



SUPPORT POLICY

IFS GLOBAL SUPPORT

VERSION 2020-03-29

DISCLAIMER

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.

SUPPORT POLICY

OVERVIEW

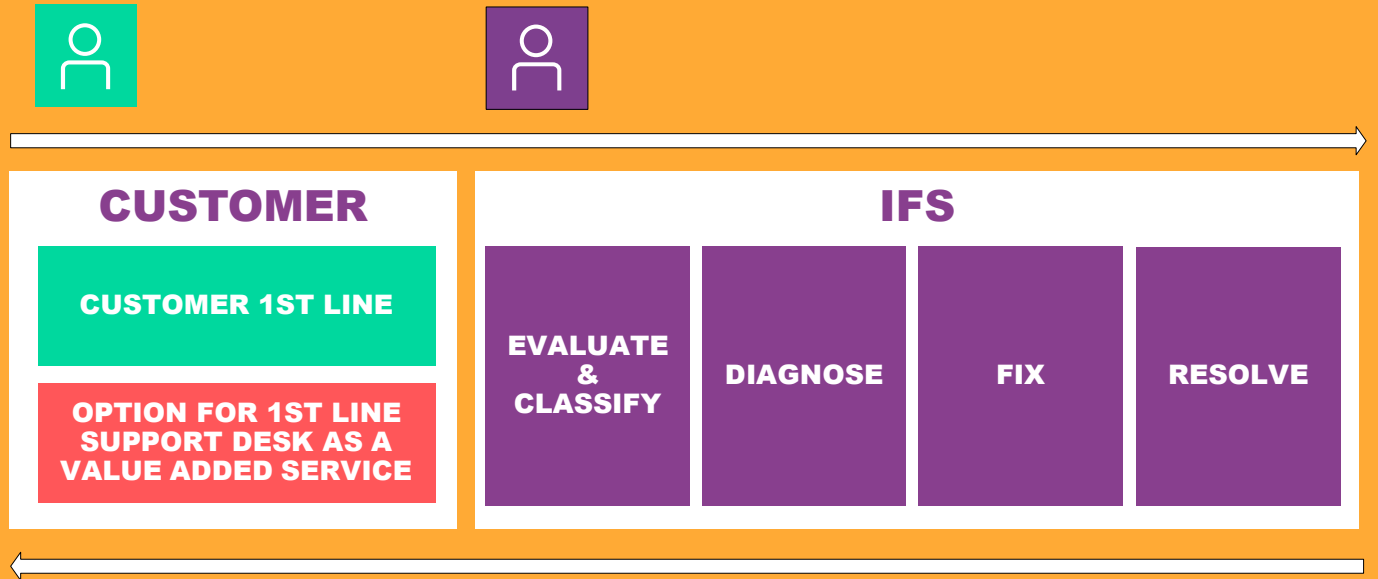
IFS Global Support Policy will help our customers understand our maintenance and support offering so they can best manage the services subscribed to as well as future upgrades

