# HOIST



# Hoist – FLEX Model

Global Trusted IFS Partner

# Who We Are

Hoist is a value driven organization focused on business outcomes through enterprise software solutions. We are motivated by building strategic partnerships and playing an integral role in our customers' long-term success.

Originating from the IFS customer base, Hoist was established by enthusiastic users who strongly believe in IFS and its capabilities.

# Hoist FLEX Model

## Aligning Business Initiatives

| Essential | Strategic Partnership | | |
|---|---|---|---|
| Customer Response Team | Product Specialist Intervention | Business Value Optimization/ Assurance | Customized Training |

## Power of FLEX

**Business Continuity**

Experts at your disposal

**Time to Value**

Increase employee productivity

**Peace of Mind**

Data Driven Decision Making

# Customer Response Team

## 24/7/365 CRT

- Help Desk
- Priority Queueing with Incident Severity Categorization
- Service Level Agreement (SLA)
- Weekly & Monthly Reporting

## Areas Covered

### User Admin
All System Management, User Privileges, User Account Management

### IFS Solution Support
Providing Support for Issues Reported by Users On Specific IFS™ Product Modules

### Reporting
All Reporting Related Issues, IFS™ Lobbies

### Training
Providing IFS™ Application Module Support Based on Request

### Integration Support
All IFS™ Application Support Related to Integrations with Third Party Software Systems

### Data Management
All Data Management and Data Transfer Related Queries

### Managed Services
Manage Database Layer and Database Cloning

### Development
Any New Change Requests, Custom Field and Configurations

# Customer Response Team Activities

## Administration & Management

**First Point of Contact**

**Record Keeping**

**Case Ownership**

**Evaluate & Classify**

**Resolve or Triage**

**SLA Follow up or Escalate**

**Major Incident Management**

**Weekly/Monthly Report**

## Level 1 & 2

**Root Cause Analysis**

**Incident Resolution**

**Service Request Fulfilment**

**Business Continuity & Improvement**

**Problem Management**

**Knowledge Base Documentation**

## Release Management & Development

**Interfaces & Integration**

**Custom Development**

**Business Intelligence**

**Data & Database Administration**

**Performance Optimization**

**Release & Maintenance**

# Product Specialist

## Product Genius Intervention

- IFS Certified Practitioner/Specialists with Industry Expertise
- Personalized Analysis
- Leveraging industry accelerators
- Priority access to Global IFS Application Experts with preferred rates

# Business Value

## Value Assurance

- Board Ready Business Case
- Value Assurance Program
- Collective Effort
- Aligned Business Initiatives (6 Box-Model)

# Custom Training

## Personalized Workshops

- Tailored Training
- Training Documentation
- Reduced Rates
- Maximizing value from your ERP investment

# Contact Us

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**HOIST**

**IFS AUTHORIZED CHANNEL PARTNER**