



IFS Success™ for Water & Wastewater

Introduction & Overview



IFS Success Agenda

- 01 Why IFS Success?
- 02 Do I need Success to be successful?
- 03 How do we setup for success?
- 04 What does IFS Success provide?

- 05 How does IFS Success work in practice?
- 06 IFS Success alongside delivery partners
- 07 Customer Stories
- 08 Key Takeaways

Why IFS Success?





70%

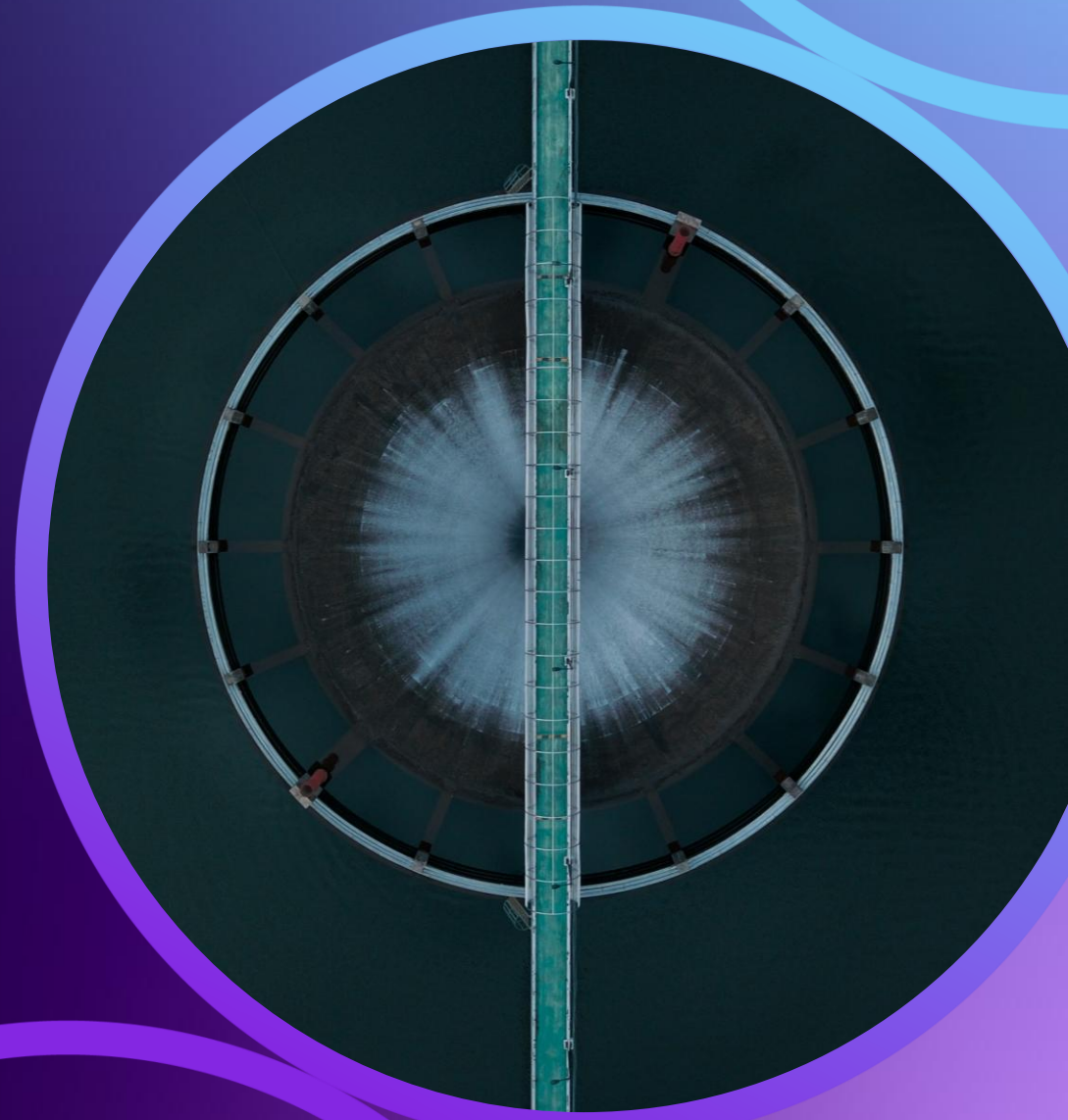
**of transformation
projects fail**

McKinsey (2019)

What is IFS Success?

