

INTELLIGENCE AT THE POINT OF WORK

Every job fixed right. Every entitlement captured.

A technician arrives at a call-out. Unfamiliar equipment. A 200-page contract on a phone screen nobody will read. They make their best guess, order the wrong part, and book a return visit. Multiply that by a thousand call-outs a week.

Resolve, our maintenance and field service product, puts industrial AI on a technician's phone — identifying assets, diagnosing faults, guiding repairs, managing parts, surfacing contract entitlements, and flagging failures before they happen. Available as a mobile app. Works alongside your existing systems.

"There's a rattle you only hear in winters. I can hear a bearing failing from 30 feet away. My apprentice can't. Yet."

A maintenance engineer. Thirty years on the job.



SIX CAPABILITIES AT THE POINT OF WORK

01

Asset Identification

Identifies equipment through a phone camera. Full maintenance history loaded in seconds.

02

Site Safety & Compliance

Digital risk assessment with hazard flagging. Issues surfaced to the technician. AI never blocks work.

03

AI Diagnosis & Guided Repair

Multimodal fault diagnosis through images, video, voice, and vibration. Gets smarter with every job.

04

Inventory & Parts Intelligence

Maps the fault to the correct part. Checks stock across all relevant locations. Right part, first time.

05

Contract & Customer Intelligence

Surfaces entitlements and previous visit context automatically. Every technician arrives informed.

06

Predictive Maintenance

Flags emerging failures 48–72 hours ahead. Work orders generated when parts, people, and windows align.

AI that works in the field, not just a demo

Our models are trained on real maintenance logs, fault histories, and equipment manuals. Every model is built for the physical world, where the answer has to be right first time.

Deep industry expertise

IFS is the number one vendor for field service management and enterprise asset management. 7,000+ employees across 80+ countries. Decades of operational knowledge built into every model.

Built with customers

On distillery floors. With facilities management engineers. On construction sites. Every capability exists because a frontline worker needed it.

FIELD SERVICE DEPLOYMENT

PE-backed facilities management group. Around 500 engineers across four portfolio companies gave us real operational data. One business unit was creating 6,213 jobs per month but only attending 5,400. 813 jobs falling into backlog every month. Their back-office ratio was running at 65:35. Scaling from 500 to 3,500 engineers at that ratio means 1,000+ additional back-office heads. Multi-year contract signed.

75%

First-time fix rate
BEFORE

+7pt

FTFR improvement
TARGET

65:35

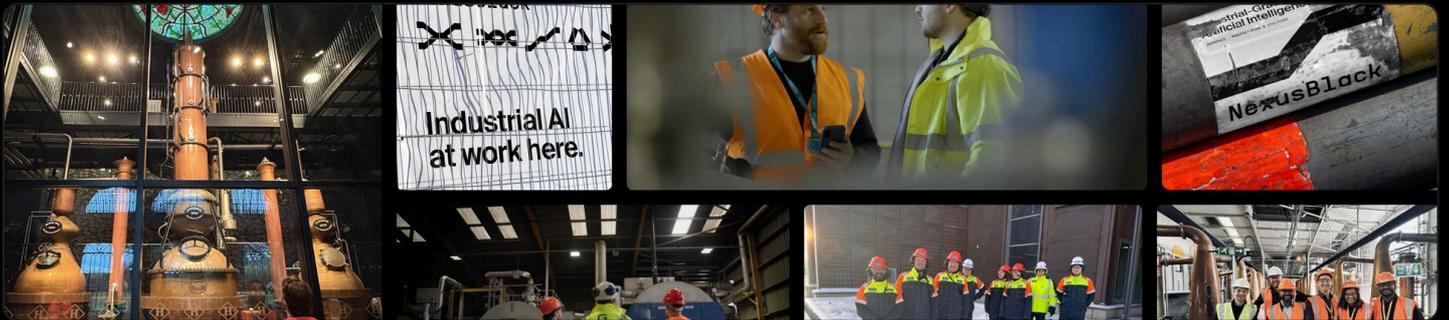
Field-to-office ratio
BEFORE

80:20

Field-to-office ratio
TARGET



Works alongside **Salesforce, SAP, IFS, Microsoft Dynamics**, and others. IFS Cloud is not a dependency.



*Every job fixed right first time.
Every entitlement captured.*