

# Why choose IFS Success?



Success can be predicted. Research shows having clear objectives for your digital transformation is critical, and there are three enablers for success:

- Modern technology
- Stakeholder confidence
- Long-term vendor engagement

IFS Success is built with these three enablers in mind so you can realize ongoing value from your technology investment, because every customer deserves success.

## How it works

A long-term subscription secures access to service components backed by the tools and best-practice methodologies available within IFS. This model gives you predictability, consistency and transparency, with a single contract to manage. You can clean up any complex contracts, eliminate unused licenses and service contracts, and move to a subscription contract aligned with the needs of your business.

## How to choose your engagement level

There are two engagement levels giving you the flexibility to find the right model for your business.

- **IFS Success:** Delivers a bespoke Success plan for your business, with ongoing success management and services sized to meet the needs of your business.
- **Enabled Success:** An engagement model for customers in a steady-state and with a competent in-house team and is included in the standard IFS maintenance contracts.



“We were really thrilled when we had the first meeting with IFS and they asked us: ‘What is success for you?’”

Sofia Sjöström, Head of Digital Finance, Karo Pharma

Success Engagement Level	Enabled	Enabled	IFS Success
Maintenance Package	Gold	Platinum	Platinum required
<b>Product Support</b>			
Support Service—Local Business Hours	✓		
Support Service—24/7		✓	✓
Business Continuity Assistance			
– Best Effort	✓		
– SLA (Severity 1 & 2)		✓	✓
Maintenance Service	✓	✓	✓
Support Portal	✓	✓	✓
Customer Community	✓	✓	✓
Priority Queueing		✓	✓
Response and Resolution Time			
– Best Effort	✓		
– SLA (Severity 1 & 2)		✓	✓
Service Level Agreement (SLA)		✓	✓
Customer Care Advocacy Service		✓	✓
Update Planning	Notification via IFS Community	Notification via IFS Community	Info via Customer Success Manager
Modification Support	Sized/scoped per agreement	Sized/scoped per agreement	Sized/scoped per agreement
Cloud Services		Sized/scoped per agreement	Sized/scoped per agreement
<b>Engagement</b>			
Case Coordination and Escalation			✓
Governance Level	Community guided	Community guided	Bespoke Success Plan
Infrastructure and Expertise	Reactive—high self-serve	Reactive—high self-serve	Highly proactive across chosen areas
Service Collaboration Intensity	Low	Low	High
Target Operating Model	Internal	Internal	Mixed
Value Realization	Customer-driven	Customer-driven	IFS-supported/driven
Commercial Model	Included in product maintenance	Included in product maintenance	Sized/scoped per agreement

Success Engagement Level	Enabled	Enabled	IFS Success
<b>Services</b>			
Customer Success Management			✓
Tactical Service Requests per Month			Sized/scoped per agreement
Operational Service Requests per Month			Sized/scoped per agreement
Enhanced SLA			✓
Enhanced Incident Management			✓
Training and Enablement Services (IFS Academy)			Self-paced learning and bespoke IFS Academy content and training programs
Expert Advisory Services			Sized/scoped per agreement
Upgrade Support Services			Expert guidance for evolving solutions with business needs and consuming the latest versions of IFS technology

## Get started with a Success plan

Success Management is a collaborative process that captures and refines your aims and objectives. The result is an agreed Customer Success Plan which ensures your priorities are clearly understood and communicated, and it provides a mechanism to capture opportunities for improvement as well as tracking and reporting progress.

## Learn more

Contact your Account Executive or [lifecycle.services@ifs.com](mailto:lifecycle.services@ifs.com) to learn more about IFS Success.

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. 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).

