



IFS APPLICATIONS™ FOR

# MAINTENANCE REPAIR OVERHAUL



## OUR SOLUTION'S DNA

When we first set out to create IFS Applications over 25 years ago, our goal was to make the most usable business software on the market. And to help us achieve that ambition, we put simplicity at the forefront of everything we did.

**We still do.**

We decided that we would make only one product, which can be easily configured to match the specific requirements of a broad range of industries.

**We still do.**

We decided that we would build IFS Applications on standards so our customers would not be locked into any particular technology.

**We still do.**

We decided to design IFS Applications as a component-based structure so it can be easily extended and updated.

**We still do.**

We decided that each software component must be totally compatible with every other, yet capable of running independently.

**We still do.**

We decided to build a product that could handle change and long-term evolution.

**We still do.**

And, that we would make the most user-friendly business software on the market.

**We still do that, too.**

# KEEPING YOUR CUSTOMERS HAPPY

**Whether you specialize in heavy maintenance, component repair, OEM aftermarket services, or engine overhaul, your key business objectives are the same: consistently deliver on time—and continuously try to improve turnaround times—in the most cost-effective manner to give your customers the best value possible.**

**IFS Applications™ has been designed with these objectives in mind.**

As an integrated MRO solution with enterprise-wide depth, IFS Applications offers one of the most advanced and comprehensive solutions for MRO operations available today—from quotation handling, maintenance planning, maintenance execution, and configuration management to warranty handling, supply chain logistics, cost tracking, and invoicing.

Plus workforce management, financials, and business intelligence.

The scope of the solution and the timing of its implementation are agile. It's your business so you define what you need and when you need it. Whatever your specific business requirements may be, IFS Applications will help you fine-tune your daily operations and improve long-term planning—keys to improving efficiencies and, ultimately, your bottom line.

## GETTING A NEW VANTAGE POINT

As you align demand for maintenance and overhaul work with resource and material requirements, you can streamline your operations through greater resource utilization, improved turnaround times, and increased inventory turns.

The result is lower operational and inventory costs, enabling you to pass significant value on to your customers. This means increased customer satisfaction and the potential for new business.

We believe in helping you make informed decisions—and keeping your business agile.

**With IFS Applications, you will always have up-to-the-minute information you can trust to make sound decisions and take your organization to the next level.**



# CORNERSTONES OF SUCCESS

**In today's aviation market, airlines and other aircraft operators demand consistently reliable service on increasingly leaner budgets. To provide the expected service level and operate profitably, you need to ensure on-time performance in the most cost-effective manner without compromising aircraft safety and regulatory compliance.**

**How do you get there? By setting up the right foundation with IFS.**

## INTEGRATING MRO ACTIVITIES WITH THE REST OF YOUR ENTERPRISE

IFS is not just an ERP vendor trying to penetrate the MRO business, nor an MRO-only software provider requiring complex and expensive interfaces to a third-party ERP product to give you a complete solution.

IFS Applications offers MRO depth with enterprise-wide breadth. What you get is an integrated solution for a fast information flow throughout your entire organization.

Take workforce management. It offers functionality to support your daily operations, such as time and attendance reporting, in addition to strategic planning, such as resource/requirements analyses and training administration.

IFS Applications also keeps track of each employee's certifications and skill sets. That helps you ensure that only qualified personnel is assigned to specific tasks on a given aircraft.

All in all, IFS offers exceptional agility and openness. IFS Applications can easily be integrated with existing applications. In addition, you can access IFS Applications from Windows® and web user interfaces as well as mobile devices such as personal digital assistants (PDAs), tablet PCs, and bar-code readers.

With IFS, you get advanced technology to advance your business.

## IMPROVING OPERATIONAL EFFICIENCY AND CONTROL

The key to running a lean operation is to have efficient means of accessing and reporting data throughout your organization. IFS Applications holds that key.

For example, on the shop floor mechanics can view all relevant documents online, such as maintenance manuals, task cards, drawings, and illustrated parts catalogs.

Using hand-held devices, mechanics can also enter information on the aircraft, in the hangar, or at other locations, not just from a shop PC. Reporting labor against task cards, requesting material, closing work orders, creating non-routine cards, or entering expenses—you can do it all and, quite literally, save significant steps in many work processes.

What's more, IFS Applications lets you track work order progress in real time. That allows you to keep your customers apprised. More importantly, it enables you to make any necessary adjustments to meet deadlines.

And since work scope changes are inevitable, IFS Applications also gives you the agility to respond immediately to any non-routine tasks or unforeseen findings—from redefining the work scope and revising the customer quotation to updating the material requirements list.

At the same time, all costs related to a work order are tracked against that order. From there, you have complete traceability back to the customer to ensure complete and accurate billing.

When we say you will gain a new vantage point, we mean it.

