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PRESS RELEASE

Mobility lacking for field service management departments, IFS study says

ITASCA, ILL. April 5, 2013 – Companies with field service management departments report low levels of access to systems used to manage work at customer sites, according to a new IFS-sponsored study. The study is based on a survey of executives from industrial companies with \$50 million or more in revenue—all of which operate field service management workforces.

According to the study, 68 percent of companies currently involved with field service management report little to no mobile access to enterprise service and asset management data from mobile devices. The study also indicates that companies with teams of field service technicians only have marginally better mobile data access than those performing service management internally—on their own equipment and assets.

“Given that field service management work takes place at remote locations, it is obvious that the ability to interact with the software used to manage that work is extremely valuable,” IFS North America Senior Vice President Larry Laux said. “The vast majority of field service management software vendors offer mobile solutions, but these are clearly not being leveraged fully. We address this problem by integrating mobility into the core of our field service management software offering and enterprise applications suite.”

The study, “Mobility in EAM Software,” is based on a survey of 200 North American industrial executives conducted by Advantage Business Media. It is available for free download at: <http://download.ifsworld.com/studies>.

About IFS

IFS is a public company (XSTO: IFS) founded in 1983 that [develops](#), supplies, and [implements IFS Applications™](#), a component-based extended ERP suite. IFS focuses on [industries](#) where management of any of the following four core processes is strategic: [service](#) & [asset](#), [manufacturing](#), [supply chain](#), and [projects](#). The company has 2,000 [customers](#) and is present in approximately 60 countries with 2,800 employees in total. More information on IFS is available at www.IFSWORLD.com

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