IFS Success™ is an ongoing service that helps you **maximize value** from IFS throughout your entire journey – starting from day zero.

The goal is to make sure you get the most out of your IFS investment.



**Do I need
Success to be
successful?**



Do I need Success to be successful?

Success doesn't happen by accident.
Whether you use IFS Success or not, you must:

Build internal expertise

A Centre of Excellence to drive adoption and prevent stagnation.

Keep pace with innovation

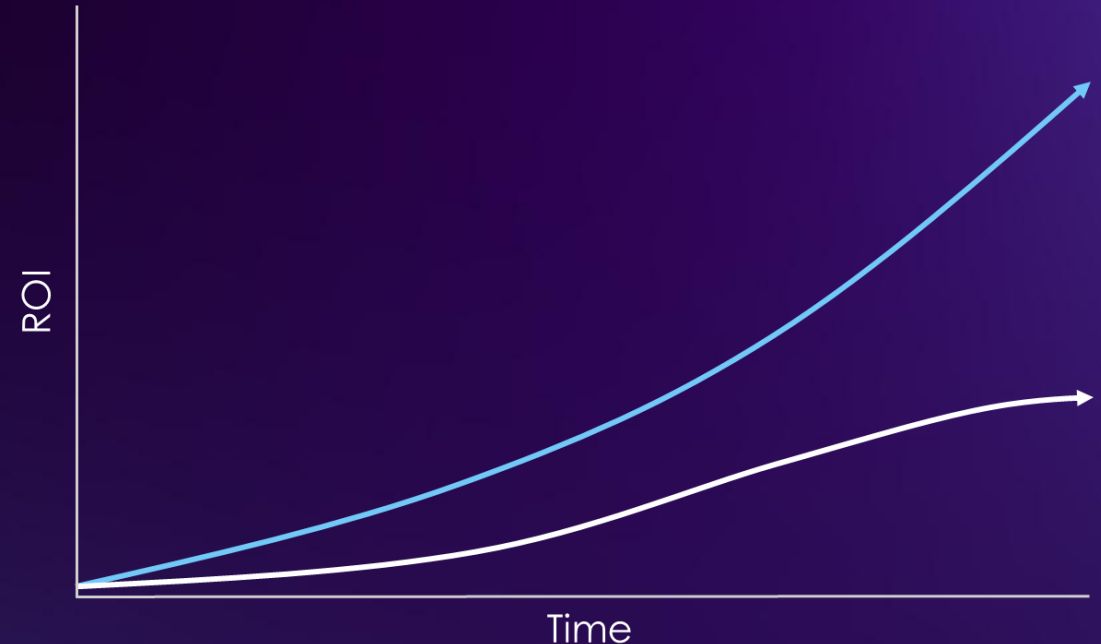
Proactively adopt new automation, AI, and industry trends

Track and measure value

Continuously assess ROI, performance, and business impact

Manage upgrades & system health

Stay ahead of new features, security, and regulations



With IFS Success

- Faster Time-to-Value
- Smother Adoption
- Continuous Growth
- Proactive decision-making

Without IFS Success

- Slower Adoption
- Underutilized capabilities
- Risk of Stagnation
- Reactive decision-making

**How do we
set up for
success?**



Defining a mutually agreed plan

Collaborative Engagement

Discover to Value

We work closely to develop a mutual understanding of your **business objectives** and vision for change, identifying key **challenges** and **opportunities**.

- Improve compliance
- Reduce maintenance costs
- Reduce project and business risk
- Mitigation of supply chain risk
- Drive productivity through technology
- Controlled sustainable growth

Scope to Value

We refine the **scope** to strategically focus on delivering areas of maximum **value** early, ensuring the project delivers fast and where it matters most.

- Repeatable processes & industry best practice
- Increased forecasting accuracy
- Improved turnaround time
- Improved maintenance planning
- Improved compliance control
- Integrated supply chain + engineering
- Increased technician productivity
- Improved control and resilience

Run to Value

We remain your strategic partner, by continually tracking **value** while adapting your solution to capitalize on the latest **innovations** and your **evolving business requirements**.

