

# HOIST

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GLOBAL  
IFS SYSTEMS  
INTEGRATOR

# 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

<p><b>User Admin</b></p> <p>All System Management, User Privileges, User Account Management</p>	<p><b>IFS Solution Support</b></p> <p>Providing Support for Issues Reported by Users On Specific IFS Product Modules</p>	<p><b>Reporting</b></p> <p>All Reporting Related Issues, IFS Lobbies</p>	<p><b>Training</b></p> <p>Providing IFS Application Module Support Based on Request</p>
<p><b>Integration Support</b></p> <p>All IFS Application Support Related to Integrations with Third Party Software Systems</p>	<p><b>Data Management</b></p> <p>All Data Management and Data Transfer Related Queries</p>	<p><b>Managed Services</b></p> <p>Manage Application and Database Servers</p>	<p><b>Development</b></p> <p>CRIM Development and Management</p>

# HOIST



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SALES@HOIST.TECH

Office Locations:

Ottawa • Toronto • Boston • UK • Dubai

Barranquilla • Rio di Janeiro • Sri Lanka