

# IFS Success



## Business Value Realization driven by IFS Success™

Whether you're a new or established customer, trust IFS Success to drive the adoption and optimization of your solution at an accelerated pace.

In a dynamic environment, achieving value, managing project risk, ensuring vendor accountability and resource efficiency are familiar challenges. IFS Success addresses these with a premium service designed to help you maximize the value of your investment across your entire engagement lifecycle.

By assisting you to continuously optimize your IFS solution, ensuring smooth operations we enable you to realize business value.

### A Premium Choice of Engagement Model

Every business is unique, and our engagement model mirrors this diversity. While some customers have the resources and capability to manage their applications in-house, we know many customers value and benefit from a deeper, more collaborative partnership with IFS.

With a team of over 2,500 experts spanning key industries, IFS Success packages include expert knowledge, experience, and a personalized approach. We will partner with your business, and IT stakeholders to drive adoption, optimize your system, and accelerate innovation.

### Keep the Spotlight on your Business Case

Projects can veer off track causing overruns in time, budget, and resources. IFS Success helps ensure that your project goals are met by empowering stakeholders and decision-makers with a long-term view on phasing and priorities.

### Realize Value Continuously

Through a multi-year strategic partnership, IFS Success ensures solutions evolve with your business. Our engagements identify opportunities, while business value engineering translates your priorities into outcomes.

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## IFS Success benefits to an organization include:



### Achieve faster time to value

Quickly adopt and optimize your solution with minimal disruption.



### Mitigate business risks

IFS Success supports every aspect of the service experience lifecycle, helping to reduce risks and ensure successful delivery of your IFS solution projects.



### Optimize your internal resources

Leverage best practices and IFS experts as an extension of your team, allowing you to focus on your core operations.



### Assures business goal achievement

Use a structured approach in your delivery measures throughout the entire service experience lifecycle to effectively meet your business goals.

# Scope of IFS Success\*

IFS offers an engagement tailored to suit your business. Your engagement includes IFS Success Foundation and a combination of IFS Expert Services and/or IFS Operational Success, dependent on the business outcomes you want to achieve.

## Discover IFS Success services available to you:

The IFS Success Foundation includes Success Management, a Success Plan, and the IFS Software Centre of Excellence.

- **IFS Success Plan:** A documented 12–36-month high-level plan with a 12-week rolling detailed plan identifies outcomes and KPIs, addressing expectations and exceptions to ensure priorities are clearly communicated. This plan outlines value-driven initiatives, and translates corporate, business, and IT goals into work packages that deliver measurable business value.
- **IFS Customer Success Manager (CSM):** Acts as the Customer Advocate and main point of contact, driving the Success engagement and aligning the partnership. Regular engagement to understand your business and drive an understanding of IFS across stakeholders, identify risks and opportunities, and capture these elements in your individual Success Plan. This includes ongoing services to further adoption and optimization supported by IFS experts, digital tools, methodologies, and best practices.

**Business Value Assurance:** Understand and achieve the value you define in your change project with IFS's powerful business value engineering tools, methodology, and templates to achieve your desired calculated outcomes.

- **Digital Business Value Assessment:** Understand the value of proposed technical or process-driven changes. Analyze possible business improvements to find efficiency opportunities, cost reductions, and the potential move to best-in-class processes.
- **Identify Optimization Opportunities:** Close the loop from value discovery to value delivery with an ongoing monitoring and improvement process. Track your KPI performance in real-time through pre-defined Lobbies in IFS Cloud.

**IFS Expert Best Practice Services:** Access over 50 product-focused support services to guide on best practices, enhancing and delivering new solutions continuously.

**IFS Operational Success Services:** Fast assistance with your day-to-day end and super-user requirements.

- **IFS Competency Center:** Routes your requests to support or a service provider to achieve resolution.
- **Operational Support:** Helps with tasks in the operation of your application, such as administering, configuring, or change data in the application.

## Choose IFS Success Today

Contact your IFS Account Executive today to start your transformation journey. Your success story accelerates from here.

\*Customers must purchase Platinum Support as a prerequisite for IFS Success

IFS develops and delivers cloud enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. 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.

Learn more about how our enterprise software solutions can help your business today at [ifs.com](https://ifs.com).

