



Industrial AI | Service AI | Asset AI
Orlando World Center Marriott, October 14-18 2024

Service Management Agenda

Day 1 | Tuesday, October 15 2024

Click on a session to learn more!

9:00-10:30

Plenary - Part 1

Mark Moffat, CEO, Keynote
09:00-09:30

IFS Cloud & IFS.ai Road Map
09:30-10:00

IFS City – Industry & Product
Showcase Part 1
10:00-10:30

10:30-11:15

Refreshments & Networking

11:15-12:10

Plenary - Part 2

IFS City – Industry & Product
Showcase Part 2
11:15-11:45

IFS City – Industry & Product
Showcase Part 3
11:45-12:10

12:10-2:00

Lunch & Networking

2:00-2:30

Service / Product Breakouts | Session 1

A clear path to the Cloud: Upgrade to Service
Management in IFS Cloud

IFS.ai in 2025: Roadmap for ERP & Sustainability

EAM: Asset Performance Management that delivers
excellence in maintenance

Hear how heating & energy customer optimizes
services with AI-driven analytics

3:00-3:30

Service / Product Breakouts | Session 2

Connecting global business operations for resiliency
and operational efficiency

IFS.ai in 2025: Roadmap for Service Management,
EAM & Aviation Maintenance

4:00-4:30

Service / Product Breakouts | Session 3

IFS Customer Services: Track your business case, mitigate risks & realize value faster

5:00-5:30

Service / Product Breakouts | Session 4

Customer session: Optimize resources planning to drive efficiency and lower emissions

7:00-11:00

Evening Entertainment & Networking

Day 2 | Wednesday, October 16 2024

9:00-10:30

Plenary - Part 1

When data is the strategic asset
9:00-9:45

Customer Insights - AI
9:45-10:30

10:30-11:15

Refreshments & Networking

11:15-12:10

Plenary - Part 2

Customer Insights - EAM
11:15-12:00

Partner Insight - EUROPE
12:00-12:30

12:30-2:00

Lunch & Networking

2:00-2:30

Service / Product Breakouts | Session 5

Evergreen with IFS: From IFS Cloud Self Service to the Lifecycle Experience & IFS.ai

From strategy to operations: Meeting your sustainability goals with IFS Cloud

IFS Cloud: Explore the latest innovations in Service Lifecycle Management

IFS Unified Support: IFS Support & Cloud Services deliver a frictionless experience

3:00-3:30

Service / Product Breakouts | Session 6

IFS.ai in 2025: Roadmap for Service Management, EAM & Aviation Maintenance

Moving to IFS Cloud: Becoming evergreen with IFS Success & IFS Cloud Services

4:00-4:30

Service / Product Breakouts | Session 7

IFS.ai: Industrial AI for your business

IFS Cloud Mobile Workforce Management: scheduling, dispatching & execution with AI

5:00-5:30

Service/ Product Breakouts | Session 8

IFS.ai in 2025: Roadmap for ERP & Sustainability

7:00-11:00

Appreciation Night

Day 3 | Thursday, October 17 2024

9:00-10:30	Plenary - Part 1	Customer Insights - FSM 9:00-9:45	The focus on Value - IFS Success 9:45-10:30
10:30-11:15	Refreshments & Networking		
11:15-12:30	Plenary - Part 2	The focus on Simplification - Cloud 11:15-12:00	Partner Insight - USA 12:00-12:30
12:30-2:00	Lunch & Networking		
2:30-3:00	Service / Product Breakouts Session 9	Achieve full project control: deliver projects on-time and on-budget & on quality	AI in IFS Cloud: A core pillar to supporting sustainability in Service Management
3:00	Delegates Depart		

Training Day 1 | Thursday, October 17 2024

1:00-5:00	Training Courses	Mastering IFS Cloud Build Place for Total Control Part 1	Unlock the Power of Workflows in IFS Cloud Part 1
		Learn how to customize the User Experience in IFS Cloud Part 1	Technical Experience Tailoring in IFS Cloud Part 1

Training Day 2 | Friday, October 18 2024

8:00-12:00

Training Courses

Mastering IFS Cloud Build Place for Total Control Part 2

Unlock the Power of Workflows in IFS Cloud Part 2

Learn how to customize the User Experience in IFS Cloud Part 2

Technical Experience Tailoring in IFS Cloud Part 2



Service | Available Sessions

A clear path to the Cloud: Upgrade to Service Management in IFS Cloud

Are you an FSM, Alliance or IFS Applications Service Management customer who is looking to move to IFS Cloud? If so, then this is the session for you! Learn more about the Service Management offering in IFS Cloud; how to determine your organizational readiness and how you can prepare your business and leverage IFS Success to build your specific journey.

IFS.ai in 2025: Roadmap for ERP & Sustainability

IFS.ai in 2025 is a preview of our roadmap in AI, digital, and other innovations that will be made available in IFS's ERP and Sustainability solutions. The session will explore upcoming capabilities and with AI featuring pervasively in all solutions you are able to deliver real-world benefits and see first-hand our longer-term vision and strategy.

EAM: Asset Performance Management that delivers excellence in maintenance

During this session, we will provide an overview of how IFS Cloud for Enterprise Asset Management offers APM capabilities to assist organizations in achieving their cost and effectiveness targets and reduce TCO.

Learn how Asset Performance Management (APM) can help your organization meet carbon emissions while lowering unnecessary costly corrective maintenance of your assets.

Hear how heating & energy customer optimizes services with AI-driven analytics

In this presentation, a Canada-based home and energy solutions company will share how IFS Cloud and its AI-driven predictive analytics has helped them optimize their field service operations to support their business transformation roadmap. With the goal of streamlining their service delivery, improving the customer experience and creating a single view of their operations, this session will deep dive into how IFS' Planning and Scheduling Optimization capability is helping the customer achieve these goals and the value they are driving from this new technology implementation.

