

Your guide to a successful service management implementation



Welcome to the IFS Family

With every customer implementation, we welcome a new member to the IFS family. Working together, we help you reduce risk, cost, and time while optimizing outcomes and achieving the KPIs that matter most to your business.



In IFS we have found a partner that provides us with excellent support in offering our customers even better service and accompanying them on their way to becoming a digital company.

Konica Minolta

This guide provides you with insight on the IFS implementation process. In it, we examine four different stages to inform your team and ensure everyone hits the ground running.

- 1. Preparation**
- 2. Guidelines to decision-making**
- 3. Delivery**
- 4. Outcomes**

Once your implementation kicks off, the IFS team will be with you throughout, helping you ease into the transition for a fast, cost-effective, and streamlined result.

Having worked with service organizations since 1983—and as a service organization in our own right—we understand that each implementation is unique. Although this guide provides an overview of your project, the journey will be exclusive to your company.

We look forward to working with you.

1. Preparation

We start with some good news! Thanks to the **IFS Digital Business Value Assessment (DBVA)** sessions we carried out together in the presales cycle, your implementation strategy and much of the work needed to inform it are already in place.

Along with defining the original business case, the DBVA applies a continuous improvement process, constantly analyzing your KPIs and goals to ensure alignment.

If the scope changes, you can reimport the new framework into the DBVA at any point in the project—or even post-delivery—to assess the financial impact of the proposed changes.

This continual oversight de-risks the project, providing ongoing management of the desired values and outcomes based on your business case for a successful implementation.

During the DBVA sessions, we defined:

- **Success:** Business objectives, goals, and specific ROI and KPI metrics
- **Readiness:** Systems and process mapping, communications, user acceptance, training, and other deliverables based on the overall scope of the project

- **Resources:** The necessary stakeholders, experience, and skills required pre- and post-implementation

We will continually review and refine performance throughout the project, adjusting to incorporate additional efficiencies and opportunities we discover along the way. Nothing is set in stone.

Unique KPI tracking technology is used to help validate performance. These continuous real-time insights allow us to compare against the original value assessment, testing and validating that the system delivers the desired results.

Post-implementation, you can continue to use these analytics to monitor and adjust KPIs as your business evolves.

To ensure continuity, your implementation will be led by the same dedicated IFS leader throughout. No hand-offs or ramping up to slow us down along the way, just a seamless transition from preparation to execution.

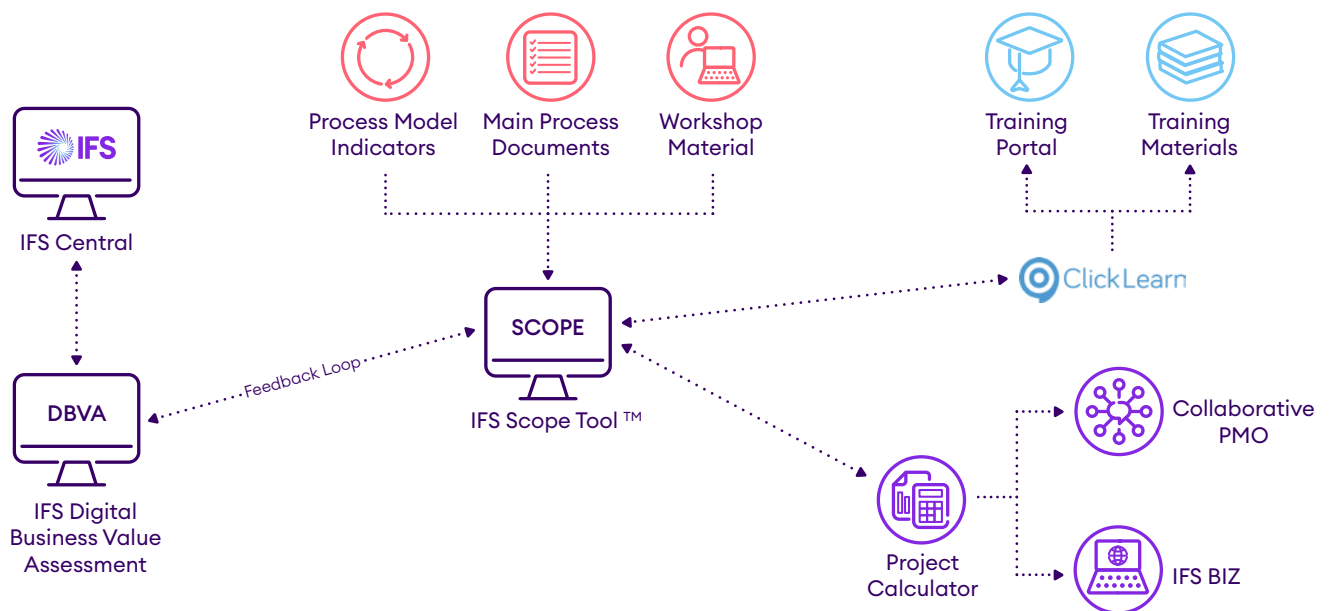


Fig. 1: IFS Digital Business Value Assessment informing the implementation workstream.



