

# **IFS CLOUD 21R1**

OVERVIEW SESSION

# INDUSTRY & SOLUTION FOCUS



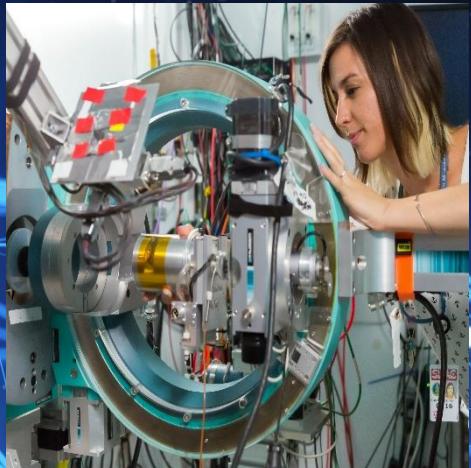
AEROSPACE &  
DEFENSE



ENERGY, UTILITIES &  
RESOURCES



ENGINEERING,  
CONSTRUCTION &  
INFRASTRUCTURE



MANUFACTURING



SERVICE INDUSTRIES



ENTERPRISE RESOURCE PLANNING

ENTERPRISE ASSET MANAGEMENT

SERVICE MANAGEMENT

# KEYS TO

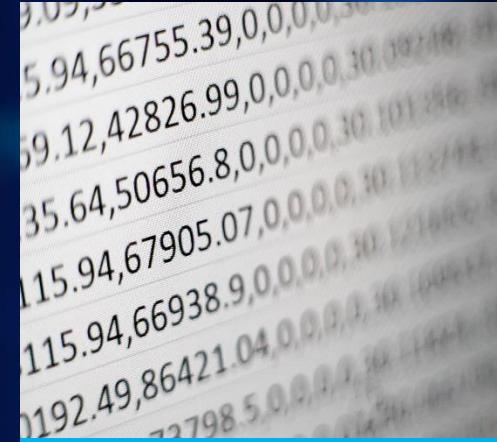
# BREAKTHROUGHS



SOFTWARE



EMERGING  
TECHNOLOGIES



DATA

# IFS CLOUD

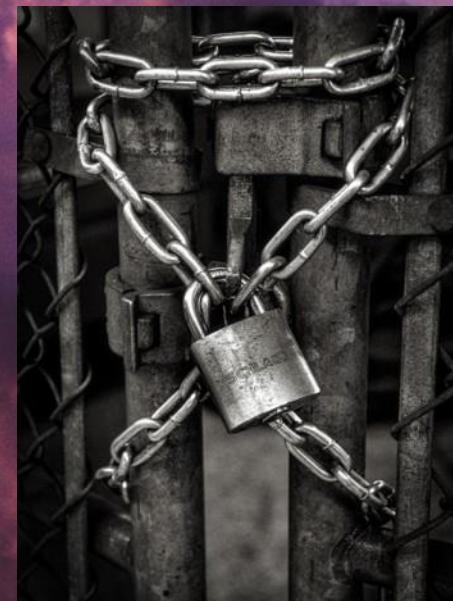
## BUILT FOR THE CLOUD

100

100% WEB BASED



CONTAINERIZED  
ARCHITECTURE



SECURE



RESIDENCY OPTIONS



PORTABLE

# IFS CLOUD

## CORE TENETS



FAST TO  
ADOPT



EASY TO  
USE



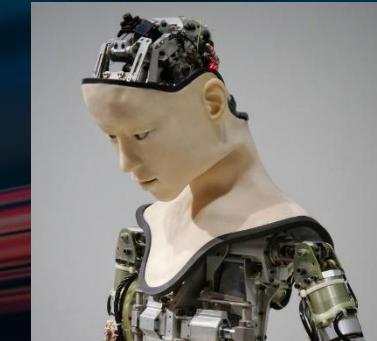
SIMPLE TO  
TAILOR



BUILD TO  
INTEGRATE



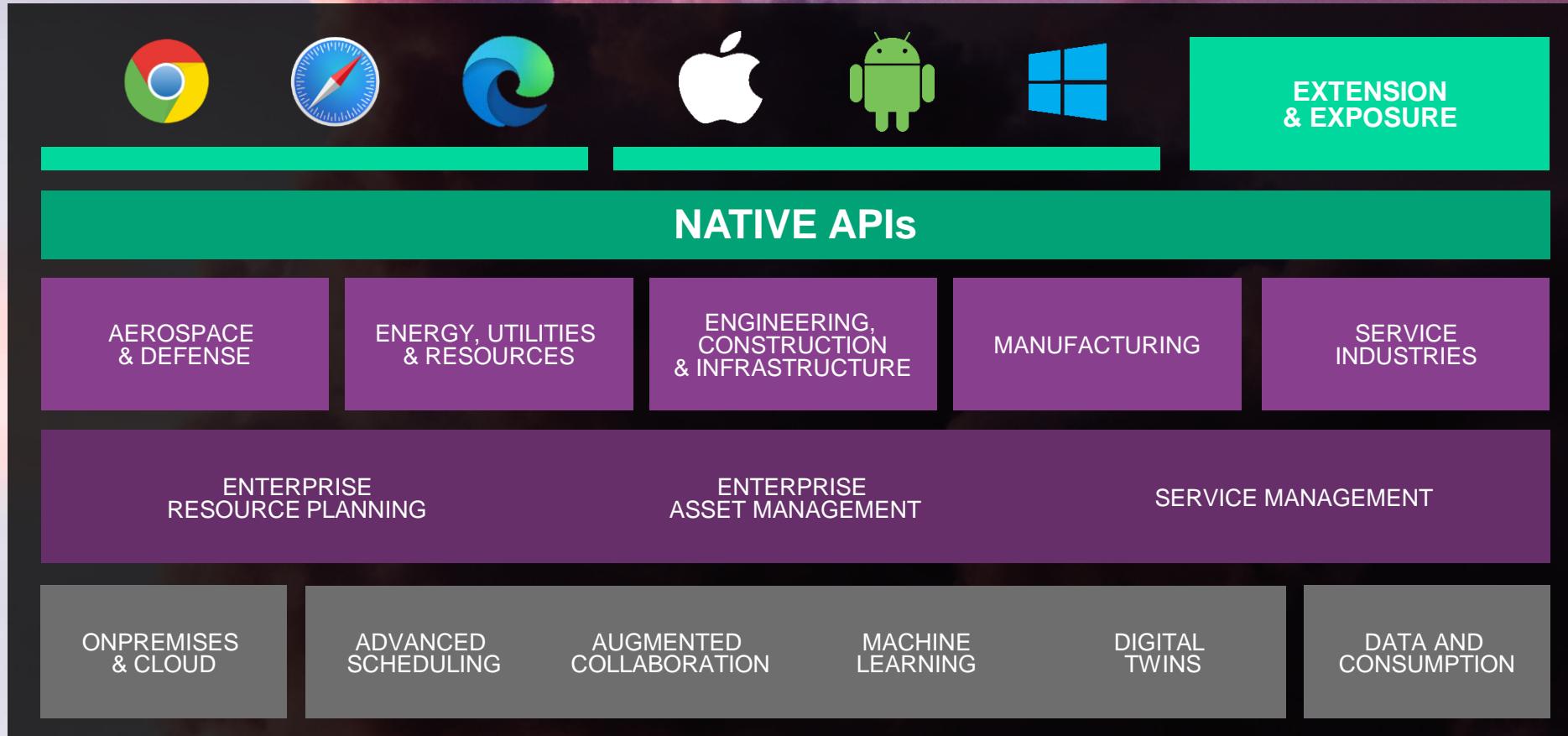
CHEAP TO  
OPERATE



INTELLIGENT &  
AUTOMATED

INDUSTRY FOCUSED CAPABILITIES IN CLOUD AND ONPREMISES

## CONCEPTUAL ARCHITECTURE



# IFS CLOUD

## BRINGING INNOVATION TO LIFE



DIGITAL  
TWINS



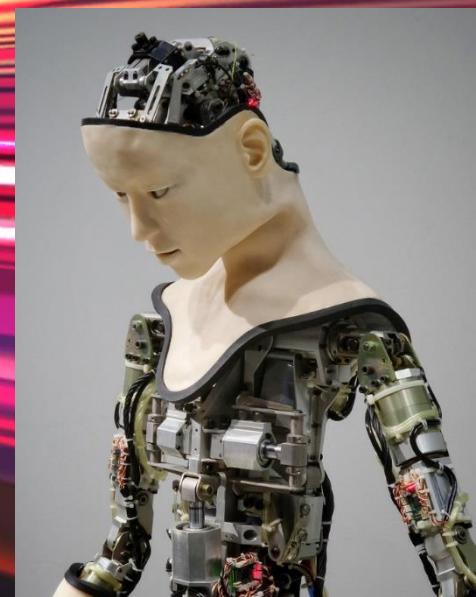
CONTEXTUAL  
INTELLIGENCE



