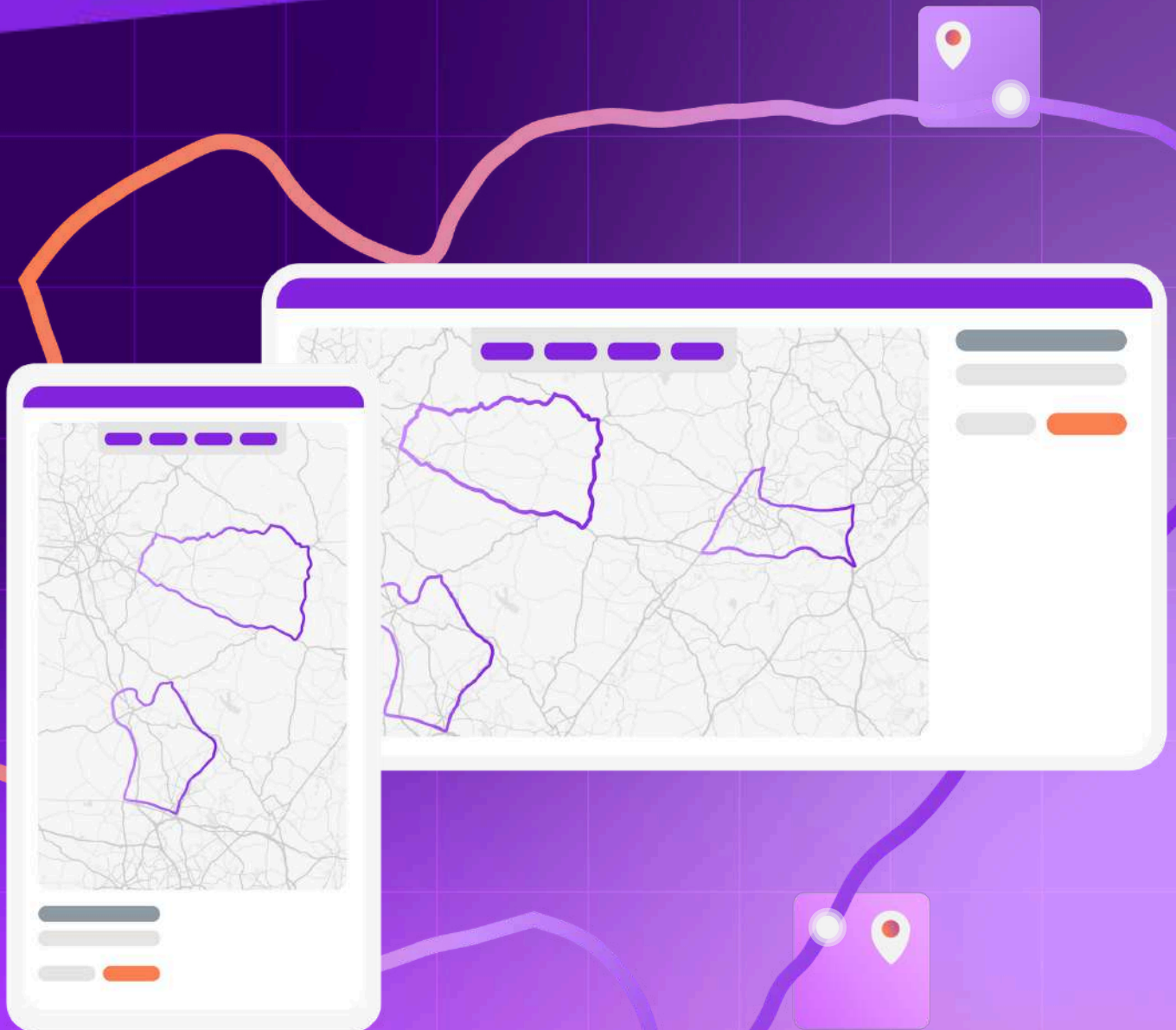


# Field Workforce Optimization Benchmarking Report for leading **Media & Telecommunications**



Don't just meet the new standard of field  
service scheduling, exceed it, with IFS

# Are you meeting the new industry standards of field workforce scheduling?

In today's fast-paced field service landscape, staying ahead of the competition means optimizing every facet of your service delivery. As customer expectations rise and sustainability concerns grow, businesses face immense pressure to meet SLAs, control costs, and reduce their environmental impact. Leading organizations are setting new benchmarks in First Time Fix Rates, Resolution Time, and Time Between Visits, but how does your company measure up?

