IFS Global Support – Support Policy

Version 2021-04-21

Issued April 21, 2021
Valid until superseded by a later version

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Introduction

The IFS Global Support Policy ("Policy") provides information about the IFS Support Services offerings to aid our customers' understanding of the services subscribed to, and to assist you in managing these.

The information provided in this Policy also describes the level of product support IFS provides to our customers, and for how long (the IFS Product Lifecycle Policy).

Furthermore, the Policy outlines and describes:
- Support Responsibilities
- Available Services
- Product Lifecycle Policy
- Severity Definitions
- Service Levels
- Fix Principles

General Principles

World-class customer support. IFS Support Services are provided in English and deliver corrections to proven bugs in Current Releases of IFS Application Software and to make available the latest Updates to encourage our customers to be on the latest technology.

Case registration. Cases registered by customers should be documented according to IFS's defined template and be reproducible in the applicable test instance.

CUSTOMER — CUSTOMER 1ST LINE

IFS — EVALUATE & CLASSIFY | DIAGNOSE | FIX | RESOLVE
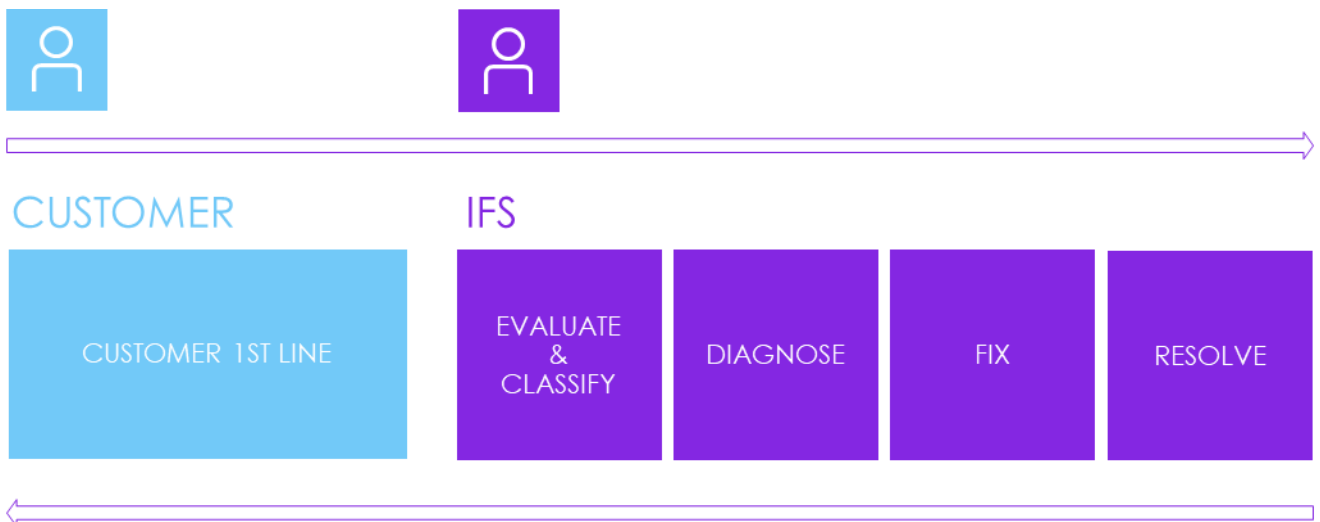
Customer - 1st Line Activities. Unless purchased separately via IFS **Success Support Services** customer is responsible for activities such as, but not limited to, training, configuration, setup, and the initial triage of any suspected software faults

IFS Global Support Policy

IFS Support Periods & Update and Releases Cadence

Current Releases for which Support Services are available for IFS Application Software are:

Support Model	Description
Continuous Support	IFS provides product support for Releases in the form of Service Updates for a certain period
Standard Support	IFS provides product support for Releases for a certain period that may vary depending on the product
Extended Support	Product support of reduced scope delivered for a defined maximum period beyond the end of Standard Support
Restricted Support	Product support of a restricted scope, where Standard or Continuous Support has ended, and the customer has elected not to purchase Extended Support (if available)

IFS Application Software	Continuous Support	Standard Support Ends	Extended Support [1] Ends	Update Cadence [2]
IFS Cloud	Bi-Annual Releases, Release supported 23 months from RTM	N/A	N/A	Monthly
IFS Applications 10	N/A	27 March 2025	27 March 2028	Quarterly
IFS Applications 9	N/A	Expired	27 March 2023	Quarterly
IFS Field Service Management 6	N/A	31 January 2026	31 January 2029	Quarterly
IFS Planning and Scheduling Optimization 6	N/A	31 January 2026	31 January 2029	Quarterly

[1]) Extended Support is offered for a period of three years. Additional terms and fees apply. Not applicable to IFS Cloud 2021 R1 and subsequent releases.
[2]) Service Update (for IFS Cloud) or Update as naming convention.