AUGMENTED  
COLLABORATION



INTERNET OF  
THINGS



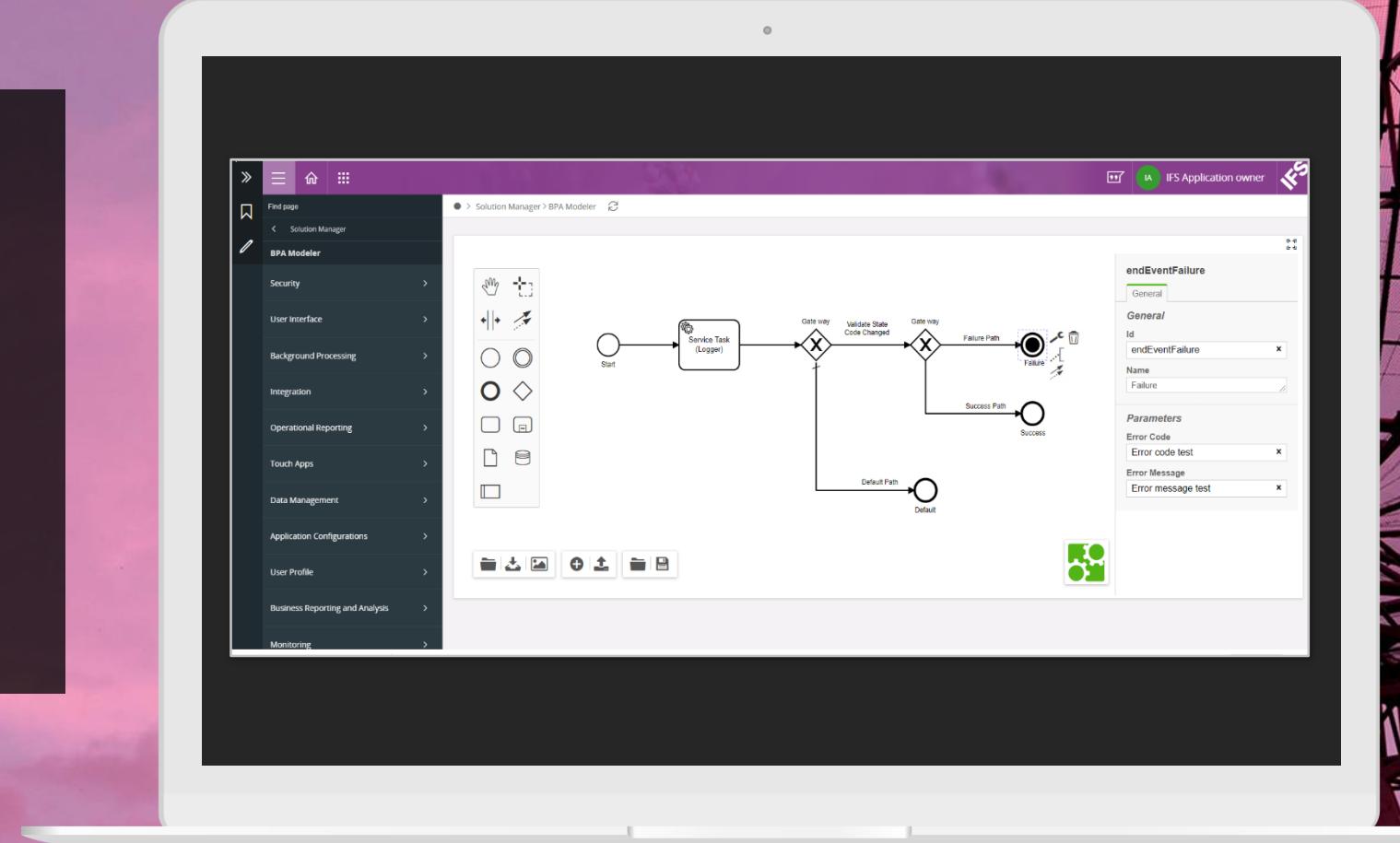
AUTOMATION  
& ROBOTICS

# IFS CLOUD

## BUSINESS PROCESS AUTOMATION

IFS Cloud contains **new** business process automation capabilities

Customers can now streamline processes and increase productivity as users can focus on delivering business value instead of spending time on repetitive tasks that could be automated.



## ASSET MANAGEMENT

Refining the EAM Technician Portal  
Enhanced equipment data collection processes  
Introduction of Status and Health Dashboard for real-time operational decision making  
Integration of work orders/work tasks into a master planning tool: initial design work  
Separate cloud document storage  
EAM product excellence initiative  
Pre-study for asset integration and visualization

## CRM & CUSTOMER ENGAGEMENT

WebRTC Support  
CE Studio Chart Controls  
CE Studio Image Library  
CE Studio Meta-data viewer  
CRM Outlook panel, simplified administration and extended configuration  
Track CRM opportunities and activities against objects or object hierarchies  
