

# IFS Values

Agile. Collaborative. Trustworthy.



#MakeYourMoment





## Our culture

is built by our people and history.

Together they have formed our characteristics and values.

We believe that all kinds of diversity makes us stronger, more innovative and ultimately more competitive. At IFS, you will work in a truly international environment, with an opportunity to work with colleagues all over the globe. That diversity means a chance to learn about other cultures, and indirectly more about your own.

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A large, white, stylized double quote icon is positioned on the left side of the page, spanning across the boundary between the two pages. The background of the entire spread is a night sky with the Milky Way galaxy visible, and a blue tent is pitched in the foreground on the right side.

To be really close to our first customer, we set up a tent in a nearby field. After three months we completed the project and had a very satisfied customer.

Ulf Stern, one of the founders of IFS and still working in the company

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## Our history

is an important part of our identity

From the outset the founders of IFS wanted to do something different. They wanted to create a company that didn't limit itself to conventions. They wanted to build solutions that harnessed the potential of the most far-reaching technology yet never lost contact with the human user. They wanted to attract like-minded people who were prepared to take on the world.



- 
- Global Company
  - Collaborative Culture
  - Leading Products
  - Shape your own future

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## Our core values

At IFS our long-held values are:

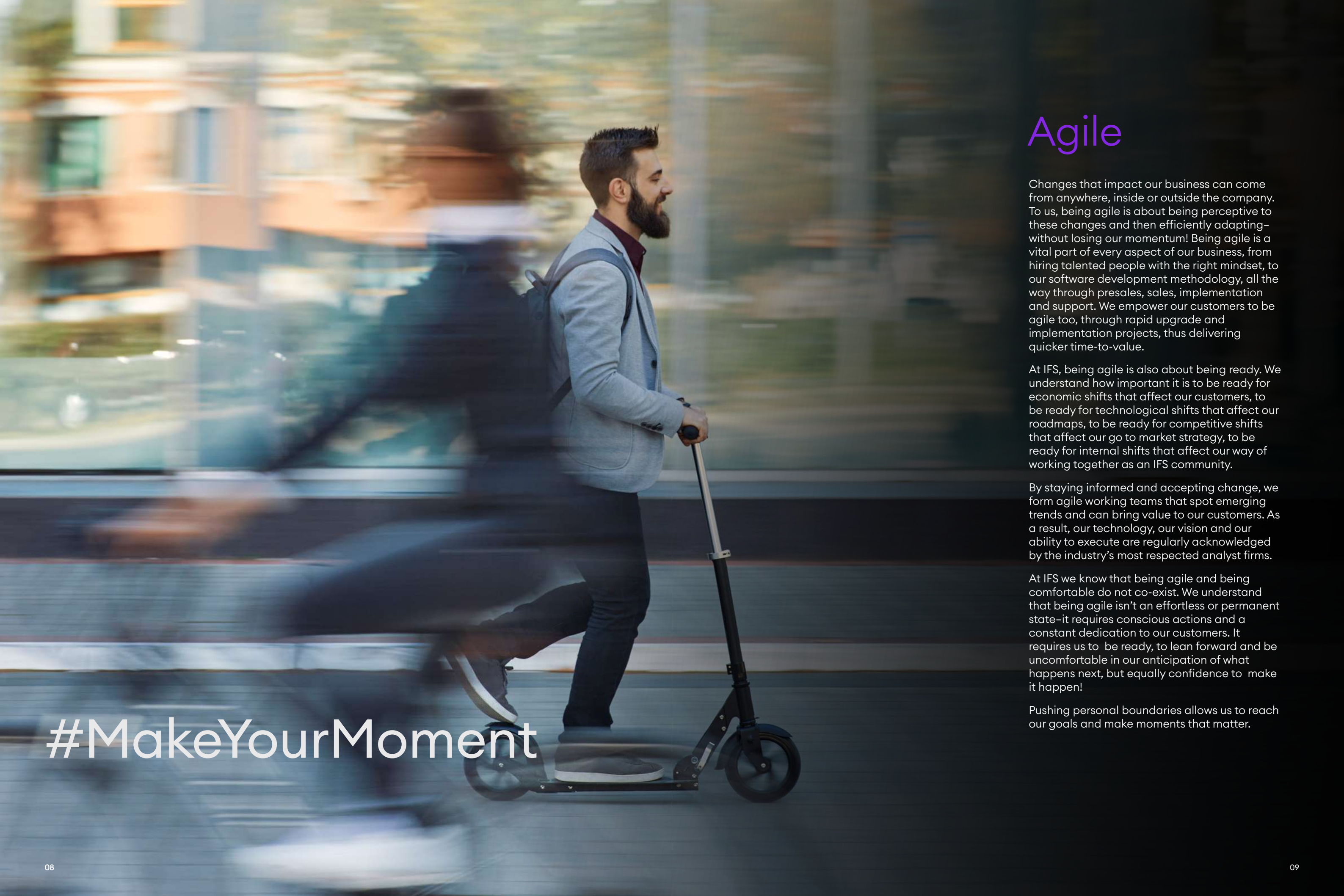
- Agile
- Collaborative
- Trustworthy

These values form the basis for how we work—and guide the way we interact with customers, partners, the market and our colleagues.

