





# IFS Company Presentation

An introduction to  
IFS and our solutions

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# Agenda

- 01 **Who** we are
- 02 Our **solutions**
- 03 **Why** IFS

# 01

**Who**  
we are



# It all started in a tent

Our founders pitched  
a tent on the site of  
our first customer

**... we have stayed close  
to our customers ever since.**

# Our history

## Acquisitions and growth

**1996**

IFS is introduced  
on the stock exchange

**2002**

IFS available entirely  
on web services

**2009**

IFS acquires  
MultiPlus Solutions

**2011**

IFS acquires  
Latin IFS

**1983**

IFS is founded

**1999**

IFS offices on  
all continents

**2005**

IFS Applications  
reaches 500,000  
users

**2010**

IFS acquires  
360 Scheduling

**2012**

IFS acquires  
Metrix

# Our history

## Acquisitions and growth

**2013**

IFS acquires  
IFS Defense

**2016**

IFS acquires  
MainIoT + Mxi New  
owners, delisting

**2018**

Launch of IFS Applications  
10 and creation of  
three IFS regions

**2020**

IFS acquires  
Clevest

**2015**

Launch of IFS Applications  
9 and 1,000,000 users.  
IFS acquires VisionWaves

**2017**

IFS acquires MPL,  
FSM and WorkWave

**2019**

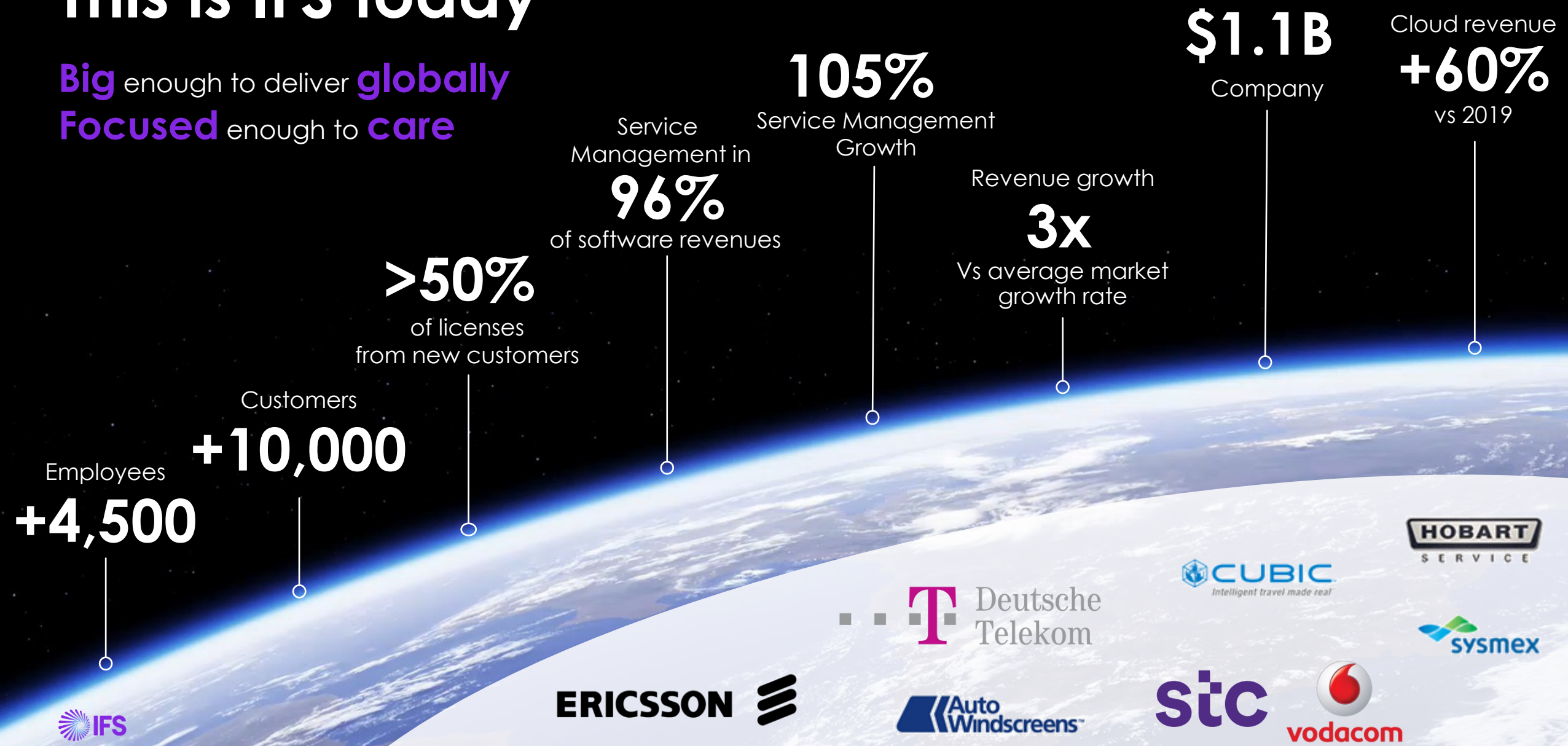
IFS acquires Astea

**2021**

Launch of  
IFS Cloud,  
IFS acquires Axios

# This is IFS today

**Big** enough to deliver **globally**  
**Focused** enough to **care**



# Building the Ecosystem

IFS is building a **thriving partner ecosystem**, giving customers flexibility with implementation projects and expanding our resource base.

