



# GET TO KNOW IFS







# WHAT MAKES US DIFFERENT?

People often ask why our customers prefer to do business with us. One reason is our leading enterprise software designed and developed in collaboration with our customers to make them more agile. Another is our highly skilled people, whose industry and process expertise help make our customers more efficient and improve their bottom line.

This brochure provides you with a look at what IFS—a global company with a Scandinavian heritage—is all about and why industry analysts repeatedly name us leaders in our field.

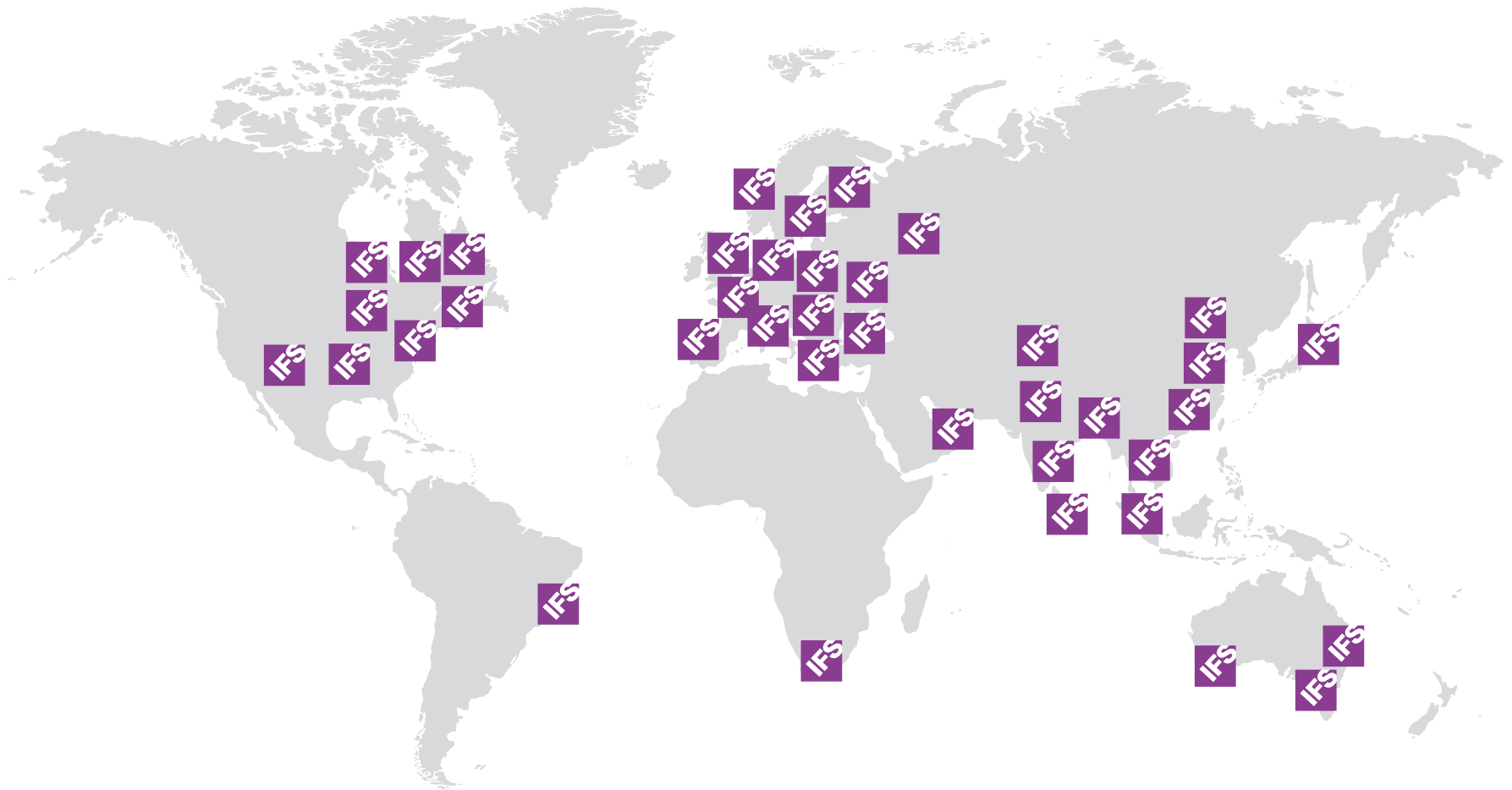
I hope you find it an interesting read and that I will have the opportunity to meet with you face to face in the future.

