CUSTOMER EXPERIENCE OVERVIEW READINESS IFS CLOUD - 21R1

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SVP PRODUCT EXPERIENCE

AGENDA

1 VALUE

2 OVERVIEW

3 USER EXPERIENCE

4 DOC‘S AND HELP

5 MOBILE

6 LIFECYCLE EXPERIENCE

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SUMMARY

CUSTOMER EXPERIENCE

VALUE

Increasing adoption, advocacy and recommendations to grow revenue

Increasing efficiency, automation and simplifying processes to decrease cost

Reducing labor churn, speeding up employee onboarding and delivering improved customer experiences

CUSTOMER EXPERIENCE

OVERVIEW

USER EXPERIENCE

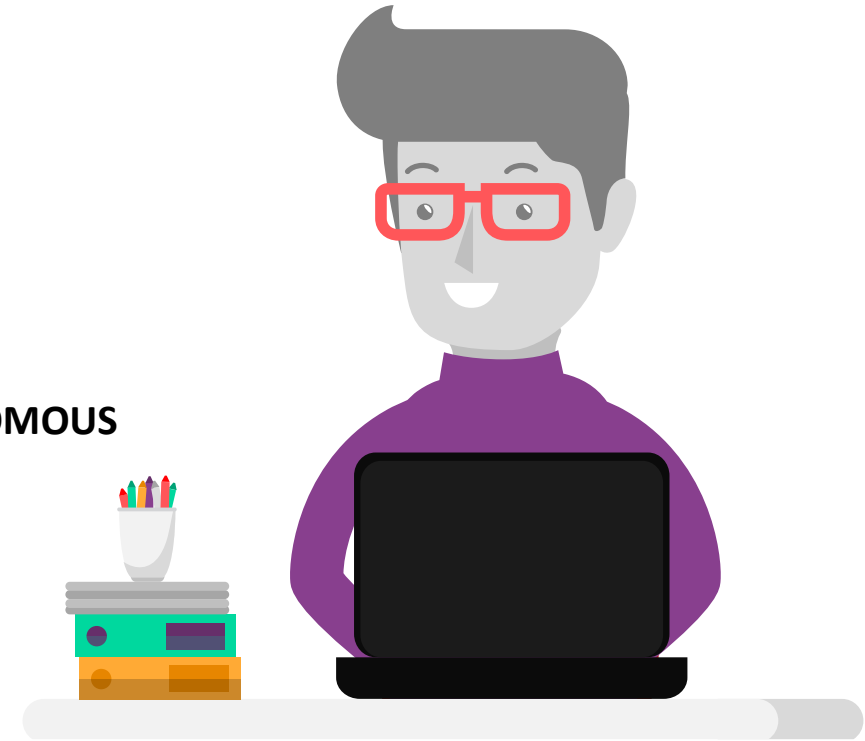
User flows, processes, screen designs

INTELLIGENT & AUTONOMOUS

Practical and affordable applications of technology that add business value

TECHNOLOGY

Underpinning the application to enable choice and innovation



FUNCTIONALITY

Feature and functions within the application that create experiences

SERVICES

Value is only delivered when it's enabled

BUSINESS VALUE ENGINEERING

Articulating how customers create value and measuring return on investment

USER EXPERIENCE

AURENA

Fast to adopt, easy to use, browser based responsive technology

LOBBIES

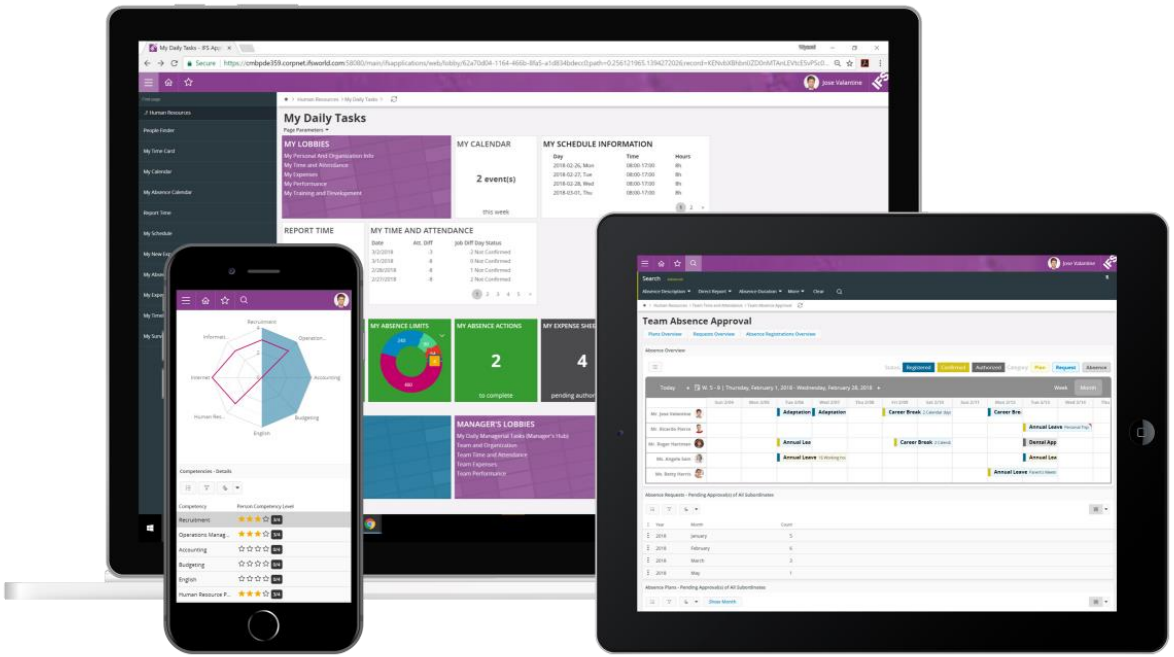
Bring together analysis, information, activities for efficient ways of working