Our **strategic global relationships** with the major systems integrators allow IFS to further enhance our services capability by partnering with world class systems integrators and business consultancies.

IFS's multi-tier engagement model offers customers **choice at a country or regional level** to cater for multiple geographies, languages and industry know-how.

- APAC and MEA
- North America
- Western and Southern Europe and Latin America
- Central and North Europe



accenture

tcs TATA  
CONSULTANCY  
SERVICES

NEC

Capgemini

BearingPoint®

28%

Partner Contribution  
to license revenue

40%

Partner primed  
projects

2800

Additional Partner  
Resources

# Some of our customers





# IFS in Italia

Istituita nel  
2000

Gestione  
localizzazione  
Italiana

Team  
Consulenza  
a supporto

> 50 clienti  
seguiti

Nel 2021  
crescita da 5  
a 16 Persone

Crescita  
Fatturato nel  
2021 +350%

Certificati 4  
Partner  
Italiani

Unico  
vendor con  
sottoscrizione  
e On-prem

Approccio  
dedicato al  
cliente

**VARGROUP**  
Inspiring innovation

**sdg**  
group

**CODIN**<sup>®</sup>

**cube**  
ITALIAN IT SOLUTIONS

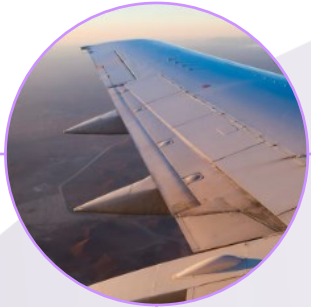


# 02

Our  
**solutions**



# We focus to become industry experts



Aerospace  
& Defense



Energy,  
Utilities &  
Resources



Engineering,  
Construction  
& Infrastructure



Manufacturing



Service  
Industries

# Our **solution areas**

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Enterprise Resource Planning (**ERP**)  
Manage Complex Projects

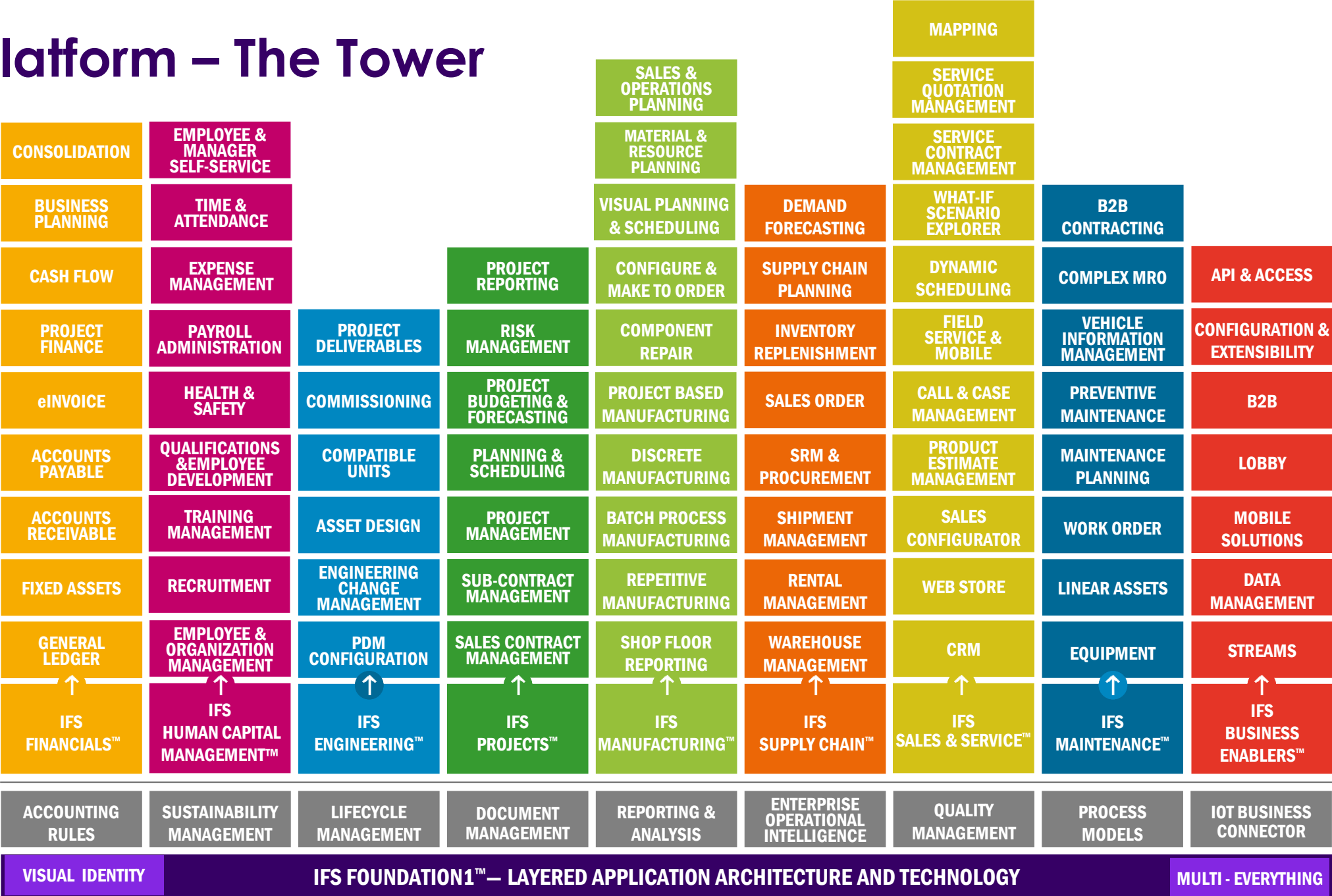
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Enterprise Asset Management (**EAM**)  
Manage Critical Assets

