IFS Global Support – Support Policy

Version 2022-01-10

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Valid until superseded by a later version

IFS

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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 Definitions
- Service Levels
- Fix Principles

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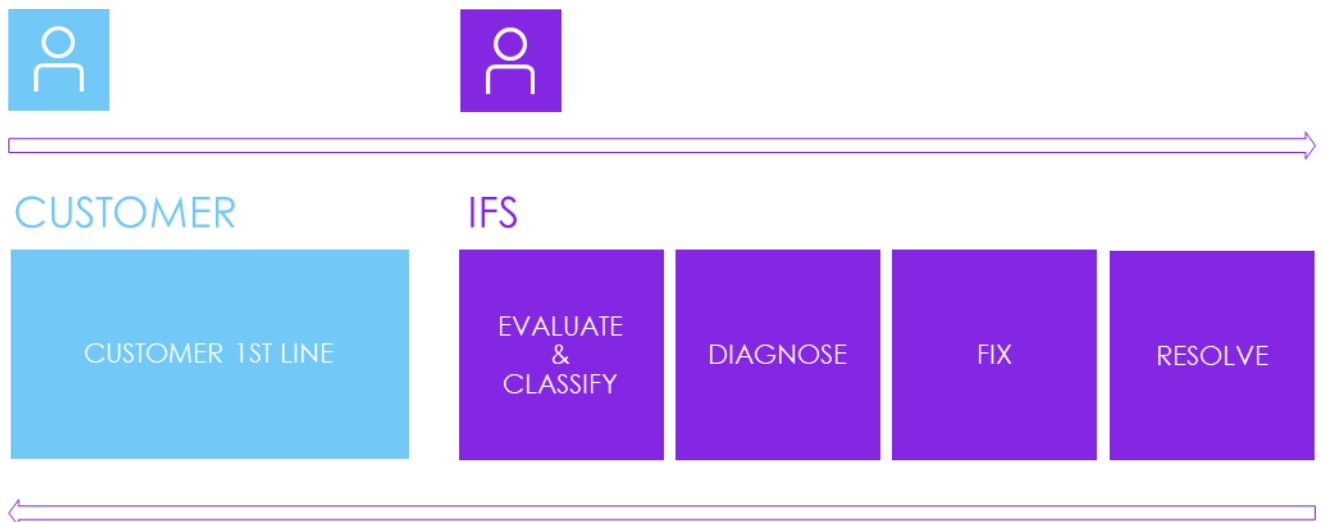
Customer - 1st Line Activities. Unless purchased separately via IFS **Success Support Services** the customer is responsible for activities such as, but not limited to, training, configuration, setup, and the initial triage of any suspected software faults

IFS Global Support Policy

IFS Support Periods & Update and Releases Cadence

Current Releases for which Support Services are available for IFS Application Software are:

Support Model	Description
Continuous Support	IFS provides continuous product support through regular Release Updates 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)

IFS Application Software	Continuous Support	Standard Support Ends	Extended Support[1] Ends	Restricted Support	Cadence[2]
IFS Cloud	Bi-Annual Release Updates, Service Updates per Release: 23 months from RTM	N/A	N/A	N/A	Release Updates: 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 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 Severity 1 and 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
Rights 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 restrictions based on IFS Extended Support Terms.
[2]) For Severity 1 and 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 remains paying the Support Services fee
[6]) As necessary, in order 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

Level[1]	Description	Example or the Scenario
Severity 0 Unassigned	Case severity has not been assigned	
Severity 1 Critical / Service down	The Applicable Instance is unavailable and causing significant proven negative business impact, and no workaround is immediately available[2]	A malfunction in the IFS Software rendering a production server or other business critical system/process non-operational
Severity 2 High / Service degraded	The Applicable Instance is operational, but with a severely reduced level of service. No sensible workaround is immediately available	A substantial performance issue that affects a production server or other business critical system/process Substantial performance issue and resource are constrained in cloud services, and a Severity 1 may result if not addressed A business function that is critical to normal operations is unavailable to all Users or causing significant disruption.
Severity 3 Moderate / Service warning	The Applicable Instance 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 Cloud services are resource constrained and a Severity 1 or 2 issue may result if not addressed Unexpectedly high utilization of compute resources A business function is unavailable or working in a degraded manner for a specific User Situations listed under Severity 1 or 2 above for which a sensible workaround exists
Severity 4 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 IFS Software documentation error Cosmetic errors Other Incidents not qualifying as Severity 1-3

[1] For IFS Cloud the terminology is changed from Severity to Priority - the description remains the same. IFS Support Portal is used to log all Cases for IFS Cloud.

[2] To be classified as Severity 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.

Error Correction Delivery Policy

Severity Level [1]	Collection Delivery Method
1	Delivered via Update, or single patch[2]
2	Delivered via Update, or single patch[2]
3	Delivered via Update or future Release[3]
4	Delivered via Update or future Release[3]

[1]) For IFS Cloud the terminology is changed from Severity to Priority but the numbering and description for each level remains unchanged. IFS Support Portal is used to log all Cases for IFS Cloud.

[2]) 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.

[3]) For IFS Cloud, Severity 3 and 4 Fixes will be delivered through bi-annual Release Updates.

Case Handling Guidelines

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

- 1 hour for Severity 1 Cases
- 4 hours for Severity 2 Cases
- 12 hours for Severity 3 Cases
- 40 hours for Severity 4 Cases

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

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		
Severity Level[1]	Response Time	Resolution Action
1	30 Minutes	4 Hours
2	2 Hours	16 Hours

[1]) For IFS Cloud the terminology is changed from Severity to Priority, but the numbering and description for each level remains unchanged. IFS Support Portal is used to log all Cases for IFS Cloud.

Emergency Phone Support

PLATINUM customers have telephone access 24/7 for Severity 1 and 2 cases. 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 must have been created and dispatched to IFS prior to a telephone call being placed.

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, 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.

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 Service 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 that where the Case Priority/Severity is 1 or 2, a production instance/server or other business critical system/process and those others previously agreed with IFS to be of equivalent status - such as testing during Solution Acceptance Test (SAT) and Operational Readiness Test (ORT) phases. Where the case severity is 3 or 4 it equates to all environments supported by IFS.

"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.

"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.

"React(ion)" means the elapsed time until the Evaluate and Classify process begins.

"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.

"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 the 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 Fixes for a Release ("high severity" 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" means the applicable severity level assigned by IFS to a Case, as it may be re-classified by IFS based on information gathered throughout the Case life cycle. For IFS Cloud the terminology is changed from Severity to Priority - the description remains the same.

"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.

"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.

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.