

HOSTING & MANAGED SERVICES FOR IFS FIELD SERVICE MANAGEMENT

VALUE DELIVERED:

- Organizations can focus on their core competency of selling and servicing their customers
- Ensure system up-time and business continuity of critical systems
- Leverage Jolt experience and best practices honed from 300+ technology engagements PLUS our unmatched domain expertise
- Companies can maximize the value they can realize from IFS



4.8 Million
Customer interactions improved (annually)

18,427
Field technicians empowered

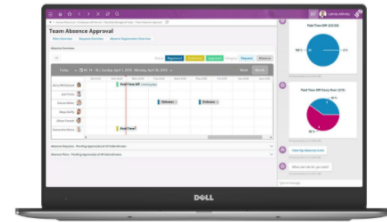
300+
Client engagements completed

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Hosting Services:

- Microsoft Azure platform as a service (PaaS) infrastructure; application servers, database servers and application connectivity
- Includes provisioning of Azure services, data storage, and connectivity services necessary to support IFS Field Service Management instances
- Includes:
 - Reporting, dashboards & metrics
 - Auto-sizing to meet peak usage thresholds
 - DEV and TEST environments for ongoing IFS development
 - Business continuity practices with Backup and Redundant infrastructures



Managed Services:

- Provided 7x24x365
- Management, monitoring and remediation of application run-time faults necessary to ensure a stable production environment
- Monitor and maintain the operational state of IFS Field Service Management instances to a specified service level
- Response time to incidents and the target resolution times
- Ongoing, routine reporting on your environment

Priority	Priority Description	Response Time	Target Resolution Time
P1	Entire application down; not accessible	15 minutes	4 hours
P2	Critical application element unresponsive	30 minutes	8 hours
P3	Performance degradation; application still functioning	1 hour	16 hours

Services Engagement Structure and Positioning

Jolt's Hosting and Managed Services is provided via a direct contract with the service organization.

ABOUT JOLT CONSULTING GROUP

Jolt Consulting Group specializes in helping organizations improve customer interactions. Through a broad spectrum of strategic and technology centric offerings, we enable organizations to connect more deeply with their customers. We accomplish this through strategic organizational assessments, effective change management, and by helping with the selection and deployment of enabling technologies. Jolt's team is comprised of industry veterans who each year have improved over 4.1 million customer experiences.