Based on Aquant's 2024 Field Service Benchmark Report, key cross-industry benchmarks that service-focused organizations should aim for include:

## First Time Fix Rates (FTR)

- Top Organizations: Achieve FTFR above industry standards, often exceeding 76%.
- Benchmark: The median FTFR across industries is 76%, with top organizations reaching as high as 87%, while bottom performers may be as low as 55%.

## Resolution Time

- Top Performers: Take an average of 2.44 days to resolve issues.
- Benchmark: The bottom 20% of organizations take around 9.67 days, which is four times longer than top performers.

## Time Between Visits

- Top Performers: Have 133 days between service visits.
- Benchmark: The industry average is 88 days, while bottom performers have just 46 days between visits.

## How do you measure up?

The report highlights that top-performing companies are pulling further ahead by minimizing workforce skill gaps, optimizing service processes, and reducing costs. In contrast, lower-performing organizations are burdened with higher expenses and inefficiencies. Understanding where your organization stands isn't just about knowing your rank—it's about recognizing the opportunities for improvement and the potential for revenue growth.

With IFS' AI-powered Planning and Scheduling Optimization (PSO) you can meet and exceed these industry standards. PSO uses real-time data, predictive street-level routing, actual engineer availability, current locations, skills, tools, and parts availability to improve efficiency, first-time-fix rate, and significant operational costs. This intelligent platform ensures the right technician, with the right skills and parts, is dispatched at the right time to deliver a first-time fix, significantly reducing travel, downtime, and resource waste – taking your service organization from excellent to world-class.

**Don't just meet industry standards, set them, with IFS, your guide to operational excellence.**



# If you are a... Telecoms Organization



Expanding and evolving telecommunications networks is complex, requiring careful planning to avoid inefficiencies, delays, and resource misallocation. AI-powered solutions from IFS optimize field service operations helping telecom companies meet customer expectations, improve worker utilization, SLA compliance, and achieve sustainability goals.

On average, Telecom organizations who use IFS' AI-powered Planning and Scheduling Optimization (PSO) find business values such as...

## 39%

increase in SLA adherence

## 17%

increase in tech utilization

## 30%

reduction in travel time

## 30%

increase in jobs per day

## See It In Action.

**Proximus Group** provides future-proof connectivity and digital services, operating in the Benelux and international markets. Founded in 1930 as a pure telecom operator, the company has expanded its offering with ICT and a diverse ecosystem, going far beyond a traditional telco.

As the telecommunications industry pledges to achieve net zero by 2050, AI-powered technologies present a vital opportunity for businesses to lower their carbon footprints.

In our latest on-demand webinar, we explored the practical applications of AI in optimizing field service operations with Proximus, to find out on how they are leveraging AI-driven optimization and “sustainability-embedded” solutions from IFS to meet their net zero targets - allowing them to differentiate and go beyond the competition. [Click here to learn about...](#)

- Adopting AI-driven technology that optimizes workers, service fleets, and projects.
- Improving telecom asset lifespan and performance with predictive maintenance.
- IFS’ “sustainability-embedded” solutions including ESG compliance & reporting.



# Challenges

Here's how IFS supports Telecom Organizations in overcoming industry challenges.

## Challenge: Expanding and Evolving Multi-Generational Telecommunications Networks

**Impact:** The telecommunications industry is characterized by rapid technological evolution, requiring providers to manage and support multiple network generations simultaneously, from legacy 2G and 3G systems to advanced 5G rollouts. This complexity is further compounded by the denser configurations of 5G networks, which require smaller, closer-spaced cell towers. These changes have led to increased alarm volumes, putting additional pressure on field service teams to maintain network stability and minimize downtime. Without effective planning, network providers risk operational inefficiencies, customer dissatisfaction, and failure to meet Service Level Agreements (SLAs).

**Solution:** IFS workforce planning and scheduling optimization addresses these challenges by enabling efficient resource allocation and proactive capacity planning. The AI-powered platform dynamically adjusts schedules to prioritize high-impact tasks, ensuring timely maintenance across network generations. Telecom providers using IFS have reported a 39% increase in SLA adherence, 30% reduction in travel time, and 17% increase in technician utilization, ensuring IFS telecom customers are empowered to meet their goals, for instance, Rolling out #1 gigabit networks in their local markets.

## Challenge: Maintaining Customer Experience While Avoiding Penalties and Meeting Demanding SLA's

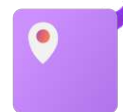
**Impact:** Telecommunications companies must meet strict SLAs, which dictate the performance and reliability standards they must uphold. Failure to meet these standards can result in penalties and loss of customer trust. With growing customer expectations for seamless connectivity and high-speed data, optimizing network performance and customer service is increasingly important. Poor network performance means poor customer experience and in a highly competitive environment, prolonged periods of outages or repeat problems are not an option.

