

1. INTRODUCTION

These IFS Support Terms (“Support Terms”) describe the Support Services offered by IFS to a customer (“Customer”), including applicable terms. The Support Terms exclude support for Customized Software and any other software to which separate support agreements apply. Operational policies and procedures in relation to the provision of Support Services are set out in the [IFS Support Policy](#).

2. SUPPORT PLANS

2.1 Support Plans

IFS offers three purchasable levels of Support Services for IFS Application Software products (each a “Support Plan”).

Gold Support	Platinum Support	Cloud Support
Support Services to maintain IFS Application Software so that it operates in substantial conformity with the Software Documentation.	Additional Support Services, over and above the Gold Support Plan, to provide priority queueing, extended service hours, progress updates and service levels and remedies for critical and high Priority cases.	Platinum level Support Services for deployments of IFS Application Software in IFS Cloud Services.

Some features and conditions are common to all three Support Plans, other features and conditions apply only to specific Support Plans, all as indicated.

2.2 Summary Features of Support Plans

The features of the three respective Support Plans are set out in the table below and will be provided to the Customer as Support Services as described in these Support Terms.

Feature	Gold Support	Platinum Support	Cloud Support
Software Applicability	IFS Application Software (Remote Deployments).	IFS Application Software (Remote Deployments).	IFS Application Software (IFS Cloud Services Deployments only).
Code Line and Instances	One Code Line and one Instance, delivered as one delivery. It is the Customer’s responsibility to deploy multiple Instances if required and to support any additional Instances. Additional Code Lines purchasable.	One Code Line and one Instance, delivered as one delivery. It is the Customer’s responsibility to deploy multiple Instances if required and to support any additional Instances. Additional Code Lines purchasable.	One Code Line and one Instance delivered as one delivery. It is the Customer’s responsibility to deploy multiple Instances if required and to support any additional Instances. Additional Code Lines purchasable.
Maintenance	Yes. See Maintenance .	Yes. See Maintenance .	Yes. See Maintenance .
First Line Support Responsibility	Customer.	Customer.	Customer.
Delivery of Support Services	Service Hours. Remote delivery.	Service Hours. Remote delivery.	Service Hours. Remote delivery.
Case Handling	IFS Service Center. Access availability is 24 hours, 7 days per week.	IFS Service Center. Access availability is 24 hours, 7 days per week.	IFS Service Center. Access availability is 24 hours, 7 days per week.
Emergency Telephone Support	Yes, for Priority 1 only.	Yes, for Priority 1 only.	Yes, for Priority 1 only
Escalation Route	Yes. See Case Handling .	Yes. See Case Handling .	Yes. See Case Handling .
Access to Communities and Knowledge Base	Yes.	Yes.	Yes.
Languages	Reporting, communication and documentation associated with the Support Services will be provided in English	Reporting, communication and documentation associated with the Support Services will be provided in English	Reporting, communication and documentation associated with the Support Services will be provided in English
Additional Service Hours	N/A	24-hour, 7 days per week basis (24h * 7d) for Priority 1 (P1) and Priority 2 (P2) Cases.	24-hour, 7 days per week basis (24h * 7d) for Priority 1 (P1) and Priority 2 (P2) Cases.
Service Levels for Cases	N/A	Yes, for Priority 1 and 2 Cases. Regular progress updates. See Service Levels for Cases .	Yes, for Priority 1 and 2 Cases. Regular progress updates. See Service Levels for Cases .
Priority Queueing	N/A	Yes, for P1 and P2 Cases	Yes, for P1 and P2 Cases

