# IFS Global Support – Support Policy

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Valid until superseded by a later version

**IFS**

# Introduction

The IFS Global Support Policy ("Policy") provides information about the IFS Support Services offerings to aid our customers' understanding of the services subscribed to, and to assist in managing these.

The information provided in this Policy also describes the level of product support IFS provides to our customers, and for how long (the IFS Product Lifecycle Policy).

Furthermore, the Policy outlines and describes:
- Support Responsibilities
- Available Services
- Product Lifecycle Policy
- Severity[1] Levels Definitions
- Service Levels
- Fix Principles

[1]) Priority Level has the same meaning as Severity Level.

# General Principles

**World-class customer support**. IFS Support Services deliver corrections to proven bugs in Current Releases of IFS Application Software and makes available the latest Updates to encourage our customers to be on the latest technology. These services are provided in English.

**Case registration**. Cases registered by customers should be documented according to IFS's defined template and be reproducible in the applicable test instance.



CUSTOMER     IFS

| CUSTOMER 1ST LINE | EVALUATE & CLASSIFY | DIAGNOSE | FIX | RESOLVE |
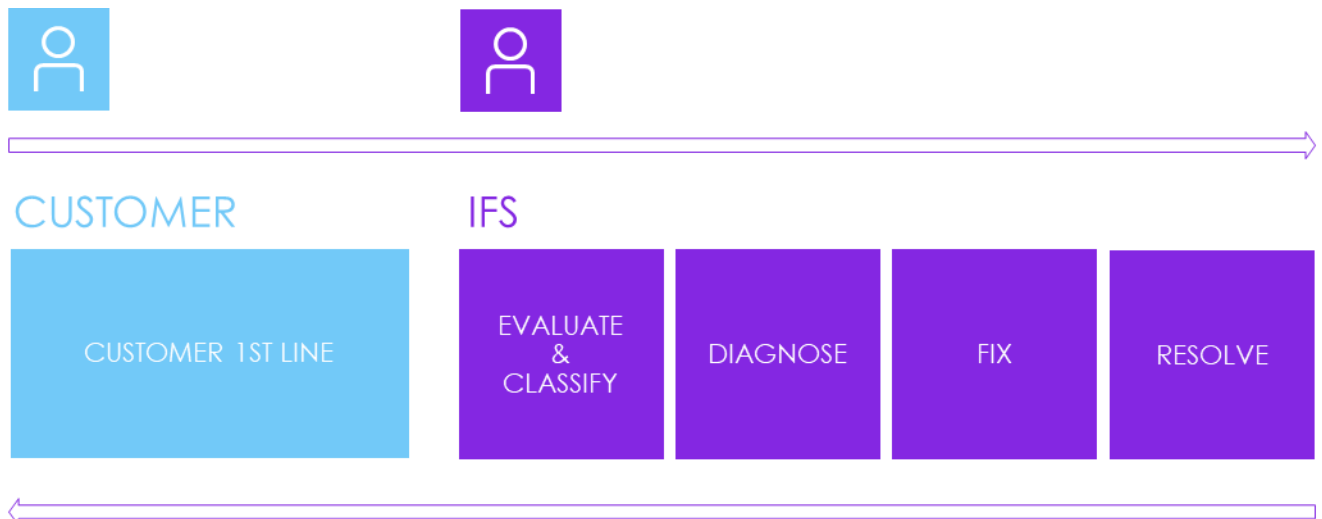
**Customer - 1st Line Activities.** Unless purchased separately via IFS **Success Support Services** the customer is responsible for activities such as, but not limited to, training, configuration, setup, and the initial triage of any suspected software faults

# IFS Global Support Policy

## IFS Support Periods

| Support Model | Description |
|---|---|
| **Continuous Support** | IFS provides continuous product support through regular Releases of the software. For each Release, Service Updates are made available for a certain period of time |
| **Standard Support** | IFS provides product support for a specific software version for a certain period that may vary depending on the product |
| **Extended Support** | Product support of reduced scope delivered for a defined maximum period beyond the end of Standard Support |
| **Restricted Support** | Product support of a restricted scope, where Standard Support has ended, and the customer has elected not to purchase Extended Support (if available) |

