

The future of energy and utilities: powering a great Moment of Service

Practical ways to delight your customers—time after time.



Contents



Build a better future for Energy and Utilities

There's a bold new future ahead for the energy and utilities sector.

The global movement towards sustainable energy and carbon-free solutions is driving significant change. As is the move to build and service smart, connected cities and communities.

In complying with changing industry regulations, energy and utility companies must also ensure social, environmental and safety governance.

In addition, energy companies need to complete new infrastructure construction projects faster and safer, for the delivery of cheaper, greener energy to customers. Similarly, the utility sector will have to focus on the features they offer, and pricing will always be important.

But to really set your brand apart, energy and utilities companies must secure customer loyalty and repeat business. That means delighting customers. Great service connects you to your customers—it creates loyalty. And loyalty impacts margins.

IFS Cloud will help you rethink your business so you can focus on services and outcomes instead of products. It's been built to help you orchestrate your customers, your people, and your assets as your business transforms.

The future of energy and utilities presents great opportunities to deliver these Moments of Service for stakeholders and customers alike.

We call this the **Moment of Service**. It's the moment when everything that goes on in your business comes together.



Challenges for today's energy and utilities sector

In this eBook, we will explore the ways you can drive transformation that will help deliver unforgettable Moments of Service that meet ever increasing customer expectations, while also reaching your climate change objectives and decarbonization goals.

1 Turn your strategy into results

Boost your market leadership with an asset-centric, consumer-centric, and product-centric approach.

Explore our interactive map to learn more about the challenges and opportunities within the energy and utilities sector.

Power Generation

-

Transmission & Distribution

+

Water Supply & Treatment

+

Power Generation

As your power generation mix evolves, you need to transform your business, create sustainable energy sources, reduce the cost of producing energy and simplify expansion into new markets and geographies.

IFS helps SDIC Qinzhou Power cut operational costs by

20%
on average



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Transmission & Distribution

Many new challengers are entering the energy market. Coupled with disruptive technology, distributed energy sources and changing consumer demands, now is the time to turn these challenges into opportunities.

However, the need to maintain the reliability, safety and operation of your existing assets is still critical.

IFS—fastest growing EAM vendor in Transmission and Distribution sector globally, ARC, 2019



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Water Supply & Treatment

In a heavily regulated industry, **environmental issues and a focus on resilience make it more important than ever to extract the most value from your available resources.**

You can do so by efficiently managing new projects, optimizing usage of field engineers, ensuring the supply network is free of leaks and handling waste correctly.

By 2025 over **50%** of utilities will increase spend in automating operations with an emphasis on edge, AL and ML technologies thus doubling the penetration of predictive and prescriptive maintenance

IDC FutureScape: Worldwide Utilities 2021 Predictions, Roberta Bigliani, Jean-François Segalotto, Gaia Gallotti, John Villali, Jayesh Verma, Phevos Sklidis, Oct 2020, IDC doc # US45816020.



2 Increase your business agility

As you embrace adjacent markets and look for new value streams your business processes will change, responsibilities, governance and regulatory reporting will be affected. What will be mandatory here is a business solution that can adjust easily and rapidly to take advantage as your business transforms, do not let your enterprise solution constrain your ability to change.

“

Leader in cloud-enabled large enterprise ERP applications *Strengths in customer intimacy, product flexibility and innovation.*

IDC MarketScape: Worldwide SaaS and Cloud-Enabled Large Enterprise ERP Applications 2020 Vendor Assessment, Mickey North Rizza, Kevin Permenter, Frank Della Rosa, July 2020, IDC doc #US45971820.

3 Maximize productivity of capital assets

Asset lifecycle management is the foundation that enables your assets to deliver a reliable operational outcome. To follow a structured maintenance approach you must leverage a suite of highly usable tools such as reliability-centered maintenance (RCM), preventive maintenance, workforce management, capital project management, overall equipment efficiency and mobility.

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Gartner Peer Insights Customers' Choice for EAM software 2020.