3. TERMS COMMON TO ALL SUPPORT PLANS

3.1 General Provisions

- Support Services will only be provided for unmodified code of a Current Release. This includes country specific solutions for IFS Cloud and other IFS Application Software products in line with the IFS Localizations Policy set out in the [IFS Country Solutions Overview](#).
- For Cases registered in the IFS Service Center:
 - IFS shall assist Customer to evaluate and classify Cases and determine their route to Resolution or where applicable, Service Restoration
 - IFS shall analyse documented and re-producible Errors
 - Where the route to Resolution is by way of a software update, this is made available by IFS through a Release, an Update, or a Service Update as applicable (see [Maintenance](#))
 - Single Patches will be made available only by strict exception - see IFS Support Policy.
- IFS will have no obligation to backport a Resolution from a later Update, Service Update or Release of the Application Software to an earlier Update, Service Update or Release.
- The Application Software will not be constantly available, uninterrupted or error free and not all Errors may be found to enable correction.
- IFS may use personnel from affiliates, sub-contractors or partners to provide the Support Services.
- IFS may track and analyse the usage of the Application Software and Support Services for the purposes of assisting customers, monitoring and improving security, improving the Application Software and Support Services, and improving the user experience.
- Any professional services or other services in conjunction with the Support Services, including without limitation Upgrades, work related to delivery and installation, training services, IFS Cloud Services, data repair or back-up, will only be provided on separate terms agreed by Customer and IFS and on payment of applicable fees and charges.

3.2 Maintenance

3.2.1 Availability of New Releases

IFS will make available accumulated Fixes and, when available, Improvements as Releases, Service Updates and Updates for products.

- Release and Service Updates
 - These are relevant to the IFS Cloud and Customer Engagement (CE) products only.
 - Releases and Service Updates for these products are provided according to any frequencies described in the IFS Support Policy.
- Updates
 - Updates are relevant to all Current Releases of IFS Application Software, with the exception of the IFS Cloud and CE products, and are provided on a cadence as described in the IFS Support Policy.

For the term of Support Services:

- Customer has the right to any new Release of the Application Software made available by IFS
- IFS will maintain a Current Release so that it operates in substantial conformity with the Software Documentation and will make all reasonable efforts to resolve Errors of which IFS becomes aware
- Customer has the right to any available Resolutions related to Current Release(s). When a Release of an IFS Application Software product moves into Restricted Support (see [Product and Support Lifecycle](#)), this will be limited to existing Resolutions only.

Customer's use of Resolutions and any new Release made available hereunder shall be subject to the software licence terms applicable to the Application Software and / or, where relevant, the applicable third-party licence terms.

Resolutions are made solely for the purpose of the applicable Current Release and IFS does not warrant conformity with other Releases of the Application Software or any other software. The implementation of new Releases of the Application Software may require Customer to acquire new releases of, or additional, third-party software and hardware, and may not be compatible with, be based on, or include the same technology, architecture or functionality as prior Releases.

3.2.2 Currency of Releases, Service Updates and Updates

In order to stay in a current state a Customer is required to remain up to date (current) with Current Releases, Service Updates or Updates.

- For Application Software products with the exception of IFS Cloud and CE (i.e., for Applications 10, Field Service Management (FSM), Planning and Scheduling Optimization (PSO)), the Customer must be running a Current Release and no more than three (3) Updates behind the latest Update for such Release in order to stay in a current state.

- For IFS Cloud and CE, the Customer must be running a Current Release and no more than three (3) Service Updates behind the latest Service Update for such Release in order to stay in a current state.

A Customer environment that is not in a current state as described above is deemed to be a Non-Current State.

The operational impact and consequences of Customer's Application Software being in a Non-Current State is set out in detail in the IFS Support Policy.

4. CASE HANDLING

4.1 First Line Support

- Customer has the sole responsibility for organizing first line and end-user support to its Users, with adequately trained and qualified personnel. Customer shall provide to IFS at least one named Key User to represent the Customer and all of its end-users regardless of Support Plan.
 - Customer may also nominate deputy Key Users for contact purposes.
- Before a Case is registered with the IFS Service Center, the Customer's Key User or other nominee shall:
 - Perform an initial triage of the issue or Incident (for IFS Cloud Services)
 - For an issue in the Application Software, make reasonable efforts where possible to isolate such issue to verify that it is re-creatable
 - Check for an existing Resolution to the issue or Incident by searching the IFS Service Center.

