

Introduction to IFS

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Agenda

- 01 **Who** we are
- 02 **What** we offer
- 03 **Why** we are different
- 04 **What** customers and experts say

IFS

We are a **global company**, working with some of the **world's largest businesses**

Employees
+4,000

Countries
50+

Customers
+10,000

Revenue 2020
7,211
MSEK

Revenue growth
3x
Vs average market
growth rate

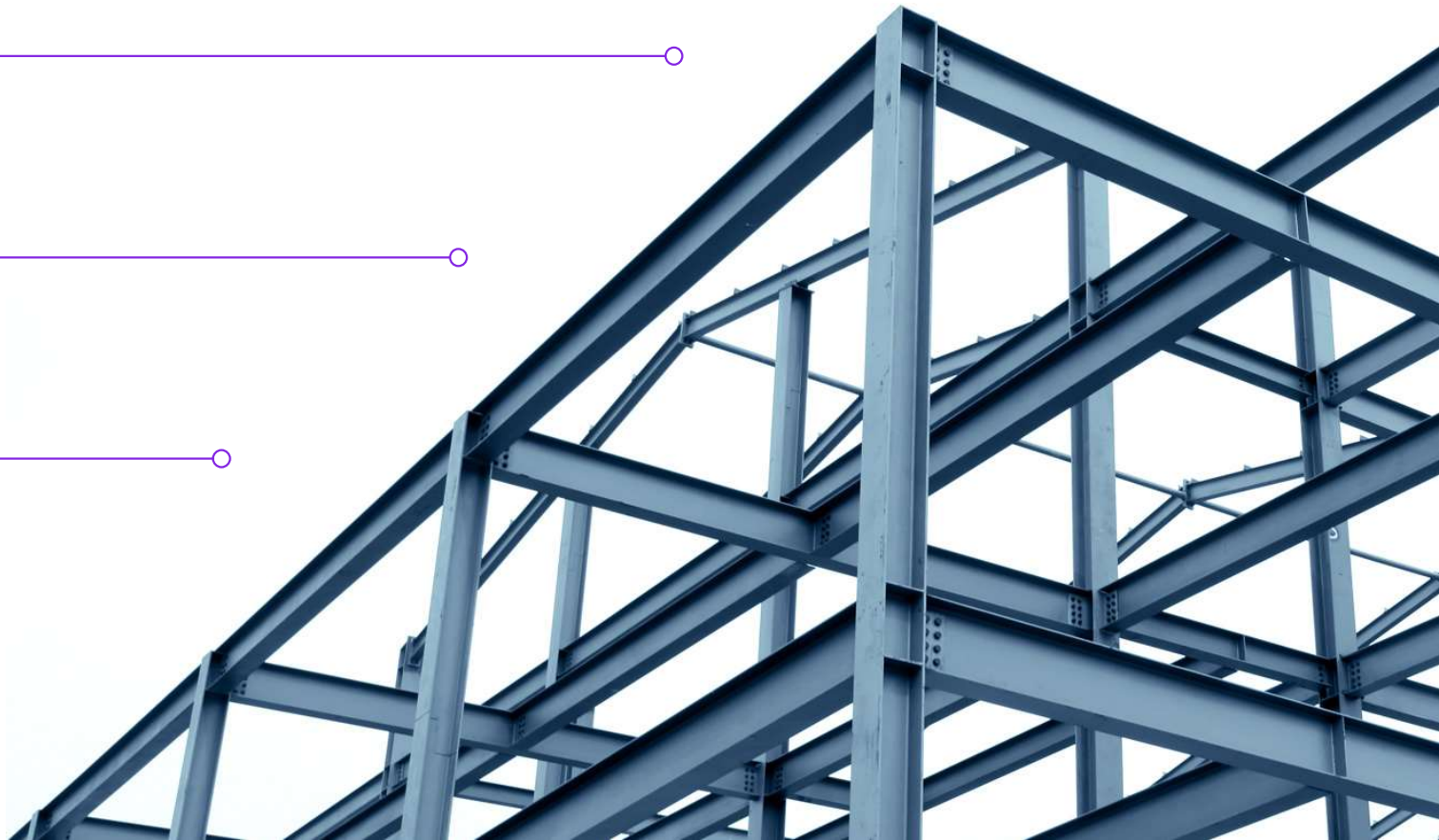


Our **solution areas**

Enterprise Resource
Planning **(ERP)**

Enterprise Asset
Management **(EAM)**

Service
Management **(SM)**



We focus to become industry experts



Aerospace
& Defense



Energy,
Utilities &
Resources



Engineering,
Construction
& Infrastructure



Manufacturing



Service
Industries



Our
solution
areas

Single
underlying
platform

One
product

All
class-leading
solutions



IFS Cloud

Five differentiators

Industry depth

Harness levels of industry experience and expertise you simply won't find in other products.