## Product Release Lifecycle

| IFS Application Software | Continuous Support | Standard Support Ends | Extended Support[1] Ends | Restricted Support | Cadence[2] |
|---|---|---|---|---|---|
| **IFS Cloud** | Bi-Annual Releases , Service Updates per Release: 23 months from RTM | N/A | N/A | N/A | Releases : Bi-Annually Service Updates: Monthly |
| **IFS Applications 10** | N/A | 27 March 2025 | 27 March 2028 | Beyond 27 March 2028 | Updates: Quarterly |
| **IFS Applications 9** | N/A | Expired | 27 March 2023 | Beyond 27 March 2023 | Updates: Quarterly |
| **IFS Field Service Management 6** | N/A | 31 January 2026 | 31 January 2029 | Beyond 31 January 2029 | Updates: Quarterly |
| **IFS Planning and Scheduling Optimization 6** | N/A | 31 January 2026 | 31 January 2029 | Beyond 31 January 2029 | Updates: Quarterly |
| **IFS Enterprise Operational Intelligence (EOI) 8.3x** | N/A | Expired | 31 December 2022 | Beyond 31 December 2022 | Updates: Quarterly |

[1]) Extended Support is offered for a maximum period of three years. Additional terms and fees apply. Not applicable to IFS Cloud 2021 R1 and subsequent releases.
[2]) Service Update (for IFS Cloud) or Update as naming convention.

## Support Services Overview

| Services | Continuous Support | Standard Support | Extended Support[1] | Restricted Support |
|---|---|---|---|---|
| **Accept Cases for suspected Security Vulnerabilities** | ✓ | ✓ | ✓ | ✓ |
| **Accept Cases for demonstrated Errors** | ✓ | ✓ | ✓ | ✓ |
| **Diagnosis of accepted Cases** | ✓ | ✓ | ✓ | ✓ |
| **Targeted response times** | ✓ | ✓ | ✓ | Not offered |
| **Fix new Security Vulnerabilities** | ✓ | ✓ | ✓ | Not included |
| **Fix new Errors according to Error correction delivery policy** | ✓ | ✓ | ✓[2] | Not included |
| **Deliver Priority 1 and Priority 2 Fixes according to the Error correction delivery policy[4]** | ✓ | ✓ | ✓ | Not included |
| **Deliver accumulated Fixes according to the Error correction delivery policy[4]** | ✓ | ✓ | ✓[3] | Not included |
| **Right to new Releases[5]** | ✓ | ✓ | ✓ | ✓ |
| **Make improvements as determined by IFS, due to legal changes in the supported countries** | ✓ | ✓ | ✓ | Not included |
| **Certify new platforms per the IFS Supported Platforms Policy** | ✓ | ✓ | ✓[6] | Not included |
| **Deliver Fixes (e.g. for severe Security Vulnerabilities) to platform containers between the regular Service Updates (at IFS's discretion)** | ✓ | N/A | N/A | Not included |
| **Provide Application Software and documentation translations for supported languages** | ✓ | ✓ | Not included | Not included |

[1]) Subject to IFS Extended Support Terms.
[2]) For Case Priority 1 and Priority 2 issues only.
[3]) At a potentially reduced cadence.
[4]) For IFS Cloud, the Fixes will be accessible in the IFS Life Cycle Experience Portal for the customer to fetch to their customer solution repository. The error corrections delivery policy is outlined in the table further down in this document
[5]) As long as the customer has purchased support and maintenance services
[6]) As necessary for there to be at least one certified version of each platform component that is still supported by the respective platform component vendor.

