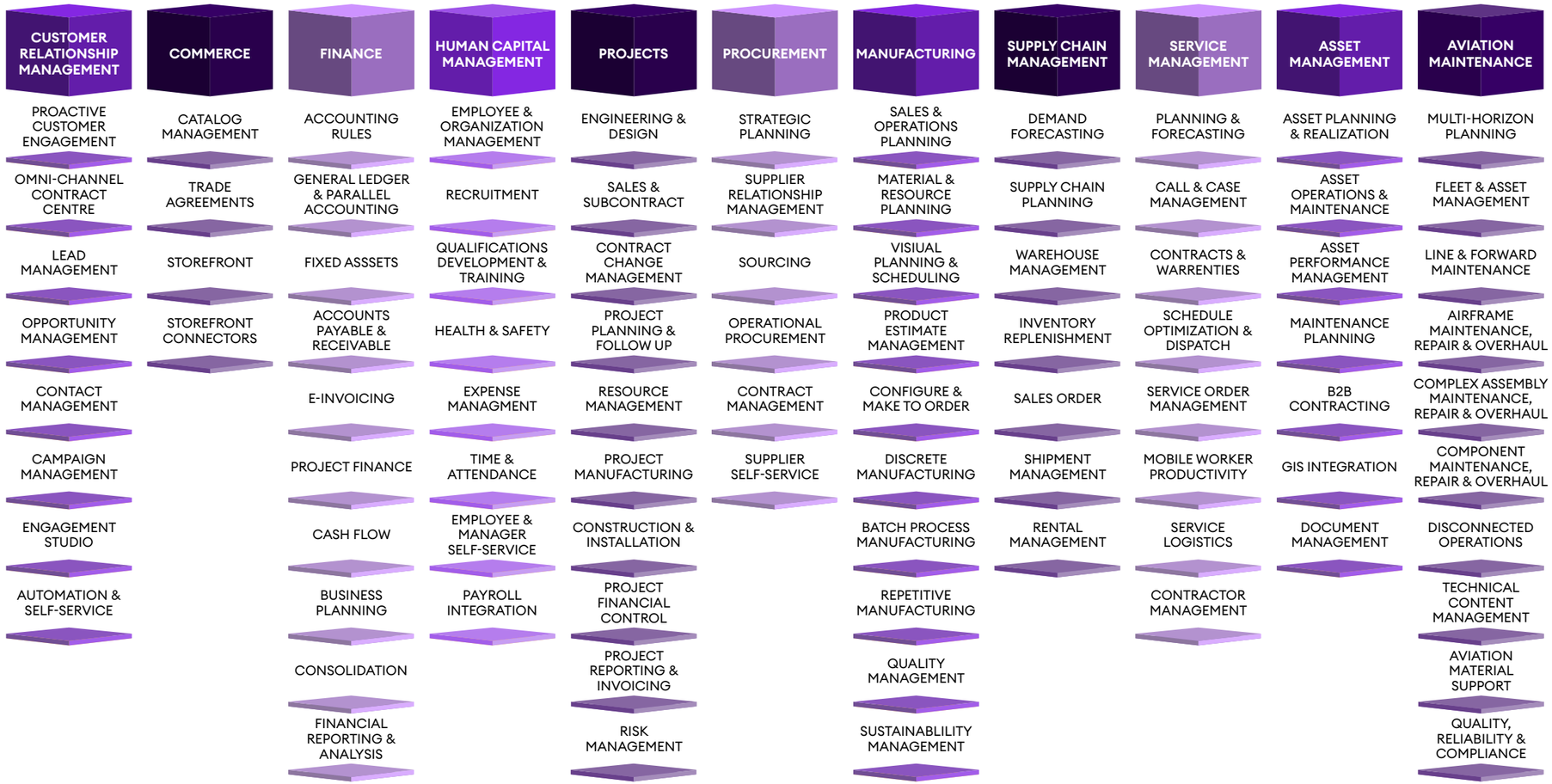
Make it your own

As businesses become increasingly connected through processes performed collaboratively with suppliers, customers and subcontractors, there's a growing need for core business applications to represent and support the business brand.

IFS provides B2B solutions out of the box, including B2B sales, procurement, service, subcontracted manufacturing, and document management. IFS Aurena offers the capability to brand key items like colors and logotype, so your brand is reflected in contexts such as when a service engineer presents the application to the customer for signature, as well as in the B2B solutions.