### OPTIMIZING PLANNING AND FORECASTING

Just as important as visibility into your day-to-day maintenance operations is the ability to exercise control over the long-term maintenance horizon.

To generate realistic schedules that make the best use of your resources and ensure delivery on time, you need to align all upcoming jobs with the required parts, tools, personnel, and facilities to ensure their availability. It's a complex task, but IFS Applications makes you agile enough to handle whatever variations your operations may require.

Not only will you be able to consistently deliver on time—you'll also be able to achieve turnaround times that are faster by improving process flows and eliminating nonproductive wait periods.

But there is more. IFS Applications can also save you money by helping you reduce on-hand inventory. Using integrated forecasting tools, you can see which parts you need and when you need them—and then manage the procurement process accordingly, ultimately enabling you to free up money that's been tied up in inventory.

### ONLINE, REAL-TIME COLLABORATION WITH CUSTOMERS AND SUPPLIERS

Running a successful business is no longer just a matter of making the right decisions. It also depends on making quick decisions by engaging customers and suppliers every step of the way. IFS offers a solution that leverages web-based portals to put everyone on the same page.

Keeping customers in the loop is as constructive from a customer satisfaction standpoint as it is effective for expediting workflows. Using collaboration portals, you can post critical information to a secure web page and allow your customers to respond quickly, whether to approve quotations or view the status of a work order.

Likewise, suppliers can use collaboration portals to respond to requests for quotation, receive purchase orders, show availability of parts, and update their delivery times—and do all of that in a fraction of the time it normally would take.

With IFS Applications, you get the right information to the right person at the right time.



# POSITIONING YOU FOR SUCCESS, TODAY AND TOMORROW

**IFS Applications provides industry-leading tools to help you address all critical business issues and better connect you to your business, with both short-term and long-term benefits. IFS Applications gives you a competitive advantage from the moment the system is up and running. And it can easily incorporate new technologies as they become available, thereby protecting your IT investment.**

## **RAPID IMPLEMENTATIONS**

IFS uses proven processes and people who understand your business to get your system running. Fast.

Think of IFS as an agile and responsive fighter jet rather than a lumbering wide-body. First, the key components of the selected MRO solution are deployed, so you can start earning return on your investment. Then other components can be implemented as needed to optimize your business.

That means you avoid the risky and disruptive “big bang” approach you’d get with other software providers. It also means that IFS’ solution provides return on your investment within months—not

years—and without the hidden costs typically encountered with non-componentized business systems.

## **LEADING-EDGE TECHNOLOGY**

Making an investment in an IT solution is serious business. The solution you select needs to be able to withstand the test of time. So does the underlying technology. It needs to be open and agile so it can adapt to the latest technological advancements and respond to new requirements in your industry, without additional investments on your part.

IFS Foundation1™—our component-based, multi-tier architecture and technology platform—was designed with the future in mind. It allows us to continuously upgrade the product by incorporating new industry standards and technologies as they gain maturity. In turn, you will be in a position to leverage new functionality when your business needs it.

That’s future-proof technology protecting your investment—and ensuring that we stay ahead of our competition so that you stay ahead of yours.

**Broad functionality, advanced technology, fast-track implementations. IFS Applications is the perfect tool for MRO operations of all sizes, however straightforward or complex their requirements may be. Simply put, IFS Applications is the Plug and Play—not Wait and Pay—of MRO software. And it’s designed to meet the challenges within your industry, today and tomorrow.**



**No other software vendor could provide the broad integrated functionality that fits our distribution and repair needs in the aerospace industry. We offer around-the-clock aircraft-on-ground service to our customers anywhere in the world. To do that, we need an advanced business system that will give us real-time data for timely response to our customer needs and rapid deliveries from stock.**

**MARK HOEHNEN, EXECUTIVE VICE PRESIDENT AND GENERAL MANAGER,  
DERCO AEROSPACE, INC.**

**After an extensive evaluation of a number of companies, including in-depth assessment of software, technical support capability and company strength, GE Engine Services concluded that IFS is the clear leader in providing information software systems to global organizations. By adopting IFS software throughout our internal MRO facilities as part of our digitization initiative, we expect to dramatically improve customer service and efficiency.**

**GEORGE OLIVER, VICE PRESIDENT AND GENERAL MANAGER,  
GE ENGINE SERVICES**

## ABOUT IFS AND IFS APPLICATIONS

IFS is a public company (OMX STO: IFS) founded in 1983 that develops, supplies, and implements IFS Applications™, a component-based extended ERP suite built on SOA technology. IFS focuses on agile businesses where any of four core processes are strategic: service & asset management, manufacturing, supply chain and projects. The company has 2,000 customers and is present in more than 50 countries with 2,700 employees in total. Net revenue in 2009 was SKr 2.6 billion.

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