CONSUMER FIRST

Adapted for the complex business scenario’s and environments of our customers

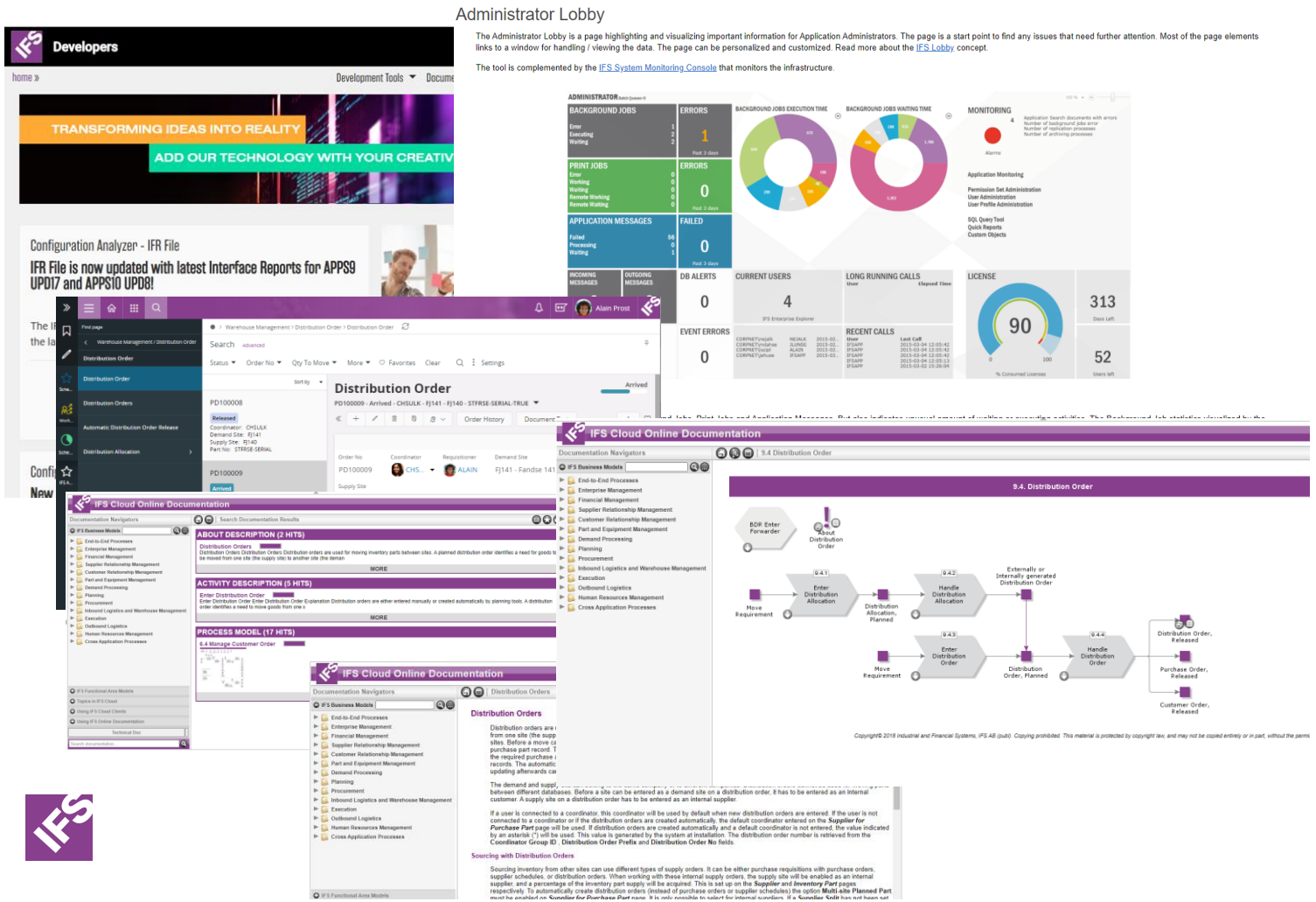
PERSONALIZATION

Control over the information that matters most



DOCUMENTATION

AND ONLINE HELP



ONLINE HELP

12,000 documents to support application implementation and faster adoption of innovation

