



# IFS PREMIUM<sup>PRO</sup>

## OFFERING UNLIMITED AVAILABILITY

# DOES YOUR COMPANY REQUIRE EXTRA ATTENTION AND SUPPORT ON BUSINESS CRITICAL ISSUES? THE IFS PREMIUM<sup>PRO</sup> SUPPORT PACKAGE IS THE SOLUTION – OFFERING UNLIMITED AVAILABILITY AND GUARANTEED RESOLUTION TIMES.

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## EXECUTIVE SUMMARY

- 24x7 case handling for business critical issues
- 365 days availability
- Possibility to interact with IFS on a 24x7 basis
- Frequent status updates during the whole process
- Immediate response time
- Guaranteed resolution times
- Case related
  - Application management
  - Deliveries
  - Data repairs
- Preventive maintenance services
- IFS Configuration and Performance Audit
- IFS System Maintenance Service
- 3<sup>rd</sup> party interaction
- Possible to sign for the full year as well as for separate periods

## PREMIUM<sup>PRO</sup> BENEFITS

- Full support coverage for business critical issues outside normal business hours and on holidays
- Dedicated IFS team responsible for delivering 24x7 support
- Preventive maintenance to minimize the risk of emergency issues resulting in IFS Applications becoming unavailable
- Immediate response times on business critical issues
- Maximal focus on critical issues, with guaranteed resolution times
- Maximizes uptime and reduces costs
- IFS Applications specialists available at any time



## INTRODUCTION

Premium<sup>PRO</sup> focuses on customers that are in need of extra high attention from IFS on business critical issues. The Premium<sup>PRO</sup> support package is an additional support service.

## CASE SEVERITY MODEL

The Premium<sup>PRO</sup> package covers cases of Severity 1 and Severity 2. When a Premium<sup>PRO</sup> agreement is signed it will override the standard IFS support agreement for Severity1 and Severity2 issues.

Cases of Severity 3 and Severity 4 are covered by the underlying support agreement.

The severity levels are described in the below table.

Case Severity Model Case Severity	Description
1 System Down	The entire application is unavailable. Suspected security vulnerability exists of which the impact is not yet known. Security vulnerability with high risk of discovery and large consequence of exploitation exists.
2 Critical	Total loss of any business critical Application feature for all users. Any business critical data error.
3 Routine	Total loss of any business critical Application feature for an individual user. Partial loss of any business critical Application feature for any number of users. Any loss of any non-business critical Application feature for any number of users. Any non-business critical data error. Loss of user productivity.
4 Minor	All cosmetic and documentation errors.



## PREMIUM<sup>PRO</sup> CONTENT

The Premium<sup>Pro</sup> service can be signed for the full year or for separate periods.

The Premium<sup>Pro</sup> package consists of the following services.

### EXTENDED SERVICE WINDOW

IFS will work 24x7 and 365 days a year to resolve the reported issues covered by the Premium<sup>Pro</sup> service.

### IMPROVED RESPONSE TIME

IFS will respond immediately to any business critical issues you report (Severity 1 and 2).

Standard Response times without the Premium<sup>Pro</sup> service are:

Severity	Response time goal
Severity 1	1 working hour
Severity 2	4 working hours
Severity 3	12 working hours
Severity 4	40 working hours

### GUARANTEED RESOLUTION TIMES

IFS will work to resolve any business critical issues within the following resolution times:

Severity	Resolution time
Severity 1	24 hours
Severity 2	48 hours

### FREQUENT STATUS UPDATES

IFS will update you at least every 4 hours on the progress of your issue. Updates will normally be even more frequent. Such status updates will be visible in IFS web portal, Internet Support Center.

### PREVENTIVE MAINTENANCE SERVICES\*

As an integrated part of the Premium<sup>Pro</sup> service IFS will perform planned maintenance services, to minimize the risk of business critical issues occurring.

### IFS Configuration and Performance Audit

IFS Configuration and Performance Audit provides suggestions for optimizing the configuration and performance of IFS Applications.

The service includes:

- Analysis of server configurations
- Performance analysis of the database instance
- Analysis of IFS Applications server parameters
- Interview with super-users
- Analysis of possible future performance problems
- Recommendations and proposals for short-term and long-term measures
- A detailed report no later than 5 days after the analysis

The Performance Audit is performed once a year.

### IFS System Maintenance

IFS System Maintenance secures that the system is working well from a technical perspective.

The service includes:

- Maintenance and cleaning of important tables and directories
- A review of all logs to capture errors that may not be visible to the user, but can cause interruption if they escalate
- File system and database space are reviewed to ensure that there is space for the system to grow
- Review of backup logs
- Printer queues and messages are cleared, any errors are reported
- Analysis of OS resources
- A report with details and results from the analysis

The IFS System Maintenance is performed four times a year.

### DATA REPAIR

Correcting faulty data as a part of resolving a business critical issue is included in the Premium<sup>Pro</sup>, given that such data correction does not expressly violate any laws and regulations, e.g. within the Finance area.