- **KPIs**
 - Improving Resource Utilization
 - Reducing Operational Costs
 - Workforce Productivity Enhancements
- **Trends**
 - Improving operational efficiency
 - Increasing customer satisfaction
 - Introducing AI capabilities
 - Sustainability Reporting

Defining the target business outcomes

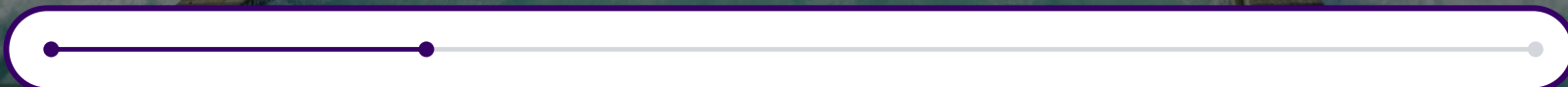
Enhanced Operational Efficiency



Increased Asset Uptime



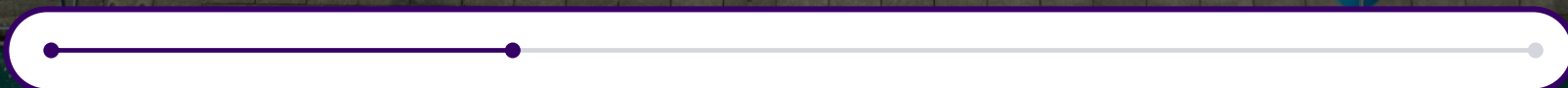
Improved Data-Driven Decision Making



Increased Worker & Community Safety



Enhanced Customer Satisfaction



The Impact We Make

Travel Time Reductions — **-35%**

- Dynamic Scheduling to improve optimisation
- Street-Level Routing to ensure minimal travel time
- Grouping of Jobs at Same Location to help efficient working
- Real-Time Traffic Navigation to prevent delays

Improved Planning Proficiency — **+50%**

- Asset Investment Planning
- Project Portfolio Management
- Supply Chain Management to support first time fix rates
- Financial Controls

Better SLA Compliance — **+81%**

- Self-Service or CSR Enabled Appointment Booking
- Automated Appointment Confirmation, Reminders, Tech is On Their Way Notifications
- Appointments Prioritized by Dynamic Scheduling Engine

Average Cost Per Job — **-76%**

- Work Assigned Based on Qualifications and Cost
- Grouping of Jobs at Same Location
- Nearby Orders Self-Assignment
- Remote Worker Assist (VR/AR)

Increased First-Time-Fix Rate — **+10%**

- Order History
- Order Attachments
- Smart Workflows
- Host Enquiry

IDC Business Value Study

In May 2025, IDC published a comprehensive Business Value Study that revealed how organizations achieve **remarkable financial and operational outcomes** through taking an outcome-first approach with **IFS Cloud**.