The functionality you need, when you need it

IFS Cloud delivers the full spectrum of IFS's class-leading capabilities through solutions tailored to specific industries and solution areas–all from a single product and supporting platform. You start with the functionality your business needs and can deploy additional capabilities as your business needs change and grow.



"With a wide range of IFS modules, we can readily evaluate and add new functionality as needs arise, without the necessity for additional integration or maintenance. We can focus on developing our business through IFS, and the experts–IFS themselves–can take care of our system."

Leif Knutsson
ERP Finance Specialist/ Project Manager, Roxtec

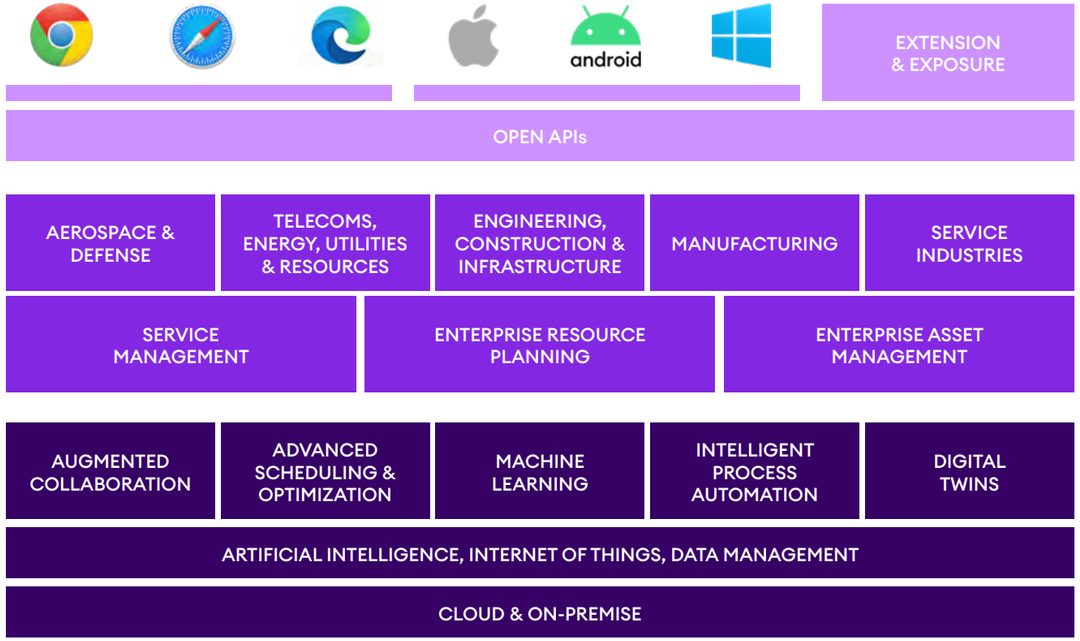
Embedded innovation, built for change

IFS Cloud is built on a single technology platform that brings innovation and work-enhancing experiences to life for your business.

Intuitive user experiences, the ability to connect and extend using 100% open APIs, intelligent process automation, machine learning (ML) and optimization, reporting and analytics capabilities, are all applied directly throughout IFS Cloud, from the same platform. This provides consistency regardless of how many functional capabilities in IFS Cloud you use.

The platform also provides full support for your solution lifecycle, along with the security and reliability you need to trust IFS Cloud to run your business.

- **ONE PLATFORM**
- **DEEP INDUSTRY FUNCTIONALITY**
- **EMBEDDED INNOVATION**
- **OPEN & CONNECTED**
- **YOUR RESIDENCY CHOICE**



Cloud choice, portability and parity

While IFS Cloud is designed to let you get the most out of wider cloud capabilities, business contexts like high-security environments can need other deployment options. We offer a choice of operating models for your IFS Cloud software, ranging from full-service SaaS running in our cloud service, to where you manage the deployment yourself, where you want to run it. You can deploy IFS Cloud in three ways, but whichever choice you make, you'll have exactly the same functional solution, no compromises–and no forced timings for upgrades, or restrictions on how you can tailor to make it your own.

- **Cloud:** hosted in our cloud, you connect to the service and we do the rest
- **Remote:** we provide pre-packaged IFS Cloud software, which you operate on supported platform software, whether cloud or on-premise
- **Self-managed:** we provide software artefacts like containers and database scripts, which you install and operate yourself, either in cloud or on-premise

IFS Cloud is also designed for portability, so that you can go from on-premise to the cloud, and from the cloud and back again. This means you aren't tied into your original residency choice and are safeguarded against changes to conditions and regulations in the future.