2. Decision-making

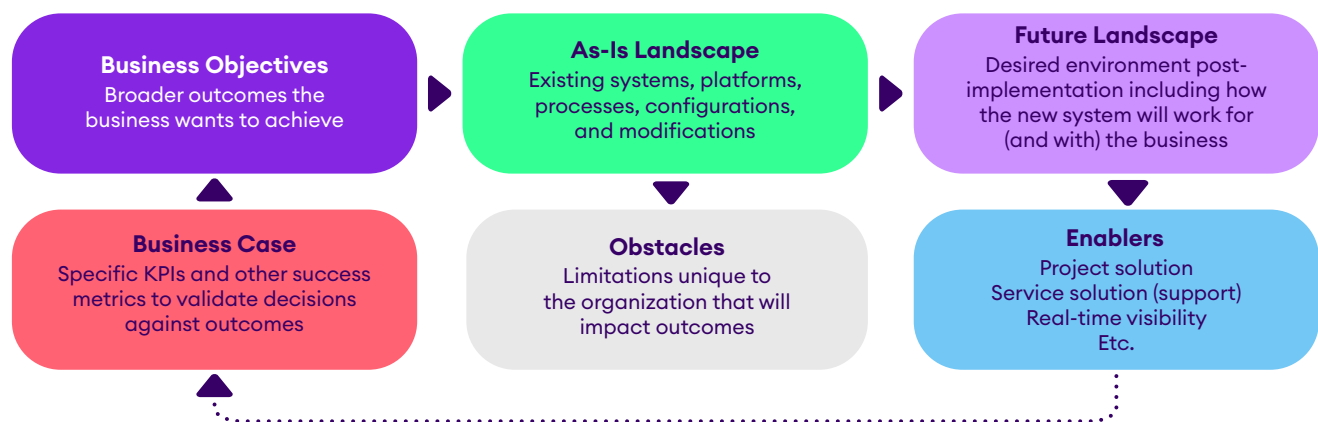
Although decision-making may seem like a straightforward part of the process, based on the thousands of IFS implementations we've helped manage, the inability to decide is often the biggest impediment to a timely, successful outcome.

Our advice? The best decision is rarely the final decision. IFS technology is purpose-built so service organizations can respond in the moment—it's the very nature of what we do. This same flexibility is leveraged to facilitate any strategy adjustments we need to make along the way.

To support the decision-making process, we reference a framework we call the IFS Six Box Model™. Used throughout the implementation, this single view aspect of your project details the considerations and objectives we uncovered during the DBVA work.

When we make (or revisit) decisions, the potential impact (negative and positive) can be easily quantified using the framework as a reference. This model supports faster and easier decision-making while ensuring that each decision is informed.

IFS Six Box Model™



3. Delivery

The IFS implementation model is designed for efficiency and speed, while accounting for your needs and requirements as noted in the Six Box model. The sooner we can launch, the sooner your organization will achieve its business goals and objectives.

Step 1: Build the prototype



With the information collected during the DBVA process, a prototype of your solution is built, usually within weeks of kicking off the implementation.

Step 2: Apply iterative review cycles



Representatives from every stakeholder group identified during the DBVA sessions, including IFS team members, are organized into smaller teams. These teams follow an iterative review cycle, examining and testing each prototype version.

Step 3: Implement review feedback



Our rapid prototype model quickly incorporates feedback—not just into the product build, but extending to support, training, and other material. For example, if the latest prototype introduces a new feature or capability, this change is integrated into the training and product material accompanying the build.

Step 4: Build the solution



When we reach a thoroughly tested and validated prototype, we begin building and verifying your solution. This activity occurs in a test environment using sample data.

Step 5: Promote change management



For the implementation team, readiness work has been underway since the initial prototype was available for testing. Now it's time for the project team to champion the new system internally. Following communication best practices, the team will drive acceptance, onboarding, and adoption across the organization.

Once deemed ready, we hand the build over to your team. Finally, a go-live decision is determined based on open issues and feedback from stakeholders.