4.2 Case Registration

- The IFS Service Center is the single point of entry for IFS Customers to obtain Support Services for any issue or Incident that the Customer needs to report. Access is via the IFS Service Center portal.
- Customer is granted access to IFS' Service Center where the designated Customer Key User or other deputy may register and manage Cases.
 - The IFS Service Center is accessible using individual log-in details. Customer shall keep confidential any such log-in details and shall take reasonable measures to prevent any unauthorized access or use thereof.
 - The Customer is responsible for the central coordination, management and supervision of all of its Cases to avoid duplicate registration.
- Cases must always be registered in the IFS Service Center before IFS will commence any work on such Case.

4.3 Case Progression

- If IFS confirms the existence of a reported Error or Incident, it will be addressed by IFS in accordance with these Terms and as further described in the IFS Support Policy.
- If it is reasonably determined that no Error or Incident exists, or if the Error or Incident cannot be re-created, despite IFS and Customer complying with their respective obligations set out in these Terms, the Case will be closed.
 - IFS will have no responsibility for any False Alarm.
 - Customer understands that any work performed by IFS in regards of any False Alarm may involve additional charges, whether or not the Case is successfully resolved. IFS will notify the Customer without undue delay when the relevant IFS resource realises that a Case constitutes a False Alarm.
- If IFS has to perform additional work due to the inability of the Customer's Key User to provide any requested information, materials or assistance (e.g., remote access to relevant Customer system), IFS will not be required to investigate further and / or IFS may charge Customer for its efforts on a time and material basis. Customer understands that any attempted Resolution in such circumstances may not be successful.
- When IFS considers a Case to be resolved, the status of the Case is set to resolved and a notification will be provided to the Customer's Key User or other deputy. The process for management of acceptance or rejection of a Resolution is set out in the IFS Support Policy.
- It is the Customer's sole responsibility to test and verify any Resolutions which relate to Application Software, Releases and other deliverables hereunder to satisfy itself as to their suitability for Customer's business purposes and IFS accepts no responsibility in this respect regardless of the testing done.
- Customer acknowledges that Improvements provided by IFS may require additional training of Key Users and Users.

4.4 Escalation of a Case

- The process for escalating a Case and the criteria that are used to determine whether or not a Case can be escalated is set out in the IFS Support Policy.

5. SERVICE LEVELS FOR CASES – PLATINUM AND CLOUD SUPPORT PLANS

5.1 Scope

The Service Levels for Cases apply only to Platinum and Cloud Support Plans. They do not apply to the Gold Support Plan.

5.2 Prerequisites and Exclusions

The Service Levels shall only apply for a Case when the following prerequisites are met:

- The Case is registered in the IFS Service Center (see [Case Handling](#)) and is accepted as Priority 1 or Priority 2.
- Prerequisites:
 - The Case has a clear and supportive description of the underlying issue or Incident and its business Impact and Urgency.
 - Customer’s solution is well-documented to enable Customer’s Key User (or other nominee) to assist IFS in the provision of Support Services and that the required Key User / nominee training has been undertaken.
 - The Case relates to the unmodified code of a Release of an IFS Application Software product that is not in a Non-Current State and is not in Restricted Support (see [Product and Support Lifecycle](#)).
 - Customer is able to make available an English-speaking Key User, with training and knowledge sufficient to assist IFS in resolving the Case, available on a 24-hour 7 day per week basis for dialogue with IFS.
 - For Remote deployments, any remote access is established as described below in [Additional Customer Responsibilities](#) and, where remote access is established, Customer is able to designate a contact person who shall provide requisite remote connection and log-on data for IFS to access the applicable Customer environment at Operating System level, including, but not limited to, applications and database.

