FLEX Model Overview

Trusted Global IFS Strategic Partner

Who We Are

Combining extensive industry and technical expertise, Hoist is a value-driven organization focused on business outcomes through enterprise software solutions. Through the implementation of efficient and innovative solutions, we build strategic partnerships and play an integral role in our customers' long-term success.

With multiple locations across the globe, Hoist consistently secures 100% customer retention. Our dedicated teams of certified employees provide the best hands-on approach through proven methodologies and reliable results.

Hoist is a place of dedication, innovation and motivation. We constantly challenge ourselves to develop the best services for our like-minded clients. Our team consists of the industry's experts, and together we're improving ERP transformations to be even more practical, efficient and seamless.

Why Hoist?

Originating from the IFS customer base, Hoist was established by enthusiastic users who strongly believe in IFS and its capabilities. We know each company's needs are different, which is way our innovative solutions are made to adapt to every situation.

We at Hoist have been through it all when it comes to ERP software and implementations. This is why we're able to accurately analyze our customer's needs and propose the best-suited solutions.

Hoist leads the industry with our digital transformations, pushing ourselves to exceed expectations through our agile and dedicated competitive edge. We provide our clients with proactive, strategic, organized solutions that help them save money and make money.

What is FLEX?

We at HOIST have come up with a FLEXible solution to deliver the best customer support, available at any time with the push of a button. We believe customers should have the freedom to choose which kind of support is best suited for them, which is why we've created FLEX to be both reliable and adaptable.

Our fully dedicated global support team has been strategically placed to provide you with customer support 24/7. With a plethora of experts at your disposal we are able to provide business continuity, increase employee productivity, and ensure peace of mind through data-driven decision making.

Through the use of data analytics, we're able to proactive engage with our customer base in order to get ahead and provide the best possible support when needed.

Our Promise

We ensure that our clients receive the level of service they were promised. With a mutual Service Level Agreement (SLA), you can be sure your requests are met in a timely manner.

24/7/365 CRT

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

Areas Covered

Integration Support:
- All IFS application support related to integrations with third party software systems

IFS Solution Support:
- Support for issues reported by users on Specific IFS product modules

User Admin:
- All system management
- User privileges
- User account management

Development:
- Any new change requests
- Custom field
- Configurations

Data Management:
- Complete data management
- Data transfer related queries

Training:
- Providing IFS application module support based on request

Managed Services:
- Manage database layer
- Database cloning

Reporting:
- All reported related issues
- IFS lobbies

Administration and Management:
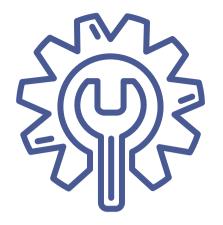- First point of contact
- Record keeping
- Case ownership
- Evaluate & classify
- Resolve or triage
- SLA follow up or escalate
- Major incident management
- Weekly/monthly report

Level 1 & 2:
- Root cause analysis
- Incident resolution
- Service request fulfillment
- Business continuity & improvement
- Problem management
- Knowledge-based 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 experience
- 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

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