Key Findings



414%

Extraordinary three-year return on investment (ROI) results



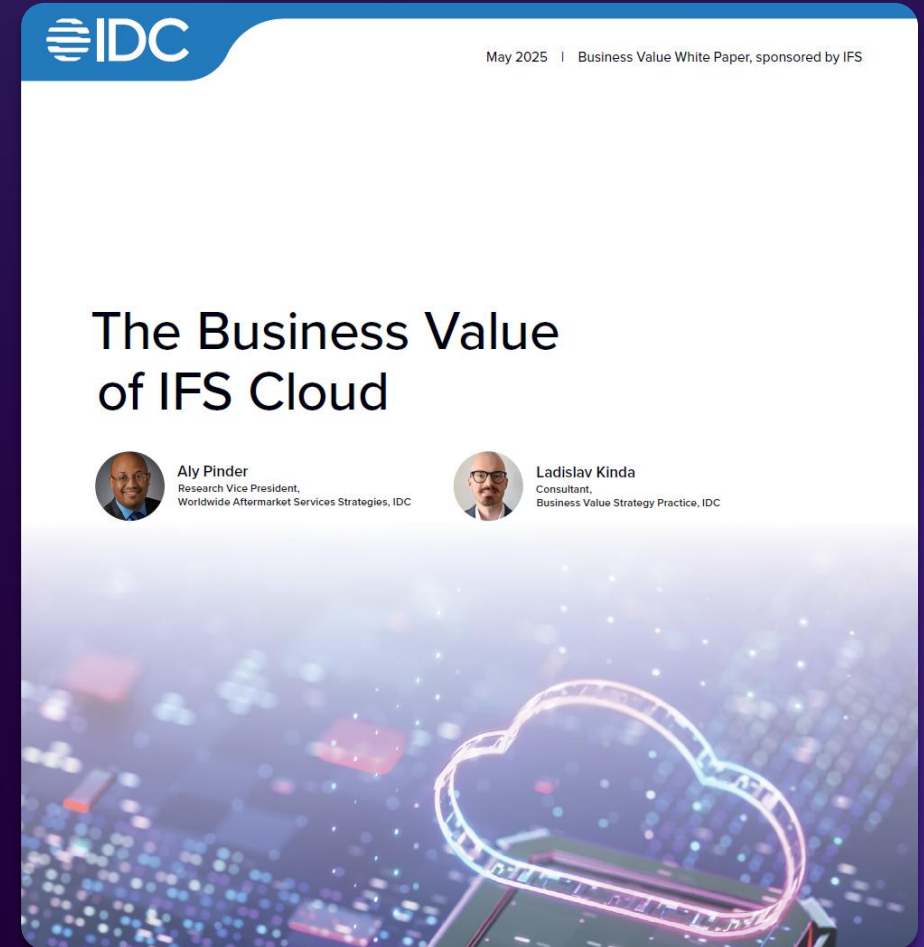
50%

Faster issue resolution



\$5.5M

Average annual benefits per organization



**What does
IFS Success
provide?**



What IFS Success includes

Success Plan

A shared plan with jointly agreed business initiatives, each with a defined and measured outcome

Customer Success Manager (CSM)

Your dedicated IFS CSM will proactively manage the program

Expert Guidance

Hundreds of functional and technical experts with rapid SLA response times – providing design oversight and best practices

IFS Academy

Access to IFS Academy for online-only product training, plus other exclusive tools

Executive Sponsorship

Dedicated executive engagement with ongoing support and quarterly business reviews to keep your strategy on track



Success Plan

What is the Success Plan?

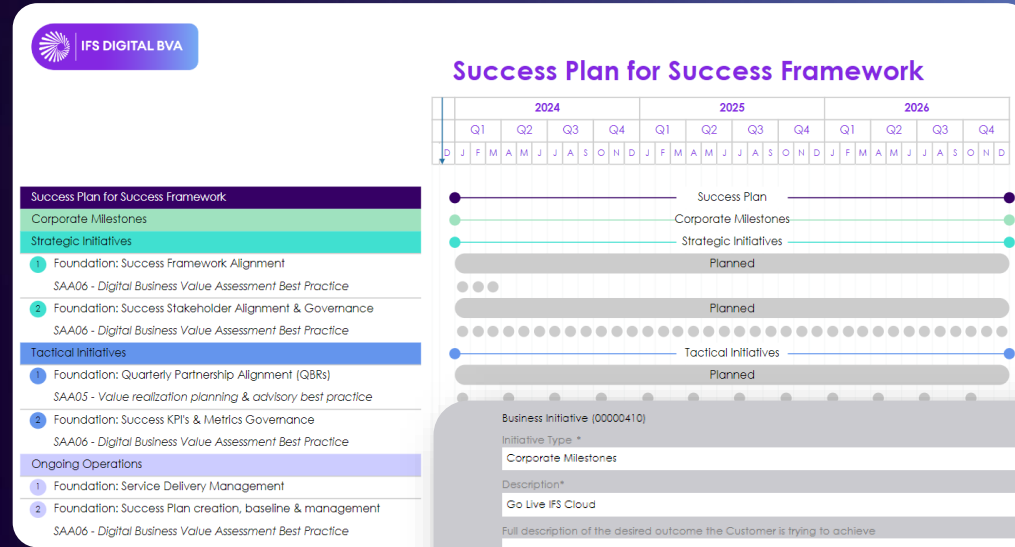
- Joint plan-of-record
- Structured approach
- Jointly agreed with Customer and IFS
- Customer can view/edit on-line
- Its measurable

Success plan built from Initiatives:

- An initiative is the description of the outcome wants to achieve
- Time-Bound, Measurable

Success initiatives are achieved through Services (Offerings)

- What is a Service – predetermined scope
- Based on IFS intellectual property & best practice
- Provide a recommendation/guidance/advice to the Customer



Business Initiative (00000410)

Initiative Type *

Corporate Milestones

Description *

Go Live IFS Cloud

Full description of the desired outcome the Customer is trying to achieve

is Milestone

Show On Same Line As

Progress Tracking Mode

No progress tracking

Success Plan

Success Plan Start Date

Start Date (Go Live Date)

05/02/2022

Date Complete

05/02/2022

IFS Expert Best Practices for IFS Customer Success

Indicative SUN Consumption Table - January 2024

This document is provided for illustrative purposes only and does not constitute a contractual commitment to the provision of any IFS Success Support Services - details of these services can be found in the IFS Success Support Services Portfolio. Any indicative ranges in the menu provided represents variations in service provision based on solution or support service complexity driven by the Customer scenario outlined in "Complexity Parameters" below. Any Customer specific, local or regional variations have not been agreed to the table below. For guidance on the perceived level of complexity applied, Customer should contact IFS. This document will be updated periodically with additional services and guidance.

Doc No: IFS Res 014

ID	Description	Variable	Complexity Parameters	Indicative number of Success units
Quality Standards and Methodology Best Practices (QSM)				
QSM1	IFS Best Practices: Guidance for organizational readiness when utilizing IFS products	Compare the organizational readiness against IFS best practices, including assessing whether:	<ul style="list-style-type: none"> Right stakeholders have been identified and that the stakeholder are involved at the relevant level. Communications is managed and cascaded in the organization according to IFS Best practices. Customer organization is ready to successfully support the use of the software. The customer organization is ready to reach the objectives planned for the use of the software, and the documentation is according to IFS Best practices. Pre-qualified services must be entered by the business transformation sponsor and customer mail provide, documentation on existing practices, including organization chart, communications matrix, documentation for managing project backlog, engagement templates. Access to the business and project sponsor for QSA prior to any live sessions 	
		Provide remediation advisory where necessary.		
		Small	Assess and guide an established project process. It is recommended to plan one iteration of the service at the start of a project engagement and repeat the service during the project engagement as required.	300 SUNs
QSM2	Standards and methodology for project steering for IFS Software deployments best practice	Compare the project steering against IFS best practices, including assessing whether:	<ul style="list-style-type: none"> The general steering model is according to IFS Best practice The control measures are taken to handle scope control Project status and risks are handled according to IFS Best practices and communicated in a structured way to stakeholders Process is in place to validate deliverables The collaboration between Customer, IFS and any assigned third party is following IFS Best practices 	
		Provide remediation advisory where necessary.		
		Small	Assess and guide an established project process. It is recommended to plan one iteration of the service at the start of a project engagement and repeat the service during the project engagement as required.	150 SUNs

Meet your IFS Customer Success Manager (CSM)

Industry Experience

IFS CSMs are industry aligned which means they bring with them experience of the key challenges that are relevant to you and how IFS Success can impact the solution to meet those challenges.

Committed to You

IFS CSMs are committed to our customers. The focus is on building meaningful strategic relationships and our customers often say they are seen as an extension of their team.

Accountable and Outcome Driven

The IFS CSM manages the Success Plan which aligns your strategic outcomes to IFS Success initiatives to measurable outcomes.



Expert Guidance

To help you get the best results from your Success Plan, your CSM will involve the right IFS Success Experts. They'll be matched to your goals and focused on making a real difference in moving your initiatives forward.



**Solution
Architects**



**Technical
Solution
Manager**



**Functional
Consultants**



**System
Engineers**

IFS Academy

The IFS Academy helps individuals gain the knowledge they need for their roles, offering continuous learning through role-based learning plans and product-specific training.