## Severity Level Definitions

The below definitions are to ITIL principles with a matrix of three impact levels and three urgency levels driving the assigned Priority Level of a Case. For clarity, Priority Level (or "Priority") shall have the same meaning as Severity Level for the purposes of this Policy and the applicable Support Terms.

|  | | | Impact | | |
|---|---|---|---|---|---|
|  | | | **1** | **2** | **3** |
| **Urgency** | **1** | Highly time critical | Priority 1[1] | Priority 2 | Priority 2 |
|  | **2** | Moderately time critical | Priority 2 | Priority 2 | Priority 3 |
|  | **3** | Less time critical | Priority 3 | Priority 4 | Priority 5 |

| Priority Level[2] | Description | Example or the Scenario |
|---|---|---|
| **1**<br>**Critical / Service down** | The Applicable Instance[3] is unavailable to all users or has a malfunctioning system or process that has halted the business | A malfunction in the IFS Software rendering the Applicable Instance[3] or a business-critical system or process that runs on it, non-operational |
| **2**<br>**High / Service degraded** | The Applicable Instance[3] is operational, but with a severely reduced level of service. A mutually acceptable workaround is not currently available | A substantial performance issue that affects the Applicable Instance[3] or a business-critical system or process that runs on it<br><br>Substantial performance issue and resource are constrained in cloud services, and a Severity 1 may result if not addressed<br><br>A business function that is critical to normal operations is unavailable to all Users or causing significant disruption. |
| **3**<br>**Moderate / Service warning** | The Applicable Instance[3] is operational at, or close to, a normal level of service, but is at risk of failure or with a productivity issue that causes inconvenience. A sensible workaround might apply. | A performance issue is experienced that affects one or more business functions for any number of Users<br><br>Cloud services are resource constrained and a Severity 1 or 2 issue may result if not addressed<br><br>Unexpectedly high utilization of compute resources<br><br>A business function is unavailable or working in a degraded manner for a specific User<br><br>Situations for which a sensible workaround exists Incidents that do not trigger a prioritized response |
| **4**<br>**Low / Routine** | Any Incident with insignificant or no operational impact on service performance but which requires routine effort to effect resolution | Incidents that do not trigger a prioritized response<br>IFS Software documentation error<br>Cosmetic errors<br>Other Incidents not qualifying as Priority 1-3 |
| **5**<br>**Routine/Question** | Any non-urgent incidents or general questions | Other Incidents not qualifying as Priority 1-4 |

[1]) To be classified as Priority 1, the customer must provide a dedicated and appropriately skilled resource that is available to work on the Case at the customer site during the contracted support hours.
[2]) IFS Support Portal is used to log all Cases.
[3]) See Glossary of Terms for Applicable Instance definition.

## Error Correction Delivery Policy

| Priority Level | Collection Delivery Method |
|---|---|
| 1 | Delivered via Update, or single patch[1] |
| 2 | Delivered via Update, or single patch[1] |
| 3 | Delivered via Update[1] or future Release[2] |
| 4 | Delivered via future Release[2] |
| 5 | Delivered via future Release[2] |

[1]) For Apps & FSM, a single patch will only be delivered for the current Update -2 or later. For PSO & IFS Cloud there is no concept of a single patch -where a Fix is needed, this will be delivered via the standard Service Update process.
[2]) For IFS Cloud, Case Priority 3, 4 and 5 Fixes will be delivered through bi-annual Releases.

## Case Handling Guidelines

Unless an alternative Priority Level applies, during Service Hours, IFS aims to Respond to a Case within:

- 1 hour for Priority 1 Cases
- 4 hours for Priority 2 Cases
- 12 hours for Priority 3 Cases
- 40 hours for Priority 4 Cases
- 2 working weeks Priority 5 Cases

This is a guide only and should not be mistaken for a service level agreement.  IFS endeavor to provide regular updates.

### Emergency Phone Support

IFS customers have telephone access 24/7. Wherever a telephone conversation between customer users and IFS personnel is required, it will be documented in the Case and hence become visible to the customer via the IFS Support Portal.
The Case should have been created and submitted to IFS prior to a telephone call being placed unless Support Portal is down.

Please access the information of the phone numbers from this link.

## Additional Provisions for Platinum Support Services

During Service Hours, IFS aims to React to all Cases within 15 minutes.

### Service level targets

| Handling Times Subject to Service Credit | | |
|---|---|---|
| **Priority Level** | **Response Time** | **Resolution Action** |
| 1 | 30 Minutes | 4 Hours |
| 2 | 2 Hours | 16 Hours |

### Solution Support

Solution Support is included with Platinum Support Services.

