

IFS SUPPORT

SERVICE CATALOG



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INTRODUCTION

The IFS Support mission is to provide our customers with a single, easy-to-use, seamless conduit into IFS and its knowledge products and services. IFS support provides skilled functional and technical assistance for issues related to our customers' IFS products. Our goal is to ensure that customer issues are resolved in a timely, efficient and accurate manner, leading to increased customer benefits and greater customer satisfaction.

THE KEY BENEFITS OF MAINTENANCE AND SUPPORT

LOCAL SUPPORT CENTERS— GLOBAL INFRASTRUCTURE

IFS Support is dedicated to delivering the best available services globally, consisting of multiple support centers around the world to ensure rapid response and knowledge about our customers' local conditions.

At the same time, a global organization requires worldwide support because our customers expect the same answers regardless of where in the world they are calling from. To facilitate seamless access to the best knowledge at any given time, our global support centers are backed up by our local support centers.

We use a common support process enabled by a shared global information infrastructure. All contacts are recorded in a single environment, enabling us to call on our experts from around the globe to provide our customers with the best possible solutions.

Customers and partners should consequently be aware that in the delivery of maintenance and support services IFS may transfer their data to its operations outside the country of origin, where it may be utilized by foreign nationals involved in service delivery. IFS have extensive experience of dealing with specific requirements under data protection, privacy and export control regulations and will happily discuss individual requirements that arise.

KNOWLEDGE-INTENSIVE SUPPORT

An important aspect of our support philosophy is the notion that development and support are closely connected. We believe that to provide the best support, you need access to the best available knowledge.

Therefore, the teams who develop the product are also a natural part of the support process. The technical and functional expertise at our development centers is always available when required. The result is a knowledge-intensive support organization where our customer views and suggestions are considered in our enhancement process, ensuring agile development that directly address customers' needs where possible. This gives our customers the best of two worlds: a global support infrastructure backed up by local support based on local knowledge.

FULL CONTROL

We keep track of all customers and customer installations, as well as reported cases, fixes and updates. By retaining a record of both standard and customized software, we can analyze errors, changes and upgrades. IFS and/or your own IT department can monitor and plan any actions with minimum delay to maximize uptime and reduce disruption.

By utilizing our lifecycle support system, we collaborate with our customers to perform in-depth impact analysis when planning any changes; fixes, updates, or new customizations as well as upgrade projects (where



services are agreed). These tasks or projects flow smoothly as we have structured and detailed information about your code base, including customizations.

This enables controlled migration of customized code and supports efficient handling of corrections or further development of customizations (where services are agreed).

OTHER BENEFITS

Maximized availability, utilization and uptime

- Regularly released updates available to allow customers to always be running on the latest release and technology
 - Prevents users from experiencing known errors
 - Reduces time, cost and frustration of unplanned downtime
 - Ensures customer is protected with the latest security, performance and legal requirements
- 24x7 access to IFS Portal™ and knowledge database with information about updates, fixes, workarounds and help articles is included in all support services

- Business-critical phone support available 24x7 (for Platinum Support Package)

Improved business advantages and reduced complexity

- The maintenance and support contract provide the benefits associated with IFS's commitment to continuous technological innovation
- One standardized support process ensures consistent service levels globally
- Customers may subscribe for additional support services as required

Efficient communication and analysis

- Support is provided by a single organization using one common process enabled by a common global infrastructure
- All cases and faults are recorded in a single environment, eliminating the complexities or time delay associated with data replication and ensuring one record of fact

MAINTENANCE AND SUPPORT PACKAGES

IFS promote a global, unified support offering based on each customer's unique requirements. We offer our customers the option of basic support for their installation or subscribing to proactive services and adding additional support services as needed. A summary is provided below, with more detail in the respective sections that follow.

The **GOLD Support Package**: ensures the licensed software is behaving according to committed and updated functional, technical and compliance specifications and ready for productive use across the lifecycle. Support is provided for one code line; however there may be as many instances of this code line as the customer's business requires. The support package provides the flexibility to add custom services which are outlined below.