Up to date, when you want it. Secure, when you need it.

Technology changes and shifts are happening fast, and outdated software can mean outdated work practices and a struggle to take advantage of innovation. Worse than this, out of date software translates into unpatched systems and security risks.

With IFS Cloud, twice-yearly releases of new features and functionality gives you fast optional access to our latest capabilities and improvements, and helps you keep pace with the changing IT landscape. These releases are supported by monthly service updates, fixes and security patches to ensure your software remains robust and secure every step of the way.

More frequent releases and updates also mean a lower time impact on your business. Rather than a major upgrade every two to three years, with the potential for significant downtime, you have more frequent feature upgrades deployed in smaller, less time-consuming steps.

IFS Cloud also offers choice of when to update, to allow for forward planning and to mitigate business disruption. While the monthly updates are applied as a matter of routine to ensure your security, releases can be deployed at a time that's best suited for your business.

Supporting you through change

IFS Lifecycle Experience is our commitment to facilitating change. Explore, define, build, and use are the four key iterative lifecycle stages–we work through these with you in a continuous cycle, helping you extract maximum real-world business value from each stage. In IFS Cloud, you receive four collaboration tools:

- **Build Place** is a cloud-based service, enabling us to come together with you and partners to tailor and build your solution. It lets you access innovation and software updates from IFS, as well as deliver your own innovations more quickly. The Build Place brings together the Master Release Repository (containing all releases and service updates of IFS Cloud) with your own solution repository. This enables you to track code, manage environments for development and quality assurance, and automate deliveries.
- **Lifecycle Experience portal** puts you in control of your implementation and update lifecycle by providing a single-entry point to the Build Place. The Lifecycle Experience portal enables you to assign permissions and access to your systems to consultants and partners. What's more, organizing deployments between different test and production environments is made simple through the portal.
- **Developer portal** provides all developers on the IFS platform, including customers and partners, access to the latest tools, documentation, and best practice guides, so they can innovate with confidence.
- **Customer portal** gives you direct access to the status of your cloud deployment, the ability to log and manage support tickets, and a raft of performance and utilization metrics.

Your open and connected digital backbone

IFS Cloud is built to live at the heart of your digital transformation. But just as we embed transformational technologies into our solutions, we know that you also want to drive additional innovation of top of this. Whether it's about using a low-code platform to extend the solution with specific task apps, or pulling data to use in a machine learning model, in an increasingly borderless, automated world, your core software needs to be built to connect and extend, right out of the box.

For this reason, we've built IFS Cloud completely around standards-based Open APIs, so that everything you can do in IFS Cloud you can also do through our open APIs. That makes it simple for you to connect and extend your core applications to your wider application landscape as well as a huge variety of platforms, tools, data sources and more outside your business.

