

# IFS Cloud: What's New in 22R1?



IFS Cloud customers benefit from twice-yearly releases of new features and capabilities, along with monthly service updates containing fixes and security patches. In 22R1 – our first major release for 2022 – we continue to support your journey to digitalization by offering the tools, innovations, and experiences that will drive the most value for you.

This release focuses on:

1. Accelerating intelligent insight and automation
2. Elevating the service you provide to your customers
3. Unlocking new levels of experience and productivity for your people

Here are some of the feature and capability highlights for 22R1.

## 1. Accelerate intelligent insight and automation across the business

Advanced analytics enable you to apply deeper insights to your business. 22R1 empowers you with simpler, more intelligent analytics for faster time-to-insight and improved predictive capabilities to support planning and reduce downtime. Heightened automation liberates your staff – it reduces the time, effort, and burden on resources while increasing the quality of work.

### IFS Cloud Platform

#### New analysis models added

- Access new ready-to-go analytics content with an advanced analytics report that you can quickly adapt to your business requirements.

#### Harness further business intelligence

- Embed real-time dashboards in lobbies, access a quick report generator, and native report editing so you can change reports on the fly. Previous Power BI capabilities have now been extended into lobbies.

#### Service Management

##### More accurate optimization and predictability of work and capacity

- Leverage enhancements made to predictive job duration – the optimization engine now checks historical data from work undertaken and the built-in machine learning service suggests alternatives for the duration of each type of job with a higher level of confidence.

#### Asset Management

##### Improve maintenance operations and manage downtime

- Tabular Models now contain KPIs that align with the industry standards set by Society of Maintenance & Reliability Professionals (SMRP) and European Federation of National Maintenance Societies (EFNMS). Power BI visualizations make information more digestible for better decision making with minimum effort.

##### Improved asset performance prediction

- Experience enhanced forecasting and anomaly detection through the combination of sensor data and IFS data. Shutdowns for maintenance work can now be better organized and unplanned outages significantly reduced.

## Human Capital Management

### Automation and intelligence enhancements across multiple areas

- Win back hours in your day by cutting the time and effort spent on manual tasks. We've now added further automation and intelligence to self-service HR processes – in Expense Management, Qualifications Development & Training, and Time & Attendance.

## Customer Relationship Management

### New customer insights added

- Consume new information sources through Power BI dashboards. Combined with insights from the Voice of the Customer program and external marketing applications, sales organizations now benefit from a clearer, fuller view of customers and their sales pipeline.

## 2. Elevate the service you provide to your customers

Delivering value to your customers through a reliable and high-performing service will build trust, loyalty, and help you rise above the competition. 22R1 continues to unite the front and back office so you can serve your customers faster and more accurately, consistently delivering against committed service levels.

## Service Management

### Empowering field technicians to deliver best-in-class service

- Make it quicker and easier for technicians to access the right parts at the right time and boost first time fix rates. With our improvements to inventory and supply chain capabilities, stock availability and supplier locations are now significantly more visible to technicians.
- Provide the capability field technicians need to deliver right first time at the Moment of Service. Through enhancements to Mobile Work Order, there's now better support for field technicians at the point of service.
- Benefit from an enhanced service request capability, including support for quotation management.

## Customer Relationship Management

### Omni-channel contact center: support for WhatsApp in Customer Engagement solution

- Provide customers with a greater choice of communication channels. Along with SMS, you can now interact with your customers on WhatsApp – the world's most popular messaging app.

## Manufacturing

### Extended capable-to-promise solution for make and configure-to-order processes

- Harness improved support for decision making through quicker capacity insights.
- Boost customer service levels with a greater ability to deliver on time and in full.
- Benefit from enhanced production planning – sales back-office are now empowered to self-serve and respond to customer order questions.

## Procurement

### Employee self-service enhancements

- Gain more flexible access to the procurement catalog – support has been added for user groups and user exceptions. This reduces the time to maintain the procurement catalog, enabling users to focus on other tasks.
- Drive compliance and user adoption of the self-service procurement portal across the business – staff now have the option to self-serve and procure directly against a work order or project.