Gartner Peer Insights Customers' Choice constitute the subjective opinions of individual end-user reviews, ratings, and data applied against a documented methodology; they neither represent the views of, nor constitute an endorsement by, Gartner or its affiliates.

4 Open up new revenues and lower your costs

With the need to adhere to SLAs, match skills to requirements and engage with customers, field service can be complicated and time-consuming. But by connecting everything through the cloud you can find new revenue streams, empower employees and optimize resources.

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Gartner Magic Quadrant Leader—five times in a row—for Field Service Management.

Gartner, Magic Quadrant for Field Service Management, Jim Robinson, Naved Rashid, 6 July 2020.

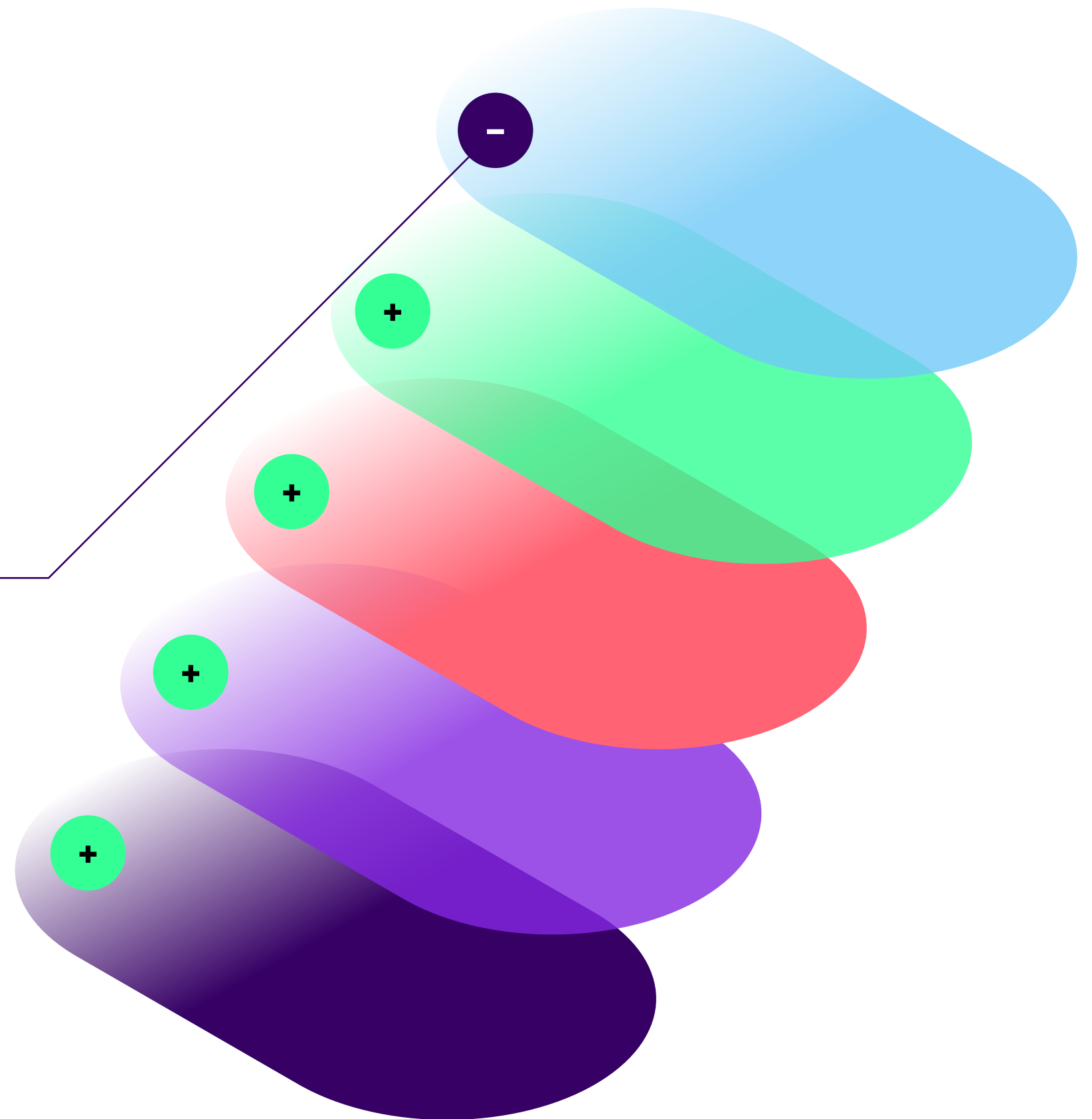
Turn your challenges into opportunities

We have designed our IFS Cloud for Energy & Utilities solution to fuel your success. This has five key factors that make it special:

1. One single platform, all products

There's now one home for all our products, one platform that breaks down barriers and connects our enterprise resource planning (ERP), enterprise asset management (EAM) and field service management (FSM) solutions.