### Current Release, Latest Resolution

The Current Release is the latest supported Release as defined in the Glossary and Terms below.

The latest Resolution:
- For IFS Cloud is the latest Service Update -3
- For non-IFS Cloud products e.g., Apps 10, FSM 6, PSO 6 the latest Update -3 with the addition of such needed Fixes[1] as IFS deems required

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[1]) For IFS PSO & IFS Cloud there is no concept of single patch - where a Fix is needed, this will be delivered via the standard Update process.

## Additional Provisions for the IFS Cloud Services

### Releases and Updates

In order to assure the continuity of the IFS Cloud Services, a customer is required to remain up to date with Service Updates, and IFS Cloud Service customers must be on a Current Release and no more than three (3) Service Updates behind the latest Service Update for IFS Cloud and for non-IFS Cloud products e.g., Apps 10, FSM 6, PSO 6 the latest Update -3 with the addition of such needed Fixes as IFS deems required.

### RPO/RTO

All defined terms shall have the meaning given to them in the applicable customer contract unless defined in this Support Policy.

In the event of an Outage that requires full or partial restoration of the Environment, IFS shall restore the Production Environment as of the most recent successful available backup, yielding the applicable Recovery Point Objective, with the objective to return Production Environment to Availability within the applicable Recovery Time Objective. The applicable RPO and RTO is as stated below for IFS Cloud, IFS Apps and IFS FSM/IFS PSO.

**RPO.** Four (4) hours for IFS Cloud, eight (8) hours for IFS Applications and one (1) hour for IFS FSM/IFS PSO. Note this period is the time between the data being copied between the production and back-up datacenter and is therefore based on a disaster causing the loss of all back-ups within the production datacenter. However, there are multiple back-ups within the production datacenter itself.

**RTO.** Twelve (12) hours for IFS Cloud, twenty-four (24) hours for IFS Applications and sixteen (16) hours for IFS FSM/IFS PSO.

## Code Line Management

An instance is a unique code line, containing the customer solution, which includes the customer's own tailoring (configurations, customizations etc.).

**Included in IFS Support Services.** IFS Support Services is provided for one code line[1] and one instance of the customer solution. This instance can be replicated to meet customer demands. However, IFS deliver once, and it is the customer's responsibility for multiple deployment of deliveries. IFS will still only support the one initial instance with the associated Test Environment.

**Additional Code Line.** If customers are interested in an additional code line, please contact your IFS Account Manager for assistance.

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[1] For IFS FSM 6 and IFS Application 10, source code control is managed by customers in Citrix Build-Place or via IFS' managed source control service. For IFS Cloud, this is managed by the customer in the IFS Lifecycle Experience Portal and the Cloud Build Place

# Glossary of Terms

"Applicable Instance" means the instance of the IFS solution against which the case is being reported. See how this is used with respect to Severity Level described below

"Case" means a unique message, identified with a number, reported by the Customer into IFS's case management portal. Such a message can be a report of an Error, a request for information, modification or service, or other messages.

"Current Release" means the latest Release offered by IFS for general commercial distribution and other currently supported Releases as designated by IFS in the then current IFS Support Policy.

"Error" means a software defect in the Application Software, which consists of a nonconformity between the unmodified software and its applicable functional specifications, which for the Application Software are set forth in the Software Documentation.

"Fix" means a correction to an Error or a Security Vulnerability in the Application Software. Fixes are compatible with the applicable Current Release designated by IFS.

"Impact" means measure of the effect of an incident, problem, or change on business processes.

"Improvement" means a functional change made by IFS to improve or enhance the Application Software e.g., to implement new capability and address legal requirements. Improvements are compatible with the applicable Current Release designated by IFS.

"Priority" means the importance of a case as derived from the combination of its Impact and Urgency.

"Product Support" means support of the maintained IFS licenced products only.

"React(ion)" means the elapsed time until the evaluate and classify process begins, where this process is further defined in the Global Support – Operations Guide document.