**Darren Roos, CEO**

# IFS AT A GLANCE

IFS develops and delivers enterprise software for customers around the world who manufacture and distribute goods, maintain assets, and manage service-focused operations. The industry expertise of our people and solutions, together with commitment to our customers, has made us a recognized leader and the most recommended supplier in our sector. Our team of 3,500 employees supports more than ten thousand customers worldwide from a network of local offices and through our growing ecosystem of partners.

**For more information, visit: [IFSworld.com](https://www.ifs-world.com)**



# OUR VALUES

IFS was started in the early 1980s by a group of students who liked working with each other. Since then we have grown a lot, but we like to think that the spirit of those days still exists as part of our DNA in the form of values that guide the way we do business.

**SIMPLICITY** means that we keep things simple and are easy to do business with. We believe in communicating what really matters and being clear and transparent in what we say and do. That way, our customers always know what to expect from IFS.

**PROFESSIONALISM** is all about focusing on why we do business: to create benefits for customers by using established processes and best practice. Our employees possess industry-specific knowledge and always honor our promises.

**COMMITMENT** means that we go the extra mile and never give up. Our skilled consultants really care about each customer's business and share their knowledge and experience. It's not just a job, it's a mindset!



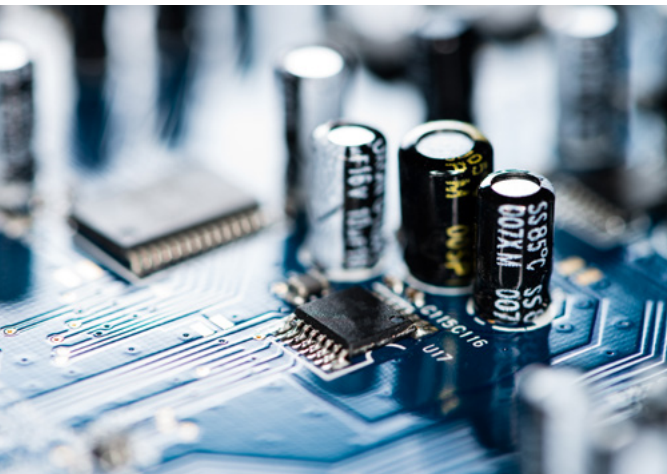


# WE FOCUS TO BECOME THE BEST

Let's face it—you cannot be the best at everything. It all comes down to human nature and the complexity of the world. To become the best at something you have to work hard and spend a lot of time gathering information and trying things out.

At IFS we focus on selected industries to become true experts in how they operate. As it turns out, most of them fit into one or more of four core processes (Projects, Service & Asset, Manufacturing, and Supply Chain) that together represent how business works in general. Using our industry expertise and understanding of the underpinning processes, we direct our resources and development so that everything we do makes our employees even more knowledgeable of how these industries work and our products become even better at supporting companies working within the core processes. That way, we can promise our customers software that is built to fit with the way they work, and to meet IFS people who know the business inside and out.

**HIGH TECH MANUFACTURING**



**INDUSTRIAL MANUFACTURING**



**OIL & GAS**







**AVIATION & DEFENSE**



**AUTOMOTIVE**



**RETAIL**



**ASSET INTENSIVE**



**ENERGY & UTILITIES**

**PROCESS MANUFACTURING**



**CONSTRUCTION & CONTRACTING**



**SERVICE PROVIDERS**





# THE IFS PARTNER ECOSYSTEM

We partner with some of the world's largest companies to give our customers more choice and access to new technologies. The IFS Partner Network contains hundreds of local and global partners on Authorized, Silver, Gold and Platinum levels. Partners help us deliver an even better solution and can complement our implementation and consulting services offering, or integrate approved technologies and software.

Our customers benefit from this through greater choice in selecting who to work with, access to specialist skills, and technology that complements the IFS offering. It also gives our operations an even larger geographical reach to support today's global businesses.

