

HOIST

GLOBAL
IFS SYSTEMS
INTEGRATOR

HOIST



WWW.HOIST.TECH
SALES@HOIST.TECH

Office Locations:

Ottawa • Toronto • Boston • UK • Dubai

Barranquilla • Rio de Janeiro • Sri Lanka

ABOUT HOIST

Hoist's co-founders and 160+ team members across the globe have a long history with IFS. Our resources are comprised of a combination of previous IFS customers and IFS employees. One thing companies looking to work with Hoist can be very confident of is... 'we get it!' The majority of our senior team has had hands-on experience with the product either through use or deployment. We know what delivering exceptional service looks like, and through the use of standard methodologies, we deliver a consistent and concise product, from implementation projects to support offerings. Our cross functional teams service a diverse portfolio of industries – all of the core industries traditionally targeted by IFS. Hoist has a strong belief in IFS's capabilities and vision, and our focus and growth has come from successfully helping customers maximize their investment and realize value in their business. To do this we have created a highly skilled team, and through multi-region and multi-language approaches, Hoist has become a Global Systems Integrator of IFS. In addition to our strong presence in Canada and the US, we have offices in UK, Dubai, Colombia, Brazil, and Sri Lanka. We can deliver projects fluently in many languages including English, Spanish, Portuguese, French, Sinhala, and Arabic.

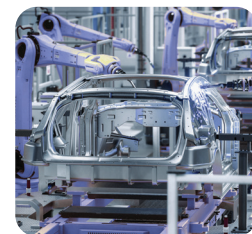
160+
EMPLOYEES

5
REGIONS

8
LOCATIONS



Aerospace
& Defense



Manufacturing
& Automotive



Energy
& Utilities



Field Service
Management



Construction



Mining

SERVICES



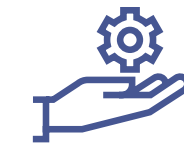
Software



Implementation



Upgrade



Support



Consultancy



Training



Business Value
Engineering



M&A Rollout

HOIST FLEX SUPPORT MODEL

Aligning Business Initiatives

ESSENTIAL

24/7
Customer
response
team

STRATEGIC PARTNERSHIP

Product
specialist
intervention

Business value
optimization/
assurance

Customized
training

Customer Response Team

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 Application and
Database Servers

Development

CRIM Development and
Management