

A DEEP DIVE INTO RESOLVE FOR FIELD SERVICES

The next generation of field service mobility

The mobile experience that makes every engineer your best engineer.





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What happens when you put 20 years of instinct in the pair of every engineer's hands?

	BEFORE RESOLVE	WITH RESOLVE	
01	Stay ahead of the alarm: less downtime saved millions at one site alone	38% of maintenance was emergency repair	£8.4M estimated annual savings from proactive maintenance
02	Give engineers more time where it matters	10–15 min to complete administrative work	2 min to complete administrative work
03	Fix it right the first time: more fleet capacity, fewer people waiting	75% First-time-fix rate	90% First-time-fix rate

Results from live Resolve deployments. Savings figure is an estimate from one site. Individual results vary.

Executive summary

Field service organizations do not win or lose on the back office. They win or lose in the field.

Field service organizations do not win or lose on the back office. They win or lose in the field — on the engineer's device, at the asset, in the moment the job is actually done. That is the single conviction behind the strategic direction IFS has chosen for Resolve, our next-generation mobile application for field service professionals.

Resolve is IFS's Industrial AI application for maintenance, reliability, and service, brought to life through the IFS Nexus Black team. It is built on a simple principle: put decades of knowledge in the engineer's hand and do the job *with* the engineer, not in place of them. Rather than a mobile form that records what an engineer did after the fact, Resolve works the job alongside them — diagnosing from a photo or a spoken description, surfacing the right procedure and parts, loading the contract terms, and writing the result straight back into IFS.

This paper sets out that direction for field service leaders: what has changed in the IFS mobile experience, what Resolve does for the engineer on day one, the capabilities that are live and proven today, and where the product is heading. It is intended as a deep dive for leaders weighing how AI changes the mobile experience, and as a direct answer to a question we hear often: what, specifically, is new in IFS mobile?

THREE THINGS TO KNOW

01

IFS Nexus Black has re-platformed the field service mobile experience around what field engineers actually need: diagnosis, knowledge, and contract intelligence delivered at the point of work.

02

Four things change on day one: first-time fix, compliance capture, on-site revenue recovery, and early fault detection.

03

A broad set of capabilities is already live and proven in production; the forward direction extends offline working, predictive reliability, and portfolio analytics.

Why the mobile experience is the deciding factor

The mobile application is not a feature of the platform: it *is* the platform, as the engineer experiences it.

For a service business, the mobile application is not a feature of the platform — it is the platform, as the engineer experiences it. Every diagnosis, every part fitted, every compliance record, and every billable hour passes through the device in someone's hand at the asset. If that experience is slow, disconnected from asset history, or blind to the contract, the cost lands directly on first-time fix, on revenue leakage, and on the customer relationship.

IFS has heard this clearly from the field service community, and it has shaped where we have invested. The strategic decision was not to add another screen to a work-order form. It was to rebuild the mobile experience around intelligence that travels with the engineer — so that the newest apprentice arrives at an asset as well-briefed as a twenty-year veteran.

The sections that follow describe the shift, the capabilities that already exist in production, and the direction of travel.



From recording work to working the job

Most maintenance and field service tools are systems of record. They capture what happened so the back office has a trail. Resolve is a system of action: it runs diagnosis, history, and procedure together and puts answers in the engineer’s hands while the job is live.

Powerful on routine visits. Critical when something goes wrong.

>	A fault no one has seen before	Diagnosed by AI from voice, photo, and video, ranked by likely cause.
>	An asset no one recognizes	Identified from the nameplate, matched to the asset record, with full maintenance history on screen.
>	A part that isn’t in the stores	Likely parts identified from the diagnosis and matched against van and warehouse inventory.
>	A senior colleague who isn’t picking up	Covered by knowledge pulled from manuals, drawings, guides, and the resolution of every past job.

The same intelligence is available whether it is the senior engineer or the apprentice on the job. That’s the value: consistent, expert execution across the entire field force, with knowledge compounding on every closed job.

What changes on day one

Four measurable changes appear the week Resolve goes live — not as a pilot result or a roadmap promise, but as what engineers and supervisors see immediately.

5.1 • DIAGNOSIS

The right fix, first time

The engineer arrives briefed on the asset, its history, and the fault. Voice or photo in, diagnosis out, with the right part on hand. Twenty years of fault-finding placed in the apprentice's hand, replacing trial and error in the field with a confident diagnosis in minutes.

5.2 • COMPLIANCE

Audit-ready, every job

Permits, certificates, risk assessments, and lock-out/tag-out are captured in the flow of the work and timestamped against the work order. Less administrative burden for teams and supervisors: jobs are compliant by default.

5.3 • REVENUE

Maximized on site

Engineers routinely perform contract-covered work and forget to bill it. Resolve loads the contract terms, prompts the billable work, and captures it on site — turning missed billing into revenue recovered at the point of work.

5.4 • RELIABILITY

Faults spotted ahead of time

Resolve surfaces the emerging failure across drawings, history, and sensor signals, and can draft the work order before the alarm sounds — moving the operation from reactive to ahead of the fault.

Resolve also learns from every closed job, capturing institutional knowledge and your organization's preferences along the way.

Before and after

The difference is easiest to see across a single fault report, worked two ways:
the same engineers, two very different days.

TODAY, WITHOUT A MODERN MOBILE LAYER

Fault report taken by phone or email.
Asset unknown. Engineer dispatched without context, parts, or contract terms.

Arrives cold. Nameplate faded.
Guesses the model, calls the office for history, and waits.