At IFS we really care about our customers and their needs—which is why we work hard to earn consistently high customer satisfaction ratings.

At IFS we help customers when it matters most; in the moment of service. Therefore, it is only right we give our employees the chance to make moments in their career and continue to grow.





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## Agile

Changes that impact our business can come from anywhere, inside or outside the company. To us, being agile is about being perceptive to these changes and then efficiently adapting—without losing our momentum! Being agile is a vital part of every aspect of our business, from hiring talented people with the right mindset, to our software development methodology, all the way through presales, sales, implementation and support. We empower our customers to be agile too, through rapid upgrade and implementation projects, thus delivering quicker time-to-value.

At IFS, being agile is also about being ready. We understand how important it is to be ready for economic shifts that affect our customers, to be ready for technological shifts that affect our roadmaps, to be ready for competitive shifts that affect our go to market strategy, to be ready for internal shifts that affect our way of working together as an IFS community.

By staying informed and accepting change, we form agile working teams that spot emerging trends and can bring value to our customers. As a result, our technology, our vision and our ability to execute are regularly acknowledged by the industry's most respected analyst firms.

At IFS we know that being agile and being comfortable do not co-exist. We understand that being agile isn't an effortless or permanent state—it requires conscious actions and a constant dedication to our customers. It requires us to be ready, to lean forward and be uncomfortable in our anticipation of what happens next, but equally confidence to make it happen!

Pushing personal boundaries allows us to reach our goals and make moments that matter.





# Collaborative

As an essential ingredient for IFS's success, real collaboration starts with individuals who genuinely want to be part of something bigger than themselves. At IFS, individuals understand and embrace the importance of listening over hearing, of reaching over standing still, of discretion over ego, and of "we" over "I". It's this deep commitment to collaborate at individual level that will positively impact the business outcomes of our customers and partners.

We work hard to remove obstacles to effective collaboration wherever we find them. Using real-time, collaborative tools for efficient internal sharing and teamwork, we know that support is never more than a post, chat, or phone call away.

Being collaborative also means structuring ourselves to enable sharing. By globalizing strategic resources we ensure the right competence can be deployed where and when it is needed regardless of geography or business unit. Through social media tools, we have flattened the organization, allowing any IFS employee to communicate with our leadership, with other teams and with people across the globe.

Being collaborative partnering with customers through industry and customer advisory councils to make sure they influence our roadmaps, insights and vision. In addition, we proudly take part in our many customer-run user groups that meet regularly to network with peers and exchange experiences.

At IFS, we aspire to create a workplace that allows professional relationships to be built and to flourish. The collaborative spirit of the company grows out of these relationships.

Pushing personal boundaries allows us to reach our goals and make moments that matter.

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## Trustworthy

Trust is the bedrock of the relationships that we build with one another and with our customers. It's a value that IFS has been known for from our birth and which we uphold every day by honoring our commitments. Our solutions—from the initial idea through development marketing and sales to customer implementation, maintenance and lifecycle support—are built in a series of steps founded on trust.

And, most crucially, every time a customer signs an IFS contract, they entrust the prosperity of their entire business to IFS—that our products will do what we say they'll do, are implemented on time and on budget, and that IFS will live up to its promises for support.

That 93% of our customers say our employees are committed is proof that this is not mere words. Our position as one of the industry's most trusted suppliers is further reinforced by the independent, customer-sourced assessments found on platforms such as Gartner Peer Insights, where our products and services keep receiving high scores.

IFS holds itself accountable to the very highest standards of ethical business. We build trust in our local communities through numerous corporate social responsibility (CSR) initiatives, including the provision of volunteering opportunities, disaster relief activities and other charity events. We work in the absolute certainty that earning and maintaining trust is neither a marathon nor a sprint. It's a relay race with an ever-moving finish line.





# Our culture

In today's frantic global marketplace rising above the general cacophony isn't easy. What makes us different is our culture.

It can't be copied. It can't be bought. It can't be stolen.

Our culture gives us our values, which are the very foundation of who we are.

Our core values are the foundation of the culture at IFS. It is found in the collaboration between teams, building strong, supportive communities. It is felt in the trust we give employees to work flexibly and towards our goals. By building great communities, encouraging our colleagues to bring their whole-selves to work and placing trust in each other, we can be agile and respond quickly to any challenges that come our way.

IFS is a growing company, with ambitious plans. Our culture encourages everyone to live our core values and to celebrate our successes.

Employees are not only motivated to create moments that matter in their professional career, but also encouraged to celebrate moments in their personal lives and feel pride when they come to work.

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## 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. We empower our 5,500 employees to be agile, collaborative, and trustworthy, giving them the chance to have experiences and successes that make them feel proud and to create moments that really matter. At IFS, we take pride in our determination to help our employees and our customers make moments happen.

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

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