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

BASIC GENERAL

PRINCIPLES



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

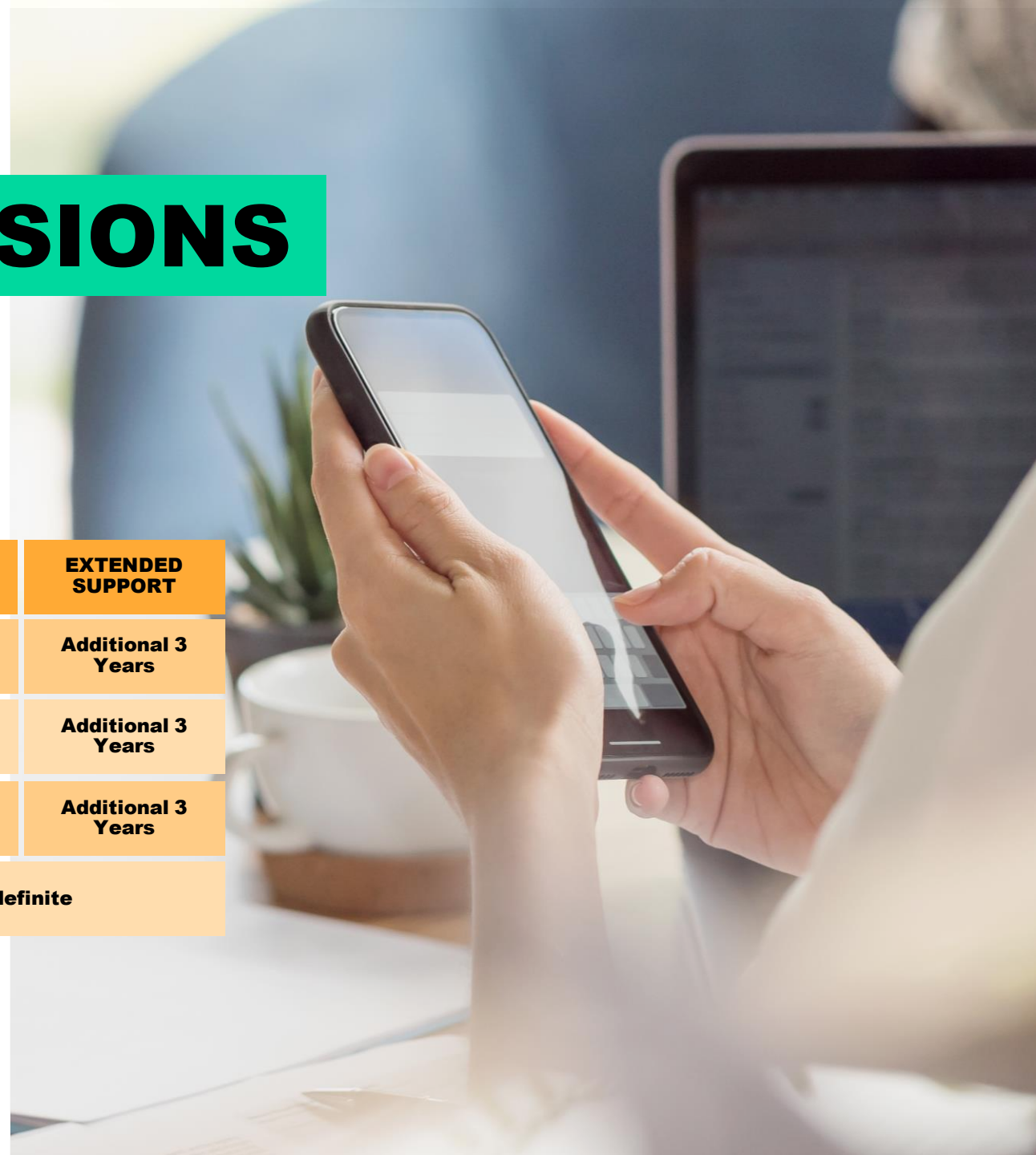
IFS SOLUTIONS

RELEASE AND VERSIONS

IFS SOLUTIONS - PRODUCT RELEASE AND VERSIONS

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

IFS SOLUTIONS	ABBREVIATION	UPDATE CADENCE	STANDARD SUPPORT	EXTENDED SUPPORT
IFS Applications	IFSAPP	Quarterly	5 Years from RTM	Additional 3 Years
IFS Field Service Management	FSM	Quarterly	5 Years from RTM	Additional 3 Years
IFS Planning and Scheduling Optimization	PSO	Quarterly	5 Years from RTM	Additional 3 Years
IFS Enterprise Operational Intelligence	EOI	Monthly	Indefinite	



PRODUCT LIFECYCLE

SUPPORT MODEL DEFINITIONS

SERVICES	STANDARD SUPPORT	EXTENDED SUPPORT	RESTRICTED SUPPORT
Accept Cases for suspected security vulnerabilities or demonstrated bugs	✓	✓	✓
Diagnosis of accepted cases	✓	✓	✓
Targeted response times	✓	✓	Not Offered
Merge & deliver known fixes and improvements according to the bug correction policy	✓	✓	Fixed Price
Fix new security vulnerabilities	✓	✓	Not Included*
Make improvements due to legal changes in the countries supported (at IFS' descretion)	✓	✓	Not Included*
Fix new bugs according to bug correction policy	✓	✓	Not Included*
Certify new platforms per the IFS Supported Platforms Policy	✓	✓	Not Included*

*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

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

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

COURSE

OF ACTIONS

MILESTONES, TARGETS AND DELIVERY

MILESTONE	DESCRIPTION
REACTION	The elapsed time until the Evaluate and Classify process begins
RESPOND	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
NEXT RESPONSE	The elapsed time until next status update provided
RESOLVE (Resolution Action)	The elapsed time until a fix, workaround or action plan is provided
NET RESOLUTION	The elapsed time until a case is closed, minus any time spent with the customer
TOTAL RESOLUTION	The total elapsed time until a case is closed

*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

SLA (PLATINUM SUPPORT)