At IFS, we know the importance of being recognized as an expert—so to help our customers and partners enhance their knowledge and to show their level of expertise, we have IFS Academy. IFS Academy gives our partners the opportunity to certify consultants and their organization using tailored training courses with exams. For IFS, this is a way of making sure that all customers receive the same high-quality service no matter which IFS partner they choose to work with.





# CORPORATE SOCIAL RESPONSIBILITY

A global company has to be aware of the impact of the decisions it makes and be sure that the communities it affects benefit from the way it does business. At IFS, we are taking a proactive approach to corporate social responsibility (CSR) through Sustainability, Education and our People.

When you have offices all around the world, the sheer size of your company can mean heavy use of resources such as electricity and paper. It also means long distances between colleagues and offices. To reduce traveling and waste of resources, smart technologies like online meeting tools and power-saving utilities have been implemented throughout the company.

Education is something that can make a real difference. IFS is proud to be collaborating with schools and universities to provide them with IT equipment, staff time and expertise as well as scholarships and work experience. This not only enhances students' learning experiences, but also empowers them to make a material difference when graduating. In 2016, we launched the IFS Education Program in collaboration with over 80 universities worldwide. It aims to help students and young people get enthusiastic about technology, learn new skills, and give them an idea of what it is like to work in IT.

Our employees comprise the community closest to our business. In fact, employees are the company. We have created a diverse workforce, where equality is promoted and people like coming to work. Our philosophy is that happy employees will run a healthy and successful business. Given that we were named as a top 100 Great Place to Work in Europe in 2015, we figure that we are on the right track.



# INDUSTRY ANALYSTS RECOGNIZE US AS A LEADER

We believe it's one thing to say you're the best, and it's entirely another to show you're the best. We're proud that, for years, industry experts from some of the world's most renowned research and advisory firms have recognized IFS's product and service leadership, across our solution portfolio.

For three consecutive years (2014, '15 and '16), Gartner named IFS a leader in its prestigious Magic Quadrant for Single-Instance ERP for Product-Centric Midmarket Companies\*. Gartner also positioned IFS as a leader its Magic Quadrant for Field Service Management, 2014 – 2017\*\*. Research firm ARC Advisory Group cited IFS as having the #1 Enterprise Asset Management software market share for Aerospace & Defense and also Oil & Gas, several years in a row. They have also named IFS as a top 5 EAM software provider in terms of market share\*\*\*.

We've seen IFS's recognition across the global industry analyst community continue to rise. This is not only a reflection of great solutions, but most importantly it's a reflection of very satisfied, successful customers and a growing partner ecosystem.

\* Gartner Magic Quadrant for Single-Instance ERP for Product-Centric Midmarket Companies, Mike Guay, Christian Hestermann, Chris Pang, Nigel Montgomery, Dec 2015.

\*\* Gartner Magic Quadrant for Field Service Management, Jim Robinson, Michael Maoz, Jason Wong, Nov 2017.

\*\*\* ARC Advisory Group, EAM Worldwide Market Research Study, Ralph Rio, Inderpreet Shoker, Jun 2016.

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# CUSTOMERS CALL US PARTNERS

At IFS we are curious by nature: curious about how our customers' businesses work and curious about how they use enterprise software in their daily work. It is this curiosity, and our collaboration with our customers, that has enabled us to build up an impressive array of knowledge about many different industries. We believe that to develop the best possible enterprise software, we need to know more than programming. We need to understand how an industry operates, what the common obstacles are, and what catalysts for change exist.

Although we think of ourselves as being smart in our chosen field, we are also smart enough to know that no one knows their business better than the customer. That's why we do a lot of listening, running business advisory seminars and policy-making groups, and why during each project we form a close collaboration with our customers.

A particularly active element is our advisory councils, where customers tell us what they think in regular meetings with IFS decision makers. This is complemented by user groups worldwide, where customers meet to discuss and tell us what they need in order to improve their use of our products.

When we do develop new functionality, we make sure to test it extensively and invite customers to join us in this process. Our early adopters program has been a success factor in the last few major releases of IFS Applications™. A handful of selected customers agree to implement the new solution full scale to test its capabilities in a real environment. As a consequence, every new major release is already proven when it hits the market. That is why we consider our customers to be our partners in developing our products, and why our customers believe we are their partners in improving the way they do business.