Cases will be excluded from the Service Levels where:

- The Case relates to Customized Software or other modified code or third-party software, unless any of those are covered by Support Services or Custom Services for support that have been purchased from IFS.
- The Case constitutes a False Alarm.

5.3 Service Levels and Targets

Subject to the pre-requisites and exclusions set out above, there are two time-related Service Levels for Cases, each of which is relevant to reaching a milestone in the Case lifecycle (Initial Response and Resolution or Action Plan Provided). Each Service Level has target times for IFS to meet.

Priority Level (of Case)	Service Level Target Time (Hours)	
	Initial Response	Resolution or Action Plan Provided
Priority 1	0.5	4.0
Priority 2	2.0	16.0

Note 1 – Service Level target times apply on a 24-hour, 7 day per week basis and exclude Clock Stop Events.

Note 2 - Where the Resolution Action entails an action plan, such action plan will include Resolution status, planned next steps with dates for actions and an indication of IFS resources, required Customer actions to support Resolution, and date / time for next and subsequent updates.

5.4 Service Credit

IFS will be deemed to have met its targets for Service Levels for Cases, and no Service Credit will apply, if:

- IFS reaches the milestone within the Service Level target times in ninety-five percent (95%) of all reported Cases for which a Service Level applies, in the aggregate, within a Calendar Quarter; or
- Customer, in any Calendar Quarter, submits less than twenty (20) Cases for which a Service Level applies, in the aggregate, and IFS has not exceeded the Service Level target times in more than one Case during that Calendar Quarter.

Where IFS is deemed not to have met its targets for Service Levels for Cases, subject to any exclusions, Clock Stop Events or pre-requisites, this is a Failure.

Subject to the above conditions, in the event of a Failure, a Service Credit will be applied to the Customer’s account for Support Services using the following procedure:

- Customer shall inform IFS in writing of any alleged Failure; and
- IFS shall investigate any such claims and provide a written report proving or disproving the accuracy of Customer’s claim; and
- Customer shall provide reasonable assistance to IFS in its efforts to correct any problems or processes inhibiting IFS’ ability to meet the applicable Service Level(s); and
- If, based on IFS’ report, a Failure is proved, IFS shall apply a Service Credit to Customer’s next invoice for Support Services equal to one quarter percent (0.25%) of the portion of the fee attributable to the applicable Calendar Quarter for each Failure reported and proved in that Calendar Quarter, subject to a maximum cap per Calendar Quarter of five percent (5%) of the portion of the fee for Support Services attributable to such Calendar Quarter.

- Customer has the responsibility of notifying IFS of any Service Credit within one (1) month after the end of the Calendar Quarter in which a Failure occurs and it is acknowledged that no Service Credit will be paid unless notice of Customer's well-founded claim for Service Credit(s) is received by IFS in writing within such time.
- For the avoidance of doubt, a Service Credit for a Failure shall only be applied once per Case.
- For the purposes of Service Credit calculation, where the Application Software is licensed on a subscription basis, as agreed and specified in the applicable order, the fees for Support Services shall be deemed to be 50% of the applicable subscription license fee, unless otherwise is set forth in the order.
- The Service Credit stated in this section is Customer's sole and exclusive remedy with respect to any alleged or actual Failure.

6. ADDITIONAL CUSTOMER RESPONSIBILITIES

6.1 All Support Plans

- Configurations, Customizations, Content and Data
 - Customer shall be solely responsible, and IFS disclaims any liability, for any Configurations, Customization, content and data (including data or content inadequacy, error, recovery, restoration, or repair). Where Customer has any form of Customization, tailoring or deviation to the unmodified Application Software and does not have a commercial agreement with IFS for supporting such Customization, tailoring or deviation, the Customer shall ensure that any issue reported as a Case is related to the unmodified Application Software only.
 - IFS will not access or view Customer's content or data, except as reasonably necessary to provide such Support Services.
 - Failure by Customer to provide such access to Customer content or data may prevent IFS from performing its obligations and IFS disclaims any liability in regards thereof.
 - Customer acknowledges that, for the purposes of providing Support Services, IFS may permit Customer data to be accessed or viewed by other IFS affiliates, sub-contractors or partners, including foreign nationals, located in and/or outside of the country or countries in which Customer operates. IFS shall remain responsible for IFS affiliates, sub-contractors and partners in such respect.
 - Except for customers of IFS Cloud Services for which IFS' obligations are set out in the customer's contract with Customer for such services, Customer is responsible for database monitoring and back-up of its data and content.