**IFS Cloud in Action
for Energy & Utilities.**



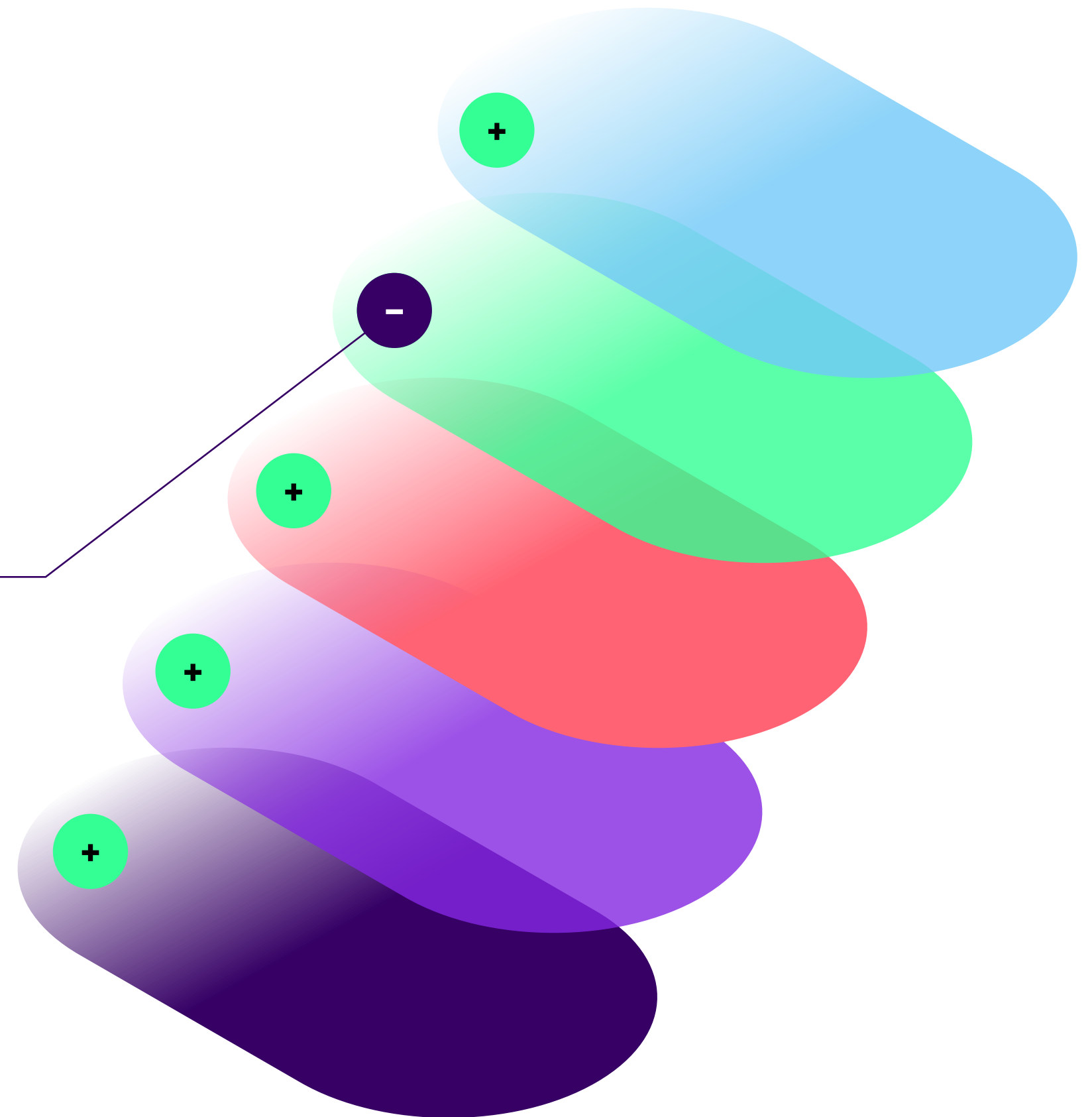
Turn your challenges into opportunities

We have designed our IFS Cloud for Energy & Utilities solution to fuel your success. This has five key factors that make it special:

2. Out of the box digital innovation

Tried and tested emerging technologies—from Intelligent Process Automation and explainable AI to IoT, augmented collaboration and digital twins—are ready to deliver real value, quickly.

