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## PRESS RELEASE

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# Sartorius AG implements IFS Field Service Management for customer service

**IFS, the global enterprise applications company, announces that [Sartorius AG](#)—a leading pharmaceutical and laboratory equipment supplier—will implement [IFS Field Service Management™](#) at 50 sites worldwide. The software is a core part of the [Enterprise Service Management](#) offering. The agreement includes licenses and services worth more than 1.5 million euros.**

Following a comprehensive vendor evaluation, IFS—with its Field Service Management solution—was selected as the best software supplier and provider of local support. Key factors were the solution’s ability to meet Sartorius’ current needs—such as new self-service tools for service employees and faster response times to customer inquiries—as well as its ability to support the company’s growth plans and its service evolution. A decisive element for Sartorius was also to implement a service solution that is both easy to integrate with existing systems and is intuitive for end-users.

Sartorius’ reputation as an innovative supplier of high-quality pharmaceutical and laboratory equipment spans the globe. With a comprehensive portfolio of services to customers in the pharmaceutical, chemical, and food sectors, Sartorius differentiates itself from the competition.

“Customers in the pharmaceutical and laboratory industry are highly regulated and safety-conscious. They have to be sure that their equipment and processes are reliable at any time and deliver correct results. A professional, technically well-equipped service that is able to react quickly to any request is vital in this environment,” said Arne Rosenhagen, Group VP of Services at Sartorius.

Peter Höhne, VP of Sales & Marketing at IFS in Central Europe added, “Sartorius is one of the world’s leading pharmaceutical suppliers and we are proud to be working with them and to deliver our industry-leading scheduling solution. First-class service is a strong differentiator in today’s competitive environment, and our solution will support the continuous success of Sartorius.”

Sartorius will be rolling out IFS Field Service Management to 500+ users starting in 2016.

IFS is recognized as an industry leader in the Gartner Magic Quadrant for Field Service Management (2015). To download a free copy of the Gartner report, [click here](#). Alternatively [visit our website](#) to learn more about IFS Enterprise Service Management.

### About Sartorius

The Sartorius corporation is a leading international pharmaceutical and laboratory equipment supplier with the two main segments Bioprocess Solutions and Lab Products & Services. The Technology group achieved a turnover of 891,2 Mio Euro in 2014. Founded in Göttingen in 1870 the company currently employs 5,500 people. The segment Bioprocess Solutions consists of Filtration, Fluid Management, Fermentation and Purification and focusses on the production processes of the pharmaceutical industry. In the segment Lab Products & Services Sartorius produces laboratory equipment and supplies. Sartorius has production sites in Europe, Asia and America and a network of sales branches and agencies in more than 110 countries. For more information visit: [www.Sartorius.com](http://www.Sartorius.com)

### About IFS

[IFS™](#) is a globally recognized leader in developing and delivering enterprise software for enterprise resource planning (ERP), enterprise asset management (EAM) and enterprise service management (ESM). IFS brings customers in targeted sectors closer to their business, helps them be more agile and enables them to profit from change. IFS is a public company (XSTO:

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IFS) founded in 1983 and currently has over 2,700 employees. IFS supports more than 2,400 customers worldwide from its network of local offices and through a growing ecosystem of partners. For more information visit: [www.ifsworld.com](http://www.ifsworld.com).

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IFS discloses the information herein pursuant to the Financial Instruments Act (1991:980) and/or the Securities Markets Act (2007:528). The information was submitted for publication on November 11, 2015, at 4 p.m. CET.