# WHAT'S NEXT FOR YOUR BUSINESS

The most agile businesses are those that can spot issues and opportunities as soon as—or before—they arise, and take appropriate action. It's never been more important for you to have current, reliable information, and to put it into the hands of the people who need it in a way that's easy for them to interpret and act on.

Maybe you're responding to an influx of new entrants into your market. Perhaps you're dealing with increasingly unpredictable commodity prices or need to ensure your global supply chain meets new regulations. You might be expanding into new territories, merging a newly-acquired business, or diversifying into areas like service delivery. One thing is certain—you need to be more agile and adaptable than ever before to respond to current and future challenges and opportunities.

Our products are built to help you prepare for what's next in your market. They bring you closer to your business, with quick visibility into what's happening at any moment in time. And they embed real operational flexibility into the heart of your organization, with technology that enables your strategic growth rather than hindering it.





# IFS APPLICATIONS—ONE SOLUTION FOR ALL OCCASIONS

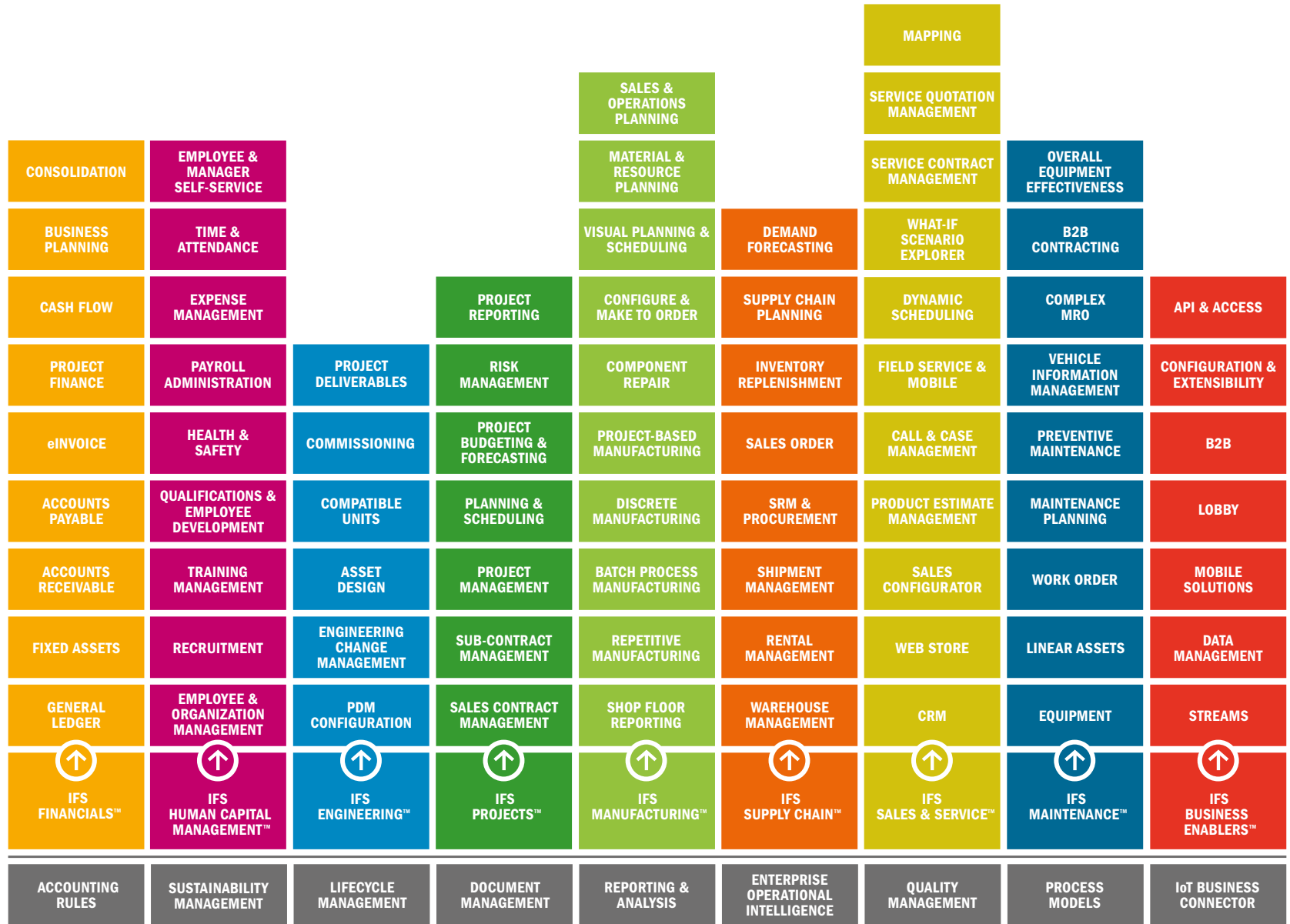
Enterprise software is one of the most important asset investments made by a business. It needs to be state of the art when delivered, but also cost-effective and able to generate returns throughout its lifecycle. On top of this, the product should be capable of being upgraded, added, and replaced with minimal downtime and impact on operations.

