

## IFS Support Advisory Terms

### 1. INTRODUCTION

These IFS Support Advisory Terms (“Support Advisory Terms”) describe the Support Advisory Services offered by IFS to a customer (“Customer”), including applicable terms. This is separate to Support Services. Operational policies and procedures in relation to the provision of Support Services are set out in the IFS Support Policy.

Support Advisory Services is a service for customers of IFS Platinum Support Services or Cloud Support Services only, offering an enhanced customer operations support service for supported releases of IFS Application Software, designed to help enable the Customer to use Support Services more effectively.

### 2. SERVICE DETAILS

#### 2.1 Summary Features of Support Advisory Services

The features of the Support Advisory Service are set out in the table below and will be provided to the Customer as described in these Support Advisory Terms.

| Feature                       | Platinum Support +Support Advisory  | Cloud Support + Support Advisory  |
|-------------------------------|---|---|
| Software Applicability        | IFS Application Software (Remote Deployments).  | IFS Application Software (IFS Cloud Services Deployments).  |
| Onboarding Plan               | Detailed onboarding plan for new customer including introduction to tools, setting expectations and an initial assessment of any pain points.   | Detailed onboarding plan for new customer including introduction to tools, setting expectations and an initial assessment of any pain points.   |
| Best Practice Recommendations | Guidance in adopting best practices for navigating IFS Unified Support processes  | Guidance in adopting best practices for navigating IFS Unified Support processes  |
| Enablement Advice             | Provision of a plan to upskill customer team interfacing with IFS Support, sharing standard documentation/materials and identifying appropriate training & enablement resources.                              | Provision of a plan to upskill customer team interfacing with IFS Support, sharing standard documentation/materials and identifying appropriate training & enablement resources.                              |
| Engagement Checkpoints        | <p>Regular cadence agreed during service onboarding (minimum monthly)</p> <p>Analysis of support tickets, volumes and trends</p> <p>Review key case handling metrics incl. response and resolution rates.</p> | <p>Regular cadence agreed during service onboarding (minimum monthly)</p> <p>Analysis of support tickets, volumes and trends</p> <p>Review key case handling metrics incl. response and resolution rates.</p> |

| Feature               | Platinum Support +Support Advisory  | Cloud Support + Support Advisory  |
|-----------------------|---|---|
| Engagement Reviews    | <p>Quarterly</p> <p>Review progress and issues</p> <p>Discuss what's working well and areas for improvement</p> <p>Discuss goals and priorities for next 12 weeks</p> <p>Update on new Unified Support processes, tools and resources</p> | <p>Quarterly</p> <p>Review progress and issues</p> <p>Discuss what's working well and areas for improvement</p> <p>Discuss goals and priorities for next 12 weeks</p> <p>Update on new Unified Support processes, tools and resources</p> |
|                       |   |   |
| Reporting             | <p>Demonstrate how to access and analyse support metrics. Review metrics and discuss insights.</p>  | <p>Demonstrate how to access and analyse support metrics. Review metrics and discuss insights.</p>  |
| Escalation Management | <p>Provide guidance on standard escalation processes and tools, empower customer teams to escalate issues independently and facilitate swift resolution of high-priority escalations where required.</p>                                  | <p>Provide guidance on standard escalation processes and tools, empower customer teams to escalate issues independently and facilitate swift resolution of high-priority escalations where required.</p>                                  |
| Languages             | <p>Reporting, communication and documentation associated with the Service will be provided in English</p>   | <p>Reporting, communication and documentation associated with the Service will be provided in English</p>   |
| Service Hours         | <p>Local business hours for the primary Country and Time-zone specified in the IFS Platinum Support or IFS Cloud Support Contract</p>   | <p>Local business hours for the primary Country and Time-zone specified in the IFS Platinum Support or IFS Cloud Support Contract</p>   |
| Delivery of Service   | <p>Service Hours.</p> <p>Remote delivery – e-mail, phone, video conferencing</p>  | <p>Service Hours.</p> <p>Remote delivery – e-mail, phone, video conferencing</p>  |

### 3. Term and Fees

3.1 The term of the Support Advisory Services will commence on the date specified in the Order Form and continue in force for the initial term specified therein. Unless otherwise stated in the Agreement on expiry of the initial term, the Order Form and the Support Advisory Services will terminate unless renewed by the written agreement of the Parties.

3.2 Customer shall pay the fees applicable to the Support Advisory Services at the price identified in the applicable Order Form. Unless otherwise stated on such Order Form, fees are payable in advance of the applicable period to which they relate, the first being due on the Order Form start date unless otherwise stated in such Order Form. Fees are subject to annual indexation, in accordance with the indexation provisions set forth in the Order Form.

#### **4. Customer Responsibilities and Exclusions**

- 4.1 Customer will provide a single point of contact to work with IFS that has the required skills and experience to appropriately make use of and coordinate the Customer's use and access to Support Advisory Services effectively.
- 4.2 Customer and IFS agree to be pragmatic and flexible in the scheduling of activities and the availability of key stakeholders and resources. Both parties agree in principle to securing scheduled meetings or activities to a specific time and date, at least two (2) weeks in advance.
- 4.3 The Support Advisory Services is available in English only.
- 4.4 Support Advisory Services does not include hands-on implementation or execution of recommended solutions or guidance, nor any form of customer staff augmentation.

#### **5. General Terms**

- 5.1 The Support Advisory Services will not be provided by named resources. IFS may use personnel from affiliates, sub-contractors or partners to provide the Support Advisory Services.
- 5.2 IFS may track and analyse the usage of the Support Advisory Services for the purposes of assisting customers, monitoring, and improving security, improving the Application Software, Support Advisory Services and Support Services, and improving the user experience.
- 5.3 Support Advisory Services is not a replacement for IFS Support Services, it's a pre-requisite that Customer maintains a either Platinum Support Services or Cloud Support Services level of support plan to benefit from Support Advisory Services. This support service is not available with any other IFS Support packages including IFS Gold Support. Fees for Support Advisory Services is based on a small, medium or large requirement as determined by IFS. Customer acknowledges that the Support Advisory Services depend on finite resources shared amongst many customers. Customer agrees not to use the Support Advisory Services excessively or unreasonably. Support Advisory Plans may or may not specify usage limitations. The omission of any such limit does not imply a completely unlimited consumption allowance, even if the term "unlimited" is used by IFS or others in describing any aspect of the service. Excessive consumption of the Support Advisory Services may be identified with reference to significant variations from the Support Advisory Plans and/or the average consumption by comparable customers. If Customer is found to be consuming the services excessively or unreasonably, IFS will contact Customer and work with Customer to remedy the situation and Customer agrees to make good faith efforts to promptly remedy excessive or unreasonable consumption. However, if excessive usage is expected to continue, IFS reserve the right to increase the fees proportionately and will do so if IFS deems, acting reasonably, that such excess use of the service has occurred or will continue to occur regularly.

#### **6. Updates to Support Advisory Services and Terms**

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