6.2 Gold and Platinum Support Plans

- Infrastructure
 - Customer shall be responsible for maintaining the required infrastructure and environments:
 - To upgrade and maintain hardware, operating system and applicable third-party software if a new Release of the Application Software so requires; and
 - To upgrade the Application Software to a new Release if hardware, operating system and/or third-party software so requires.
 - Customer shall be responsible for all operational services, including, but not limited to, database monitoring, system and data security safeguards, environment cloning, system performance, back-up and restoration, disaster recovery, and deployment of delivered code.
- Remote Access
 - Customer shall allow and enable IFS to perform its services using commercially available remote-control software as directed by IFS. Customer shall agree to enable such remote-control access and provide such assistance as reasonably necessary to facilitate such services.
 - If the required connection method contravenes Customer's own connection policy, any appropriate alternative must be agreed by IFS before it is implemented. Any such agreed alternative will be conducted at the Customer's expense and may incur an increase in the fees for Support Services.
 - If remote access cannot be established, it is acknowledged by Customer that the Support Services can only be performed using reference environments available to IFS.
- Test Environment
 - Customer shall at its own cost maintain a Test Environment to be used for reproduction of reported Errors and for the Customer to test and verify Resolutions and new Releases.
 - Customer shall allow IFS access to this Test Environment to enable efficient support in the event of an issue.

7. CUSTOM SERVICES FOR SUPPORT

To the extent specified in the applicable Order Form, Custom Services for support will entail the following and will be subject to the following conditions:

- Third-party software
 - Services for support in respect of any third-party software will be provided by IFS only where agreed and specified in the applicable Order Form for such Support Services; and
 - Any Resolution of Errors in such third-party software will be of the same nature and extent as IFS receives from the applicable third-party software vendor, subject to these Support Terms and / or any separately agreed terms.

8. PRODUCT AND SUPPORT LIFECYCLE

Releases of IFS Application Software products have a finite lifespan from General Availability (GA) to Release retirement. The Support Services available for them are part of that lifespan. There are two distinct product and support lifecycle models, each corresponding to a grouping of IFS Application Software products and each applying irrespective of Support Plan as described below.

8.1 Standard, Extended and Restricted Support Model

For Application Software products with the exception of IFS Cloud and CE (i.e., for Applications, Field Service Management (FSM), Planning and Scheduling Optimization (PSO)), the following lifecycle applies:

- Standard Support
 - The Support Period following GA.
 - Each Release of an IFS Application Software product has a published date on which the Standard Support Period will end. This date is shown in the IFS Support Policy.
 - The duration of the Standard Support Period will vary by Release of Application Software product.
 - When the Standard Support Period for a Release ends, a Customer wishing to continue to receive support services may purchase Extended Support (if made available for the Release) or to move to Restricted Support.
- Extended Support
 - If offered, it follows expiration of the Standard Support Period when purchased by a Customer.
 - Is subject to separate terms for Extended Support and applicable fees.
 - Is not available for any Release of IFS Application Software that is already beyond the maximum Extended Support Period.
- Restricted Support
 - Follows the Standard Support Period for a Release where Extended Support is either not available, has expired, or is not purchased by a Customer, otherwise follows Extended Support.
 - The scope is limited compared to Standard Support and Extended Support.
 - The Restricted Support Period continues until the Release of an IFS Application Software product reaches its Retirement Date.