### DELIVERIES

Installation of code corrections required to resolve a business critical issue is included as a part of the Premium<sup>Pro</sup> service. The service focuses on delivering a minimum of changes, but of course delivers what is necessary to resolve the issues.

Business critical issues may require delivering temporary corrections to resolve the situation. If such temporary corrections are supplied, IFS will normally deliver the standard solution as part of an upcoming scheduled delivery. Scheduled deliveries are not part of the Premium<sup>Pro</sup> scope but defined by the underlying support agreement.

### APPLICATION MANAGEMENT

This part of the Premium<sup>Pro</sup> service aims at resolving business critical issues that may be related to the actual running of IFS Applications.

It covers:

- Restarts of services, queues and background jobs
- Verifying and correcting status of services, queues and background jobs to secure that they are fully operational after restart
- Setting and adjusting IFS software parameters necessary to secure the availability and uptime
- Restart or rerun of jobs affected by services, queues or jobs being unavailable

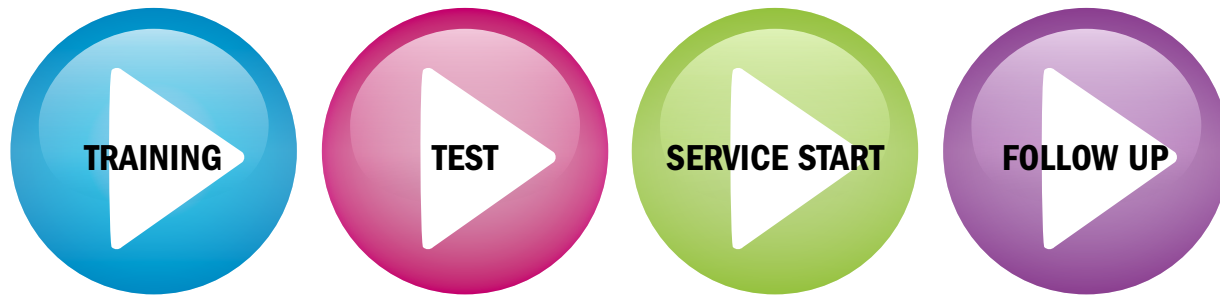
It is valid for the following areas of IFS Applications

- Background jobs
- Printer queues
- Connectivity
- Extended server
- Print servers

### 3<sup>RD</sup> PARTY INTERACTION\*

Whenever a case reported to IFS turns out be related to a 3<sup>rd</sup> party supplier, IFS will take on the responsibility to report such a case to the third party. Further communication related to the third party case will be between the third party and the customer.

\*) only included if the Premium<sup>Pro</sup> service is signed for the full year.



## PROCESS AND RESPONSIBILITIES

### IFS

- Together with the customer secure that all necessary prerequisites are in place before delivering the service
- Initiate and perform preventive maintenance services as planned with the customer
- Communicate through IFS Internet Support Center.
- Communicate in English
- Work 24x7 to resolve reported severity 1 and 2 issues
- Provide workarounds
- Document case progress and resolution in IFS Internet Support Center
- Update the customer frequently on the status of reported issues, no less than every 4 hours
- Perform necessary data repairs to solve reported issues
- Perform deliveries of any hot-fixes needed to resolve reported issues
- Perform application management whenever necessary to resolve reported issues
- Interact with 3<sup>rd</sup> parties when necessary

### YOU

- Together with IFS secure that all necessary prerequisites are in place before receiving the service
- Report all issues via IFS support web portal, Internet Support Center
- Report issues, following available guidelines and templates, to secure that all necessary information is available
- Communicate in English

- Provide a clearly defined and available contact person to answer questions, test resolutions, receive deliveries and acknowledge data repairs
- Provide access to the supported environment(s), including access to database and operating system levels.

## SERVICE START UP

In order for the PremiumPro service to be delivered to the full extent a joint start up will be run. It will ensure that both parties are prepared and that all prerequisites are in place.

The start up will be divided into the four general phases.

### Training and Configuration

This phase aims at establishing prerequisites and transfer knowledge between IFS and the customer.

### Test and Validation

The Test and Validation phase aims at securing that all prerequisites are in place. It also includes performing one of each of the preventive maintenance services as described above.

### Go Live

Start delivering the Premium<sup>Pro</sup> service on a mutually decide date based on the outcome of the Test and Validation phase.

### Evaluate and follow up

Evaluate the performance. This is part of the agenda for reoccurring customer meetings as defined by IFS Governance model or any other agreed meeting structure.

## PREREQUISITES

- A valid support agreement with IFS
- All communication in English
- A remote connection with full access to
  - Application server
  - Database
  - Operating System
- A clearly defined counterpart to aid in resolving the reported issues
  - Answering questions
  - Acknowledge potential data repairs
  - Receive potential deliveries

## WANT TO KNOW MORE?

If you want to sign up for the Premium<sup>Pro</sup> package or discuss it in more detail, please get in touch with your IFS contact.

[info-se@ifsworld.com](mailto:info-se@ifsworld.com)





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