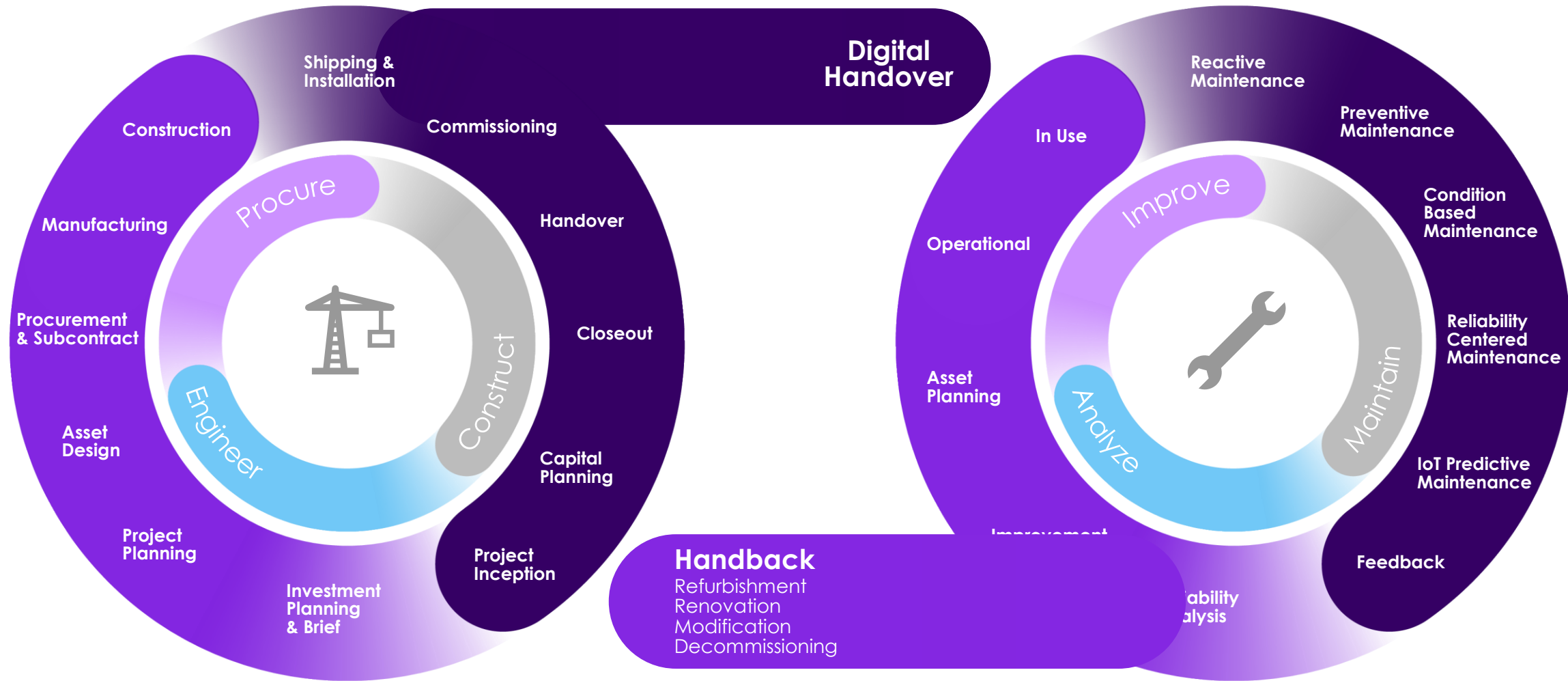
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Service Management (**SM**)  
Service Management with Field Technicians