Support Services Overview

Services	Continuous Support	Standard Support	Extended Support [1]	Restricted Support
Accept Cases for suspected Security Vulnerabilities	✓	✓	✓	✓
Accept Cases for demonstrated Errors	✓	✓	✓	✓
Diagnosis of accepted Cases	✓	✓	✓	✓
Targeted response times	✓	✓	✓	Not offered
Fix new Security Vulnerabilities	✓	✓	✓	Not included [4]
Fix new Errors according to Error correction delivery policy	✓	✓	✓ [2]	Not included [4]
Deliver Severity 1 and 2 Fixes according to the Error correction delivery policy	✓	✓	✓	Not included [4]
Deliver accumulated Fixes to the Error correction delivery policy	✓	✓	✓ [3]	Fixed price
Access to new Releases	✓	✓	Not included	Not included
Certify new platforms per the IFS Supported Platforms Policy	✓	✓	✓ [5]	Not included [4]
Deliver Fixes (e.g. for severe Security Vulnerabilities) to platform containers between the regular Service Updates (at IFS's discretion)	✓	N/A	N/A	Not included [4]
Provide Application Software and documentation translations for supported languages	✓	✓	Not included	Not included

[1]) Subject to restrictions based on IFS Extended Support Terms.
[2]) For Severity 1 and 2 issues only.
[3]) At a potentially reduced cadence.
[4]) This service is not included in Restricted Support but at IFS's discretion may be offered on a time & material basis under separate terms.
[5]) As necessary, in order for there to be at least one certified version of each platform component that is still supported by the respective platform component vendor.

Severity Level Definitions

Level [1]	Description
Severity 0 Unassigned	Case severity has not been assigned
Severity 1 Service down	The Applicable Instance is down and causing significant proven negative business impact, and no workaround is immediately available [2]
Severity 2 Service degraded	The Applicable environment is operational, but with a severely reduced level of service. No workaround exists
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
Severity 4 Routine	Any incident with insignificant or no operational impact on service performance but which requires routine effort to effect resolution

[1]) For IFS Cloud the terminology is changed from Severity to Priority - the description remains the same. IFS Support Portal is used to log all Cases for IFS Cloud.
[2]) 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 Service Hours.

Course of action definitions

Milestones

Milestone	Description
React(ion)	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
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

Error correction delivery policy

Severity Level [1]	Collection Delivery Method
1	Delivered via Update, or single patch [2]
2	Delivered via Update, or single patch [2]
3	Delivered via Update or future Release [3]
4	Delivered via Update or future Release [3]

[1]) For IFS Cloud the terminology is changed from Severity to Priority but the numbering and description for each level remains unchanged. IFS Support Portal is used to log all Cases for IFS Cloud.
[2]) For Apps & FSM, a single patch will only be delivered for the current Update -2 or later. For PSO & IFS Cloud there is no concept of a single patch -where a Fix is needed, this will be delivered via the standard Service Update process.
[3]) For IFS Cloud, Severity 3 and 4 Fixes will be delivered through bi-annual Releases.

Case handling guidelines

During Service Hours, IFS aims to React to all Cases within 15 minutes.

During Service Hours, IFS aims to Respond to a Case within:

- 1 hour for Severity 1 Cases
- 4 hours for Severity 2 Cases
- 12 hours for Severity 3 Cases
- 40 hours for Severity 4 Cases

This is a guide only and should not be mistaken for a service level agreement. IFS endeavor to provide regular updates.

For Platinum Support Services customers, a higher priority is assigned resulting in preferential case queuing as indicated below.

Targets for Platinum Support Services Customers

Handling Times Subject to Service Credit		
Severity Level [1]	Respond	Resolve
1	30 Minutes	4 Hours
2	2 Hours	16 Hours

[1]) For IFS Cloud the terminology is changed from Severity to Priority, but the numbering and description for each level remains unchanged. IFS Support Portal is used to log all Cases for IFS Cloud.