**IFS Cloud in Action
for Energy & Utilities.**



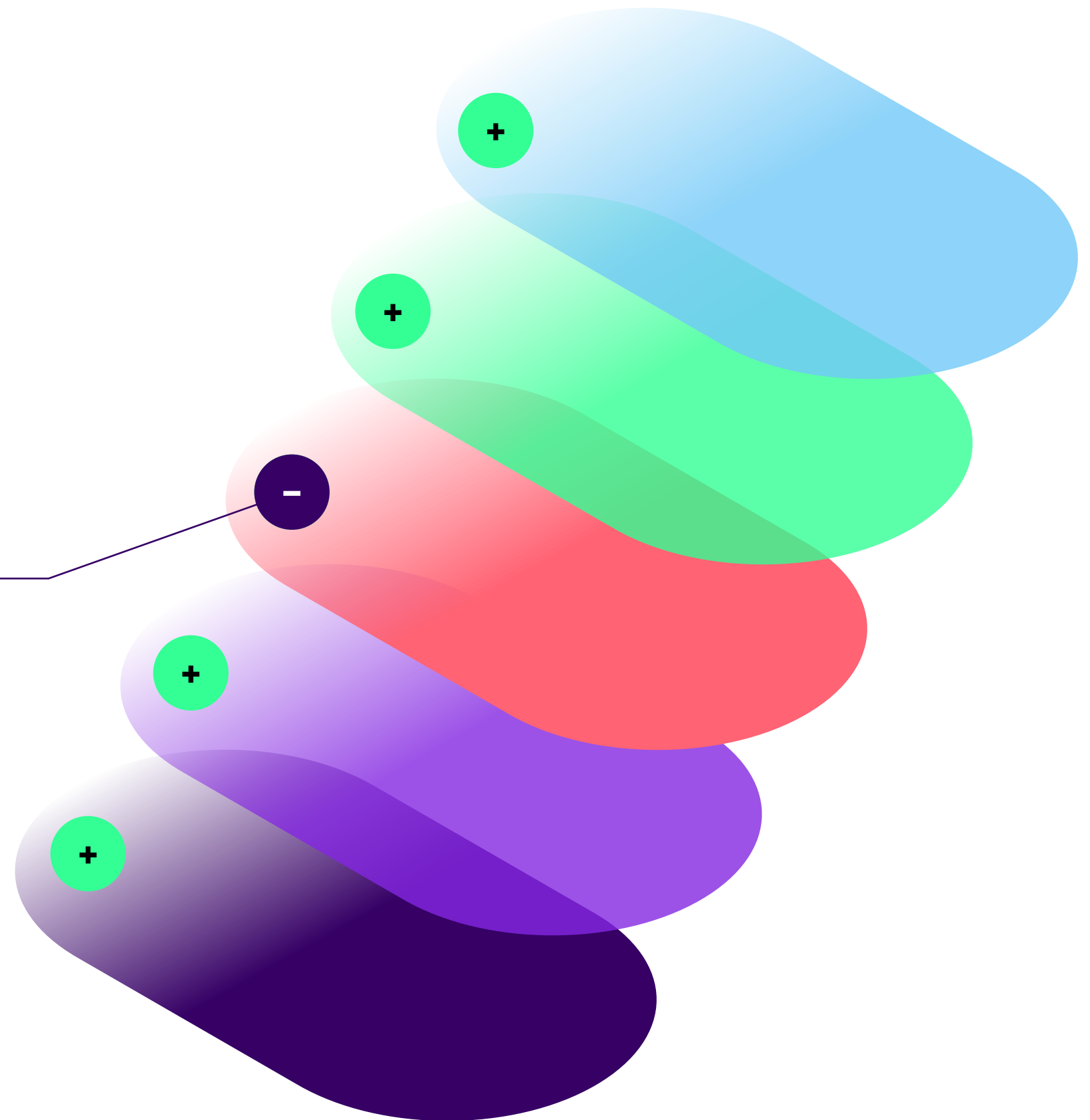
Turn your challenges into opportunities

We have designed our IFS Cloud for Energy & Utilities solution to fuel your success. This has five key factors that make it special:

3. Cloud-first but not cloud-only

You have the choice of deploying the same solution in the cloud or on-premise.