Pure Digital – Online Content

Available to all IFS Customers

Self-Paced Learning

Online, content-only courses

Virtual Classroom Courses

Live instructor-led sessions

Virtual Blended Courses

Mix of self-paced & live learning



Executive Sponsorship

Named executive sponsor

Ongoing strategic engagement beyond the sales cycle, not just reactive support

Formal accountability

Sponsor is responsible for keeping your success plan on track and driving alignment

Proactive business reviews

Quarterly business reviews to assess progress, reprioritize, and re-align as needed

Internal advocacy within IFS

Your executive voice inside IFS to influence roadmaps, priorities, and support when it matters



**How does IFS
Success work in
practice?**



IFS Success™

Value
Realization
driven by
IFS Success

MISSION

Helping our customers realize
business outcomes through a
partnership focused on value

WHY



Accelerate
Time-To-Value



Achieve Operational
Excellence



Maximize
Lifetime Value

HOW



Strategic Alignment



Solution
Best Practices &
Optimization



Operational Best
Practices & Guidelines



Business
Adoption

Success Tooling & Governance

Accelerate Time to Value

Success in Practice - Examples

Establish the Success Plan

Example – Assessing the 'as-is', defining the 'to-be', and establishing measurable KPIs and outcomes (e.g., increased asset utilization, improved regulatory compliance, reduced safety incidents) ensuring that everything we do is against a mutually agreed and understood plan.



Strategic
Alignment

Industry Best Practice Guidance

Example – Beyond system configuration, we provide expert guidance on structuring an Asset Management Framework, helping define asset criticality, failure mode analysis (FMECA), and preventive maintenance planning, ensuring best practices are embedded from day one.



Solution
Best Practices
& Optimization

Operational Excellence

Example - Providing strategic guidance on role-specific dashboards for Maintenance Managers, Engineering teams, and Operations Directors, ensuring they are designed to align with your defined business outcomes.



Operational
Best Practices
& Guidelines

Achieve Operational Excellence

Success in Practice - Examples

Testing Advisory Services

Example – Supporting with test planning, execution strategies, and issue resolution to ensure system reliability and minimize go-live risk.



Business
Adoption

Training Strategy & Readiness

Example - Helping you prepare maintenance teams, operations control and engineering staff with role-specific, real world training plans, ensuring users are confident and proficient from day one.



Business
Adoption

Solution & Process Oversight

Example - Supporting your adoption of the mobile work order solution. We'll conduct "health checks" to ensure engineers are capturing data accurately, and improving efficiency across all field operations.



Solution
Best Practices
& Optimization

Maximize Lifetime Value

Success in Practice - Examples

Configuration Advisory & Process Optimization

Example - Helping customers refine and extend their IFS capabilities post-go-live by automating workflows and adapting the solution to your evolving needs.



Operational
Best Practices
& Guidelines

Evergreen Strategy & Future Readiness

Example - Ensuring customers stay ahead by adopting the latest releases such as AI capabilities or meeting evolving ESG reporting requirements to align with regulatory and sustainability goals.



Solution
Best Practices
& Optimization

Business Expansion & Diversification Support

Example - Helping adapt the software to support new operational strategies, such as implementing predictive maintenance models to minimize downtime, or leveraging next-gen augmented reality (AR) for remote troubleshooting and training to improve efficiency and reduce costs.