More information is set out in the IFS Support Policy.

8.2 Continuous Support Model

For the IFS Cloud and CE products, an ongoing release mechanism applies.

- Each Release is supported at a level equating to Standard Support for a fixed period following its GA (See IFS Support Policy).
 - Once a Release reaches the end of its Support Period, there will be no further Service Updates for that Release and the Release will no longer be supported by IFS.
- There are no Extended Support or Restricted Support Periods in the Continuous Support model.

8.3 Retirement of Products and Releases

IFS reserves the right to retire IFS Application Software products and Releases from time to time.

Retirement is the point at which IFS no longer provides Updates for a Release of an IFS Application Software product (in the Standard, Extended and Restricted Support model), or no longer provides Service Updates for a Release of an IFS Application Software product (in the Continuous Support model), and no longer provides support (e.g., in the form of Case Handling) for such Release. At retirement, documentation for the Release of the product may, subject to any IFS advice to the contrary, still be made available by IFS, but will no longer be maintained or updated.

IFS will inform Customers (through IFS Customer Portal or other mechanisms) in advance when a Release of an IFS Application Software product is due to be retired. More information is set out in the IFS Support Policy.

9. UPDATES TO SUPPORT SERVICES AND SUPPORT TERMS

Support Services and these Support Terms may be updated by IFS from time to time. Any such updates will not materially reduce the overall Support Services available to the Customer.

10. GLOSSARY OF TERMS

The following terms and abbreviations used in these Support Terms shall have the meaning as given to them below.

Term	Definition
Application Software or IFS Application Software	IFS' standard, unmodified proprietary application software products, modules, applications, "apps" and programs (but, for the avoidance of doubt, excluding any third-party software included therein or associated therewith) which Customer has licensed and/or been granted the right to access and use under an order. It is limited to machine readable code (generally referred to as executable or object code) and the user instructions included in the Software Documentation. It does not include vocabularies and other items generally referred to as source code, nor any descriptions not included in the Software Documentation.
AUP	Acceptable Use Policy.
Calendar Quarter	The three-month period ending on March 31, June 30, September 30 and December 31 respectively of any given calendar year.
Case	A unique message, identified with a number, reported by the Customer into IFS' Service Center. Such a message may be a report of an Error, a request for information, modification or service, or other messages.
Clock Stop Event	The elapsed time during which any of the following events persists: <ul style="list-style-type: none"> • Waiting for the Customer to provide a necessary and requested response, input, assistance or approval. • The existence of network issues or other elements outside IFS' reasonable control. • For IFS Cloud Services: <ul style="list-style-type: none"> ○ Scheduled Downtime. ○ Existence of an Excluded Incident.
Cloud Platform	IFS' application cloud platform, as provided by the Cloud Platform Vendor, for the delivery of IFS Cloud Services, including any Environment, as described in the applicable Order Form.
Cloud Platform Vendor (CPV) or Cloud Service Provider (CSP)	An Information Technology company that provides cloud hosting (i.e., on-demand, scalable computing resources, such as computing power, data storage, or applications over the internet), from which IFS operates the Cloud Platform.
Code Line	The totality of the Customer's IFS Application Software solution, as delivered and excluding any tailoring (e.g., Configurations and Customizations).
Configurations	Such capabilities in the Application Software to individually tailor the application, consisting of configurations (such as custom fields, custom objects, custom events, custom menus, custom business rules, client scripting and report layouts) and personalizations (such as shortcuts, saved searches and screen layouts).
Current Release	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.
Custom Services	Support for any third-party software provided by IFS where agreed and specified in the applicable Order Form for such services and which are subject to payment of the fees and charges set out in that Order Form.
Customer-Induced Issue	An issue arising out of any of the following: <ul style="list-style-type: none"> • Specifications, instructions or incomplete or erroneous information or input provided by Customer • Customer's use of services, hardware, software, integrations, extensions or interfaces not forming part of the Application Software or Services • Issues caused by inadequate sizing or bandwidth in Customer's systems or delays or failures in Customer's network or on-line connectivity • The Application Software related to Customer's incorrect or unpermitted use or modification, excessive use, or deployment of Resolutions or new Releases in a manner not prescribed in the applicable IFS documentation or otherwise directed by IFS in writing • Breach by Customer or otherwise caused by Customer (and, for the avoidance of doubt, each applicable whether induced by Customer or any third party acting on its behalf) • In addition, for IFS Cloud Services customers, issues caused by use beyond the applicable use levels, or a manner otherwise not permitted under the applicable AUP which has not been separately approved by IFS in writing.
Customized Software or Customization	Any Application Software code modified or amended on behalf of the Customer. Note that the setting of parameters, parameterization or configuration is not a Customization.
Environment	A complete infrastructure and Software installation running on a platform (cloud or non-cloud), which makes up the technical solution for a particular purpose, as specified in the applicable Order Form. For example, "Production" or "Test".
Error	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.