Ability to Group and deal with multiple interactions from same customer  
Lead Qualification and Conversion to Business Opportunity  
Template Customer Engagement Implementation for IFS CRM  
Queue Progression access to CE Providers  
Integration with PSO  
Reintroduce Facebook & Twitter support  
CE Wallboard  
Structured Email Automation  
CE Workflow versioning  
Graphical Workflow Editor  
Account Structure - Hierarchy of Group Affiliation  
Duplicate Check for Customers and Prospects  
Outlook Addin Contact Sync  
Sales Organization Basic Data and Security  
Business Opportunity for Rentals  
Graphical Queue Progression (IVR) Viewer

## HUMAN CAPITAL MANAGEMENT

New Time Clock in IFS Aurena  
Enhancements to Employee Management and Time and Attendance  
Talent Management: employee feedback tool  
APIs for integration with third party payroll systems  
Next generation Trip Tracker and Time Tracker apps for Aurena Native  
Human Capital Management: core solution enhancements  
Talent Management: employee development  
Talent Management: recruitment process enhancements

## FINANCIALS

Project cash plan  
Enhanced tax liability date in checks and BoE  
Automatic generation of official invoice number  
Enhanced tax liability date in checks and BoE  
Automatic generation of official invoice number  
Enhanced analysis capabilities in Group Consolidation Analysis Model  
Generic clearance model for customer invoicing  
Group Consolidation usability enhancements  
Streamlined and enhanced supplier invoice processing  
Enhanced automation in supplier invoice processing  
Enhancements to Revenue Recognition

## MAINTENANCE, REPAIR & OVERHAUL

Heavy Maintenance Engineer Portal – Refinement  
Aircraft maintenance visit: material and part sourcing  
Aircraft Maintenance visit: Closed Loop Repair  
Component Certificate of Release to Service (CRS) Handling  
Maintenance level routings extended to support disposition shop orders  
Shops visits - WIP financial tracking  
Streamlining an asset disposition steps in a CAMRO context  
Shop visit - Exception scenario handling  
External Repairs - Handling of Part No/Serial No change

