

Lighthouse Customer: EDF



EDF (Électricité de France) is a French state-owned multinational energy company and one of the world's largest producers of electricity. It operates across the entire energy value chain, including generation, transmission, distribution, trading, and energy services, with a strong focus on low-carbon and renewable energy. In the UK, EDF Energy is the largest generator of zero-carbon electricity, producing around 20% of the country's electricity and playing a critical role in achieving net-zero targets.

Industry/Sector: Electric Utility Industry

Locations: HQ in UK

Revenue: \$120+ billion

No. Employees: 180,000

Did you know?

EDF Energy is the **UK's largest generator of zero-carbon electricity**, producing around 20% of the country's electricity, and playing a critical role in the UK's commitment to a low-carbon future



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Where they were

EDF faced significant complexity in its IT landscape, relying on multiple legacy systems such as SAP and Click Software to manage field operations. These fragmented systems created inefficiencies, increased operational risk, and limited visibility across its large-scale service network. Managing scheduling for thousands of engineers was cumbersome, impacting customer experience and compliance with service-level agreements. As EDF expanded its renewable and nuclear portfolio, the need for a unified, future-ready platform became critical to support operational excellence and scalability.

What they did

EDF implemented IFS Field Service Management (FSM), including Mobile Work Order and Planning and Scheduling Optimization (PSO), complemented by elements of Human Capital Management (HCM). This solution replaced legacy systems with a streamlined, integrated platform capable of handling complex scheduling requirements. The deployment introduced dynamic scheduling capabilities, enabling EDF to optimize resource allocation across thousands of jobs daily. By leveraging IFS's advanced optimization engine, EDF created a foundation for efficiency and continuous improvement in its service operations.



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What they achieved

The implementation delivered immediate benefits, including a cleaner IT landscape and improved operational efficiency. PSO enabled EDF to optimize schedules across a 42-day planning window, reducing manual interventions and improving appointment accuracy. Enhanced visibility and audit capabilities strengthened compliance and service reliability, while exception management tools allowed proactive jeopardy handling. These improvements translated into better customer experience and reduced operational risk across EDF's UK service network.

What's next?

EDF continues to invest in renewable energy and nuclear projects, including Hinkley Point C, the first new nuclear power station in the UK in over 20 years. Future plans include leveraging PSO data for continuous improvement and exploring AI-driven capabilities to enhance appointment offerings. EDF aims to maintain flexibility in its field force to adapt to changing regulations and customer expectations. These initiatives align with EDF's broader ambition to lead the UK's transition to a low-carbon energy future.



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Why IFS?

IFS was chosen for its ability to deliver an integrated FSM and PSO solution that simplifies complex scheduling, improves efficiency, and supports EDF's long-term operational and sustainability goals.

Sales Engagement

The engagement focused on demonstrating measurable value through pilot programs and governance frameworks. IFS worked closely with EDF stakeholders to align solution capabilities with operational pain points and strategic objectives. Collaborative workshops reinforced confidence in IFS's ability to deliver sustainable outcomes and future-ready capabilities.

Solution Landscape

- IFS Field Service Management (FSM)
- IFS Planning and Scheduling Optimization (PSO)
- Mobile Work Order and selected HCM components



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Implementation and Deployment Journey

EDF's implementation journey began with replacing SAP and Click Software with IFS FSM and PSO to create a unified service management platform. The rollout introduced dynamic scheduling across thousands of jobs per day, supported by audit and exception management tools. Governance frameworks ensured alignment with compliance requirements and operational KPIs throughout the deployment. This structured approach delivered immediate efficiency gains while laying the foundation for continuous improvement and scalability.

Benefits & Outcomes

- Simplified IT landscape by replacing legacy systems
- Optimized scheduling across a 42-day planning window
- Improved appointment accuracy and compliance through PSO
- Enhanced operational efficiency and customer experience

Customer ESG

EDF is committed to achieving carbon neutrality by 2050, supported by investments in nuclear and renewable energy. In 2024, EDF generated 434 TWh of low-carbon electricity and allocated 94% of its investments to net-zero aligned projects. The company also secured a €6 billion sustainability-linked credit facility tied to emissions reduction and diversity targets, reinforcing its ESG commitments.