Term	Definition
Excluded Incident	An Incident that is: <ul style="list-style-type: none"> • Outside the control of IFS or the Cloud Platform Vendor or by other elements outside the reasonable control of IFS; or • Relating to Content (Customer data and other data submitted to the Cloud Platform) or Configurations; or • A Customer-Induced issue or an issue arising as a result of Customer's failure to comply with reasonable instructions regarding the use of the Services; or • An Incident occurring or extending beyond the applicable Support Period or occurring as a result of an Environment being in a Non-Current State for reasons not attributable to IFS.
Failure	The result of the target times for the time-related Service Level(s) not being met in regard to a reported Case, subject to any exclusions, Clock Stop Events or pre-requisites.
False Alarm	A Customer-Induced Issue(s) which relate(s) to Configurations, content or data or to software not forming part of the Application Software or other elements outside IFS' reasonable control.
Fix	A correction to an Error or a Security Vulnerability in the Application Software. Fixes are compatible with the applicable Current Release designated by IFS.
GA, General Availability	The release to market or general availability of a Release of an Application Software product.
IFS Cloud Services Deployment	Deployment (of IFS Application Software) using IFS Cloud Services.
IFS Service Center	IFS's single point of entry for Customers and IFS partners to obtain service (including support-relevant services), and to locate information and answers to questions in relation to IFS Application Software.
IFS Support Policy	IFS's support policy document, amended and re-issued from time to time, further describing the detailed policies and procedures that apply for each element of the Support Services.
Impact or Impact Level	An expression of the effect of the issue or Incident being reported as a Case on business processes.
Improvement	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.
Incident	An identified Error, Outage or other event impacting the performance of the IFS Cloud Services.
Initial Response	A milestone in the Case lifecycle when IFS has made the initial response to the Customer in relation to the Case.
Instance	One installation of the Customer's solution in one environment. An Instance will contain only one Code Line.
Key User or Prime Contact	A person appointed by the Customer who is trained and qualified to handle initial problem resolution and report Incidents and Errors in the Application Software.
Non-Current State	An Environment that is not current, i.e., it does not have the latest Resolutions installed (based on the required Update or Service Update as per the IFS Support Policy) and / or for which the applicable Support Period has expired.
Outage	The elapsed net-resolution time during which it is not possible to log-in to the Production Environment by any User, as determined by IFS or the Cloud Platform Vendor from automated health monitoring and system logs, due to a failure in the Cloud Platform. The duration of an Outage is measured on a net-resolution time basis from which the accumulated time for all Clock-Stop Events related to the Outage will be deducted, until the Outage has been temporarily or permanently resolved.
Patch	A deployable Fix or number of Fixes that may be applied to an Application Software product or Release outside of the prevailing Update or Service Update cycle for the product or Release in question. Patches are compatible with the applicable Current Release as designated by IFS.
Priority, Priority Level or Severity	An indication of the severity level of a Case or Incident that reflects both the Impact of the issue that is affecting the Customer's operation and the timebound criticality (or Urgency) of the issue to the Customer. The Impact Level and the Urgency Level are set by the Customer in the IFS Service Center when the Case is registered, and the Priority is calculated automatically from the two values entered using a matrix. The matrix and detailed definitions of the resulting individual Priority values is set out in the IFS Support Policy.
Production Environment	An Environment used by end users for productive, live, operational purposes.
Release	A version of the Application Software designated by IFS as a "release" made GA, typically containing new functionality, a cumulative set of Fixes and Improvements, as well as potential architectural changes.
Remote Deployment	Customer deployment (of IFS Application Software) on a platform that is either Customer's own non-cloud platform (on-premise deployment) or is a cloud platform purchased by the Customer that is not IFS Cloud Services (other hosting or public cloud deployment).
Resolution	A Fix, Service Update, Update or other solution, circumvention or software re-start by IFS to resolve an Error, or resolve or pre-empt an Incident. A Resolution may consist of a temporary solution, including the creation of a by-pass 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.
Resolution Action	For Priority Level 1 or Priority Level 2 Cases, a Resolution or action plan for Resolution.
Resolution or Action Plan Provided	A milestone in the Case lifecycle when Resolution or action plan for Resolution has been provided by IFS to the Customer.
Scheduled Downtime	Scheduled Downtime comprises: (a) planned and scheduled maintenance periods as per the Planned Maintenance Policy found at ifs.com/legal ; (b) Customer initiated downtime (c) where necessary, scheduled additional maintenance windows, as agreed with Customer, to implement Customer-approved changes of the IFS Cloud Services; and (c) Cloud Platform maintenance operations (scheduled by the Cloud Platform Vendor with notice provided approximately one week in advance).

