HENRY SCHEIN®
SOLUTIONS FOR HEALTH CARE PROFESSIONALS

Henry Schein Opts for IFS to Optimize Field Service and Streamline Global Operations

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AI-powered IFS Cloud Will Help Global Healthcare Solutions Provider to Consolidate Technology, Transform Processes, and Enhance Customer Experience

London, UK, 4 June 2025 – IFS, the leading enterprise cloud and Industrial AI software provider, today announced that Henry Schein, the world's largest provider of health care solutions to office-based dental and medical practitioners, has chosen IFS Cloud to transform its dental field operations management to improve technical service and help fuel international growth.

Henry Schein will implement IFS Cloud's Mobile Workforce Management (MWM), Planning and Scheduling Optimization (PSO), and Field Service Management (FSM) solutions. The company is building an international template to consolidate applications and processes across several countries for dental field technicians, starting in key markets in Europe and North America.

Henry Schein recognized the need to consolidate disparate technology and processes through a unified, multi-country platform in order to continue scaling efficiently. In addition, the company sought a modern, composable solution capable of supporting its complex operational requirements and helping to enhance the customer experience.

The implementation of IFS Cloud will enable Henry Schein to move applications that were previously either unsupported or on-premise onto a single, modern cloud-based platform. This will allow the company to streamline processes and gain a source of uniform data to strengthen customer service.

To complement IFS Cloud from implementation through to adoption and optimization, Henry Schein has also implemented IFS Success, a service designed to help companies maximize the value of their IFS solutions throughout the customer journey. IFS Success services are designed to help customers adopt new capabilities, improve processes, and provide best practices to accelerate outcomes.

Davide Fazioni, Vice President Global Dental Equipment and Service at Henry Schein, said: "As a global company, we needed a solution that helps to streamline various platforms into a modern, composable solution and give us a consistent way to manage service operations. With IFS, we can easily expand the use of this technology as our business grows. The ability of IFS Cloud to meet complex use cases out-of-the-box from a single platform will allow us to consolidate applications and optimize our ways of working."

IFS will lead the implementation of its services, working in partnership with Team Schein Members, as Henry Schein calls its employees, as the services roll out globally. IFS will support the adoption process, and continuously optimize usage of the platform to help drive further return on investment.

Simon Niesler, Chief Revenue Officer, at IFS, said: "Henry Schein's decision to consolidate service infrastructure with IFS is a testament to their focus on driving greater visibility and efficiency across their global business. Our AI-powered cloud solutions are designed to adapt so that, as customers expand, they can integrate new capabilities or add functionalities seamlessly. We look forward to collaborating closely to help Henry Schein realize the full potential of our platform."

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About Henry Schein, Inc.
Henry Schein, Inc. (Nasdaq: HSIC) is a solutions company for health care professionals powered by a network of people and technology. With approximately 25,000 Team Schein Members worldwide, the Company's network of trusted advisors provides more than 1 million customers globally with more than 300 valued solutions that help improve operational success and clinical outcomes.

The company's business, clinical, technology, and supply chain solutions help office-based dental and medical practitioners work more efficiently so they can provide quality care more effectively. These solutions also support dental laboratories, government and institutional health care clinics, as well as other alternate care sites.

Henry Schein operates through a centralised and automated distribution network, with a selection of more than 300,000 branded products and Henry Schein corporate brand products in our distribution centres. A FORTUNE 500 Company and a member of the S&P 500® index, Henry Schein is headquartered in Melville, N.Y., and has operations or affiliates in 33 countries and territories. The Company's sales reached $12.7 billion in 2024, and have grown at a compound annual rate of approximately 11.2 percent since Henry Schein became a public company in 1995.

For more information, visit Henry Schein at www.henryschein.com.

About IFS
IFS is the world's leading provider of Industrial AI and enterprise 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.

IFS Cloud is a fully composable AI-powered platform, designed for ultimate flexibility and adaptability to our customers' specific requirements and business evolution. It spans the needs of Enterprise Resource Planning (ERP), Enterprise Asset Management (EAM), Supply Chain Management (SCM), and Field Service Management (FSM). IFS technology leverages AI, machine learning, real-time data and analytics to empower our customers to make informed strategic decisions and excel at their Moment of Service™.

IFS was founded in 1983 by five university friends who pitched a tent outside our first customer's site to ensure they would be available 24/7 and the needs of the customer would come first. Since then, IFS has grown into a global leader with over 7,000 employees in 80 countries. Driven by those

foundational values of agility, customer-centricity, and trust, IFS is recognized worldwide for delivering value and supporting strategic transformations. We are the most recommended supplier in our sector. Visit ifs.com to learn why.

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