**Solution:** IFS workforce planning and scheduling optimization ensures compliance with even the most stringent SLAs by leveraging real-time data to prioritize tasks and allocate resources effectively. Providers can reduce the risk of penalties by improving service reliability and response times. Telecom organizations using IFS have seen improvements in SLA compliance by 16% and achieved up to a 10.5% increase in first-time fix rates, enhancing customer satisfaction and minimizing costly SLA breaches.

## Challenge: Addressing Skill Gaps in a Multi-Technology Environment

**Impact:** Supporting multiple network generations requires field teams to possess a broad range of skills, from maintaining legacy systems to deploying advanced 5G infrastructure. Managing this diversity across large, distributed teams is a complex task. A lack of proper workforce alignment can lead to inefficiencies, increased costs, and missed SLAs.

**Solution:** IFS workforce planning enables telecom providers to optimize workforce utilization by matching tasks to technician skills and availability in real time. By reducing dependency on subcontractors and enhancing internal workforce efficiency, organizations have achieved up to a 30% increase in jobs per day. These enhancements ensure that the right technician, with the right skills and tools, is deployed to the right location at the right time, maximizing productivity and minimizing operational waste.





# Greener Paths to Efficiency.

Sustainability remains a top priority for organizations in 2025 and beyond, driven by growing consumer expectations, regulatory pressures, and the urgency for large corporations to address climate change as part of their social responsibility. IFS's Planning and Scheduling Optimization (PSO) offers an innovative solution to reduce fuel costs, carbon emissions, and optimize workforce productivity.

By leveraging AI, IFS PSO minimizes technician travel by up to 35%, improving job scheduling accuracy and productivity by 33%. These efficiencies translate to significant cost savings, including millions in fuel and labor expenses annually, while reducing carbon emissions by up to 13 million pounds. In a global landscape facing escalating fuel prices and urgent climate challenges, IFS PSO helps organizations achieve financial sustainability and environmental responsibility simultaneously, ensuring you deliver exceptional service at the Moment of Service™.

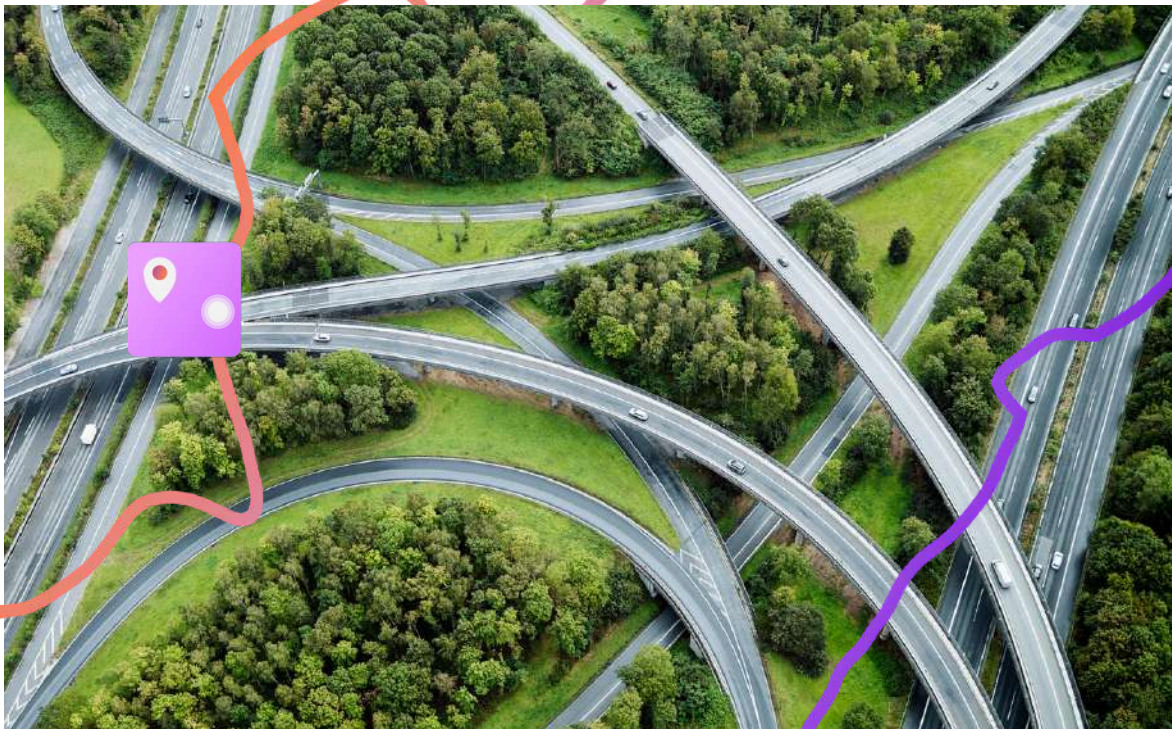
[See how much you could save here](#)