Handling times subject to service credits

SEVERITY	RESPOND	NEXT RESPONSE	RESOLVE
1	30 Minutes	30 Minutes	4 Hours
2	2 Hours	1 Hour	16 Hours

BUG SEVERITY	CORRECTION DELIVERY METHOD
1	Delivered via update, or single patch*
2	Delivered via update, or single patch*
3	Delivered via update or future version
4	Delivered via update or future version

* 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

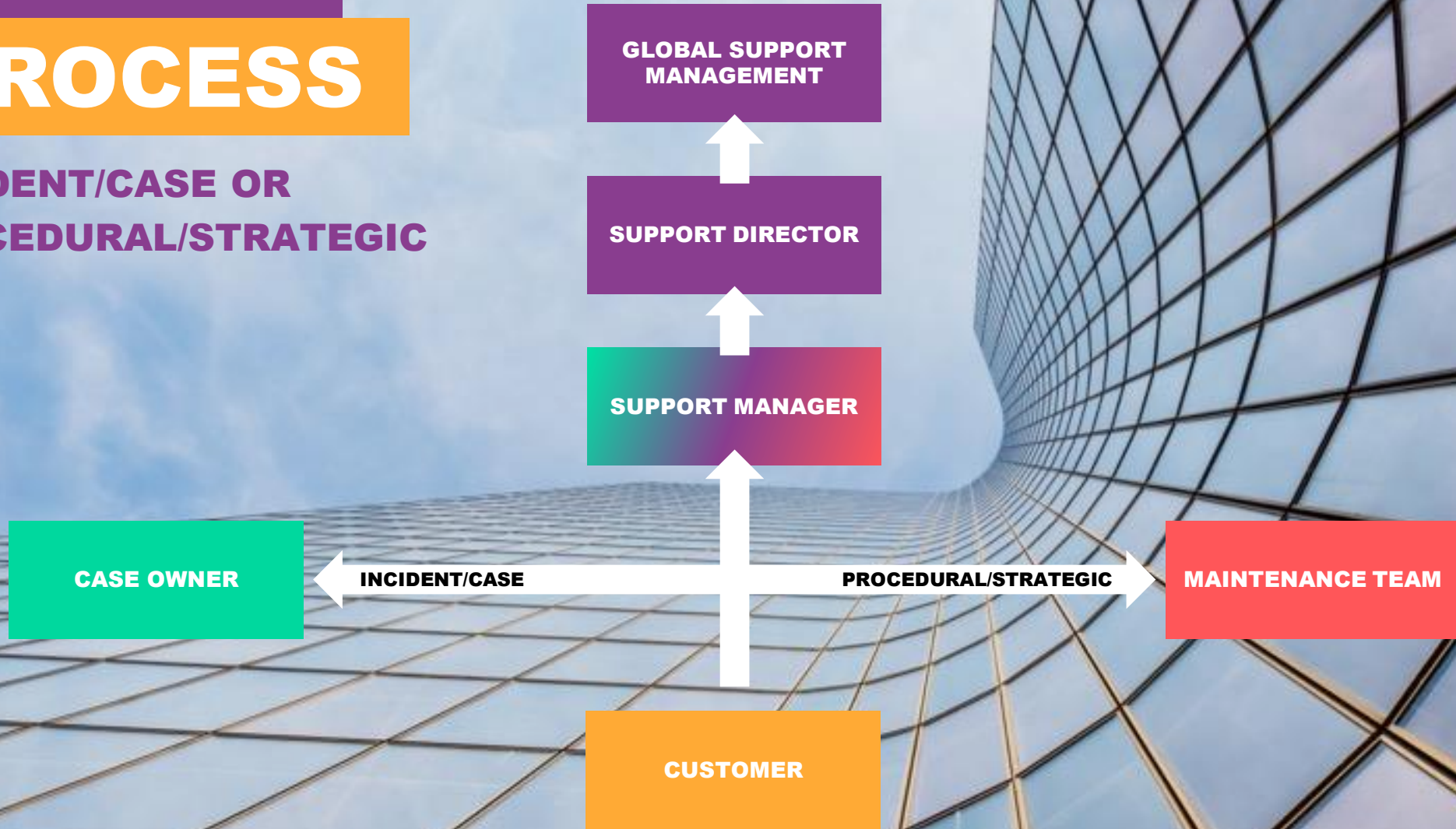
If multiple source code control is needed, this can be added as a custom service

- IFS delivers to each instance
- Customer must ensure deployment to corresponding instance

ESCALATION

PROCESS

**INCIDENT/CASE OR
PROCEDURAL/STRATEGIC**





#forthechallengers

