IFS.ai

UNLEASHED

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

Telecommunications (Telco) Industry 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	IFS Cloud & IFS.ai Road Map	IFS City – Industry & Product Showcase Part 1
09:00-09:30	09:30-10:00	10:00-10:30

10:30-11:15   *Refreshments & Networking*

11:15-12:10   **Plenary - Part 2**

IFS City – Industry & Product Showcase Part 2	IFS City – Industry & Product Showcase Part 3
11:15-11:45	11:45-12:10

12:10-2:00   *Lunch & Networking*

2:00-2:30   **Telco / 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

3:00-3:30   **Telco / Product Breakouts | Session 2**

Connecting global business operations for resiliency and operational efficiency

4:00-4:30   **Telco / Product Breakouts | Session 3**

IFS Customer Services: Track your business case, mitigate risks & realize value faster	Connecting Asset maintenance planning, scheduling & field service execution with AI

5:00-5:30   **Telco / Product Breakouts | Session 4**

Real-world AI Applications in the Telecom Industry: How Front-Runners Use AI

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   ## Telco / 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   ## Telco / Product Breakouts | Session 6

How Telco Operators extend their assets' lifecycle with predictive maintenance & AI	**Moving to IFS Cloud: Becoming evergreen with IFS Success & IFS Cloud Services**

4:00-4:30   ## Telco / 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   ## Telco / 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   **Telco / 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	Asset Performance Management (APM): Reduce costs, extend the lifecycle, meet goals

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

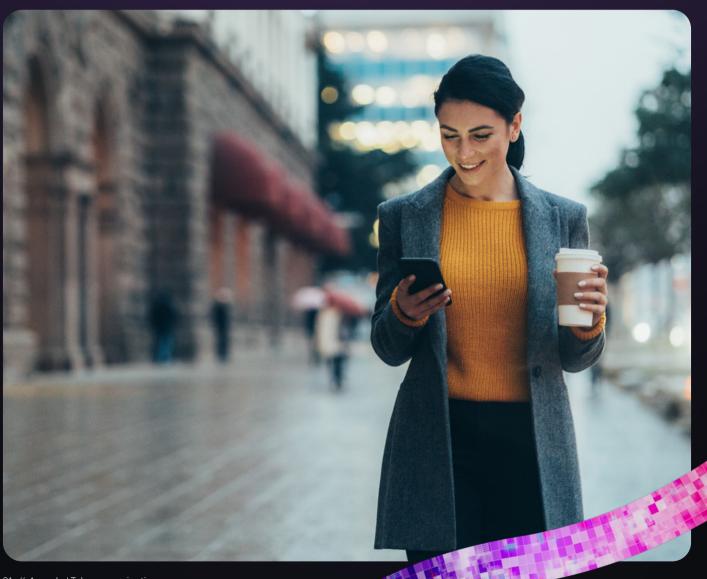# Training Day 2 | Friday, October 18 2024

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

Telecommunications | 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.

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.

Connecting Asset maintenance planning, scheduling & field service execution with AI

Discover how IFS Cloud connects your Asset Lifecycle Management and Field Service Execution processes. Explore how IFS Cloud provides several ways to manage planning and execution ranging from high-level planning down to in-day scheduling and dispatching putting the right technician in the field.

See the overview of the AI-driven planning and scheduling capabilities in IFS Cloud and how they can be used to make sure you prioritize the most important activities first, while optimizing resource usage day-to-day.

Telecommunications | Available Sessions (Cont.)

Real-world AI Applications in the Telecom Industry: How Front-Runners Use AI

In an increasingly commoditized and competitive industry, telecom operators and Communications Service Providers (CSPs) are adopting AI to help them boost efficiency, develop new B2B digital services and meet ESG goals.

While 87% of tier-1 operators have started implementing AI into their network operations, either as proof of concepts or into production, most struggle with mastering the basics of data. With all its promises, organizations must start by building a strong foundation to unlock the full value of artificial intelligence.

In this session, discover how a leading telecom operator is starting to leverage AI within its field service team to empower technicians, improve First-time-fix-rates, and ultimately increase efficiency and quality.

Join our session as we explore how to use AI to maximize business benefits and how to get from idea to realization. See how AI front-runners in the telecom industry use the technology and what it has taken them to get this far so fast.

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.

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

Telecommunications | Available Sessions (Cont.)

How Telco Operators extend their assets' lifecycle with predictive maintenance & AI

Predictive maintenance is a proactive approach to asset management that uses data analysis and machine learning to anticipate and prevent failures before they occur. AI enables predictive maintenance by using various techniques to collect, process, and analyze data from your assets, drawing information from IoT sensors and digital twins.

In this session, see how telecom operators can extend their IFS Cloud service experience with AI powered predictive maintenance. We will explore how to:

- use AI for anomaly detection to prolong the asset lifetime
- reduce downtime and repair costs by fixing problems before they escalate
- improve customer satisfaction by ensuring optimal performance
- save energy by optimizing maintenance schedules and resource allocation

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.

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 to 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.

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.