

IFS Success



Maximize your IFS solution investments at every step.

Whether you're a new or established customer, trust IFS Success to drive adoption and optimization of your solution at an accelerated pace.

In a dynamic environment, achieving value, managing project risk, ensuring vendor accountability and resource efficiency are familiar challenges. IFS Success addresses these with a premium service designed to help you maximize the value of your investment across your entire engagement lifecycle.

A Premium Choice of Engagement Model

Every business is unique, and our engagement model mirrors this diversity. While some customers have the resources and capability to manage their applications in-house, we know many customers value and benefit from a deeper, more collaborative partnership with IFS.

With a team of over 2,500 experts spanning key industries, IFS Success packages include expert knowledge, experience, and a personalized approach. We will partner with your business, and IT stakeholders to drive adoption, optimize your system, and accelerate innovation.

Keep the Spotlight on your Business Case

Projects can veer off track causing overruns in time, budget, and resources. IFS Success helps ensure that your project goals are met by empowering stakeholders and decision-makers with a long-term view on phasing and priorities.

Realize Value Continuously

IFS Success ensures solutions evolve with your business. Our engagements identify opportunities, while business value engineering translates your priorities into outcomes.

IFS Success benefits to an organization include:



Improve optimization: Generate a marked improvement in solution optimization.



Drive adoption: Implementing a solution is just the start, use IFS Success services to drive adoption.



Reduced risk: With support for every aspect of the service experience lifecycle, IFS Success underpins your IFS solution projects to de-risk solution delivery and adoption.



Complement your team: Extend your team's breadth and depth of knowledge with our expertise and best practices.

Scope of IFS Success*

IFS offers an engagement tailored to suit your business. Your engagement includes IFS Success Foundation and a combination of IFS Expert Services and/or IFS Operational Success, dependent on the business outcomes you want to achieve.

Discover IFS Success services available to you:

IFS Success Foundation: The IFS Success Foundation consists of Success Management, a Success Plan, and the IFS Software Centre of Excellence.

- **IFS Success Plan:** A documented 12-36 month, high-level plan with a 12 week rolling detailed level plan. Identify the outcomes and KPIs of your purchase decision and the expectations and exceptions that need to be addressed. Ensure your priorities are clearly understood, communicated, and reflected in the Customer Success planning tool.
- **IFS Customer Success Manager (CSM):** Regular engagement to understand your business, and drive an understanding of IFS across all stakeholders, identify risks and opportunities, and capture these elements in your individual Success Plan along with the ongoing services to further adoption and optimization
- **IFS Software Center of Excellence (CoE):** IFS CoE provides a point of reference for IFS product-specific areas. This includes access to the IFS Community and product-specific Q&A guidance via your CSM.

Business Value Assurance: Understand and achieve the value you define in your change project with IFS's powerful business value engineering tools, methodology, and templates to achieve your desired calculated outcomes.

- **Digital Business Value Assessment:** Understand the value of a proposed technical or process-driven change. Analyze possible business improvements to find efficiency opportunities, cost reductions, and the potential move to best-in-class processes.
- **Identify Optimization Opportunities:** Close the loop from value discovery to value delivery with an ongoing monitoring and improvement process. Track your KPI performance in real-time through pre-defined Lobbies in IFS Cloud.

IFS Expert Best Practice Services: Your vehicle for a continuous long-term innovation model to enhance, extend and deliver new solutions to and with the business. Access over 50 product-focused support services to guide on best practices.

IFS Operational Success Services: Fast assistance with your day-to-day end and super-user requirements

- **IFS Competency Center** routes your requests to support or a service provider to achieve resolution.
- **Operational Support** helps with tasks in the operation of your application, such as tasks to administer, configure or change data in the application.

Choose IFS Success Today

Connect with your IFS Account Executive now and embark on a journey of transformation with IFS Success. Your success story accelerates from here.

*Customers must purchase Platinum Support as a prerequisite for IFS Success.

IFS develops and delivers cloud enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. 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.

Learn more about how our enterprise software solutions can help your business today at ifs.com.

