ProOpti

Cars and mobiles – IFS looks to Pro for increased awareness and control

*IFS is a Swedish firm which develops and markets business systems.
The company was founded in 1983 in Linköping, where it still has its head office,
and is now a world-leading supplier of business systems. Some 450 of the company's
3,700 employees work in Sweden. IFS has been owned by EQT for two years now,
and is expanding fast, both organically and through acquisitions.*
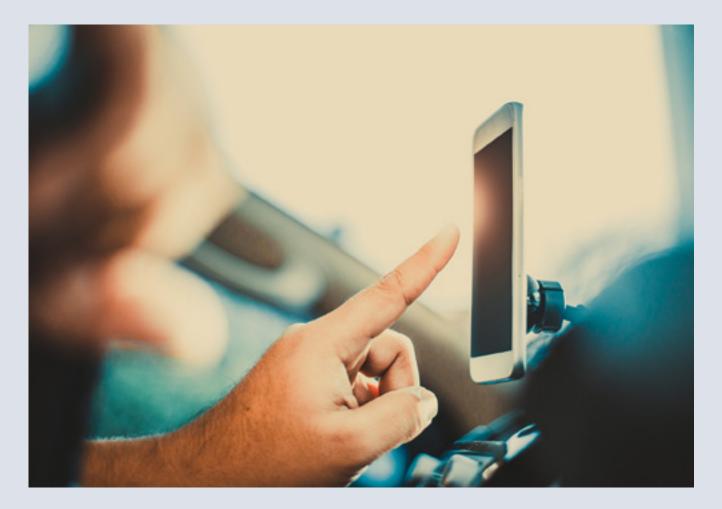
Mobile monitoring with one click

Anna Rehncrona, Head of Procurement and Facilities Management, explains that IFS has been using Pro from ProOpti to monitor its telephony costs since 2014. Before they started using Pro, the process was manual and incredibly time-consuming. "Every billing period, we spent days allocating costs to different cost centers, but since we introduced Pro, all it takes is a single click. While we can't exactly quantify the benefits, it is easy to see that they are big. Now we have more time to focus directly on value-creating tasks," says Anna. The system provides a number of reports with varying degrees of detail. The main aim at IFS was to get a grip on costs and on any variances. That is why IFS chose to focus on the reports that show trends and variances, in order to act if anything looked odd in a given month. The advantage of the system is that, if a variance shows up in a period, it is easy to drill down and retrieve details of the difference. Anna is generally very positive about the system, which she finds extremely user-friendly and clear, with lots of scope for customization.

Scheduled reports on time

There are many ways of using Pro in the business. One can either allow all employees in the company to log in and view their costs, or one can give just a few people access to the system. IFS has decided that Anna and her team should be able to run reports on a regular basis and send them to certain designated people. The system also allows users to subscribe to scheduled reports. The selected reports are then sent out automatically to the chosen recipients. This would mean that Anna and her team did not need to handle the distribution themselves. Anna has realized that this is clearly something IFS should take a closer look at. "It is obvious that anything that can be automated should be automated."

What do the company's vehicles cost?

About a year ago, HR and Procurement started to discuss how to get a grip on the actual costs of all the company's vehicles, and possible ways of making savings through corporate agreements. What do the vehicles cost when we

> ❝ *It is obvious that anything that can be automated should be automated.*

take account of repairs, cleaning etc.? The next question was quite naturally how to get a good and simple overview of these costs. Given that IFS, like most companies, wants to limit the number of systems, its first move was to look at the systems already in place in the company.

ProOpti had made a good impression on IFS; everyone from support to the customer account team had been proactive, listened to the users and focused on solutions. So it was natural to turn to them with the question: can we use Pro to take control of the costs of our vehicles? Just as IFS had hoped, ProOpti responded positively to the request and started work together with IFS to enable the costs of the vehicles to be handled in Pro. "The vehicle costs are already much clearer, which is great," says Anna. She is looking forward to being able to start work on analyzing these costs, to identify the need for action, and then see the practical effects of this. It is hard to say whether the effects will be as big as they were for the telephony monitoring, but if they are half as big, IFS will be happy.

Measurement is knowledge

Looking ahead, Anna can see several areas where she could use Pro to gain better control of costs and greater awareness of what different parts of the company are actually costing. She mentions a user meeting where she heard how far the municipality of Karlskrona had come in its use of Pro, and based on this, she has a lot of ideas for how to use Pro in the future.

A prime candidate is all the IT-related equipment in the company. The ability to monitor what equipment is where and who is using it would be much appreciated. The great thing is that Pro offers its customers the option whereby, whenever IFS is ready, ProOpti can guarantee to be there to help them.

Another question that interests Anna a lot is the possibility of monitoring and publizising the costs per office work-station. The average age at IFS is 44, but she notes that the younger generation that is now coming in has quite different expectations of the workplace. For example, a developer might like to lie in a hammock and code, while another prefers to sit undisturbed in a room. If IFS is to continue to attract capable staff, it needs to review the design of its offices. To be able to make the analysis effective and practical, she would like to be able to monitor the costs of a complete office workstation. She aims to use Pro for that.

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