

# IFS EURA Services

Designed for customers with specific data access, and data residency requirements.



IFS is dedicated to delivering exceptional support and tailored solutions to meet the diverse needs of our customers while promoting optimal performance and compliance with local requirements. The IFS European Restricted Access (EURA) Services<sup>1</sup> portfolio is designed to meet the strict data privacy laws and regulatory needs of customers in the EU, EFTA and the UK (IFS EURA Zones).

The services ensure that your environments and data reside only in data centers located in the EU, and EFTA with restricted access to your data by IFS personnel within these regions and the UK. These are premium services, tailored to provide

enhanced data protection, compliance, and support for IFS Cloud customers using IFS Success, IFS Cloud Services, IFS Support and Maintenance, and IFS Consulting Services.

Key features of the IFS EURA Services include:

**Data access restrictions:** Only IFS staff and resources in the EU, EFTA and the UK will have access to your data.

**Data residency:** The IFS Cloud solution and the data will be hosted in data centers in the EU, and EFTA, isolated from other geographic locations.

## IFS EURA Portfolio Service Benefits



### Avoid non-compliance

IFS EURA Services help you adhere to local data governance and residency regulations, reducing the risk of non-compliance.



### Control access to your data

IFS assures that your data will be handled by resources within the EU, EFTA and the UK fully complying with data sovereignty and regulatory requirements.



### Data where you need it

Your data will be stored within the EU, or EFTA, enabling compliance with data residency requirements and providing you with greater control over where your data lives.



### Peace of mind

Compliance with data governance regulations gives you the confidence of reduced risk of fines, reputational damage, and legal issues.

## IFS EURA Services

While IFS offers customers the option to deploy their solution within a standard-defined geography, we understand that some customers have unique country or industry requirements and place critical importance on data residency and privacy.

### IFS Success – EURA Service

IFS Success is a service providing a long-term, strategic partnership that helps you continually align your business strategy with the capabilities of your IFS Solution enabling you to achieve maximum lifetime value, operational excellence, and accelerate time-to-value.

We start by understanding your strategic goals and identifying opportunities for innovation. Together, we define a success plan that maps your desired outcomes and unlocks long-term value throughout your IFS journey. Our product expertise supports the technical optimization of your IFS solution, ensuring it aligns with your business needs and is primed for efficiency and performance. We improve application sustainability and operational excellence by optimizing processes, guiding release management, and embedding best practices. IFS will also help drive effective adoption of the solution across your organization, empowering your teams, managing risks, and ensuring your people fully leverage IFS for better outcomes.

With IFS Success - EURA services<sup>2</sup>, any service requiring access to customer data is handled and delivered by resources in the IFS Success Delivery organization within the EU, EFTA and the UK.

### IFS Consulting – EURA Service

IFS Consulting services support day-to-day operations and deliver implementation and upgrade projects in alignment with the strict compliance requirements of EURA customers. With IFS Consulting - EURA services, the core elements of the consulting service remain the same. The service meets data residency and privacy needs by ensuring that resources in the Global Consulting Delivery organization within the EU, EFTA and the UK handle any service requiring access to customer data.

### IFS Unified Support – EURA Service

IFS EURA for IFS Industrial Cloud Services and IFS Support Services provides customers with product support, cloud hosting, and cloud infrastructure services tailored to meet data residency and privacy needs within European geographies. There are premium residency options in Switzerland and Norway for customers with specific data residency needs. The service includes the core elements of IFS Industrial Cloud Services, and IFS Support Services (Platinum Support).

## Choose IFS EURA Services today.

Contact your IFS Account Executive today to understand how IFS can help you manage the lifecycle of your IFS Cloud deployment.

#### Availability and Limitations

1. To benefit from IFS EURA Services, customers must have the relevant agreements in place depending on the specific EURA Service being accessed
2. Operational Success is not available for IFS Success – EURA services.