# IFS Platform – The Tower



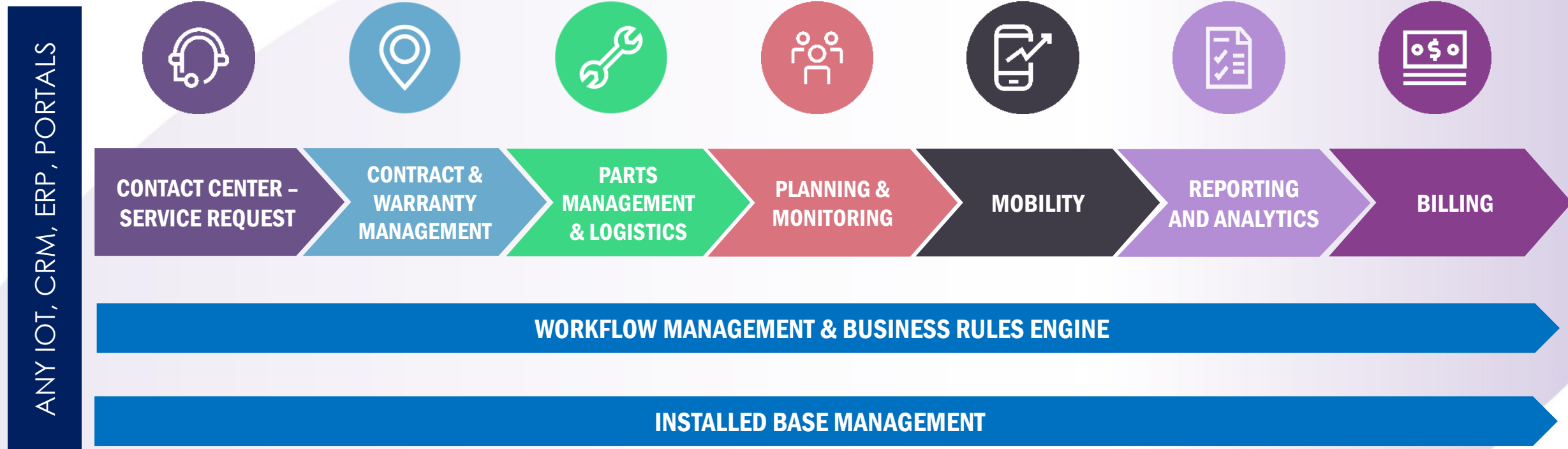
# Integrated Asset Lifecycle Management



Construct

Operate & Maintain

# IFS Service Managament: End 2 End Platform





Every business has moments  
when they get judged, when  
they either delight or disappoint.

Bringing together all the  
decisions, the processes...  
the blood, sweat and tears...  
to deliver at those moments, is  
what it's all about.