## MANUFACTURING

Supplier classification tracking to meet government reporting standards  
Management of multiple labor overheads  
Inclusion of reason codes for ownership transfers  
Improved definition and traceability of engineering part and drawing revisions  
Improved procurement and supplier quality management  
Standard data integration to enable easier government reporting for defense contractors  
Item Unique Identifier (IUID) traceability across application  
Improved tracking and visibility of contract prioritization  
Support to enable integration with the iRAPT system  
Package RFID traceability to increase in-transit visibility  
Improved support for configure-to-order manufacturing  
Improved planning support for fast-paced manufacturing

## PROCUREMENT

Categorization of materials and services  
Enhanced spend analysis

## ADDITIONAL LOCALIZATIONS

Mexico  
Spain  
Italy  
France  
Brazil  
Hungary  
Portugal  
Czech Republic  
Slovakia

## PROJECTS

Improvements to Contract Management  
Removal of Primavera integration  
Enhancements to resource management for Service  
Improved user experience  
Receipt of Shipments  
Increased flexibility and improved structure in multi-level projects  
Rental Equipment in Resource Management  
Earned Value Management improvements  
Project Invoicing Enhancements

## SERVICE MANAGEMENT

Dell Boomi Adapter for FSM  
Multi-Direction synchronization of Work Calendar Exceptions between FSM and PSO  
Attachment and Signature enhancements  
FSM Mobile: ability to add multiple attachments in a single step  
Business rules with user input values in FSM 6 web client  
Mobile Collaboration - Embedded Remote Support for Service & Maintenance  
Direct-to-site shipment support  
Enhanced shift pattern management for service businesses  
Keycloak authentication with FSM  
Workflow execution for FSM 6 web client  
Ability to utilize CopyMaps in FSM 6 web client  
Break management for Field Workers  
Inventory enhancements for Field Workers  
Task Planning from mobile solution for greater flexibility in the field  
Working-time management for Field Workers  
Service Invoicing Enhancements  
Enhanced customer self-service  
Re-imagined Case and Request processes  
Continued enhancements to Work Execution  
Scheduling based on material constraints for better, faster decision making  
Ad-hoc and trade-counter procurement  
Scheduling and allocation for crew-based work  
Resource costing and overhead management for service organizations

## SUPPLY CHAIN MANAGEMENT

Demand Server monitoring  
Extended visibility of manufacturer's part attributes  
Shipment Order capability to facilitate goods movements between locations  
Warehouse Data Collection enhancements  
Demand Forecast functionality in IFS Aurena to support common forecasting scenarios  
Export control enhancements  
Support for additional receipt and delivery processes using shipments  
Transport management enhancements  
Efficient remote warehouse handling  
Refilling remote warehouses using shipment orders  
Internal order transit: order connection  
Warehouse Data Collection enhancements  
Rapid Customer Order registration