**IFS Cloud in Action
for Energy & Utilities.**



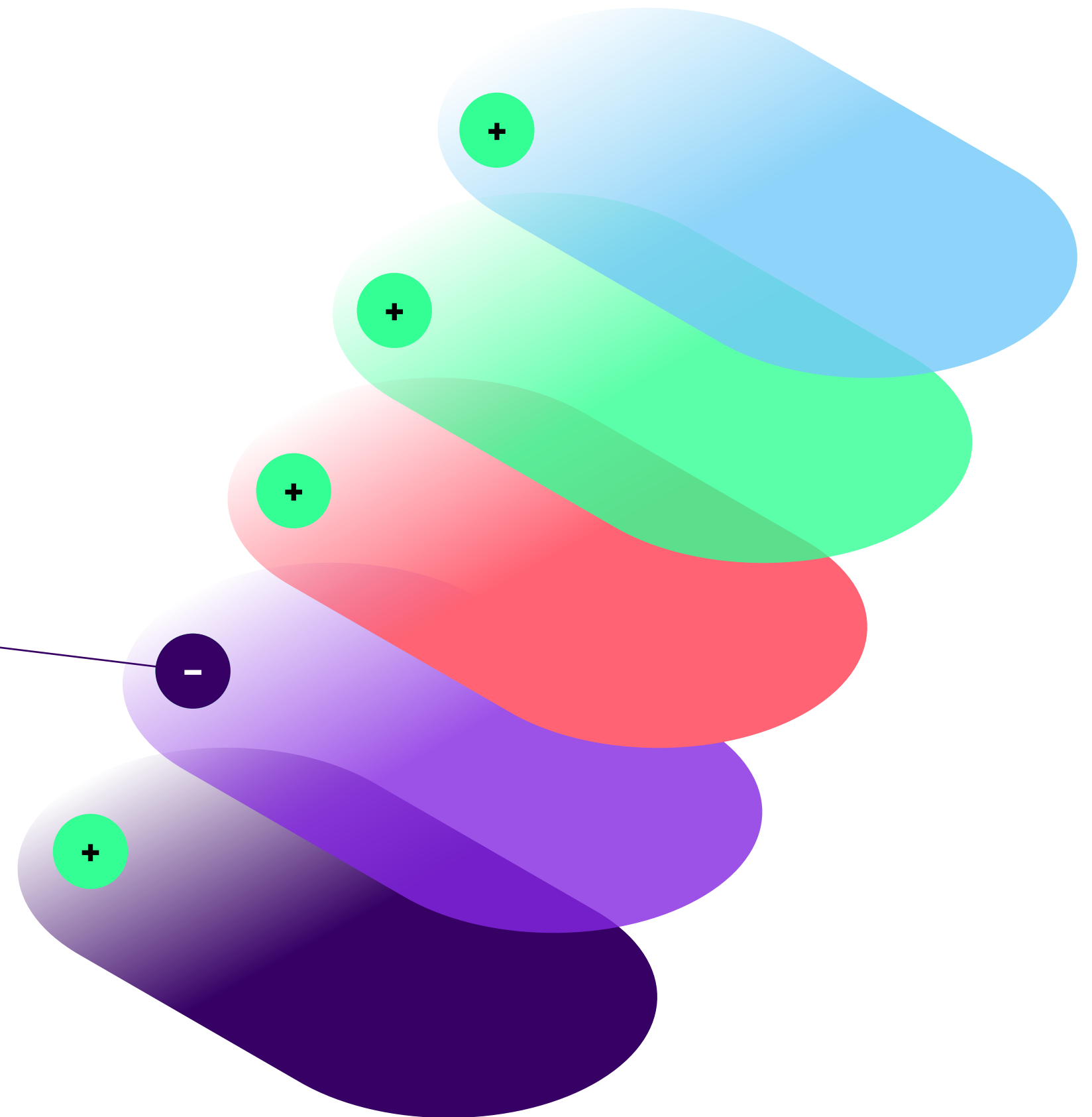
Turn your challenges into opportunities

We have designed our IFS Cloud for Energy & Utilities solution to fuel your success. This has five key factors that make it special:

4. Better experience, across the full lifecycle

Deliver a delightful experience to customers every time, and reduce the complexity, cost, and risk of keeping up to date.