We call it the  
**MOMENT OF SERVICE**



# Getting the Moment of Service right is a complex business challenge



## CUSTOMERS

To achieve high customer satisfaction & repeat purchase



## PEOPLE

To get the right people, at the right place, at the right time

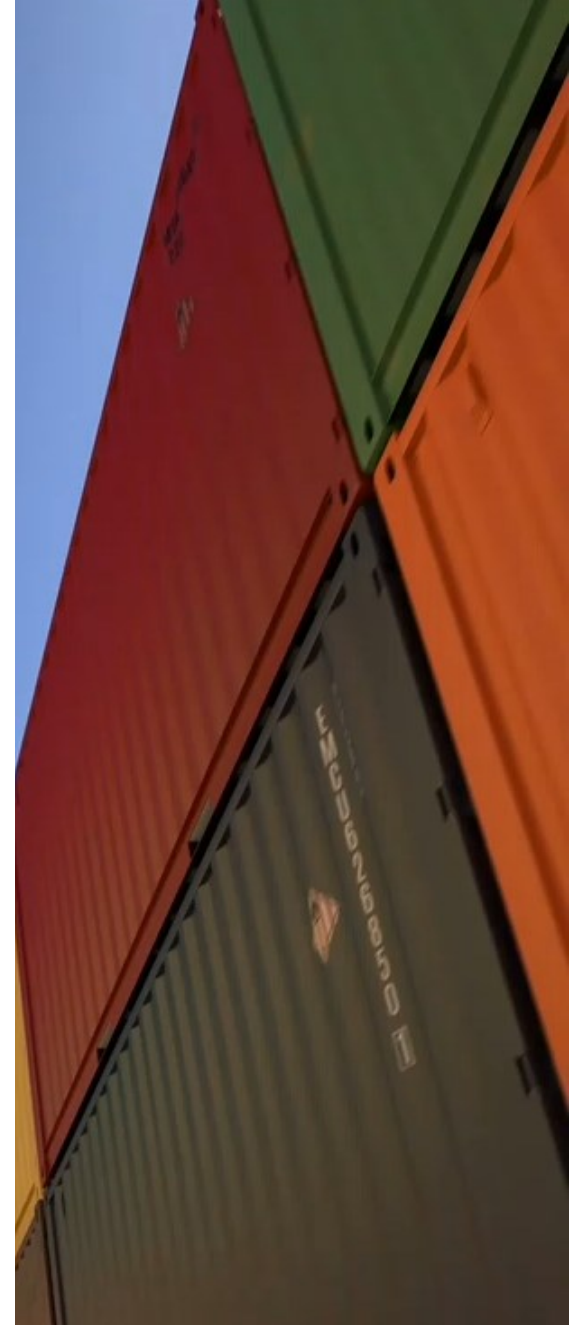


## ASSETS

To deliver on your promises with operational effectiveness

# 03

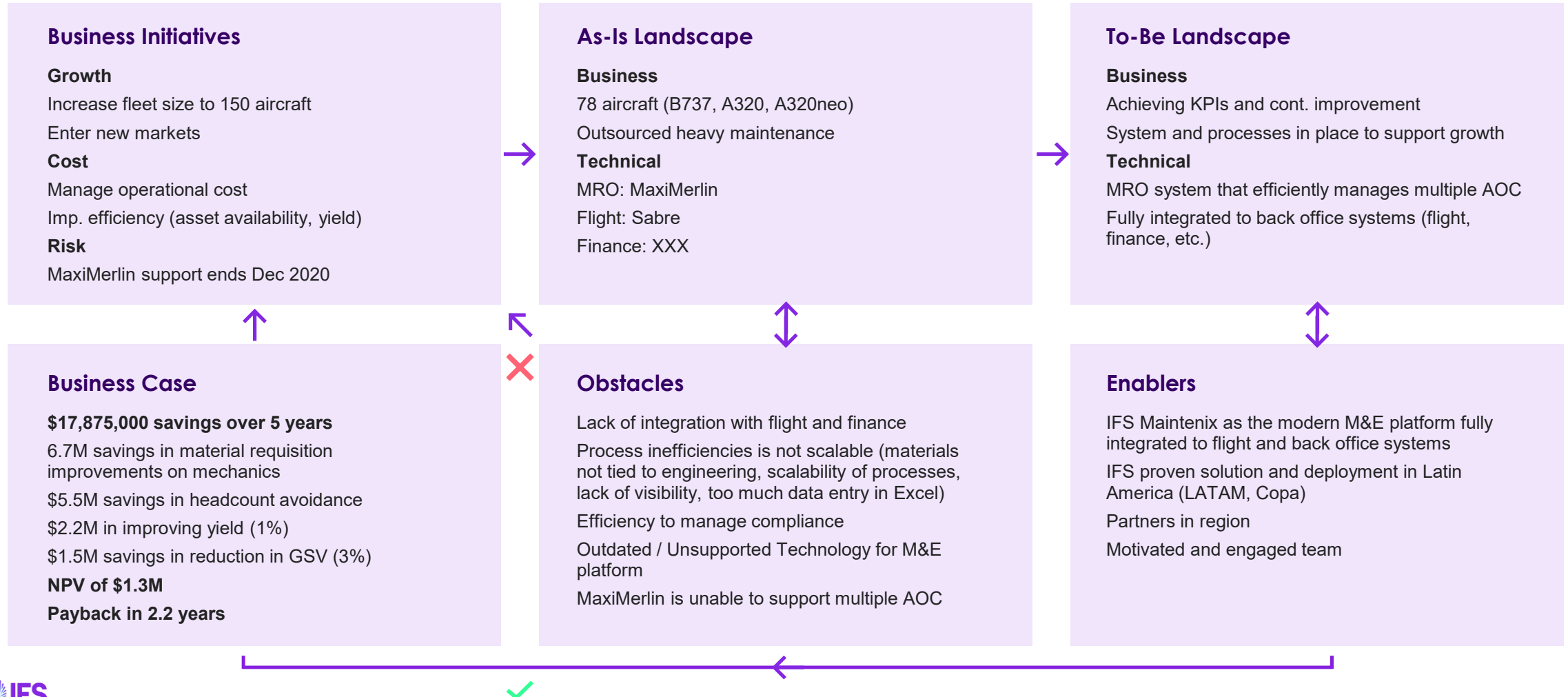
## Why IFS





# IFS Six Box Model™

## IDC Marketscape



# Productivity Study Improvement with IFS

Field Service Team  
productivity

**+10%**

Supply Chain Team  
productivity

**+17%**

Auditing Team  
productivity

**35%**

Accounting Team  
productivity

**24%**



Regulatory Compliance  
Team productivity

**+15%**

Engineering Team  
productivity

**22%**

Sales Team  
productivity

**+94%**

Finance Team  
productivity

**+24%**

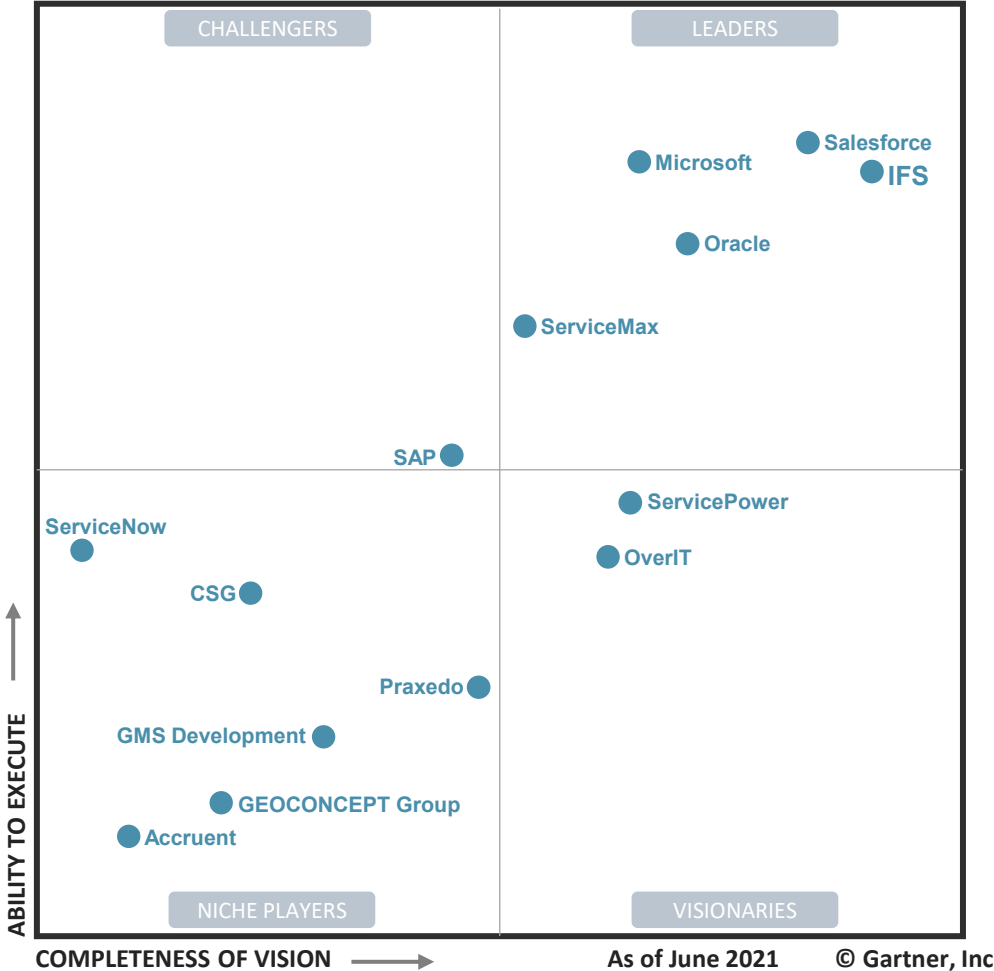
Capital Asset Management  
Team Productivity

