

IFS AND PTC

MASTERING MISSION CRITICAL SERVICE



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**THE STAKES IN
SERVICE
MANAGEMENT
ARE HIGHER
THAN EVER.**



SERVICE IS CHANGING: CUSTOMER EXPECTATIONS ARE INCREASINGLY DEMANDING

ORGANIZATIONS THAT HAVE IDENTIFIED CUSTOMER SATISFACTION AS THE PRIMARY BENEFIT FROM IMPLEMENTING SERVICE MANAGEMENT



Source: Gartner

ORGANIZATIONS STRUGGLE TO KEEP PACE WITH CUSTOMER-DRIVEN SERVICE MODEL EVOLUTION

Service Laggards

Service Beginners



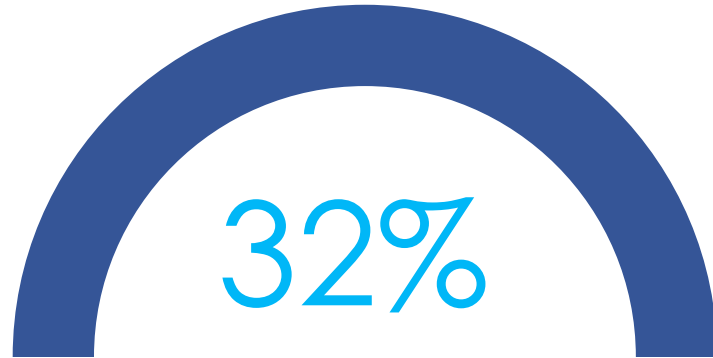
- We only sell products, with no aftermarket service revenues
- We sell products and some aftermarket service parts
- Offer service contracts with planned maintenance, SLAs
- Primarily break-fix repairs
- Outcomes-Based Service Model



Source: IFS

TALENT SHORTAGE EXACERBATES SERVICE PRESSURES

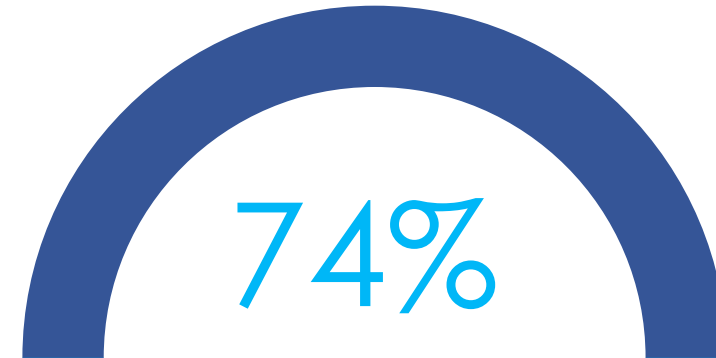
Average Annual
Technician Turnover Rate



Leading to technician **brain drain** and **lower productivity**.

Source: Aberdeen, December 2018

Service Firms Struggling to
Hire and Train new Talent



Meaning those vacated
service roles remain **unfilled**.

Source: Workwave, January 2019



**GETTING SERVICE RIGHT
IS IMPORTANT TO MUCH
MORE THAN JUST THE
SERVICE BUSINESS**

SERVICE EXCELLENCE IS NOW MISSION CRITICAL

THE RIGHT PERSON

THE RIGHT SKILLS

THE RIGHT PARTS

THE RIGHT TIME

IFS

YOUR PARTNERS IN MISSION-CRITICAL SERVICE

LIVE
WORX 19™



**EARTH'S
MIGHTIEST
SERVICE PARTNERSHIP**





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