



Tackling the Requirements for Full Life-cycle Service Management with the IFS Service Management Solution

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The Service Management Opportunity

There are few areas that are as ripe for improvement in both technology and business practice than service management. Regardless of the individual industry, the ability to link effective and efficient service delivery with the entire value chain is proving to be an important area of innovation for companies of all sizes. This requirement for innovative service management and delivery, in turn, is driving a considerable amount of investment in technology and business practice as companies attempt to turn what has traditionally been a financial black hole into an effective set of processes that can deliver significant improvements in customer satisfaction, lower overall services costs, and improve competitiveness and profitability.

While there are many point solutions that attempt to address the overall issue of service management, Enterprise Applications Consulting believes that the greatest opportunity for customers lies in delivering service management as part of a suite solution that includes financial management, order management, supply chain management, and other capabilities. This suite approach acknowledges that the greatest efficiency in service management comes from the ability to use a service request, scheduled maintenance order, or preventive maintenance task as a centralizing event that puts into play a host of well-integrated processes. These processes, which span inventory management, procurement, billing, customer management, human resource management, and other ancillary functions, are most efficiently delivered as part of a well-integrated suite.

IFS Service Management: The Customer Experience

To this end, EAC's review of IFS AB's Service Management shows a product that is not only best-in-class in the specifics of delivering service management functionality, but also delivers deep integration to the other processes in IFS Applications that support this broader view of the value of service management in an integrated suite. This view in turn is supported by conversations with existing IFS customers in two distinctly different industries – facilities management and heavy equipment manufacturing.

Two of these customers – Kalmar Services in Finland, the service division of heavy equipment manufacturer Kalmar Industries with 800 technicians worldwide, and Debut Services, a facilities

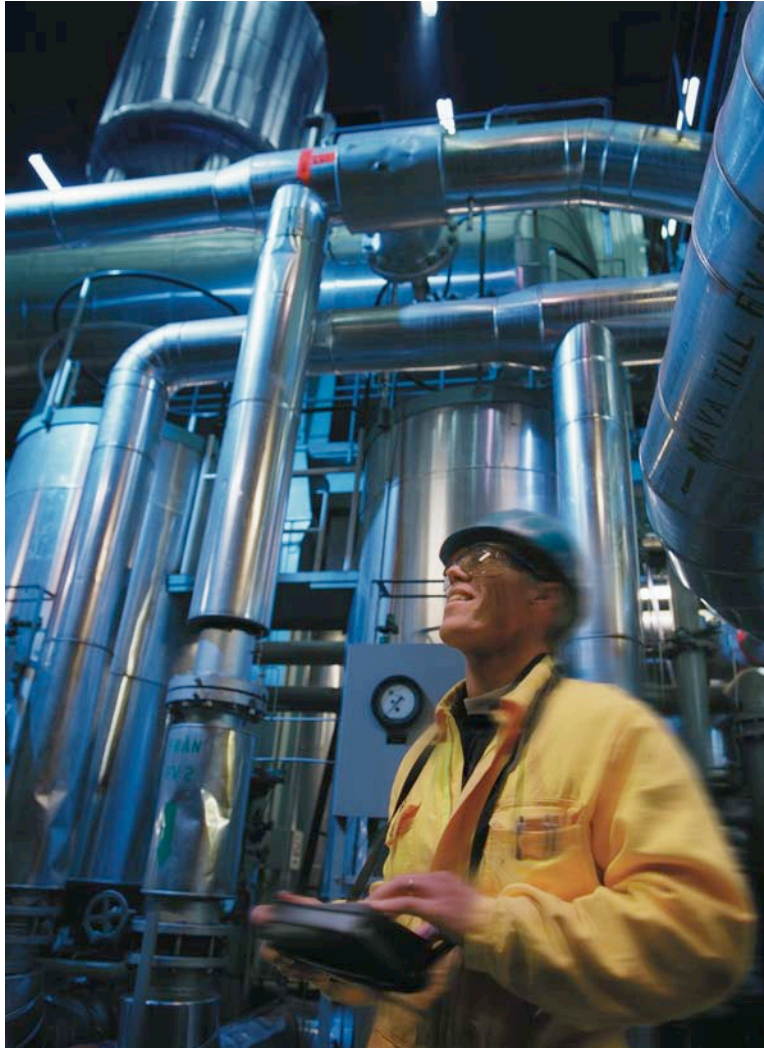
management provider to the United Kingdom's Ministry of Defense (MoD) – show the breadth of functionality that IFS Service Management can cover.



Debut Services, which is a joint venture between Bovis Lend Lease Ltd and Babcock Support Services Ltd, uses IFS Service Management to help manage an approximately \$1 billion facilities management contract with the MoD. The over 850 users at Debut and its partner organizations use IFS Service Management as the primary environment for managing MoD assets at 19 different facilities.

As the partner companies in the joint venture are also IFS Applications users, Debut is an excellent example of the full lifecycle capabilities of IFS Service Management. In addition to supporting a broad range of maintenance activities, IFS Service Management's connectivity to the IFS suite enables Debut to manage its supply chain, human resources, financial, procurement, and other functions as part of its facilities management contract. This not only allows Debut to manage the MoD facilities in an efficient and highly cost-effective manner, it also gives MoD officials a significant amount of visibility into the overall facilities management function

performed by Debut. The reduction in paperwork and overall efficiency afforded by IFS Service Management has been a significant contributor to Debut's successful fulfillment of its contractual obligations.



At Kalmar Services, IFS Service Management is essential to the servicing of its parent company's tractors, cranes, trucks and other heavy equipment. For Kalmar, being able to support a field service function that employs over 800 technicians worldwide meant finding a product that could support a mobile workforce and integrate with logistics, inventory, procurement and other key functions, all while managing standard service management processes across its European and Asian service operations. These processes, which have to span a range of service delivery

options, will include order, invoice, inventory management, and other key functions in Kalmar Services' business once the IFS Service Management product is fully deployed.

In addition to supporting the standardization of Kalmar's service functions and the delivery of full lifecycle service support, IFS Service Management's analytics allows Kalmar to carefully analyze its works in progress and help drive a significant process improvement initiative. The company's goals of reducing its report-to-invoice time, its spare parts inventory, and its overall administrative functions – all while improving contract profitability – are driven by the reporting capabilities of IFS Service Management.

Conclusion: Driving Customer Satisfaction and Profitability with IFS Service Management

EAC believes these two examples are indicative of the power of the IFS Service Management solution, particularly as it relates to full life-cycle, value-added service delivery. These capabilities can be extended to many of IFS's key vertical industries, including automotive, high-technology, medical devices, utilities and telecommunications, and aviation, as well as process industries. In all these industries, the broad functional coverage of the IFS Service Management module, combined with out-of-the-box integration with the rest of the IFS suite, can support an industry-leading service management capability that is not only cost-effective for service delivery organizations, but is also an important element in overall customer satisfaction as well.