

# IFS Support Services

Support and Maintenance for IFS Cloud.



IFS is committed to providing timely and efficient and accurate support for our products. Our teams offer functional and technical expert assistance, to address issues promptly, ensuring our customers can maximize the business benefits from our solutions.

## Global Infrastructure with Expertise

IFS Support operates globally with a unified support process and shared global infrastructure. This enables us to provide consistent service worldwide. Customer data may be transferred for service delivery outside the originating country while delivering maintenance and support services. Rest assured, we have extensive experience in dealing with data protection, privacy, and export control regulations.

## Knowledge-Intensive Support

To offer the best support, our development teams are part of the support process. We tap into the knowledge of our technical and functional experts from our development centers whenever it's needed.

This connection creates a knowledge-intensive support system where customer feedback is considered in our enhancement process, ensuring agile development that aligns with customer needs wherever possible.

## Full Control and Efficient Planning

We track customer installations and reported cases. Within the Customer Cloud Build-Place, IFS maintains two repositories: the Baseline Repository for Service Updates and Releases, and the Customer Solution Repository for custom modifications. This allows IFS and a customer's IT department to monitor and plan actions efficiently, maximizing uptime, minimizing delays and disruptions. Our Lifecycle Experience Portal facilitates collaboration with our customers to perform in-depth impact analysis when planning changes such as service updates and new releases.

## IFS Support Services benefits:



### Maximized Availability

Regular updates keep systems current, preventing known errors and reducing unplanned downtime and staying on the latest technology



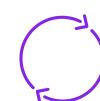
### Efficient Communication

Support is streamlined through a single organization, eliminating data replication, and ensuring a single auditable record.



### 24/7 Knowledge Access

Access to the IFS Support Portal and knowledge base for information about updates, fixes, workarounds and help articles



### Reduced complexity

Support uses a single process in a common infrastructure. All cases and faults are recorded in one environment.

## Maintenance and Support Services

IFS offers two support services: basic support for installation; or additional premium services for a more holistic approach. Choose the support service that's right for you.

### GOLD Support Service

Ensure the licensed software functions as expected and is ready for productive use.

- **Maintenance:** Stay up-to-date with the latest technical and functional developments through new versions, software updates, and fixes to maintain software quality.
- **Services Updates:** Get corrected reported defects in IFS core software. These monthly updates include software improvements and enhancements to address security vulnerabilities.
- **Support Services:** Available during local office hours (7 am to 7 pm) based on the physical country and time zone specified in the order. Support is provided in English.
- **Case Resolution:** IFS Support works with customers to determine the route to case resolution for reported issues.
- **Standard Product Issues:** Assistance to resolve standard product issues, including diagnosing registered cases.
- **IFS Support Portal:** 24x7 access to create, update, and view cases, as well as view past case information. Response times are provided during business hours and critical issues are monitored and responded to on a best-efforts basis around the clock.

### PLATINUM Support Service

In addition to the GOLD support services, the PLATINUM Service offers premium support for your business-critical solution. For added assurance work directly with IFS representatives to address support needs with 24/7 availability and advanced assistance.

- **Customer Care Advocacy:** Customers can monitor open cases. IFS provides or makes available summary reports of active cases and case statistics. An escalation function serves as an additional escalation point for Priority Level 1 and Priority Level 2 cases that require elevated attention in exceptional cases.
- **Priority Queueing:** Customers receive priority for all cases and increased responsiveness for Priority 1 and Priority 2 cases.
- **24/7 Support Services:** 24x7 access to support services, delivered in English, typically provided during normal business hours for standard products.
- **Service Level Agreement:** A guaranteed response and resolution time, with penalty assessment if the agreed-upon targets are not met.

### Contact Us

IFS Support and Maintenance is an essential component for maintaining an evergreen solution—secure, rapid access to continuous software innovations and the latest technology, while ensuring security and compliance. To discuss your support needs and explore the benefits of our services, contact us today.