## Supply Chain Management

### Enhancements to multi-echelon inventory planning

- Perform more accurate inventory planning as part of reducing stock levels – ensure the correct levels of inventory are located where and when needed to deliver against committed service levels.

# 3. Unlock new levels of experience and productivity for your people

Good employee experiences lead to better customer experiences. 22R1 provides the tools you need to continue developing your people and support them at the Moment of Service.

## Asset Management

### Support work planning and scheduling

- Free up your planners to focus on more important tasks such as deviations and exceptions – planning now includes preventive maintenance actions for medium to long term plans, the ability to group preventive work with obstructive corrective work to minimize downtime and the ability to define a window for executing preventive maintenance.

### Monitor tool check-in/out

- Increase overall traceability of tools as part of asset maintenance checks. Monitor the tools that have been used, on what tasks and by who. This provides a historical record in the event of operational failure, which can be used for subsequent root cause analysis.

## Aviation Maintenance

### Remote Assistance for Forward Line Maintenance

- Quickly troubleshoot defects and prevent lengthy downtime. Use resources more efficiently and reduce service delivery costs. Increase first-time fix rates and ensure safer aircraft departures.

### Addition of supervisor workflows for Forward Line Maintenance

- Keep your maintenance supervisors and technicians up to date in real-time to react to changes that may occur during the operation of aircraft. Ensure proper planning of work assignments with available resources and surface actions to be taken.

## Enhanced electronic signatures

- Enable technicians to sign off task and fault work completion, fault deferrals, and aircraft release using an electronic signature – on their mobile device or desktop, both online and offline. Technician signatures and aircraft release certificates are secured using a private key.

## Service Management

### Improved team productivity in scheduling optimization and dispatch

- Ensure productivity as a connected, extended team, from dispatcher to field worker. Dispatchers can now see where technicians are on the dispatch console map, visualize travel routes and find the nearest technician.
- Provide resource planners with a more diverse range of working time patterns – for planning, scheduling and work dispatch to service technicians.

### Enhanced technician productivity in mobile work order

- Supply our new familiar calendar view to technicians, enabling them to clearly understand their work commitments for each day.
- Benefit from the new parts finder feature, enabling service parts to be quickly located, as well as geo locations for service jobs and assets.

## Finance

### Expanded capabilities in Cash Planning

- Provide a true unified view of your cash activities now but also in the short, medium and long term. With additional information sources and enhanced usability Cash Planning is now more enriched and enables in-depth analysis planning and adjustments.

## Human Capital Management

### Extended HCM analysis and follow up

- Make more informed HCM decisions with enhanced visibility into headcount, FTE, health and safety, and more.

## Customer Relationship Management

### Enhancements to marketing campaigns and marketing lists

- Harness an improved user experience for handling marketing campaigns – we've now introduced better re-usability of target lists and overhauled the overall campaign screen. Create opportunities and leads from the context of a campaign to track campaign success.

### New Kanban board for business opportunities

- Benefit from an intuitive visual overview of the pipeline and move opportunities between stages or months through drag and drop functionality.

## Projects

### Integration with Microsoft Project

- Leverage the best of the planning capabilities in both IFS Cloud and Microsoft Project, while gaining one consistent view across both.

### Multi-company Project Reporting (MCPR) improvements

- Spend less time setting up/administering multi-company project reporting and increase productivity among project managers through our new user experience improvements.

## Supply Chain Management

### Enhancements to remote stock operations management

- Increase efficiency in your planners, service technicians, order coordinators, and warehouse workers with our new ad-hoc stock replenishment for shipment orders.
- Benefit from enhanced order counting and reporting of unlisted inventory serials numbers.

### Introduction of project and ownership aware shipment orders

- Gain greater accuracy when project inventory moves across sites and borders.
- Enable your planners to work more efficiently with intra-company logistic operations across geographies with remote warehouses. Warehouse workers (outbound and inbound) can now use one set of working procedures.
- Locate inventory and determine stock ownership more efficiently.