The **PLATINUM Support Package**: IFS will so pro-actively assist in making sure the business-critical solution is available for product business use 24/7. (in addition to those services offered in the GOLD support package).

GOLD SERVICE

Maintenance

Provides the rights to new versions, software updates and fixes to maintain quality and remain updated with the latest technical and functional development.

Support services

This entails the provision of support in English during the local business hours of the agreed support center listed in the IFS support agreement. IFS Support will work with the customer to determine the route to case resolution for any reported issue.

The service includes assistance to resolve standard product cases, including to diagnose any registered case reported. IFS will also maintain an accurate record of the as-delivered IFS solution including customizations developed by IFS, if the Custom Service Customization Support is added to the Support Package, and any subsequent fixes and updates merged by IFS personnel. As mentioned above, this service includes one code line; however, there may be as many instances of this code line as the customer's business requires.

IFS provide regular updates to correct reported defects in the core software. Individual fixes are made available in the form of an update. An update is a collection of single fixes (corrections) that may also include minor enhancements. This service, when requested, includes an analysis impact of the customer-unique code line. In the event the customer cannot wait for an update and no other workaround is available, IFS will endeavor to package and deliver a single fix for Severity 1 and 2 defects (defined in the support policy). These fixes will then be made available in future updates.

24/7 critical responsiveness

Provides 24x7 access to the IFS Customer Engagement Center (CEC). CEC is a comprehensive portal that allows customers to create, update and view cases as well as view past case information—all directly in the IFS Lifecycle Support System™. While target response time are provided during the ordinary business hours outline in the Support and Maintenance order form, cases will be monitored and responded to on best efforts for critical issues 24x7. Other key benefits include: a powerful knowledge search, and case statistical information

PLATINUM SERVICE

In addition to the above described Gold services, this premium support package also includes:

Proactive Updates

Provides a predetermined schedule, agreed between IFS and the customer, to proactively take software updates. This secures the resources needed to deliver according to the agreed upon schedule,

Customer Care Advocacy

This service provides that IFS during normal business hours will assist the Customer with monitoring and prioritizing all open cases, schedule quarterly case reviews and provide case summary reports at a date agreed between IFS and the customer. The customer care advocacy will also provide any coordination needed to ensure on-time delivery of scheduled updates and fixes and serve as an additional escalation function in regards of Severity 1 and 2 defects (defined in the Support Policy)

Priority Queueing

Platinum customers are given priority to all cases and increased responsiveness for Severity 1 and 2 cases (defined in the Support Policy).

24/7 support services

This service provides 24x7 access (in English) to all the support services that are routinely delivered during normal business hours for standard and customized product (the latter where customization support has additionally been purchased).

Service level agreement (SLA)

This service provides guaranteed response and resolution actions times with penalty assessments if targets are missed. As outlined in the Support Policy.

CUSTOM SERVICES

The below services may be added to either the Gold or Platinum support packages.

Customization support

The provision of support services for all customizations developed and approved by IFS. This includes correction of faults that prevent the customization from working as described in the specification as well as alterations of core updates and fixes to ensure that they function as designed in conjunction with the customized software.

Additional instance

This service provides support services for an additional source code-controlled instance. When selecting this option, you may choose a different primary region to provide support services if needed.

Extended support

This service prolongs the support period as described in the Support Policy. Licensed software will be maintained to operate in conformity with the software documentation after the original/standard support period has ended.

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.

About IFS

IFS™ develops and delivers enterprise software for customers around the world who manufacture and distribute goods, maintain assets, and manage service-focused operations. The industry expertise of our people and solutions, together with commitment to our customers, has made us a recognized leader and the most recommended supplier in our sector. Our team of 3,500 employees supports more than

10,000 customers worldwide from a network of local offices and through our growing ecosystem of partners. For more information, visit: [IFSworld.com](https://www.ifs-world.com)