We constantly strive to meet these criteria with IFS Applications. Over the past 30 years, we have invested time and energy in creating robust designs that accommodate future change. As part of this strategy, we have encapsulated and isolated architecture layers and platform components that might later become subject to change. We support leading commercial and open source products so that companies are free to change the environment in which IFS Applications operates. And because our technology is so adaptable, it helps reduce total cost of ownership over the long term.

We have embraced commodities, using standard solutions whenever possible. This has allowed us to reduce both legacy and maintenance overheads.

Our commitment to standard technologies and well-known products means we can replace and update technologies in isolated areas without causing ripple effects across the solutions. It also allows us to cut start-up time and training costs for system integrators, developers and technicians.

IFS Applications is comprised of 100+ business components, which in turn are made up from 6000+ smaller software components. Each component has a well-defined purpose and interface that describes what the component does. You benefit from this approach by being able to choose only the business components you need. Other components may be added without disrupting the components already in place. This results in an operational system that can evolve in an orderly way without the “big-bang” approach required by a monolithic system that is not component-based.



**IFS FOUNDATION1™ – LAYERED APPLICATION ARCHITECTURE AND TECHNOLOGY**



# A USER-FRIENDLY CHOICE

An investment in enterprise software is of little value if users do not embrace their new enterprise environment. As a result the customer will not get the process standardization, best practices and enterprise visibility they paid for.

That is why IFS has placed a premium on not just usability and user-friendliness, but also on the complete user experience—in short we want people to love our application. IFS Applications contains IFS Aurena®: an elegant, intuitive user experience complimenting specific interface features such as IFS Lobby™ and IFS Streams™. Slick-looking apps for smartphones and tablets take care of everyday time and expense reporting, approvals and more.

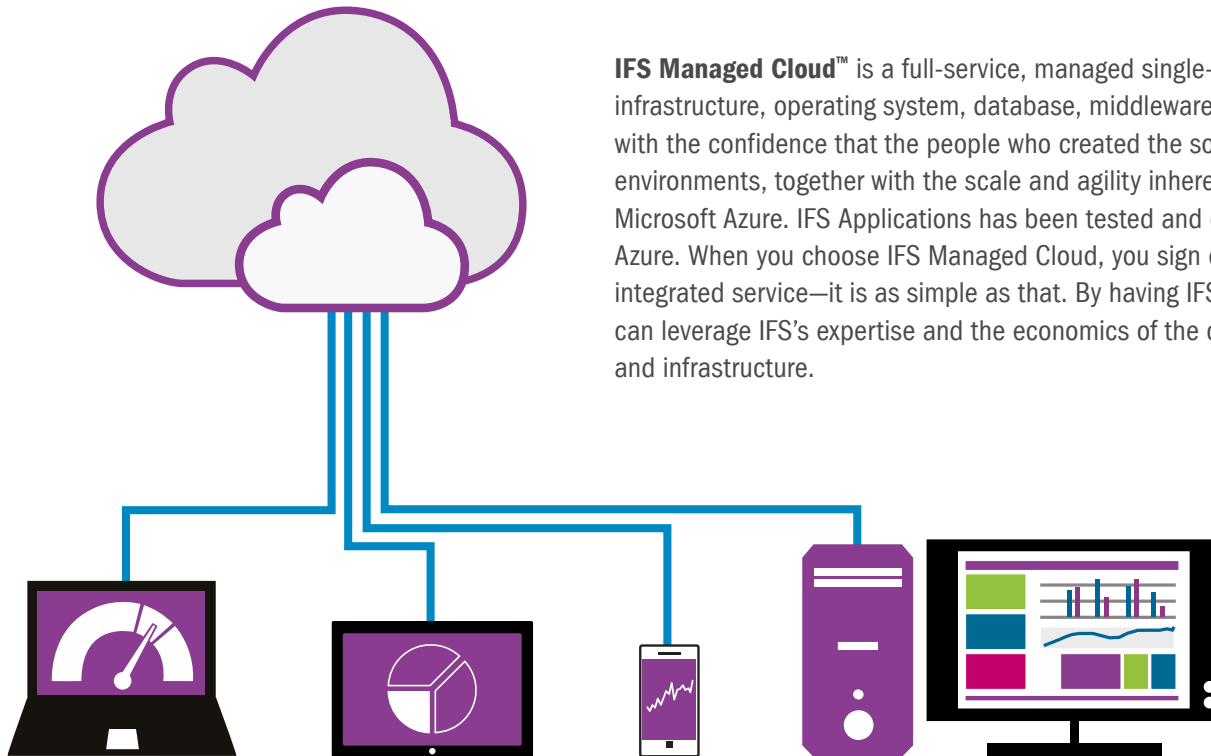
It is easier to recognize than remember, so we use navigational schema that users already understand from using the web. For example, we have embedded an enterprise application search tool for Google-like ease when locating documents and information. Embedded document management allows users to attach documents to any object in the application. IFS Applications also leverages Enterprise 2.0 thinking through our innovative IFS Talk™ collaboration tool, enabling the capture of conversations and unstructured data across the entire suite.