## USER EXPERIENCE

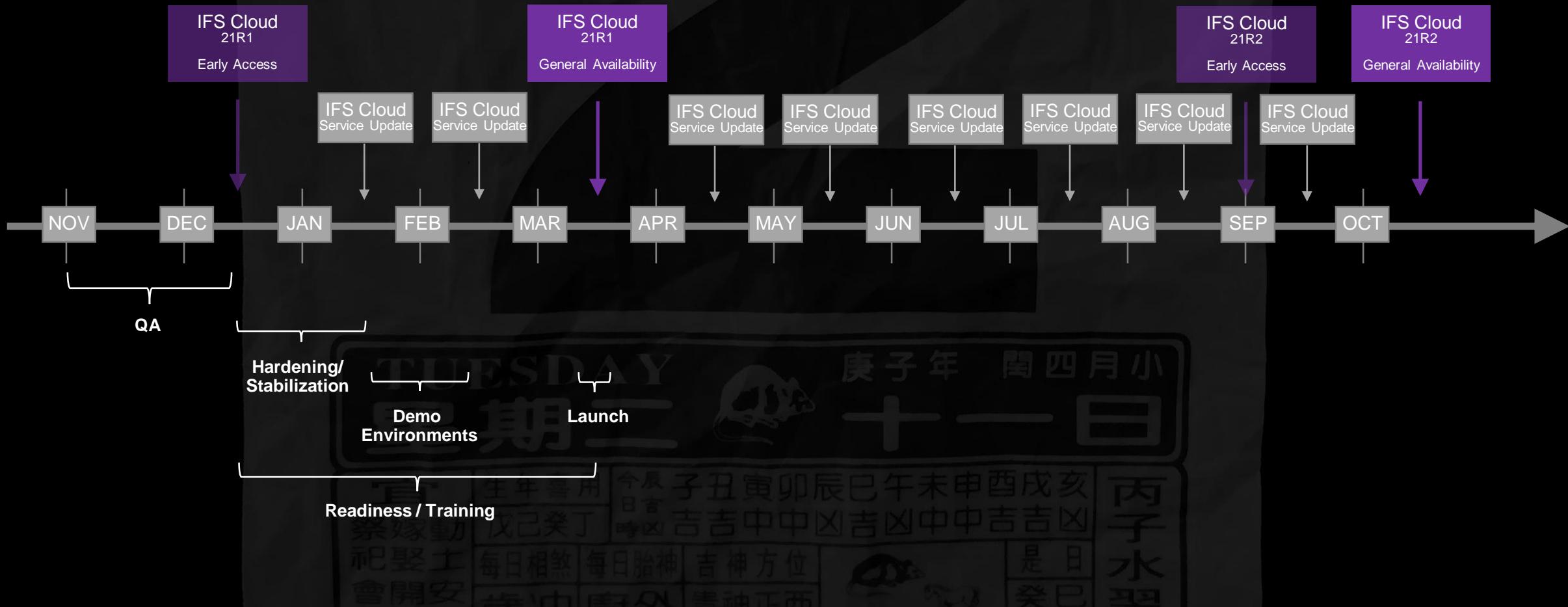
IFS Aurena: ability to subscribe to changes on objects and new task assignments  
IFS Aurena: Lobby designer tools  
IFS Aurena: improved integration of user documentation  
Complete IFS Solution Manager capabilities in IFS Aurena  
IFS Aurena: new Augmented Collaboration application service  
IFS Aurena Native: Augmented Collaboration capabilities  
IFS Touch Apps server to be removed  
IFS Aurena Native: customer white labelling  
IFS Aurena: customer white labelling  
Support for projection-based Lobby data sources  
IFS Aurena: ability to use Lobby pages to show analytical content from Information Sources and Analysis Models  
IFS Aurena: tighter integration between the user interface, documentation and business model  
IFS Aurena: instant charting capabilities  
DTA: visualization of 3D and 2D models  
Ability to define custom business notifications including actions  
IFS Aurena Bot access from within our mobile applications  
IFS Aurena: new layout options for IFS Lobby

## TECHNOLOGY PLATFORM

Machine Learning: introducing Machine Learning application service  
Scheduling and Optimization: enhanced cyclic scheduling  
Machine Learning: improved self-learning calculation of journey times  
Scheduling and Optimization: reflecting SLA impact on schedules  
Analysis Models: new model-driven framework for easy development and tailoring  
DTO: Introducing Business Modeler capability for business value engineering  
Improved search for Operational and Business reports  
Addition of Analysis Models based on Tabular models  
IFS Enterprise Explorer and Access Providers to be removed  
Enhanced support for additional identity and access managers for user authentication  
Cloud native, on-premise capable middle-tier services architecture using containers  
Out-of-band platform update capabilities  
Enhanced system monitoring solution  
Conformance with relevant IASE STIGs and SRGs  
Modernized and secured authentication for system-to-system integration scenarios  
Introducing solution sets  
New capabilities for process automation of business logic actions  
DTA: new streaming data service  
OData APIs to replace BizAPIs for system-to-system integration  
Enhanced time zone support  
Scheduling and Optimization: enhanced What-If Scenario Explorer  
Operational Reporting: improved report distribution and management  
New Analysis Model for CRM  
New Analysis Model for Service Management  
Analysis Model Group Consolidation Enhancements  
API Explorer with enhanced documentation  
Model-driven declarative development support for tabular models  
Configurable APIs – Inbound  
Configurable APIs – Outbound  
New Query Designer operating on OData entities  
Minimized downtime for applying service updates  
Configurable security data filtering

