SUPPORT POLICY
IFS GLOBAL SUPPORT

VERSION 2020-03-29
No obligation or precedent of any nature is set or implied by this document, such matters being entirely specified in, and governed by, other legal documents signed and agreed by the parties to which they relate.
IFS Global Support Policy will help our customers understand our maintenance and support offering so they can best manage the services subscribed to as well as future upgrades.

THE POLICY HELPS CUSTOMERS TO UNDERSTAND:

- Support responsibilities
- How to engage with/contact support
- Available services
- Product lifecycle
- Severity definitions
- Service levels
- Bug correction principles
- Escalation route
WORLD-CLASS CUSTOMER SUPPORT
IFS Support Services are provided in English and deliver corrections to proven bugs in the supported solution and to make available the latest updates to encourage our customers to be on the very latest technology.

CASE REGISTRATION
Cases registered by customers should be documented according to the defined template and be reproducible in the applicable test instance.

HELP DESK/END USER SUPPORT—1ST LINE ACTIVITIES
Unless separately purchased, these activities, which include training, configuration and setup, and the initial triage of any suspected software faults are the customers’ responsibility.
COMPREHENSIVE AND FLEXIBLE SUPPORT OFFERING

PLATINUM SUPPORT
- 24x7 SUPPORT SERVICES
- PRIORITY QUEUING
- SERVICE LEVEL AGREEMENT
- CUSTOMER CARE ADVOCACY
- PROACTIVE UPDATES

GOLD SUPPORT
- 24x7 CRITICAL RESPONSIVENESS
- SUPPORT SERVICES
- MAINTENANCE

CUSTOM SERVICES
- CUSTOMIZATION SUPPORT
- ADDITIONAL INSTANCE
- EXTENDED SUPPORT

ADDITIONAL SERVICES
- IFS Success
- IFS Select
# IFS SOLUTIONS - PRODUCT RELEASE AND VERSIONS

R&D supported releases for IFS Applications, IFS Mobile Workforce Management and IFS Field Service Management

<table>
<thead>
<tr>
<th>IFS SOLUTIONS</th>
<th>ABBREVIATION</th>
<th>UPDATE CADENCE</th>
<th>STANDARD SUPPORT</th>
<th>EXTENDED SUPPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td>IFS Applications</td>
<td>IFSAPP</td>
<td>Quarterly</td>
<td>5 Years from RTM</td>
<td>Additional 3 Years</td>
</tr>
<tr>
<td>IFS Field Service Management</td>
<td>FSM</td>
<td>Quarterly</td>
<td>5 Years from RTM</td>
<td>Additional 3 Years</td>
</tr>
<tr>
<td>IFS Planning and Scheduling Optimization</td>
<td>PSO</td>
<td>Quarterly</td>
<td>5 Years from RTM</td>
<td>Additional 3 Years</td>
</tr>
<tr>
<td>IFS Enterprise Operational Intelligence</td>
<td>EOI</td>
<td>Monthly</td>
<td>Indefinite</td>
<td></td>
</tr>
</tbody>
</table>
## Support Model Definitions

### Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Standard Support</th>
<th>Extended Support</th>
<th>Restricted Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accept Cases for suspected security vulnerabilities or demonstrated bugs</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Diagnosis of accepted cases</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Targeted response times</td>
<td>✓</td>
<td>✓</td>
<td>Not Offered</td>
</tr>
<tr>
<td>Merge &amp; deliver known fixes and improvements according to the bug correction policy</td>
<td>✓</td>
<td>✓</td>
<td>Fixed Price</td>
</tr>
<tr>
<td>Fix new security vulnerabilities</td>
<td>✓</td>
<td>✓</td>
<td>Not Included*</td>
</tr>
<tr>
<td>Make improvements due to legal changes in the countries supported (at IFS’ discretion)</td>
<td>✓</td>
<td>✓</td>
<td>Not Included*</td>
</tr>
<tr>
<td>Fix new bugs according to bug correction policy</td>
<td>✓</td>
<td>✓</td>
<td>Not Included*</td>
</tr>
<tr>
<td>Certify new platforms per the IFS Supported Platforms Policy</td>
<td>✓</td>
<td>✓</td>
<td>Not Included*</td>
</tr>
</tbody>
</table>

*Not Included: This service is not included in Restricted Support but at IFS’s discretion might be done as a time & material request.
**SEVERITY DEFINITIONS**

**CASE SEVERITY 0**
**UNASSIGNED**
Case severity has not been assigned.

**CASE SEVERITY 1**
**SERVICE DOWN**
The Applicable Instance is down and causing significant proven negative business impact, and no workaround is immediately available.*

**CASE SEVERITY 2**
**SERVICE DEGRADED**
The Applicable environment is operational, but with a severely reduced level of service. No workaround exists.