Stuck. Calls a senior colleague who doesn't answer. Tries three fixes before one holds.

Leaves with the asset still down and pre-authorized work unbilled.
Second visit booked for tomorrow.

Fresh engineer starts from zero next time. No learning loop.

WITH RESOLVE

The job's worked up before the van leaves the yard: likely cause flagged, right parts loaded, contract terms ready. Minutes to dispatch.

Photographs the plate; Resolve matches it to the asset record with full maintenance history on screen.

Diagnoses the way a senior engineer would: voice and photo in, ranked causes out, right procedure surfaced.

Closed on site. Work order written back to IFS with photos and notes, pre-authorized work billed, compliance fields filled.

The next engineer inherits what worked. Feedback sharpens the next diagnosis across the whole field force.



Capabilities live and proven today

The direction described above is not aspirational. A broad set of capabilities is already live in production, and a further set is proven in live deployments. The following is a representative summary.

7.1 - CAPTURE, DIAGNOSIS AND KNOWLEDGE

Fault capture	Multi-channel intake from portals, email, chat, and file-based submissions, with deduplication and correlation against existing open cases, and structured prompting for missing information.
AI diagnosis	Diagnosis from photo, video, and audio; AI-assisted troubleshooting, failure codes, and severity assessment; ranked likely causes.
Asset context	Asset scan and identification from the nameplate; asset history and prior fault context; full asset status, health, and age.
Knowledge overlay	Product manuals, P&ID drawings, troubleshooting and installation guides, training materials, and best practice drawn from past resolutions.
Notes & briefings	Text and speech-to-text note capture; job briefings as text summaries and audio suitable for in-vehicle Bluetooth.

7.2 - PARTS, CONTRACT AND COMPLETION

Parts	Identification of likely parts for the diagnosed problem, matched against van and warehouse inventory; capture of parts consumed with an audit trail.
Contract intelligence	Contractual entitlement and obligations overlaid: warranty coverage, pre-authorized work, compliance, and SLAs.
Completion	Work order start/finish; normalized, complete fault reports; service report generation; quote generation and customer approval; payment processing.
Scheduling	Schedule optimization and workload assignment (Planning & Scheduling Optimization); SLA monitoring and breach alerting; first-visit resolution analytics.

7.3 - PLATFORM, INTEGRATION AND ACCESS

IFS integration	IFS App10 and IFS Cloud out of the box: asset data, work orders, spare parts, PM schedules, and documents pulled directly from either system, with real-time write-back.
GIS	ESRI (GIS) integration.
Access & security	Single sign-on via Azure AD, Okta, Google, Keycloak and others; role-based access (admin, operator, standard) with persistent sessions across a shift.
Mobile app	A proven mobile application as the engineer's primary surface.

The direction of travel

The forward investment continues along the same line: more intelligence at the point of work, and a tighter loop between the field and the operation. Priorities on the roadmap include:

>	Predictive reliability	Asset reliability insights and pre-breakdown trend detection, moving more of the operation ahead of the failure.
>	Embedded compliance	Safety, protocol, and industry-specific best practice embedded directly in the repair workflow.
>	Parts coordination	Automatic coordination of parts availability with scheduled service visits, and return-visit scheduling.
>	Portfolio analytics	Portfolio-level analytics and strategic decision support, generative reporting and visualizations, and technician utilization and performance trends over time.
>	Warranty automation	Automatic warranty registration for new parts installed and warranty claims for parts removed, with cost-recovery forecasting.

These are directional priorities rather than commitments on a specific date. IFS Nexus Black shapes this roadmap with customers and welcomes input on sequencing.



Roadmap items reflect current plans and are subject to change. They are not a commitment to deliver any specific feature, functionality, or timeline.

One deployment, by the numbers

A facilities-management group running roughly 500 field engineers adopted Resolve.
Here is what changed.

FIRST-TIME FIX

75% → **90%+**

FIELD : BACK-OFFICE

65:35 → **80:20**

CERTIFICATE REVIEW

4-8 hrs → **minutes**

REVENUE RECOVERED

unbilled → **+1-5%**



What this means for your field operation

The mobile experience will determine the value of any future field service investment. IFS Nexus Black has made that experience the center of its strategy for Resolve: an application that diagnoses, briefs, and captures at the point of work, and writes straight back into IFS. For field service leaders, the practical implications are:

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- > **Engineers of every experience level arrive briefed** and diagnose with confidence, lifting first-time fix and reducing repeat visits.
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- > **Compliance and billable work are captured in the flow of the job**, protecting margin and audit-readiness without administrative headaches.
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- > **The operation compounds.** Every closed job sharpens the next diagnosis across the whole field force.
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NEXT STEP

See Resolve perform on your own data, or assets that look just like yours: nexusblack.com/try-resolve-fs

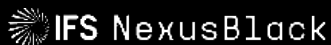
Questions? Contact us at nexusblack@ifs.com.

ABOUT IFS

IFS is the world's leading provider of Industrial AI software for hardcore businesses that service, power and protect 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. Industrial AI is [IFS.ai](https://www.ifs.ai)

ABOUT IFS NEXUS BLACK

[IFS Nexus Black](#) builds AI to solve hard problems for the industries that keep the world turning: up on power lines, down on factory floors, and out in the field. As IFS's newest product team for applied AI, we pair IFS's forty years of industrial expertise with some of the best technical talent in the world, so customers see results in weeks, not months. Backed by IFS, moving at start-up speed to put AI to work — built alongside customers to solve the specific, complex problems they face.



**AI for the industries we rely on.
Built with the workers who run them.**