Go-live!



All teams work together to ensure a streamlined cutover to the new system. A formal handover of the solution to your internal stakeholder teams occurs, and the overall success of the initial project is evaluated.

Working with a partner?



Partners help us deliver an even better solution and can complement our implementation and consulting services, or integrate approved technologies and software. Our customers benefit through greater choice in selecting who to work with, access to specialist skills, and technology that complements the IFS offering.

4. Outcomes

By utilizing the KPI tracking technology from the initial Six Box Model to go-live, there will be few surprises at this stage.

Working together, we've built and launched a product that will deliver on all the business objectives and goals we identified during the presales process and throughout the implementation. Using the DBVA to capture and audit the business value impact during and post-delivery, the performance of your new IFS solution will align perfectly with your expectations.

Although we've reached the final stage of the implementation, we are also at the first step in an ongoing cycle of collaboration with IFS.

The business value assurance process through customer success gives you the option of a team who will work with you, using your clearly defined business case to build a plan to help you achieve your desired outcomes on an ongoing basis.

Interactive dashboards allow you to monitor ROI and KPI metrics in real-time for immediate insights to performance versus your business value goals, allowing you to easily adjust targets as your business grows and changes.

The dashboards capture and display KPIs at different levels of role ensuring employees are responsible for deliverables and outcomes that are relevant to their jobs. This allows you to close the loop from value discovery, to value delivery, into ongoing monitoring.

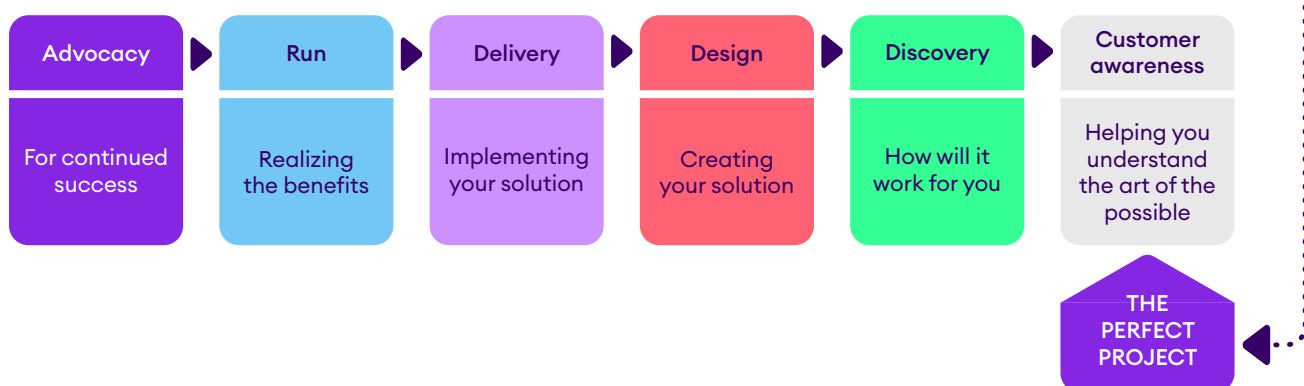
This agile approach also supports the ongoing release of new IFS features and functionality, through our evergreen ethos, ensuring your implementation remains up to date and secure.

Along with dedicated service and support, you will have open access to our 3-year strategy vision, statement of direction, and full transparency to our 6-month rolling roadmap.

De-risking the implementation

Regardless of the technical scope of your project, IFS will serve as your partner throughout, de-risking the implementation with ongoing checks and balances. Our DBVA and scoping tools capture and audit the business value impact of adjustments that occur before, during, and after deployment for an infinite cycle of service and care.

Business Value Assurance through IFS Success



“

IFS quickly identified some legacy business rules that were the cause, called in business specialists to help, and worked tirelessly to resolve the issue clearing the backlog within a week. The response from the IFS team was very impressive.

Associa



Count on IFS

At our heart, IFS is a service organization. We are very proud of the work we've done with our peers globally, helping deploy and optimize IFS technology so they can achieve their business objectives quickly and cost-effectively.

We invite you to explore existing IFS **implementation success stories** to understand the breadth of use cases and the multitude of service organizations we support.

For more information, visit our [website](#) or [contact us](#).

“

The cooperation with IFS and Anticimex has been so great. I'm looking forward to what's going to happen in the future.

Anticimex

About IFS

IFS develops and delivers enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. Within our single platform, our industry specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers—at the Moment of Service™.

The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 4,500 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers.

Learn more about how our enterprise software solutions can help your business today at ifs.com.

#MomentOfService