**IFS Cloud in Action
for Energy & Utilities.**



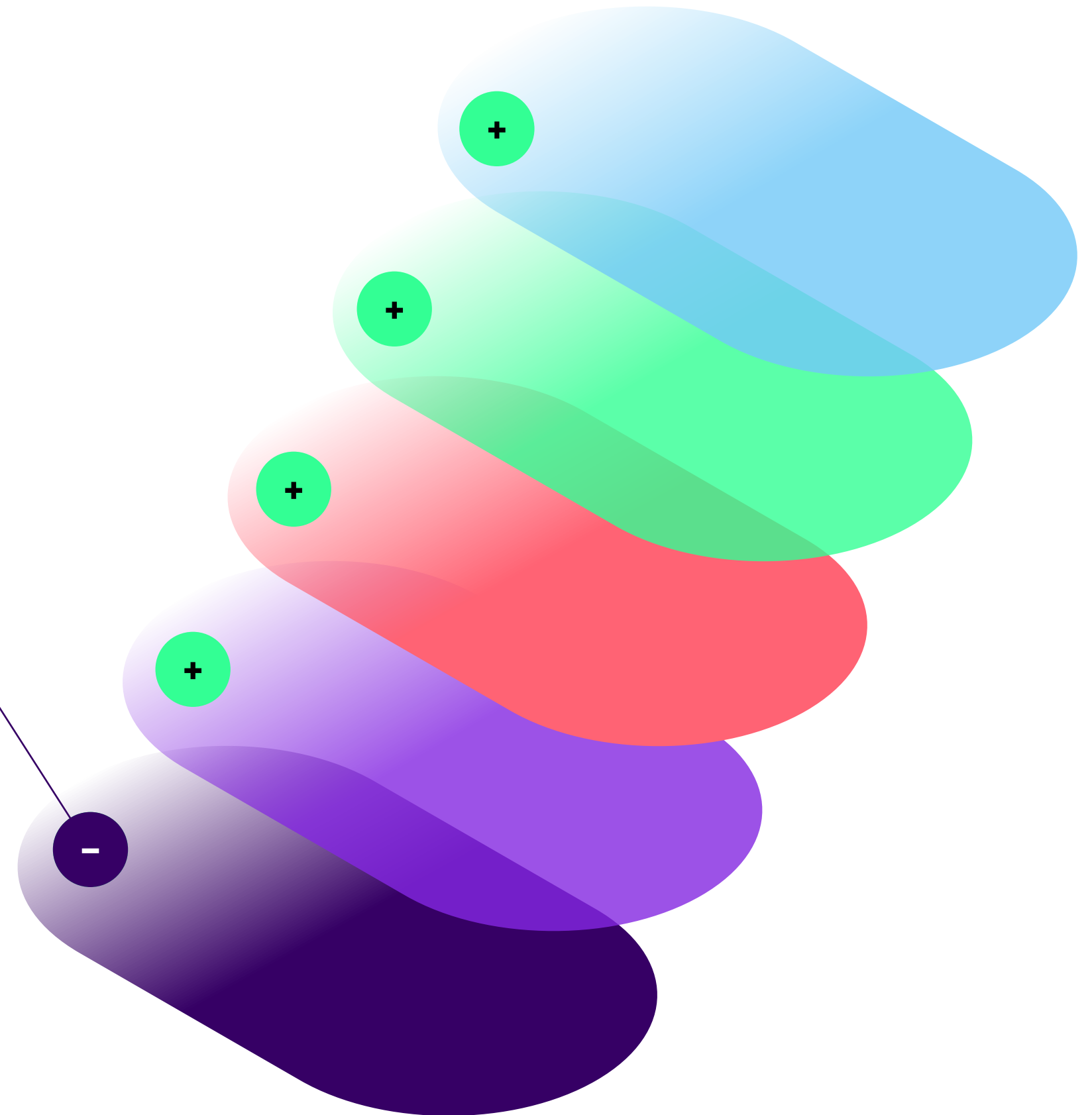
Turn your challenges into opportunities

We have designed our IFS Cloud for Energy & Utilities solution to fuel your success. This has five key factors that make it special:

5. Deep energy and utilities knowledge

Our decades of experience working in the energy and utilities sector mean we can provide the most relevant functionality to meet your specific needs.

**IFS Cloud in Action
for Energy & Utilities.**



Ways to deliver your Moment of Service

Now it's easier and quicker than ever to deliver key Moments of Service for consumers or stakeholders, whether that's completing asset refurbishments or finishing new infrastructure construction projects for greener and cheaper energy.



1. Project and asset lifecycle management— you are in control at every stage.

Projects in the energy and utility industry sectors are complex with multiple stakeholders, among them sub-contractors as well as regulators and local government agencies. Often, this will mean using separate software products across different stages of the project. The Project Gantt functionality in the new IFS Cloud for Energy & Utilities solution changes that giving you control throughout.

With IFS Cloud you can:

- **Improve analysis for faster, more accurate decision-making**—through better visualization tools
- **Increase flexibility and configurability**—you choose what to show and how to display the information
- **Turn plans into action, efficiently**—by performing multiple operations without leaving Project Gantt. For example, creating activities or sub-projects, approving or completing stages, changing activity status, creating and editing project dependencies and much more
- **Empower work anywhere**—as everything can be accessed via a web browser on any device



2. Get more from your assets and infrastructure

Improving management of critical assets and infrastructure allows you to deliver a quality moment of service, repeatably and consistently.

Stakeholders

Who demand compliance to all regulation, safety and environmental considerations whilst delivering service and maintenance work efficiently, on-budget and on-time.

Consumers

Who gain a more resilient water or energy supply, at a lower cost, due to upstream maintenance efficiencies and optimization.

Critical assets and infrastructure can be managed efficiently through greater automation with AI, IoT and other disruptive technologies.

Real time dashboards allow you to capture, visualize and, ultimately, operationalize your equipment data, so that:

- Users know what work is required, even before they arrive at a job
- Much less time is spent conducting visual inspections and diagnostic work

Reliability, performance and availability of physical assets is improved through sensors and monitoring systems for auto-reporting of equipment data, such as checking the flow rate or volume passing through a particular asset, motor temperature, vibration, pressure, stop-starts and more.

How IFS Cloud will help you run your assets more effectively.