Current Release, Latest Resolution

The Current Release is the latest supported Release as defined in the Glossary and Terms below.

The latest Resolution:
- For IFS Cloud is the latest Service Update -3
- For non-IFS Cloud products e.g., Apps 10, FSM 6, the latest Update -3 with the addition of such needed Fixes[1] as IFS deems required

[1]) For PSO & IFS Cloud there is no concept of single patch - where a Fix is needed, this will be delivered via the standard Update process.

Code line management – additional instance

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

Included in Support Services. Source code control is provided for one instance. However, this instance can be replicated to meet customer demands i.e. IFS delivers once > Customer deploys delivery multiple times.

Additional instance(s). If multiple source code control is needed, this can be added as a custom service i.e., IFS delivers to each instance > customer must ensure deployment to corresponding instance.

Glossary of Terms

"Case" means a unique message, identified with a number, reported by the Customer into IFS's case management portal. Such a message can be a report of an Error, a request for information, modification or service, or other messages.

"Current Release" means the latest Release offered by IFS for general commercial distribution and other currently supported Releases as designated by IFS in the then current IFS Support Policy.

"Error" means a software defect in the Application Software, which consists of a nonconformity between the unmodified software and its applicable functional specifications, which for the Application Software are set forth in the Software Documentation.

"Fix" means a correction to an Error or a Security Vulnerability in the Application Software. Fixes are compatible with the applicable Current Release designated by IFS.

"Improvement" means a functional change made by IFS to improve or enhance the Application Software e.g., to implement new capability and address legal requirements. Improvements are compatible with the applicable Current Release designated by IFS.

"Release" means a version of the Application Software designated by IFS as a "release" and made available for general commercial distribution, typically containing new functionality, a cumulative set of Fixes and Improvements, as well as potential architectural changes, for example FSM 6.x, IFS Applications 10, IFS Cloud 21R1.

"Resolution" means a Fix, Service Update, Update or other solution, circumvention, software re-start, etc. by IFS to resolve an Error. A Resolution may consist of a temporary solution, including the creation of a bypass or workaround, to restore the affected functionality and that will apply until the Error has been permanently resolved, it being understood that such permanent solution may only be made available in a future Release.

"RTM" means Release to Market.

"Security Vulnerability" means a weakness in software code, a product or a system that leaves it open to the potential for exploitation in the form of unauthorized access or malicious behavior.

"Service Hours" means 7am to 7pm during the working week of the physical country and time zone named in the applicable order, it being understood some services can however have different hours. Where a service has different hours, these are given in the IFS Support Policy. Where the physical country named in the order has more than one time zone, the central time zone is utilized. Where the physical country named in the order has an even number of time zones, the eastern-most of the two central time zones is used.

"Service Update" means a cumulative set of high severity Fixes for a Release ("high severity" being as designated by IFS as set forth in the IFS Support Policy). Service Updates are compatible with a specific Release of the Application Software as designated by IFS and released in accordance with IFS's release schedule as applicable from time to time.

"Severity Level" means the applicable severity level assigned by IFS to a Case, as it may be re-classified by IFS based on information gathered throughout the Case life cycle.

"Software Documentation" means the on-line reference manual produced by IFS describing the function of, and provided together with, the Application Software. It does not include any general descriptions, collateral, training material or other materials not included in the on-line manual.

"Support Services" means the technical support and maintenance provided or made available by IFS and purchased by Customer for particular Application Software, which includes different support options, as specified on the applicable order for such Support Services. Support Services may be limited to certain software installation(s), instance(s), environment(s), language version(s), and country(ies) /site(s) as specified in the applicable order.

"Support Period" means the period designated by IFS during which the Release of the applicable Application Software product or module will be supported and maintained by IFS.

"Update" means a cumulative set of Fixes and Improvements for a Release. Updates are compatible with a specific Release of the Application Software as designated by IFS and released in accordance with IFS's release schedule as applicable from time to time.

Disclaimer

No obligation or precedent of any nature is set or implied by this Policy, such matters being entirely specified in, and governed by, the agreement between IFS and customer.

Learn more

IFS develops and delivers enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. Within our single platform, our industry specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers—at the Moment of Service.

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. Our team of 4,000 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers. Learn more about how our enterprise software solutions can help your business today at ifs.com.