**+7%**

# Unparalleled customer advocacy – full functional coverage



**IFS: 4.9**  
Salesforce: 4.5  
Microsoft: 4.5  
ClickSoftware: 4.5  
Oracle: 4.0



Source: Gartner (August 2021)



# What makes IFS different



Industry  
depth

A single  
product

Innovation  
embedded

Cloud or  
on-prem

Delightful  
experience



Cloud ERP for  
Product-Centric  
Enterprises



Enterprise  
Asset Management  
Software



A Top Rated  
FSM Vendor

“

IFS Cloud comes with industry-focused accelerators that help to implement new industry-specific capabilities more efficiently. [...] Choice and flexibility are among the key characteristics of IFS Cloud. Moreover, clients are encouraged to adopt new capabilities with updates, but they can do so at their own pace.

Source: IDC, IFS Cloud: A New Value Proposition for  
IFS, Doc #EUR247585921, April 2021  
[Access the full report here >>](#)

# IFS a Visionary

## Gartner Cloud ERP MQ

### Gartner 2020 Magic Quadrant for Cloud ERP for Product-Centric Enterprises

As defined by Gartner, Visionaries in the Magic Quadrant for Cloud ERP for Product-Centric Enterprise “offer solutions that are attractive to organizations wanting to move ERP product-centric systems and processes aggressively to the cloud, and they may have some areas of differentiating functional capability.” In this report, Gartner recognizes IFS as a Visionary with specific attention given to IFS’s global presence and ability to handle global operations for large enterprises, a strong EAM solution, and advanced technology.

Gartner, Magic Quadrant for Cloud ERP for Product-Centric Enterprises, Tim Faith, Duy Nguyen, Denis Torii, Paul Schenck, Christian Hestermann, 22 June 2020

[https://info.ifs.com/2020-Gartner-Magic-Quadrant-Cloud-ERP\\_Gated.html](https://info.ifs.com/2020-Gartner-Magic-Quadrant-Cloud-ERP_Gated.html)

Figure 1. Magic Quadrant for Cloud ERP for Product-Centric Enterprises



Source: Gartner (June 2020)



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# IFS a Leader

## IDC MarketScape

### Worldwide SaaS & Cloud-Enabled Large Enterprise ERP applications 2020

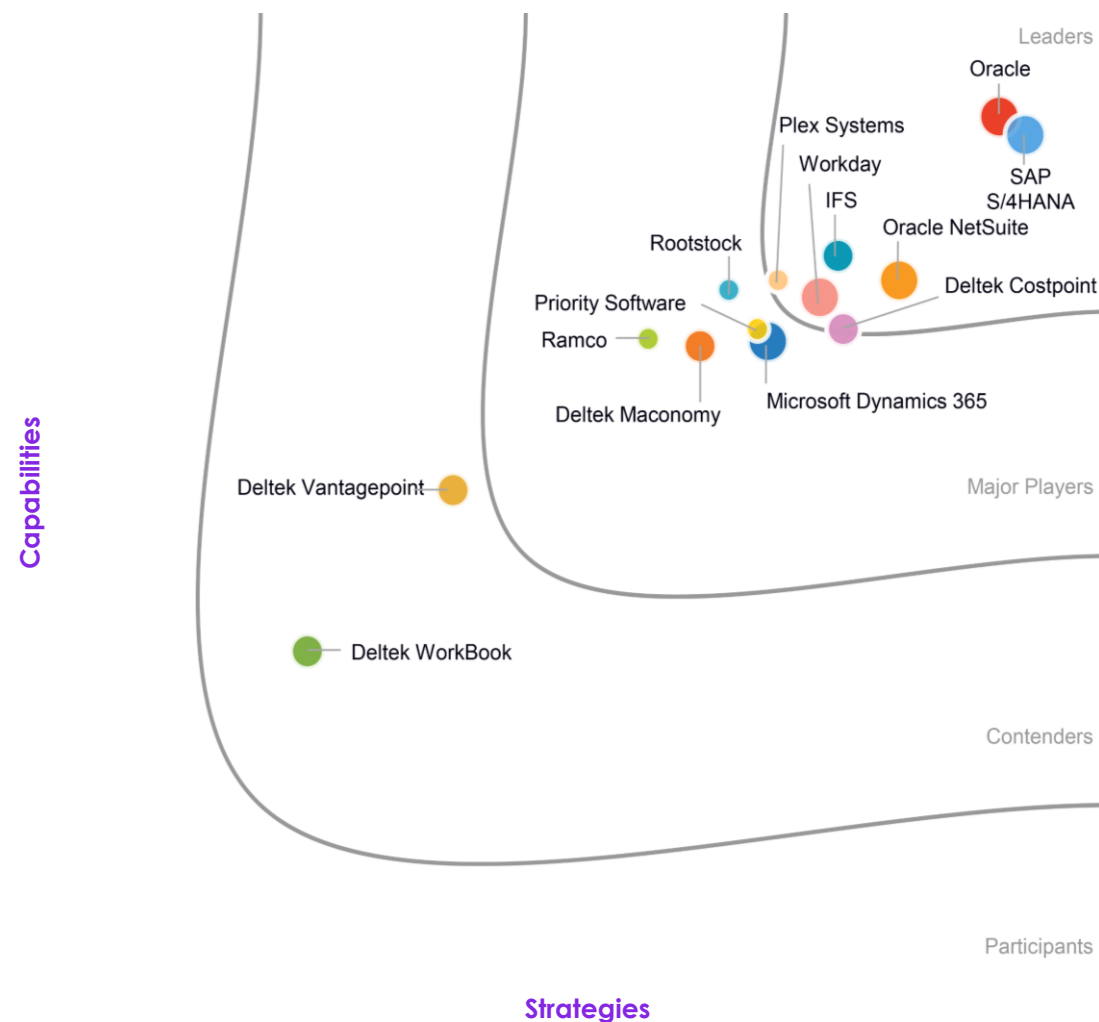
“IFS offers a flexible, integrated enterprise resources planning solution tailored to the needs of manufacturers. IFS recognizes that deep industry knowledge is key to its customers' success because manufacturing experts have for decades worked closely with customers to perfect their solution, resulting in some customers achieving twice the ROI improvement.”