# RELEASE PLAN PROPOSAL

# IFS CLOUD



# COUNTRY REQUIREMENTS

## PLAN IFS CLOUD 21R1

|           |             |             |
|-----------|-------------|-------------|
| Australia | Finland     | Norway      |
| Austria   | France      | Spain       |
| Belgium   | Germany     | Sweden      |
| Canada    | Italy       | Switzerland |
| Denmark   | Netherlands | UK          |
|           | Mexico      | US          |

## REMAINING COUNTRIES 2021 / 2022

|                        |          |
|------------------------|----------|
| Next Generation Brazil | Hungary  |
| Poland                 | Portugal |
| Czech Republic         | India    |
| Slovakia               |          |

## INCREMENTAL 2021 / 2022

Generic capabilities which will expand the generic solution:

- Official invoice number (Turkey, South Korea, Vietnam)
- Post dated checks (Middle East)
- Generic eInvoicing clearance model (Thailand etc.)

## LANGUAGES

|                      |                   |                        |
|----------------------|-------------------|------------------------|
| Arabic               | French (Canadian) | Portuguese             |
| Chinese (Simplified) | German            | Portuguese (Brazilian) |
| Czech                | Hungarian         | Russian                |
| Danish               | Italian           | Slovak                 |
| Dutch                | Japanese          | Spanish                |
| English (Britain)    | Korean            | Swedish                |
| Finnish              | Norwegian         |                        |
| French               | Polish            |                        |

# HOW TO POSITION IFS CLOUD

## FAQ

Q – Is the same functionality in IFS Cloud that was in IFS Applications?

A – There are some new features, features that are on the roadmap for 21R2 and some that aren't included, please refer to the FAQ sales document for more details.

Q – When should IFS Applications customers upgrade?

A – You should position an upgrade to IFS Cloud and, if necessary, have an upgrade to IFS Applications 10 Update 10 as a milestone in the project so that the user interface can be rolled out at the customers required pace, before the final update to the latest IFS Cloud release.

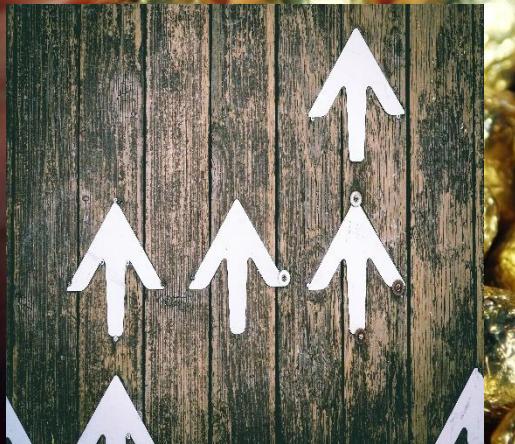
Q – What if my customer uses IFS FSM?

A – FSM capabilities feature in IFS Cloud 21R1 and additional features will be added in three phases with the first phase addressing Asset Centric Service Management in 21R2.

# HOW TO POSITION IFS CLOUD TO CUSTOMERS



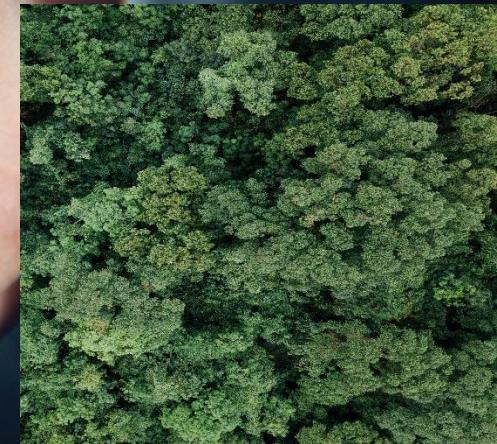
CHOICE



UPGRADE



SIMPLICITY



EVERGREEN



#forthechallengers