IFS SUPPORT TERMS



Term	Definition
Security Vulnerability	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 Credit	A credit applied by IFS to the Customer's account for Failure.
Service Hours	The period from 7 a.m. (07:00) to 7 p.m. (19:00) during the working week of the physical country and time zone named in the applicable Order Form, it being understood that some services can however have different hours. Where a service has different hours, these are set out in the IFS Support Policy. Where the physical country named in the Order Form has more than one time zone, the central time zone is utilized. Where the physical country named in the Order Form has an even number of time zones, the easternmost of the two central time zones is used.
Service Level	A measurable service level set forth in the Service Levels For Cases – Platinum And Cloud Support Plans section.
Service Restoration	Action taken by IFS to assist the Customer to bring the Application Software back to being available for productive use.
Service Update	For the IFS Cloud and CE products, a cumulative set of Fixes for Priority 1 and Priority 2 Cases within a Release. Service Updates are compatible with a specific Release as designated by IFS and released in accordance with the currently applicable IFS release schedule.
Services	The IFS Cloud Services and Support Services.
Software Documentation	The reference on-line 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 Period	The period designated by IFS during which the Release of the applicable Application Software product or module will be supported and maintained by IFS.
Support Services	The technical support and maintenance provided or made available by IFS and purchased by Customer for particular Application Software, which includes different support options, as specified on the applicable Order Form 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 Form.
Test Environment	A non-productive Environment used by key users, project users and testing teams for the testing of a solution.
Update	A cumulative set of Fixes and Improvements for a Release of an IFS Application Software product, other than IFS Cloud and CE (see Service Update definition). Updates are compatible with a specific Release of the Application Software as designated by IFS and released in accordance with the currently applicable IFS release schedule.
Upgrade	An upgrade from one Release of the Application Software to another, which requires a project assignment separately agreed in writing between the Parties. Such a project assignment may include implementation services, migration of Customer data, and other related professional services.
Urgency or Urgency Level	An expression of the timebound criticality of the issue being reported by the Customer as a Case.
Users	Customer's permitted individual end users of the Application Software, subject to the applicable license terms, limitations and restrictions separately agreed by the Parties.