<https://info.ifs.com/IDC-2020-ERP-MScape.html>

IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is represented by the size of the circles.



### IDC MarketScape Worldwide SaaS and Cloud-Enabled Large Enterprise ERP Applications



Source: IDC 2020

IDC, “IDC MarketScape: Worldwide SaaS and Cloud-Enabled Large Enterprise ERP Applications 2020 Vendor Assessment”: Mickey North Rizza, Kevin Permenter, Frank Della Rosa. DOC #US45971820e / July, 2020. IDC clients can access the full report [here](#).



# Gartner EAM Market Guide

## IFS Profiled in Gartner Market Guide for Enterprise Asset Management Software

“All core EAM functionalities are covered by IFS EAM, including support for linear assets and fleet management. IFS has also developed mobile extensions (IFS MWO Service) for Android and iOS that include support for offline capabilities. The company continues to build out its analytics capabilities, following its 2015 acquisition of VisionWaves, which provides operational intelligence to its asset-intensive customers. IFS has further enhanced its predictive analytics capabilities through its IFS IoT Business Connector, plus an integration toolkit for RCM capabilities from BAE Systems. The solution is available in a wide range of asset-intensive industries globally, particularly targeting energy and utilities, nuclear, manufacturing, aerospace, and defense. IFS EAM fully supports client endeavors for ISO 55000 compliance.”



# Gartner Peer Insights

IFS a 2020 Customers' Choice Enterprise Asset Management Software





# IFS a Leader

## IDC Marketscape

### Worldwide SaaS and Cloud-Enabled Asset-Intensive EAM applications 2020-2021

“IFS offers a flexible, integrated EAM application to support complete asset life-cycle management from initial engineering, procurement, construction, and commissioning through operations and maintenance into decommissioning. IFS fully integrates with its own inventory and procurement capabilities to track supplies and ensure costs are posted back to work orders. The EAM application is one offering within IFS Applications, an enterprise suite made up of integrated ERP, finance, supply chain, human resources, and field service management. Further, IFS delivers enterprise-level aviation maintenance functionality for more than 65 aerospace and defense customers worldwide and is ITAR compliant.”

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### IDC MarketScape Worldwide SaaS and Cloud-Enabled Asset-Intensive EAM Applications, 2020—2021



Source: IDC 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. IDC clients can access the full report [here](#).

# IFS an FSM Leader

## Gartner Magic Quadrant for Field Service Management 2020

**For the fifth consecutive year**, Gartner has recognized IFS as a Leader in the Magic Quadrant for Field Service Management. IFS views this recognition by Gartner as a testament to its long-term product investment strategy and singular customer focus, further establishing IFS's industry leadership position.

Within the report, Gartner notes that Leaders “demonstrate a market-defining vision of how technology can help service professionals achieve business objectives. Leaders have the ability to fulfill their vision through products, services, ecosystems and solid business results in the form of revenue and earnings. They have strong partner programs, which are formalized and “gamified,” and they track proof of renewal every year.”

**Notable Observation:** Gartner has positioned IFS highest overall for execution, supported by Gartner's acknowledgement of IFS's product breadth and depth, substantial revenue growth, and market understanding that comes with deep industry experience.

Figure 1. Magic Quadrant for Field Service Management



Source: Gartner (June 2020)



