

IFS Concierge Program

Flexible consulting hours spent **YOUR** way



The IFS Concierge Program is designed for IFS, Energy and Resources customers who need additional consulting, training, or support, plus a deeper understanding of where and how IFS can have the greatest impact for their company. Structured as a bundle of hours to use as needed, the IFS Concierge Program proactively helps customers achieve greater success with their solutions.



A deeper understanding of where IFS software can have the greatest impact for your company



Timely assistance on all issues



A personal concierge (account manager) who simplifies communication and coordination across IFS departments (services, support, product) for a seamless customer experience



Operational efficiencies and more time spent focused on your core business



The addition of critical resources to teams experiencing staff shortages/ reduced headcount

How it works

- A pre-paid bundle of hours is structured into a Production Services Agreement (PSA) that states a customer can use their pre-paid hours, for one or more products, however they see fit: ad-hoc consulting, training, system configuration, system administration, staff augmentation, etc.
- A PSA exists as a multi-year subscription – typically 2-3 years.
- A PSA can be executed easily without a lengthy approval process.

Interested in learning more?

Reach out to your Account Executive or visit [ifs.com](https://www.ifs.com)

IFS develops and delivers cloud 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://www.ifs.com).

