

# 5 Hidden Service Disruptions That Stop Your Factory—And How to Eliminate Them



## What's Slowing Down Your Factory?

You're focused on uptime, throughput, and safety. But there's a silent set of disruptors hiding in plain sight: broken internal service processes.

Here are 5 common service friction points and how IFS assyst Enterprise Service Management helps you remove them before they impact operations.

1 

### Maintenance Requests Disappear into a Void

**What it looks like:** Operators call or email maintenance. No tracking. No urgency.

**What it costs:** Delays in fixing equipment = downtime and lost output.

**The assyst Fix:** One-click requests auto-routed to the right team with status updates and SLA tracking.


2 

### IT Issues Delay Production Support

**What it looks like:** A handheld scanner breaks or login access fails. Support is slow or unavailable.

**What it costs:** Slower fulfillment, process bottlenecks.

**The assyst Fix:** Mobile-friendly portal with prioritized IT service workflows tailored for factory operations.

3 

### Facilities Problems Sit Unresolved

**What it looks like:** Heating fails, lights go out, floor hazards are reported but not addressed

**What it costs:** Unsafe working conditions, morale issues, H&S risks

**The assyst Fix:** Facilities tickets tracked just like IT—visible, accountable, and integrated

4 

### Delays in Tools, Equipment, and Parts Approvals

**What it looks like:** A supervisor needs a part, but the request gets stuck waiting for sign-off.

**What it costs:** Disrupted work, missed production targets.

**The assyst Fix:** Automated approval workflows with rules based on cost, urgency, and location.

5 

### No Visibility. No Accountability.

**What it looks like:** Requests fall between departments. No one knows who's responsible.

**What it costs:** Finger-pointing, wasted time, and constant chasing.

**The assyst Fix:** Centralized service tracking with audit trails and ownership assignment.

## Your Factory Can't Afford Broken Services

IFS assyst ESM brings every internal service—IT, maintenance, facilities, HR—into a single platform. That means faster response times, end-to-end visibility, and less disruption to operations.



Centralized portal



End-to-end workflows



Mobile-ready access

Learn how to simplify service delivery and boost factory performance with IFS assyst.