TECHNICAL

Technical documentation, open without barriers and Lobbies for fast access to system information

DEVELOPER

Faster to innovate and keep pace with changing markets

MOBILE EXPERIENCE

BRANDING

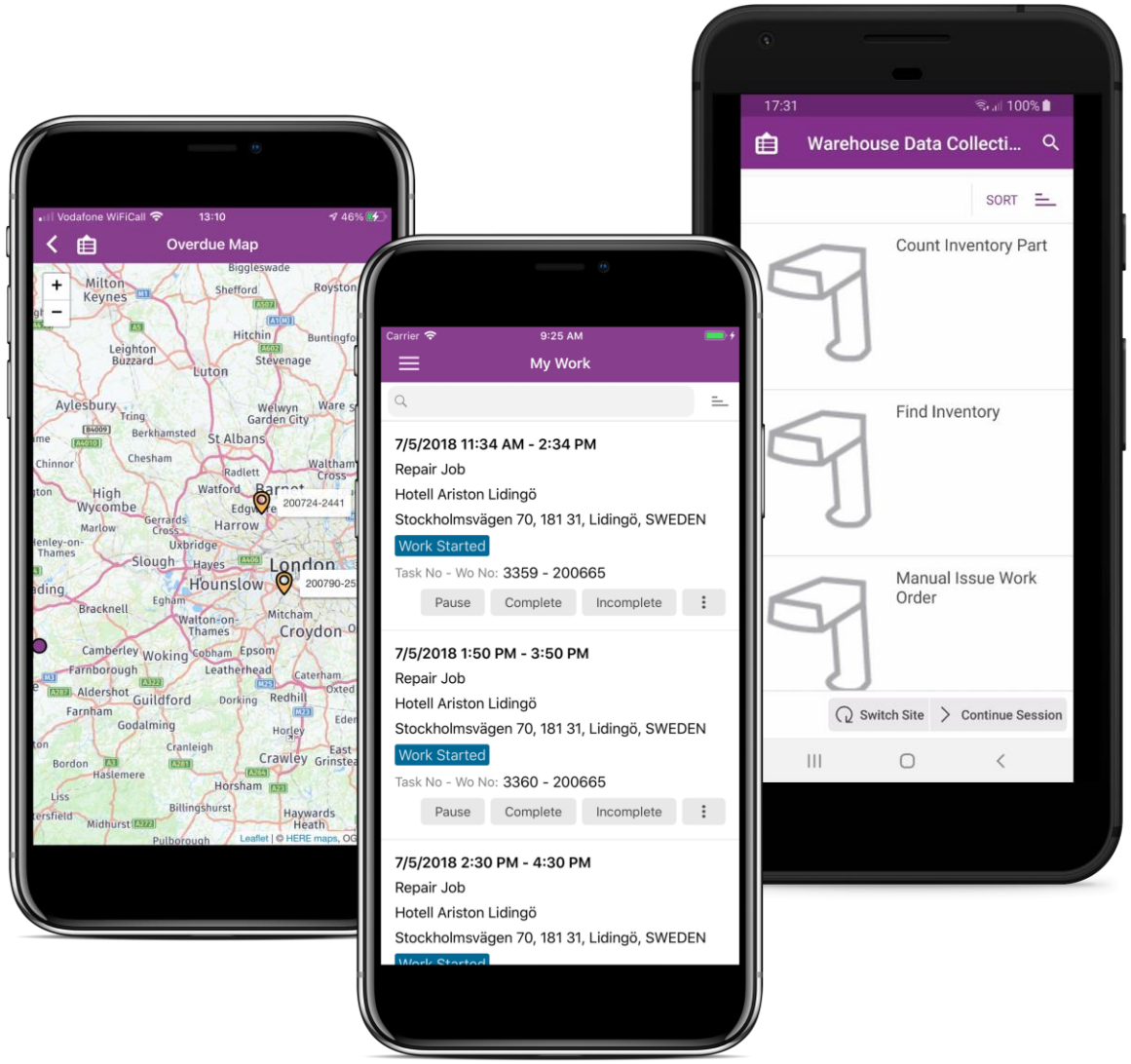
Enabling customers mobile apps to present in their branding

