

# Global Customer Services Offering Overview

April 2023



# Services at IFS

Our mission is to delight our customers and their users in the pursuit of achieving tangible business value using our solutions

To achieve this, we have a number of services that help our customers to deploy, optimize and innovate our software in their unique business context.

Our **Consulting Services** are primarily used to implement and upgrade our software as well as to deploy major new capabilities.

IFS **Support and Maintenance** is the beating heart of our business. It provides a stream of new capabilities (updates) as well as core customer care, including issue resolution for the product and any break/fix.

The **IFS Cloud Service** is available for customers who desire IFS to handle the availability of the solution, as opposed to the customer managing the solution on-premises or utilizing a cloud hosting and infrastructure partner.

Furthermore, there is **IFS Success**, our highest engagement level for customers who want a closer partnership with IFS and hands-on support in driving accelerated innovation and value attainment.

## IFS Success

IFS Success for customers and Partner Success for our partners is a service framework designed to help maximize the value of our customers investment in IFS solutions through the whole solution lifecycle.

Customers use IFS Success to convert strategic priorities into defined outcomes from their IFS solutions. The service helps de-risk projects, manage change, optimize system usage, and realize value faster.

## Key Features

- An IFS Customer Success Manager, as an advocate for your business and regularly engages with a customer to understand their business, identify risks and opportunities, and capture these elements on an individual Success Plan
- A tailored Customer Success Plan is a documented agreement that identifies the outcomes and KPIs or purchase decisions and the expectations and exceptions to be addressed.
- 50+ product-focused expert services, to guide and advise customers on best practices to get the most value out of IFS solutions in a structured way.
- The IFS Software Center of Excellence includes access to the IFS Community and product-specific Q&A guidance.
- Operational Success Services to assist customers with day-to-day end and super-user requirements such as configurations, lobbies and reports
- Reach for IFS engagement from a pool of over 2500 experts bringing broad skills and deep industry experience.

## IFS Support & Maintenance

A maintenance agreement applies to the licensed IFS product not a specific version. Customers with an active maintenance agreement therefore have access to the latest available version of that product, including all the features and innovations that it contains.

IFS support is provided within an extended network of experts supporting our customers to maintain an Evergreen software. The support is always delivered for the solution version a customer has in implementation or productive use and contains the following key features:

### Key Features

- Availability from Day One.
- 24/7 Service Center for customers to benefit from powerful self-help that includes.
  - An extensive and maintained library of knowledge articles.
  - The ability to ask the IFS Community of over 15,000 experts and users.
  - Developer resources.
  - Product documentation, including release notes.
  - A portal to the IFS Academy.
  - IFS Insider to help get the most out of your IFS investment.
  - The ability to request a service or report and manage an issue.
  - 24/7 Service Desk that owns your service requests and reported incidents.
  - 24/7 Platinum Support service level agreement for critical incidents.

## IFS Cloud Service

Many of our customers elect to use the IFS Cloud Service, which provides a service availability with a contracted SLA. The service means IFS will handle the infrastructure and the technical requirements to make your solution available to your end-users.

Whilst Remote (on-premises) and 3rd party vendors or IFS Partners can provide alternatives to the IFS Cloud Service, many customers choose an IFS end-to-end approach.

### Key Features

- Allows you, as customer, to be in control of your IFS cloud solution lifecycle management through 'IFS Lifecycle Experience Portal'. Allowing access to information, tooling, code, and permissions.
- Decades of industry experience provided by the solution vendor with a service optimized for IFS solutions: a solution recognized by industry analysts, built from the ground up, using industry know-how.
- A diverse team with broad industry expertise managing the customers' services globally.
- Receiving vendor support: continuous monitoring and maintenance 24/7.
- Average availability 2022 of >99.98%.
- Enhanced security shield to protect data and compliance with regulations: All key industry accreditations e.g., ISO27001, SOC 1 and SOC 2.

## IFS Consulting Services

IFS Consulting is a team of over 1500 subject matter experts dedicated to implementing, upgrading, and optimizing the IFS solutions across our different industries. We offer global experience as well as local knowledge.

### Key Features

- Implement IFS software on-premises or in the Cloud, using IFS toolsets and methodologies such as;
  - **IFS Scope Tool:** This global sales and consulting tool defines, scopes, and documents solutions in IFS Cloud.  
  
IFS Scope Tool is a solution and value enabler with industry accelerator tools to help deliver a faster solution addressing the customer business needs across the entire customer engagement lifecycle.
  - **DBVA Tool:** Digital Business Value Assessment is used to ensure that the customers' business objectives have been realized according to the initial investment parameters. This methodology is specifically designed to help our clients meet their strategic business initiatives based on aligning customers to a purpose-built IFS engagement method aimed firmly at financial value.

- Upgrade IFS Software from a legacy version to IFS Cloud. Upgrade Momentum is a proven framework of structured steps to upgrade customers successfully and ensure ongoing compliance and strategic planning.
- Implement new modules, features, or capabilities such as Configurations, Reports, Integrations, and Modifications (CRIM).
- Implementing an Evergreen Mindset - by keeping up with the latest IFS Service Updates & Release Updates, IFS customers will benefit from new functionality, innovation and best practices for optimal quality and security.
- End-to-end services, including technical and functional assistance provide alternative features for business-critical capabilities.
- True Lifecycle engagement including Implementation, optimization, maintenance and change management.

### Learn more

Learn more about how IFS success can help your business today at [www.ifs.com/customer-success](http://www.ifs.com/customer-success)

## About IFS

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 4,500 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](https://ifs.com).

#MomentOfService