Connecting global business operations for resiliency and operational efficiency

In this session we will demonstrate how to achieve operational efficiency and business resilience in the face of constant disruption and changing regulatory requirements. Get inspired by supply chain and finance capabilities and how they can impact your business. Learn more about IFS Cloud with its built-in AI and how the evergreen approach can help create the moment of service for your customers.

IFS.ai in 2025: Roadmap for Service Management, EAM & Aviation Maintenance

IFS.ai in 2025 is a preview of our roadmap in AI, digital, and other innovations that will be made available in IFS Cloud Service Management, Enterprise Asset Management, and Aviation Maintenance solutions. The session will explore upcoming capabilities , and with AI featuring pervasively in all solutions you are able to deliver real-world benefits and see first-hand our longer-term vision and strategy.

IFS Customer Services: Track your business case, mitigate risks & realize value faster

Technology is the enabler; the value is realized is through a tight business case where quantitative and qualitative value are clearly identified.

In this session, we will show the value being brought to life through IFS Global Customer Services, from 1) the delivery of our projects leveraging IFS Global Delivery supporting our customers and partners, 2) via IFS Success which enables customers to maximize the value of their IFS solutions, reduce risks, achieve growth, and optimize broader business strategies, and 3) through our Maintenance & Cloud Services to support IFS solutions.

Service | Available Sessions (Cont.)

Customer session: Optimize resources planning to drive efficiency and lower emissions

Learn how a global leader used IFS Cloud powered by IFS.ai to boost SLA attainment and asset uptime. By optimizing mobile workforce deployment, in this session, discover how they achieved better resource utilization and reduced their environmental footprint.

Evergreen with IFS: From IFS Cloud Self Service to the Lifecycle Experience & IFS.ai

Join this session to understand how the current platform and experience features and those coming in 2025 will support your business needs. Understand how the IFS.ai Platform Service ties to your IFS Cloud evergreen lifecycle. Hear how IFS uses technology to deliver innovation and value directly to you through advancing self service capabilities in the Cloud Service.

From strategy to operations: Meeting your sustainability goals with IFS Cloud

Learn how IFS Cloud can not only help meet your regulatory requirements but also your wider sustainability goals. Join us to discover the latest advancements in sustainability management where we will dive into capabilities such as the IFS Cloud Emissions Tracker, and our latest CSRD solution to support sustainability compliance reporting.

How the construction & engineering industry can manage their asset lifecycles Part 1

In this first of a two part session, join an international construction and engineering contractor as they reveal how IFS Cloud supports their total asset lifecycle: design, procure, build, operate, maintain. Discover the challenges that fueled their digital pivot to IFS Cloud – streamlining complex system architectures, reducing reliance on Excel, and scaling for growth. Hear how they embraced agility, resilience, and improved performance across

projects and business. But the story doesn't end there. Learn how they expanded beyond design-build, offering operation and maintenance services for predictable revenue streams. Explore how they plan to leveraging innovations such as, IoT, AI, and automation for the future. Don't miss this inspiring case study of digital transformation in action. (Part 1)

IFS Cloud: Explore the latest innovations in Service Lifecycle Management

See, hear, and explore how Service management in IFS Cloud has transformed since our last Unleashed in 2022. This session will demonstrate exciting new capabilities and highlight the tangible business value you can achieve with Service Lifecycle Management in IFS Cloud and what you can expect in 2025.

IFS Unified Support: IFS Support & Cloud Services deliver a frictionless experience

2023 saw the unification of IFS Support and IFS Cloud Services into one single organization to create a simplified and seamless IFS customer experience.

In this session hear what you can expect from:

- IFS Unified Support: Its mission from provisioning until “business as usual” post go-live
- The IFS Services Center: one place to manage it all.
- IFS Cloud Services: let us do the heavy lifting so you can get the most out of your IFS Cloud application
- The IFS Customer Office

Service | Available Sessions (Cont.)

How the construction & engineering industry can manage their asset lifecycles Part 2

In this second of a two part session, join an international construction and engineering contractor as they reveal how IFS Cloud supports their total asset lifecycle: design, procure, build, operate, maintain. Discover the challenges that fueled their digital pivot to IFS Cloud – streamlining complex system architectures, reducing reliance on Excel, and scaling for growth. Hear how they embraced agility, resilience, and improved performance across projects and business. But the story doesn't end there. Learn how they expanded beyond design-build, offering operation and maintenance services for predictable revenue streams. Explore how they plan to leveraging innovations such as, IoT, AI, and automation for the future. Don't miss this inspiring case study of digital transformation in action. (Part 2)

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Moving to IFS Cloud: Becoming evergreen with IFS Success & IFS Cloud Services

Understand how IFS Cloud can become the foundation for the adoption of all IFS's digital innovation including, IoT, AR, ML and AI.

Attend this session to explore your path to the cloud. From building a business case to having clarity on the resources required to make the shift. Upgrade with IFS and hear from a customer about their journey from IFS Apps to IFS Cloud.

IFS.ai: Industrial AI for your business

Discover the power of IFS.ai, the thread of intelligence that connects and feeds your business. Learn how IFS.ai is weaved into our technology, using our deep industry expertise and rich datasets to add capabilities, insights, and innovation that enable your business to grow and thrive.

IFS Cloud Mobile Workforce Management: scheduling, dispatching & execution with AI

Field service management is evolving. Join this session to learn more about the new Mobile Workforce Management capabilities in IFS Cloud. Explore how AI is helping manage the scheduling, dispatching and work execution processes. See how this capability is composable and can be Deployed independently deployable or as part of Service Lifecycle Management in IFS Cloud. See the capabilities, understand the benefits.

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