## Ready for the Future of Fleet Management?

When it comes time for your organization to shift its service fleet over to include electric vehicles (EVs), IFS makes it easy to setup, track and monitor vehicle attribute information in our AI-powered workforce planning and scheduling solution. By adding charge and capacity planning into our solution, it allows the optimization of EVs taking into consideration location of charge points, type, capacity, speed of charge and range.

[Download the factsheet now](#) to learn how our scheduling solution helps you:

- Reduce your fleet's fuel and labor costs while preparing for EVs
- Modernize your service fleet and optimize EVs seamlessly with people and parts
- Track and manage your organization's carbon emissions for easier ESG compliance



# Something to takeaway.

IFS offers real-time planning and AI-powered scheduling optimization that supports the present and future state of your field service operations.

IFS is recognized by industry analysts, including Gartner, Forrester, and IDC, for our leadership in planning and scheduling optimization, asset management, field service management, and ERP solutions for asset and service intensive organizations.

If you're looking to learn more on the value IFS can bring to your business, take a look below...

## PROOF OF VALUE

Using YOUR real business data, we can show you that IFS technology can deliver tangible and measurable business value.

Buying software is a very tough exercise – let alone proving the value that a new software solution will bring your organization. But at IFS we understand the importance of building a solid business case that you can confidently report back to your peers.

We can offer you a Proof of Value to truly show you that IFS technology can deliver tangible and measurable business value: in hard currency, time, and CO2 reductions.

Get in touch with our team and we can expertly guide you through this process. In no time at all you could see the true value an AI powered planning and scheduling optimization solution from IFS could bring your business.

[Learn more now.](#)

## 10 QUESTIONS.

To ask when evaluating your next field workforce planning and scheduling solution.

These questions illustrate considerations we are commonly asked about by teams who are evaluating planning and scheduling solutions and are aimed to help businesses understand the full capabilities of a best-of-breed scheduling solution and help define and scope the specific needs of your business.

[Learn more now.](#)

## STAY ONE STEP AHEAD.

The what-if scenario explorer (WISE) featured in IFS Planning & Scheduling Optimization means that your ideas can be thoroughly tested before you put them into practice.

Using a wide range of 'what-if scenarios' you can enter any situation with the backing of a highly accurate prediction of the consequence of your actions.

By testing before committing to a course of action you minimize your risk and maximize your profits. IFS PSO enables you to benefit from:

Cost-saving territory rebalancing  
More accurate bidding costs for additional work  
Better alignment of your resource locations to demand locations, resulting in reduced travel costs

[Learn more now.](#)

## Next steps

Discover how IFS planning and scheduling optimization will help you be your best in your Moment of Service™. Start your transformation today by visiting: [www.info.ifs.com/](http://www.info.ifs.com/)

IFS is the world's leading provider of Industrial AI and enterprise software for hardcore businesses that make, service, and power our planet. Our technology enables businesses which manufacture goods, maintain complex assets, and manage service-focused operations to unlock the transformative power of Industrial AI™ to enhance productivity, efficiency, and sustainability.

IFS Cloud is a fully composable AI-powered platform, designed for ultimate flexibility and adaptability to our customers' specific requirements and business evolution. It spans the needs of Enterprise Resource Planning (ERP), Enterprise Asset Management (EAM), Supply Chain Management (SCM), and Field Service Management (FSM). IFS technology leverages AI, machine learning, real-time data and analytics to empower our customers to make informed strategic decisions and excel at their Moment of Service™.

IFS was founded in 1983 by five university friends who pitched a tent outside our first customer's site to ensure they would be available 24/7 and the needs of the customer would come first. Since then, IFS has grown into a global leader with over 7,000 employees in 90+ countries. Driven by those foundational values of agility, customer-centricity, and trust, IFS is recognized worldwide for delivering value and supporting strategic transformations. We are the most recommended supplier in our sector. Visit [ifs.com](https://ifs.com) to learn why.