# IFS MANAGED CLOUD

It's a busy and fast-moving world. Markets expand and contract, competitors dwindle or thrive, economies fluctuate and technology moves ever onward. Deploying IFS solutions on the Microsoft® Azure® cloud gives you the possibility to quickly adapt to change. It brings together a recognized leader in enterprise software with an outstanding, fully managed cloud-based platform.

**IFS Managed Cloud™** is a full-service, managed single-tenant offering where IFS manages the cloud infrastructure, operating system, database, middleware and IFS products. This provides customers with the confidence that the people who created the software are also the ones responsible for their environments, together with the scale and agility inherently built into a cloud solution delivered on Microsoft Azure. IFS Applications has been tested and optimized to work seamlessly on Microsoft Azure. When you choose IFS Managed Cloud, you sign one contract and IFS delivers one seamlessly integrated service—it is as simple as that. By having IFS manage your environment, your company can leverage IFS's expertise and the economics of the cloud without needing to retain costly skills and infrastructure.







# GOING MOBILE WITH IFS'S SERVICE PRODUCTS

It doesn't matter what types of customers and assets your business is managing, where they are located, how frequently they're maintained, how complex they are or how complicated the contractual agreement—we have the answer with IFS Field Service Management, IFS Enterprise Service Management and IFS Customer Engagement.

IFS's service products are about providing the best software solution to any type of service business. Whether you're delivering service in the field, in a depot, within a plant, with capital and linear assets, with a consumer, or through booking appointments—no other software offers the scope of IFS's service products, making us the clear leader in this space.

IFS provides unrivaled breadth in addressing the full service lifecycle, so you won't have to fill the gaps left by other software. Complete service management means automating and streamlining processes, addressing

cost constraints, and optimizing resources, all while delighting your customers. Simple, but powerful.

Our service automation software is designed to work with your organization's unique requirements and strategies, while transforming your service delivery and business processes. We give service organizations a unique solution that is flexible, upgradeable, mobile and modular—on premise or in the cloud. IFS's service products supports any ERP system, any asset, any deployment and any mobile device.

## THE MOST COMPLETE, CONNECTED FIELD SERVICE SOLUTIONS

# TO OUR CUSTOMERS— THANK YOU!

For over 30 years we have had the privilege of working with many of the world's foremost companies. Each project arrives with its individual challenges and concludes with a great sense of achievement and satisfaction. To all of our customers we say a very sincere thank you.

# WANT TO KNOW MORE?

Read more about IFS and our products at  
[IFSworld.com](http://ifsworld.com)

Read some thought-provoking opinion pieces at the IFS Blogs:  
<http://blog.ifsworld.com>

Follow us on social media channels to get the latest news on what is happening  
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