

# IFS

# SELECT™

The path to excellence  
is our mutual desire  
to achieve success



## COLLABORATION AND A SHARED FOCUS ON MEASURABLE STRATEGIC OUTCOMES TO ACHIEVE LONG TERM MUTUAL SUCCESS

As a multinational implementing major global transformation projects you need capability, assured performance, accountability and control.

IFS Select™ provides a continuous, fully-managed engagement program to drive and maximize successful commercial outcomes from your IFS investment, year after year.

## IFS CUSTOMER SUCCESS

IFS enterprise software offers the opportunity to transform the way you develop, position and market your business.

Bringing together proven tools, methodologies and engagement activities, the IFS Customer Success program proactively identifies business growth and opportunity areas, constantly refining your IFS solution to ensure maximum relevance and lifetime value.

Accelerate your solution implementation, assure delivery and fully maximize commercial value throughout the system lifetime with consulting services and components to suit your needs.



## HOW IT WORKS

A multi-year subscription secures ongoing access to the IFS Select™ framework backed by IFS Methodologies and Tools.

Core elements available include:

- Customer Success Management with a jointly-developed and implemented strategic plan
- Continuous value engineering to maximize business impact
- Application management by IFS experts on-demand
- Project safeguarding for self-managed and partner-led projects
- End-to-end Service Level Agreements (SLAs)





## BUSINESS BENEFITS WITH IFS SELECT™

IFS Select™ lets you accelerate and maximize returns from your IFS investment.

By continually optimizing and refining your system, and working with you to define and realize meaningful outcomes, IFS Select™ puts your business ahead.

- **Engage with one consistent, embedded team**—enjoy one coherent business vision and success plan across all activities and outputs
- **Access flexible deployment options**—on premise and hybrid cloud solutions possible
- **Ensure predictable outcomes**—get recommendations and advice based on extensive IFS experience to support your business needs
- **Commitment with a multi-year agreement**—set shared goals for business success over the short, medium and long term
- **Enhanced back office support**—global IFS access means fast, efficient response
- **Executive sponsors**—talk with senior IFS executives directly engaged in your success management

## BE A SELECT CUSTOMER AND ENJOY A FULLY-MANAGED SERVICE

IFS Select™ offers the benefits of a dedicated IFS team monitoring, optimizing and managing business performance for you for the lifetime of the system.

- **Adopt faster, reduce risk**—implement faster using standard software with a lower total cost
  - Safeguard project timelines and budgets
  - Access experts on demand
  - Minimize costly modifications with in-built best practices
- **Optimize solutions**—get the best results for your business
  - Access expert services to deliver optimum business value
  - Maximize business continuity with predictable downtime
  - Enjoy managed performance
- **Extend/upgrade easily**—constantly get the most from your solution
  - Access architects and functional experts quickly
  - Validate and support transformational initiatives
  - Maintain industry compliance
- **Ensure governance**—protect your investment across the IFS ecosystem
  - Get business-critical IFS Support globally
  - Enjoy structured Customer Success Management
  - Secure accountability with contracted SLAs and enhanced incident management

## IFS SELECT™

Components and services including:

- Customer Success Management
- Value Assurance™
- Application Management Services™ (Experts on Demand)
- Project Safeguarding
- Enhanced Support
- Executive Sponsorship

As IFS Select™ is specifically designed for multinational customers, eligibility is subject to meeting qualifying commercial criteria.

NEXT

## STEPS

To find out more about the ways IFS Select™ could help your business, email us at [lifecycle.services@ifs.com](mailto:lifecycle.services@ifs.com)

## ABOUT IFS

IFS develops and delivers enterprise software for customers around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. The industry expertise of our people and solutions, together with a commitment to delivering value to every one of our customers, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 4,000 employees and growing ecosystem of partners support more than 10,000 customers around the world to challenge the status quo and realize their competitive advantage. [Learn more about how our enterprise software solutions can help your business today at ifs.com](#)