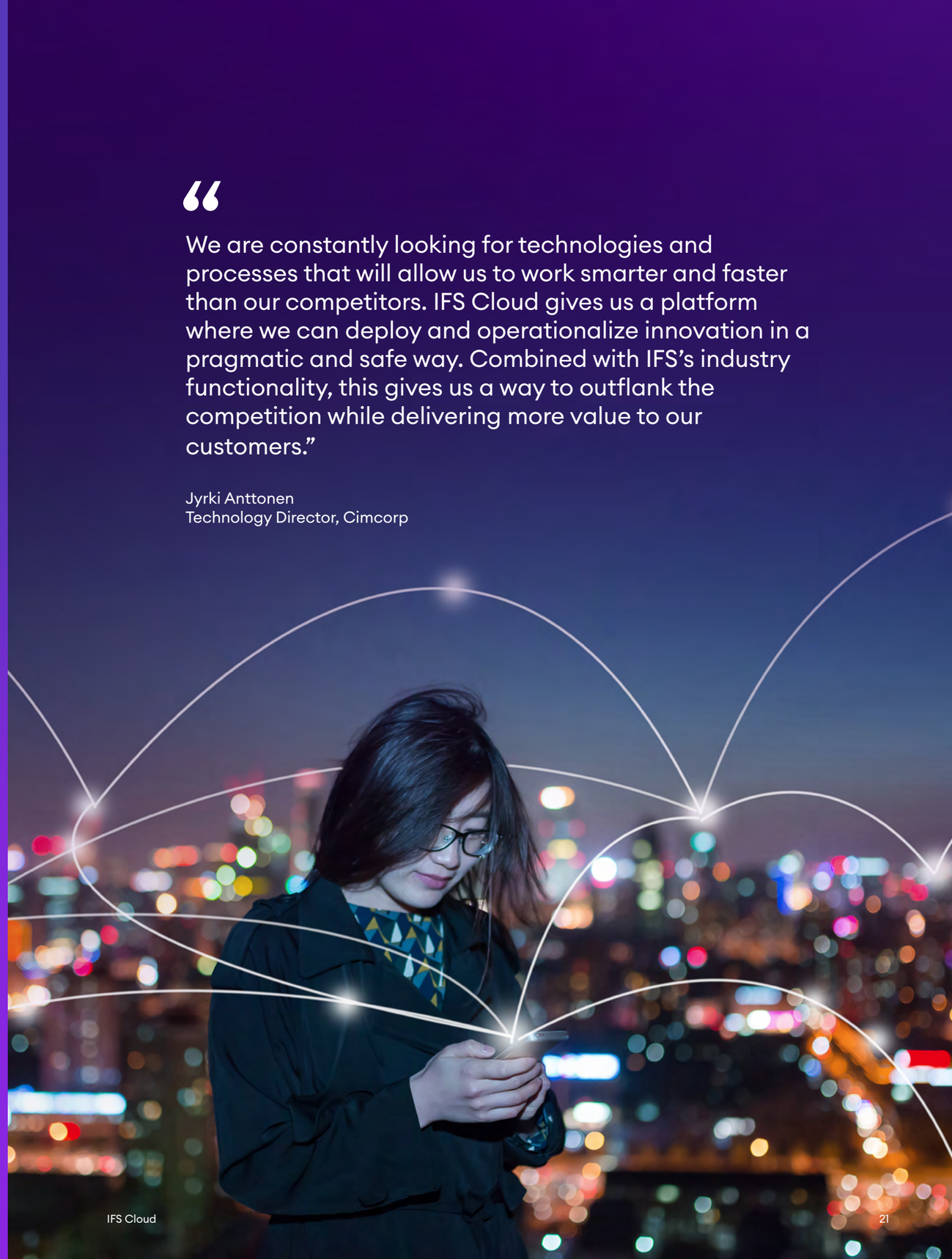


Innovation, ready to use

In an ever-changing world, it can be frustratingly difficult to apply and benefit from new tools and emerging technologies. We offer you innovation validated by clear business use cases that empower you to unlock value in established IFS feature sets and emerging technologies alike. With IFS Cloud, you can quickly benefit from advanced technologies like IoT, augmented and mixed reality, artificial intelligence and machine learning, so you can optimize, automate, predict and interact better across your business.

IFS Cloud delivers these technologies as ‘application services’ embedded directly within our platform–generic, technology-led capabilities that can be reused across different business processes and scenarios throughout our product. This, along with our API approach, makes it more practical and affordable for you to take advantage of the latest technologies, as large development or system integration work isn’t needed.

> “We are constantly looking for technologies and processes that will allow us to work smarter and faster than our competitors. IFS Cloud gives us a platform where we can deploy and operationalize innovation in a pragmatic and safe way. Combined with IFS’s industry functionality, this gives us a way to outflank the competition while delivering more value to our customers.”
>
> Jyrki Anttonen
> Technology Director, Cimcorp



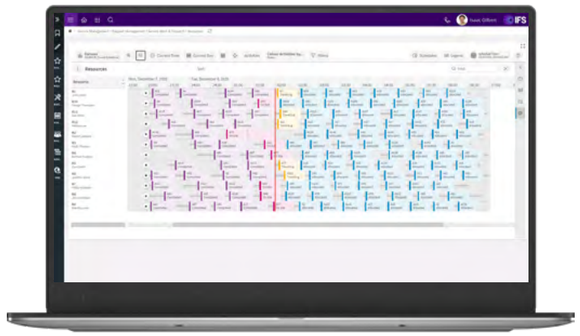
Optimize, automate, predict and interact

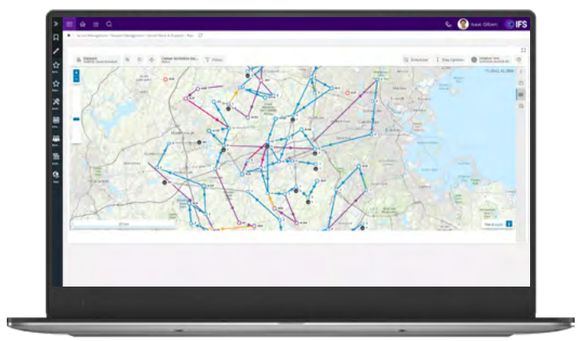
Intelligent scheduling and optimization

Our advanced scheduling and optimization capability uses the most sophisticated optimization algorithms available to enable rapid modeling and decision-making. This process typically involves thousands of resources, activities and workflows, and billions of potential choices around engineers, resources and customer requirements.