"Release" means a version of the Application Software designated by IFS as a "release" and made available for general commercial distribution, typically containing new functionality, a cumulative set of Fixes and Improvements, as well as potential architectural changes, for example FSM 6.x, IFS Applications 10, IFS Cloud 21R1.

"Respond" means the elapsed time until the same Case is accepted from the second-line queue for the first time, minus any time spent with the customer, thus the start of qualified work on the Case.

"Resolution" means a Fix, Service Update, Update or other solution, circumvention, software re-start, etc. by IFS to resolve an Error. A Resolution may consist of a temporary solution, including the creation of a bypass or workaround, to restore the affected functionality and that will apply until the Error has been permanently resolved, it being understood that such permanent solution may only be made available in a future Release.

"Resolve (Resolution Action)" means the elapsed time until a Fix, workaround or action plan is provided.

"Net Resolution" means the elapsed time until a Case is closed, minus any time spent with the customer.

"Total Resolution" means the total elapsed time until a Case is closed.

"RTM" means Release to Market.

"Recovery Point Objective (RPO)" means the applicable maximum targeted period in which Content stored in the Cloud Platform might be lost as the result of disaster-based Incident.

"Recovery Time Objective (RTO)" means the applicable maximum targeted time for Availability to be restored following a disaster-based Outage.

"Security Vulnerability" means a weakness in software code, a product or a system that leaves it open to the potential for exploitation in the form of unauthorized access or malicious behavior.

"Service Hours" means 7am to 7pm during the working week of the physical country and time zone named in the applicable order, it being understood some services can however have different hours. Where a service has different hours, these are given in this IFS Support Policy. Where the physical country named in the order has more than one time zone, the central time zone is utilized. Where the physical country named in the order has an even number of time zones, the eastern-most of the two central time zones is used.

"Service Update" means a cumulative set of high severity/priority Fixes for a Release ("high priority" being as designated by IFS as set forth in the IFS Support Policy). Service Updates are compatible with a specific Release of the Application Software as designated by IFS and released in accordance with IFS's release schedule as applicable from time to time.

"Severity Level" or "Priority Level" means the applicable severity level assigned by IFS to a Case, noting that it may be re-classified by IFS based on information gathered throughout the Case life cycle. Priority Level 1 can be assigned against a production instance or pre-production instance during go-live cutover.  Priority Level 2 can be assigned against a production instance or pre-production instance during Solution Acceptance Testing (SAT), Operational Readiness Testing (ORT) or go-live cutover. Priority 3, Priority 4 and Priority 5 can be assigned against any supported instance.

"Software Documentation" means the on-line reference manual produced by IFS describing the function of, and provided together with, the Application Software. It does not include any general descriptions, collateral, training material or other materials not included in the on-line manual.

"Solution Support" means the provision of services beyond the product support coverage of IFS licenced products by providing access to knowledge expertise and guidance including where appropriate recommendations and guidance, to help the customer identify where the root cause of an issue lies, even where outside of the IFS licensed products, and assisting where commercially reasonably with identification of a route to resolution.

"Support Services" means the technical support and maintenance provided or made available by IFS and purchased by the Customer for particular Application Software, which includes different support options, as specified on the applicable order for such Support Services. Support Services may be limited to certain software installation(s), instance(s), environment(s), language version(s), and country(ies) /site(s) as specified in the applicable order.

"Support Period" means the period designated by IFS during which the Release of the applicable Application Software product or module will be supported and maintained by IFS.

"Update" means a cumulative set of Fixes and Improvements for a Release. Updates are compatible with a specific Release of the Application Software as designated by IFS and released in accordance with IFS's release schedule as applicable from time to time.

"Urgency" is the customer's expression of the timebound criticality of the issue being reported.

# Disclaimer

No obligation or precedent of any nature is set or implied by this Policy, such matters being entirely specified in, and governed by, the agreement between IFS and the customer.

## Learn more

IFS develops and delivers enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. Within our single platform, our industry specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers—at the Moment of Service.

The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 4,000 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers. Learn more about how our enterprise software solutions can help your business today at ifs.com.