Strategic
Alignment

Service Delivery Process



IFS Success alongside delivery partners



How IFS Success Augments Partner-Led Delivery

Align delivery to strategic outcomes

Provide ongoing guidance to keep the project focused on business value and ROI

Maintain a direct vendor relationship

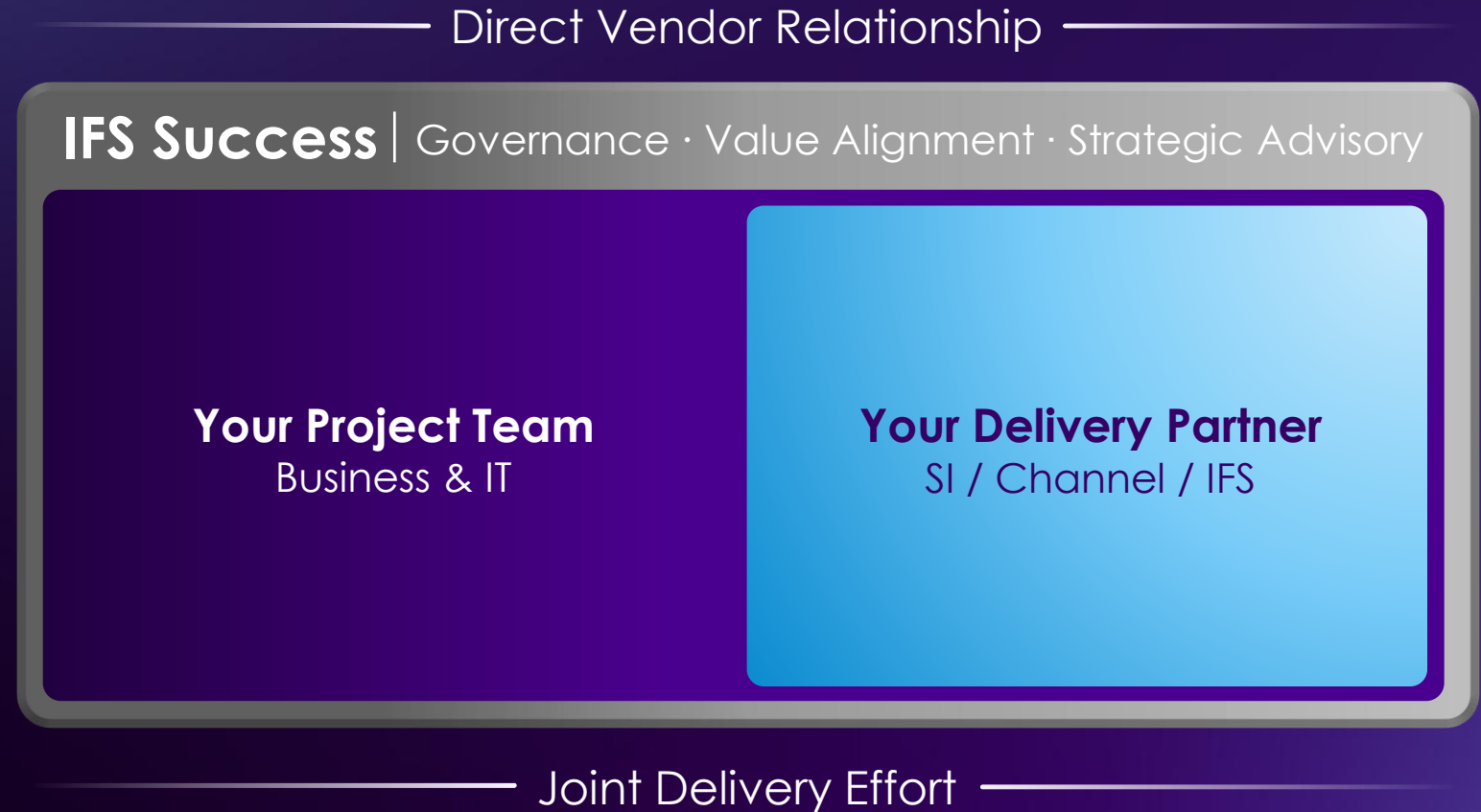
Gain direct access to the people who build the software, for insight, escalation, and expertise

Augment partner expertise

Reinforce delivery with IFS-specific insight, governance, and best practice

Navigate complexity confidently

Support your teams through industry, organizational, and technical challenges.



Customer Success Stories



Customer Snapshot: Sydney Water

Industry/Sector: Utilities

Locations: Australia

Revenue: \$2 billion USD

No. Employees: 1,400

Did you know?

Sydney Water is one of the oldest utility companies in Australia, with its origins dating back to 1888. It supplies water, wastewater, and some stormwater services to over 5 million people. Sydney Water operates a desalination plant, which can supply up to **15% of Sydney's drinking water during droughts.**



Customer Snapshot: Sydney Water

Where they were

Managed 11 separate applications and paper-based processes to support their mobile workforce operations

What they did

Selected IFS Success and deployed IFS Cloud with its composable architecture and suite of capabilities to reduce technical debt and support the future of the utility

What they achieved

Consolidated and streamlined IT environment with IFS, replacing legacy systems including Click and SAP's Syclo - leading to enhanced operational performance and reduced costs

What's next?

Expansion beyond field service into asset lifecycle management leveraging the IFS Cloud platform



Key Takeaways

IFS Success is built for **Water & Wastewater** with a proven track record

Delivering **strategic outcomes** to deliver **measurable impact**

Leveraging **Industry Best Practise Expertise** aligned on a prioritised **Success Plan**

