

# Field Workforce Optimization Benchmarking Report for leading **Service Providers**



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

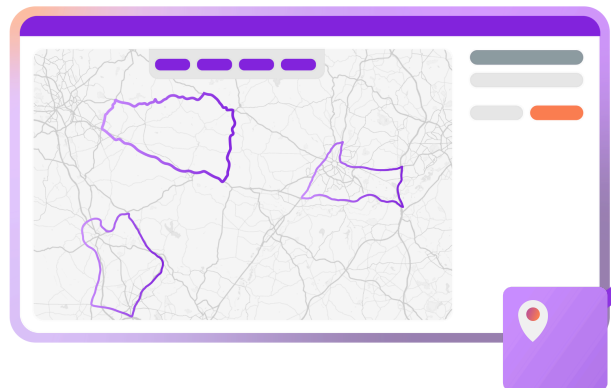
- Top Performers: Have 133 days between service visits.
- Benchmark: The industry average is 88 days, while bottom performers have just 46 days between visits.

## 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... Service Provider

Whether you're a Retail organization, Facilities Management organization, Testing Inspection and Certification, or Managed Services Provider business, your people are your priority. IFS workforce planning and scheduling optimization software can reduce your field service technician travel costs, increase service productivity, and consistently meet service level requirements through real-time, AI-powered scheduling optimization.

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

## 30%

increase in same-day response

## 15.5%

reduction in travel time

## 42%

reduction in travel distance

## 19%

increase in SLA adherence

### See It In Action.

**PHS Group** are a market leader in hygiene washroom services in the UK.

PHS faced the challenge of managing a substantial mobile workforce, which included over 1000 vans covering the whole of the UK. The company needed a solution that would help them reduce travel time, increase productivity, and improve customer experience.

By leveraging IFS AI-powered Planning and Scheduling Optimization, PHS was able to achieve a 35% reduction in travel time, which led to an increase in customer-facing time. The solution also helped the company reduce CO2 emissions and fuel bills while increasing productivity and automation. With the advent of electric vehicles, the solution was able to incorporate EVs into the routing and scheduling process, making it even more efficient.

“The benefit for us [is] using IFS in a dynamic way... there's always an element of route destruction... the beauty about IFS is that if something doesn't get done on the day, that's now back in the system and out, rerouted, in real time.”

Stephen Male, Head of Planning and Scheduling  
PHS Group

[Listen to the full story here](#)

# Challenges

Here's how IFS supports Service Providers in overcoming industry challenges.

## Challenge: Winning and Retaining Contracts

**Impact:** For most service providers, contracts are the foundation of business success. Winning new contracts and retaining existing ones depends on delivering superior service while maintaining operational efficiency. Customers expect reliable, frictionless service experiences where technicians arrive on time, resolve issues quickly, and deliver quality results. Failing to meet these expectations jeopardizes contract renewals, leading to lost revenue and damaged reputations. In highly competitive markets, even minor inefficiencies can undermine a provider's ability to stay ahead.

**Solution:** IFS AI-powered Planning and Scheduling Optimization empowers service providers to meet and exceed customer expectations by ensuring technicians are deployed efficiently and equipped to handle tasks with precision. By leveraging AI-driven scheduling, providers can deliver frictionless service, improving customer loyalty and retention. Organizations using IFS have achieved a 49% reduction in subcontractor spending, a 30% increase in same-day response rates, and an 18% improvement in technician productivity, all of which strengthen their ability to win and retain contracts.

## Challenge: Balancing Workforce Costs and Embracing the Gig Economy

**Impact:** Traditional workforce models are no longer sufficient to meet the demands of modern service delivery. Service providers face a global shortage of skilled field service workers, leading to an over-reliance on subcontractors. While subcontractors can fill immediate gaps, excessive dependency increases costs and risks inconsistent service quality, which can negatively impact customer satisfaction. At the same time, fluctuating demands and seasonal workloads create further challenges in maintaining an optimized workforce. To address these pressures, many service providers are turning to the contingent workforce and gig economy. However, without the right tools, managing flexible schedules, diverse availability, and dynamic task assignments becomes a significant operational hurdle.

**Solution:** IFS workforce planning and scheduling optimization provides the flexibility required to manage workforce challenges effectively. The platform dynamically optimizes scheduling, reducing reliance on subcontractors and enabling real-time adjustments to accommodate a contingent workforce. By tapping into previously untapped pools of talent, such as part-time and freelance workers, service providers can meet demand more cost-effectively. This approach not only addresses labor shortages but also supports diversity, equity, and inclusion by creating opportunities for a broader talent pool. With IFS, organizations have achieved up to a 35% increase in internal technician productivity, a 49% sub-contractor spending reduction, and ensured consistent service quality, positioning themselves to stay competitive in a rapidly evolving industry.

## Challenge: Delivering Differentiated Service Levels

**Impact:** Service providers often struggle to implement and deliver differentiated service levels for their customers. While contracts may offer varying tiers of service (e.g., platinum, gold, bronze), operational inefficiencies often lead to all customers receiving the same level of service, regardless of their contractual agreements. This failure to align service delivery with contract commitments erodes customer trust and profitability.

**Solution:** IFS workforce planning enables providers to manage multi-level SLAs effectively, ensuring that service delivery aligns with contractual commitments. By dynamically prioritizing tasks based on SLA requirements, providers can deliver tailored service levels that meet customer expectations. This capability not only enhances customer satisfaction but also allows providers to maximize margins on high-value contracts while maintaining lower-cost agreements efficiently. On average, service providers who use IFS' AI-powered Planning and Scheduling Optimization (PSO) find a 19% increase in SLA adherence.



# 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.