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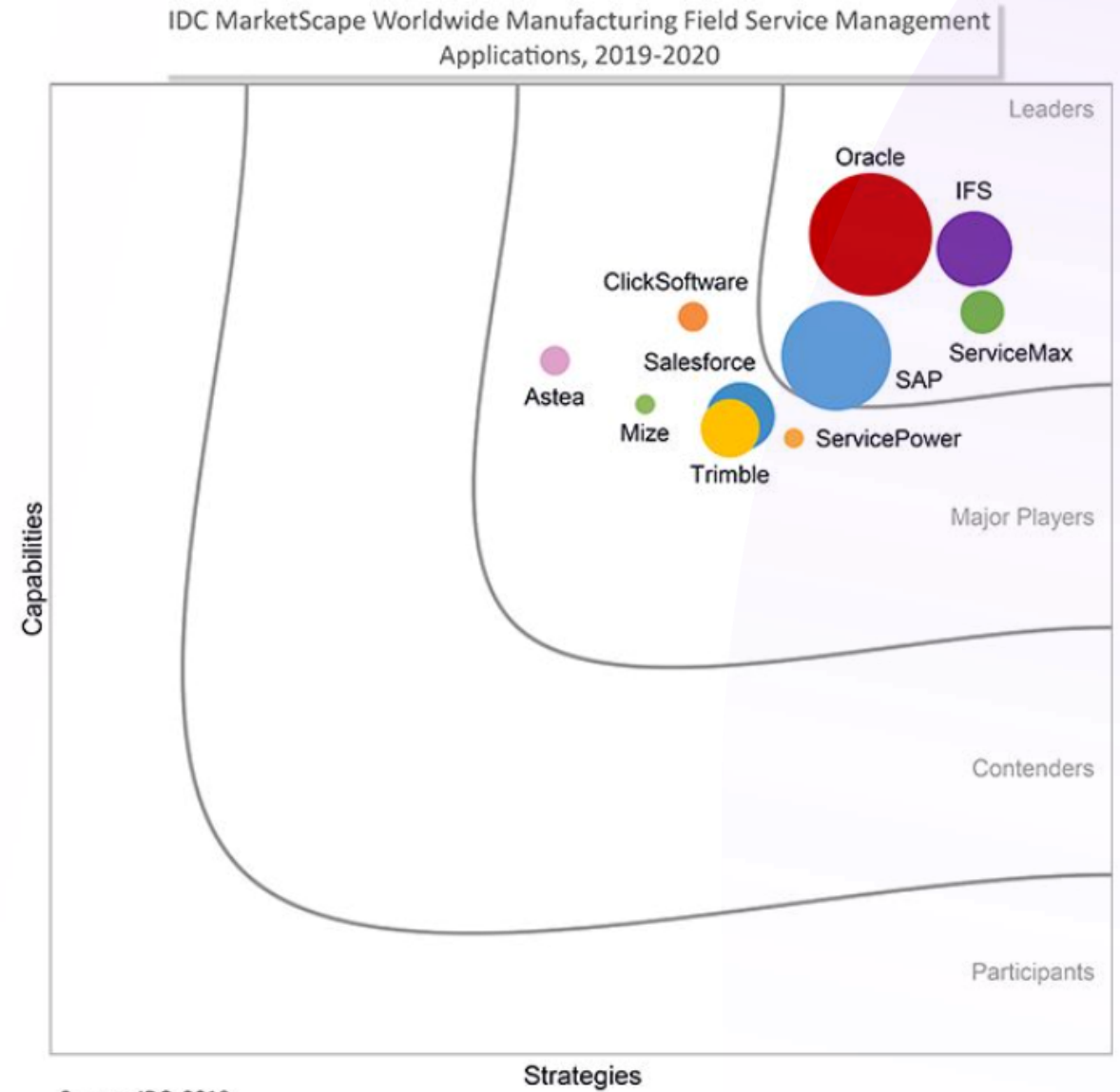
# IDC Report 2019

## IDC MarketScape Worldwide Manufacturing Field Service Management Applications, 2019-2020

IFS is rapidly growing its business in the field service management market, serving a number of subverticals within the manufacturing industry with end-to-end capabilities in service lifecycle management,” said **IDC analyst Aly Pinder**. “IFS’s FSM product is comprehensive and versatile, making it ideal for complex asset-centric, product-centric, or customer-centric environments.

Based on a comprehensive of IFS’s products and strategies, the IDC MarketScape placed the company in the Leaders Category worldwide, citing the following highlights:

- Comprehensive product capabilities
- Engineered to power complex businesses
- Enabling value creation beyond field service



Source: IDC, 2019

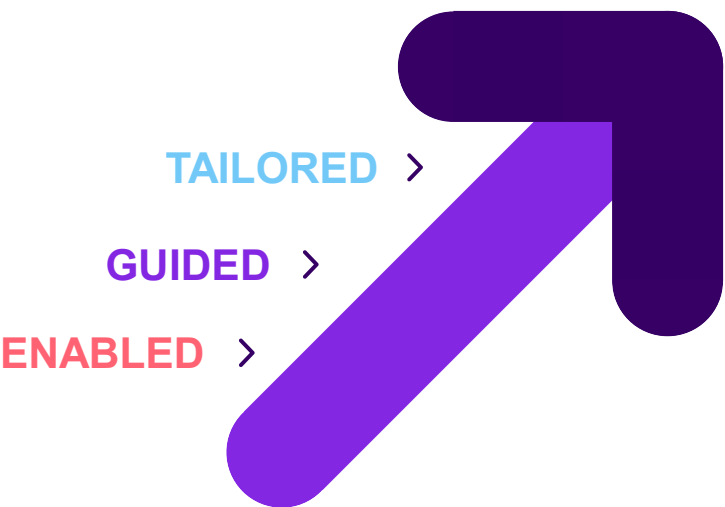
# IFS is leading the pack

## Choosing your engagement level

For customers in a steady-state and with a competent in-house team, **ENABLED** Success may be the best engagement model and is inclusive in the standard IFS maintenance contracts.

Where maintenance alone is not enough, **GUIDED** success provides an extra level of service and availability without a significant incremental outlay per year.

84% of IFS customers surveyed confirmed that they would prefer a **TAILORED** Success engagement experience, sized to meet their ongoing needs across many different topics.



## Business value in context

### Collaboration

Low vs high touch outcomes

### Governance

Providing consistency, quality and points of reference

### Value Realization

How you define, plan for and measure business value

### Infrastructure & Expertise

Getting access to expertise, process and tools

### Operating Model

In-house vs outsourced

### Choice

A customer-driven choice of engagement model and the elements that will help to realize value through the lifecycle





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