By adapting schedules to changes in real-time, the tool constantly optimizes plans and schedules to improve decision making, efficiency, customer response times and more. It also provides the flexibility to combine different planning options, which allows you to find the perfect scheduling configuration for your planning needs.

This functionality can also be accessed via API, for easier integration with existing systems and for allowing customers with larger IT ecosystems to quickly start taking advantage of this powerful capability.







Automation to drive efficiency

There are many opportunities for businesses to save time and resources by using automation to drive efficiency. For example, you could leverage predefined workflows to automate processes like reviews and approvals. Business process automation (BPA) is the use of technology to automate workflows like these, along with larger, more complex business processes. We are now making it quicker and easier to automate and streamline your business processes with our new Workflow Designer.

The Workflow Designer allows you to visually map out process automation steps. Now that process automation is embedded in our API and Event framework, you won't need to be a software developer to tailor and configure our software–Business Process Modeling Notation (BPMN) is now used to provide a more visual way to configure the system.

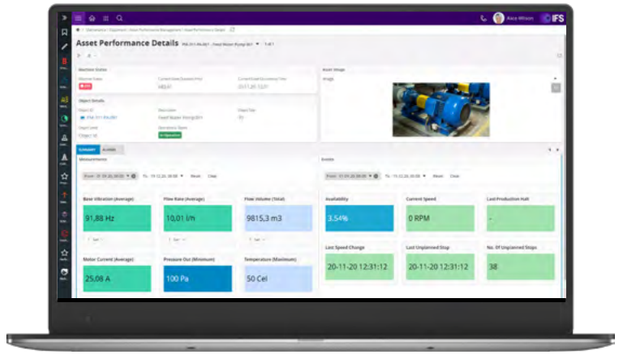
Additionally, IFS drives automation through artificial intelligence, delivering machine learning (ML) models to support customer processes as easily as possible. We have developed a powerful Machine Learning Service to automate all aspects of the ML process, from data pre-processing and automated model tuning through to model deployment and continuous monitoring, so that a data scientist isn't needed for the creation of ML models based on your own data.



Equipment insight and action

IFS IoT solutions are designed to make IoT adoption quicker, easier and less cumbersome. IoT Business Connector provides a rapid way to automate IFS actions based on incoming data readings and/or data insights. When combining incoming IoT data with existing IFS master data, powerful and truly unique IoT/IIoT use cases can be implemented with the use of ML and AI.

Displaying sensor readings, measurements and values, our asset monitoring capabilities can be combined with different data sources, including external systems or existing databases. The incoming data is analyzed and saved, then the IFS IoT Controller automatically triggers the appropriate actions based on the configured process flow without manual intervention.



“We can address our customers’ issues a lot quicker. Working with IFS in the IoT project they were responsive, they were very cognizant of what we wanted, and they listened to us so they could adapt quickly to our needs.”

Jussi Ylinen
CEO, Anticimex





Remote expertise when you need it

IFS Cloud includes an embedded application service for augmented collaboration. IFS Remote Assistance helps you and your customers remotely install, service, diagnose, maintain and repair assets.

Augmented collaboration empowers product experts to lend their experience to your field staff and customers through merged reality. It lets everyone collaborate remotely in real-time using their existing mobile devices. Through hand gestures, image sharing and more, experts can now guide repairs from a remote location and have them executed by less experienced technicians or customers themselves.

Repairing customer issues remotely is faster than sending out a field technician, so your service levels can increase while your costs decrease. And with junior staff completing service calls (even when the issue is beyond their personal capabilities), first-time fix rates increase.

> “We’ve been very satisfied with the level of support we’ve received from the team supporting our use of IFS Remote Assistance. The speed at which we’ve been able to get the solution operational is really impressive.”

Roel Rentmeesters
Director of Global Customer Service, Munters

About IFS

IFS develops and delivers enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. Within our single platform, our industry specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers – at the Moment of Service. The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 4,000 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers.

Learn more about how our enterprise software solutions can help your business today at ifs.com.

#MomentOfService

WHERE WE ARE

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