- **Go beyond fixing individual pieces of equipment on request**—use advanced asset monitoring technologies to guarantee continued operation and build a long-term partnership to increase asset lifecycles and enhance operational performance
- **Discover possible faults and anomalies before they occur**—through IoT data points and readings so you can help your customers:
 - avoid downtime—plan and deliver quick and appropriate response
 - identify under-or over-maintained assets—through IFS predictive maintenance which adds machine learning (ML) power from sensor data and historical asset service information
 - increase uptime and asset output—revise and optimize maintenance plans, moving from time-based preventive action to condition-based predicative action
- **Make predictive and prescriptive maintenance a reality**—with real-time dashboards to eliminate manual measurements and readings you can automatically create fault reports for alarms and values outside of set thresholds, and easily gather and act on information
- **Manage the whole experience**—with a complete understanding of all your data to improve your organizational performance and deliver better outcomes for asset owners

3. Great service enables your business to stand out

In today's fast-changing markets customers want consistent reliability and quality across the whole service experience.

For energy and utility companies, the biggest challenge is to provide that customer-focused service while optimizing productivity of your field workforce and driving operational efficiency.

This is particularly hard when you are faced with tougher regulatory pressures and increasingly complex field service work on technologically-advanced assets with multiple dependencies. These have a massive impact on cost and performance.

IFS Cloud enables you to turn service from a cost center to business differentiator. Now you can deliver:

- ✓ **Improved customer experience**
- ✓ **Consistent outcomes that customers demand today**
- ✓ **Reduced downtime by predicting, rather than reacting to, outages**

Here are just some of the ways IFS Cloud drives service transformation for energy and utility businesses:

- **Improves customer engagement, quickly**—empower your service staff and transform how customers connect with you using the omni-channel contact center and customer service agent desktop solutions, embedded in IFS Cloud.
- **Enables AI-powered self-service**—put your customers in control with the latest self-service solutions. From virtual assistants, chatbots and digital portals to knowledge bases and speech recognition, IFS can deliver the optimum self-service solution for your business.
- **Optimizes AI-powered scheduling**—our world-class scheduling and planning optimization software can handle high volume, volatile and complex service needs. From real-time intraday optimization to long term 'What If' scenario planning, IFS Cloud transforms your workforce efficiency. As a result, you can ensure that all appointments are met, SLA adherence improved and that there's a first time fix every time.
- **Deliver an end to end industry leading field service capability**—in one solution, from assets to parts, reverse logistics, to contracts, invoicing and warranty. You can automate workflows and remove manual processes, giving your service staff complete visibility.



4. Energizing your best talent

In any business it's essential to get the right people resources to where they're most needed. It's especially important in energy or utility companies where people are so key to the success of asset management programs and large-scale projects. There are also many highly skilled roles, with certification and qualifications required for certain types of work.

To get real efficiency and business value, you need to manage your people with your projects.

The right solution seamlessly incorporates the realities of your projects, or the exact maintenance requirements, with your talent management programs, so you have the right skills and resources to:

- Deliver, as well as plan, for the future
- Retain and develop your highest performers
- Attract new talent into the areas the business requires

And working within IFS Cloud, HR Managers can:

- Identify the real needs of your energy & utility business—from the work completed on projects, assets and around the company, with performance measured against KPIs at all levels
- Develop skills within your organization—nurture existing talent; identify the competency gaps to fill from outside
- Introduce continuous feedback—move away from outdated annual reviews, so employees get the regular feedback they need to develop fully

Drive business success by delivering unforgettable Moments of Service

IFS Cloud for Energy & Utilities is the platform to bring your intelligent and autonomous business to life. It delivers innovations that drive success for you by delivering great Moments of Service, throughout every stage of the customer journey.

See firsthand how you can benefit from IFS Cloud for Energy & Utilities. Book a personal demonstration or request more information.

Explore IFS Cloud for yourself

Take on MindFuel

Listen on-demand to our expert panel discussion, IFS MindFuel for Energy & Utilities: Diversification & Innovation. Industry and IFS experts look at the challenges you face and the innovative technologies that can help you deliver the Moment of Service that will delight your customer—time after time.

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 4,000 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

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