**CASE SEVERITY 3**
**SERVICE WARNING**
The applicable environment is operational at, or close to, a normal level of service, but is at risk of failure or encounters a productivity issue that causes inconvenience.

**CASE SEVERITY 4**
**ROUTINE**
Any incident with insignificant or no operational impact on service performance but which requires routine effort to effect resolution.

**BUG SEVERITY 1**
A security vulnerability exists, or an IFS Applications process or function has a malfunction such that it cannot be completed and is creating database inconsistency. A workaround solution* IS NOT available.

**BUG SEVERITY 2**
IFS Applications process or function has a performance degradation or a malfunction such that it cannot be completed but is not creating database inconsistency. A workaround solution** IS NOT available.

**BUG SEVERITY 3**
An IFS Applications process or function is affected or has a malfunction such that it cannot be completed but does not create inconsistency in the database. A workaround solution* IS available. New or enhanced functionality, delivered as patches in a supported track shall normally be handled as Severity 3.

**BUG SEVERITY 4**
Minor errors, mostly cosmetic in nature. Documentation issues fall into this severity level.

* to be classified as Severity 1 the customer must provide a dedicated and appropriately skilled resource that is available to work on the case at the customer site during the contracted support hours.

** achieved by following an alternative workflow or function, which may include manual steps that lead to the correct result in IFS Applications.
MILESTONES, TARGETS AND DELIVERY

<table>
<thead>
<tr>
<th>MILESTONE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>REACTION</td>
<td>The elapsed time until the Evaluate and Classify process begins</td>
</tr>
<tr>
<td>RESPOND</td>
<td>The elapsed time until the same case is accepted from the second-line queue for the first time, minus any time spent with the customer, thus the start of qualified work on the case</td>
</tr>
<tr>
<td>NEXT RESPONSE</td>
<td>The elapsed time until next status update provided</td>
</tr>
<tr>
<td>RESOLVE (Resolution Action)</td>
<td>The elapsed time until a fix, workaround or action plan is provided</td>
</tr>
<tr>
<td>NET RESOLUTION</td>
<td>The elapsed time until a case is closed, minus any time spent with the customer</td>
</tr>
<tr>
<td>TOTAL RESOLUTION</td>
<td>The total elapsed time until a case is closed</td>
</tr>
</tbody>
</table>

*All time is in contracted hours and starts from receipt of a registered case

CASE HANDLING GUIDELINES

IFS aims to REACT within 15 minutes to all cases

Analysis of a registered case is normally started within 1 hour, 4 hours, 12 hours, 40 hours per each case Severity 1 to 4 respectively. To is done on a best efforts base only and should not be mistaken for an SLA. We make reasonable endeavors to provide regular updates. For Platinum customers a higher contract priority is assigned resulting in preferential case queuing. Updates are typically provided every 30 mins, 1 hour for Severity 1 & 2 respectively.

<table>
<thead>
<tr>
<th>SEVERITY</th>
<th>RESPOND</th>
<th>NEXT RESPONSE</th>
<th>RESOLVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>30 Minutes</td>
<td>30 Minutes</td>
<td>4 Hours</td>
</tr>
<tr>
<td>2</td>
<td>2 Hours</td>
<td>1 Hour</td>
<td>16 Hours</td>
</tr>
</tbody>
</table>

SLA (PLATINUM SUPPORT)

Handling times subject to service credits

<table>
<thead>
<tr>
<th>BUG SEVERITY</th>
<th>CORRECTION DELIVERY METHOD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Delivered via update, or single patch*</td>
</tr>
<tr>
<td>2</td>
<td>Delivered via update, or single patch*</td>
</tr>
<tr>
<td>3</td>
<td>Delivered via update or future version</td>
</tr>
<tr>
<td>4</td>
<td>Delivered via update or future version</td>
</tr>
</tbody>
</table>

* A single patch will only be delivered on the current UPDATE -2 or later
**CODE LINE MANAGEMENT**

**DEFINITION**
An instance is a unique code line for which IFS provides source code control services.

**INCLUDED IN SUPPORT PACKAGES**
Source code control is provided for only 1 instance. However, that instance can be replicated to meet customer demands:
- IFS delivers once
- Customer deploys delivery multiple times

**ADDITIONAL INSTANCE**
If multiple source code control is needed, this can be added as a custom service:
- IFS delivers to each instance
- Customer must ensure deployment to corresponding instance
ESCALATION PROCESS

INCIDENT/CASE OR PROCEDURAL/STRATEGIC

GLOBAL SUPPORT MANAGEMENT
SUPPORT DIRECTOR
SUPPORT MANAGER
CASE OWNER
CUSTOMER
MAINTENANCE TEAM

INCIDENT/CASE
PROCEDURAL/STRATEGIC
then choose your colour

#forthechallengers