Industry-focused accelerators to help you implement much more efficiently, along with personalized lobbies, reports and dashboards for fast, accurate decision-making.

One single product

Access all our class-leading solutions from a single product, built on a common platform.

Turn on the capabilities you need today and add more as your business needs change, with one common user experience, underlying infrastructure - and new capability updates every six months.

Innovation embedded

Put emerging technologies to work with clear business relevance and value from day one.

Embedding AI, Machine Learning and more into the heart of the product means you capitalize on the latest, most relevant technologies without needing to run expensive or lengthy pilot projects.

Same solution Cloud or on-prem

We offer a choice of operating models whether in our cloud, or managing deployment yourself, where you want to run it.

Whether cloud, remote or self-managed, you get exactly the same functional solution—and no forced upgrades, or restrictions on how you can tailor to make it your own.

Delightful experiences

With a responsive, people-first design IFS Cloud has been built to delight whether you're at home, out in the field or on the warehouse floor.

And it comes with the IFS Lifecycle Experience and portals that support how you buy, implement, operate and extend every step of the way.



04

What
**customers
and experts**
say

Delivering Value To Customers In Complex Verticals

| | Aerospace & Defense | Energy, Utilities & Resources | Engineering, Construction & Infrastructure | Manufacturing | Service Industries | Other |
|---------------------------------------|---|---|--|---|---|--|
| Enterprise Customers >5K employees |         |         |      |          |     |     |
| Mid-sized Customers <5K employees |     |     |     |     |    |     |

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%



Source: IDC White Paper, sponsored by IFS, The Business Value of IFS Enterprise
Solutions with Industry-Specific Use Cases, September 2019

More information: ifs.biz/fql4

Customer Example

Service Beyond FSM

NEED

A secure field service solution with AI and Automation capabilities in support of the Ericsson Operations Engine – Ericsson's new approach to maintaining and operating the networks of the largest Telcos across the globe.

SOLUTION

FSM with non-batch PSO with a planned global rollout in more than 50 countries.

Specifically including right tools, right parts and reverse logistics in the scheduling and optimization solution.

Providing choice of deployment for secure customers.

WHY IFS?

- Reverse Logistics
- Scheduling & Optimization
- Choice of deployment
- Mobile App

"We chose IFS because of their responsiveness, shared automation vision, and the performance of the mobile app."

Their persistence and consistent execution came through, and we now look forward to a long-term partnership."

Jonathan Woster
Ericsson Managed Services



Main Competitor
Salesforce

Customer Example

Value Beyond ERP



NEED

Replace 8 standalone systems with a global cloud solution covering all business processes, including quality, HCM, DDMRP, and service.

SOLUTION

End to end flow from quotation – new product introduction – customer collaboration – sales – production – shipment – repair, and fully integrated financials, globally, in one solution.

WHY IFS?

- Repair functionality
- DDMRP
- Quality Management
- New Product Introduction functionality

"The IFS team of industry and product experts was able to prove superior business value across key areas such as manufacturing, supply chain, finance, and quality management."

Elke Eckstein
Enics CEO



Main Competitor
Infor

Customer Example

Support Beyond EAM

NEED

A maintenance solution for the Naval Aviation Maintenance System (NAMS) and Naval Operational Maintenance Environment (NOME), providing support for the entirety of the US Navy's fleet of aircraft and ships.

SOLUTION

Advanced configuration and maintenance program management optimizing maintenance operations.

Highly efficient sustainment of fleet readiness and operational availability of deployed aircraft.

Reaching beyond standard EAM in support of engineering, planning, supply and execution, across regulated, secure and disconnected environments.

WHY IFS?

- Industry expertise
- Secure architecture
- Advanced maintenance
- Disconnected operations

The Navy selected IFS as a result of our deep understanding of the military domain/Navy operational maintenance environments as well as the ability to meet the requirements of both the NAMS and NOME communities

- with a single, highly configurable, common application
- a human-centric solution design
- a highly secure architecture



U.S. NAVY®



Main Competitor

IBM Maximo

Analyst Recognition Dashboard - Key Accolades

Gartner

2020 Magic Quadrant
Filed Service Management
LEADER

Gartner

2020 Magic Quadrant
Cloud ERP
VISIONARY

 **IDC** ANALYZE
THE FUTURE

2020 MarketScape
Cloud EAM
LEADER

 **IDC** ANALYZE
THE FUTURE

2020 MarketScape
Cloud ERP
LEADER

 **IDC** ANALYZE
THE FUTURE

2020 MarketScape
Service Lifecycle Mgmt
LEADER



2020 GPI EAM
Customers' Choice



2020 GPI Cloud ERP
Customers' Choice



Constellation Research
FSM ShortList Vendor



Constellation Research
Cloud ERP ShortList Vendor

Thank you!

#MOMENTOFSERVICE





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