MAPS

Embedded map capability within the mobile framework

REMOTE ASSISTANCE

Enabling remote installations, maintenance and repairs



LIFECYCLE EXPERIENCES

THE CLOUD BUILD PLACE

CONTROL

Customer, IFS Consulting or Partners easy access to innovate for customers

INNOVATE

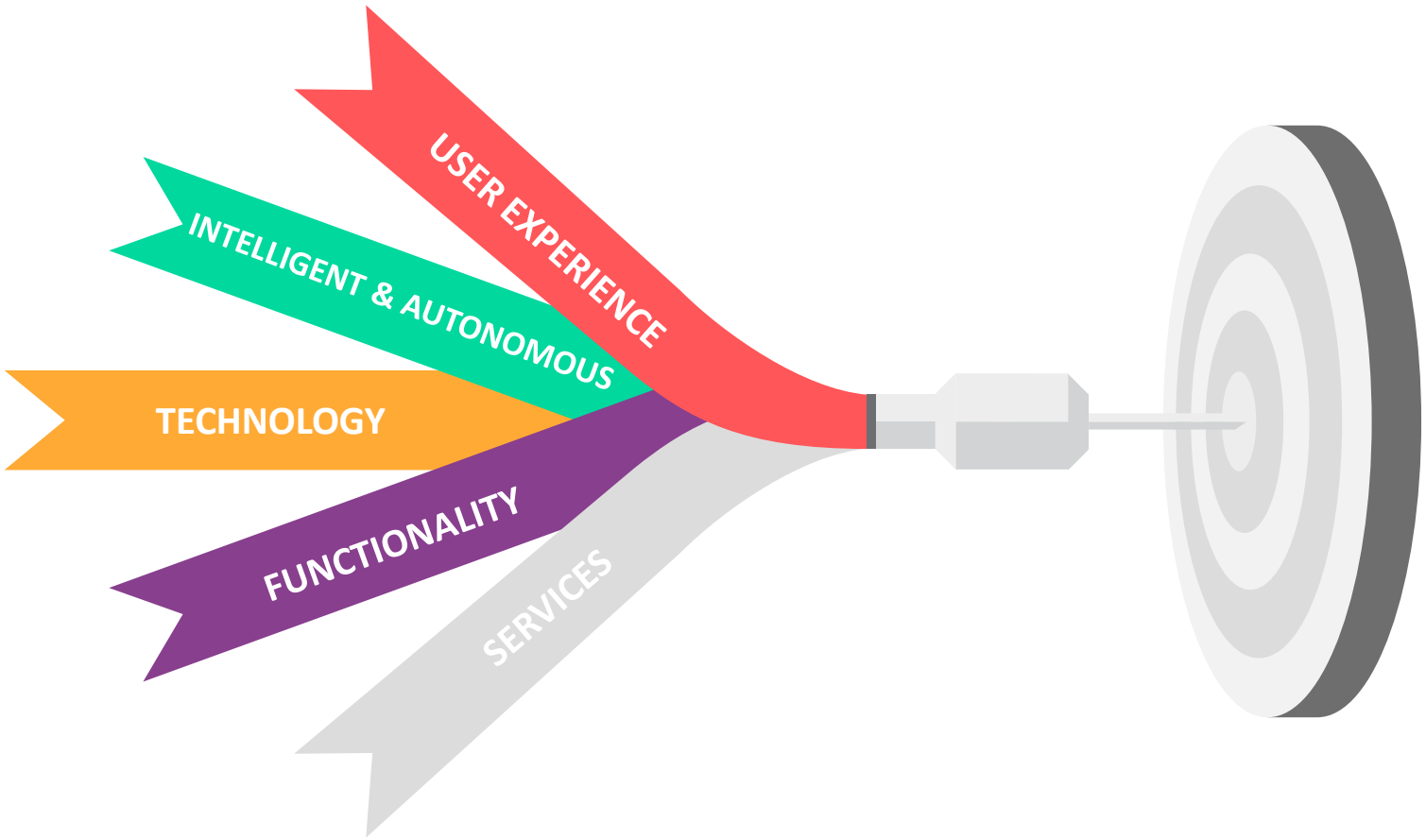
Faster innovation to value, whether standard features or customizations

ASSURANCE

Checks and balances in place to assure customizations meet coding standards

CUSTOMER EXPERIENCE

SUMMARY



INCREASED REVENUE

DECREASED COSTS

IMPROVED EMPLOYEE EXPERIENCE

IFS
#forthechallengers