

Every Partner Deserves Success

We know customers are more successful when IFS and its partners work together through IFS Partner Success. Partners increase their success rate, and customers achieve a higher level of satisfaction.

IFS Partner Success provides a structured relationship with IFS, focused on making new or established partners self-sufficient through access to valuable services and resources. The aim is to help you to develop and scale your IFS capabilities: to independently deliver projects on time and to the highest quality, drive best practices, and experience opportunities for growth while enjoying the rewards of a successful partnership with IFS.

Designed for Your Business: IFS Partner Success

To be successful as a partner, we know that you must have access to the best expertise & industry innovation. But you also need flexibility over time in what that level of assistance means. IFS Partner Success is designed to drive successful business by meeting the specific needs, challenges, and risks partners face when delivering to customers.

IFS Partner Success is a services program, approach, and framework that supports and provides advice and guidance in all aspects of delivery to our mutual customers. It is tailored to create the desired partner experience, with chosen services integrated to achieve maximum business value. The services are focused within a proactive engagement model to support demand management, planning, and predictability of service delivery to support many customers and projects over the duration of the engagement.

Working Together: IFS Partner Success Managers

We understand that every IFS Partner has come from a different starting point and level of experience with IFS offerings. So, each Partner is assigned an IFS Partner Success Manager and has an individual Success plan. IFS Partner Success Managers work in close collaboration to understand partner needs and proactively engage with you to identify when help will be needed.

Together with your IFS Partner Success Manager, you identify the right shape and size of services that fit your requirements and objectives so that engagements are sized to meet your needs, supplementing your skills and the capabilities of your service delivery practices.

The approach to finding the optimal level of success is to understand your business outlook, the resource needs to meet your business aims and delivery capabilities and address any skills development needs. With this understanding, you will work with IFS to outline a Success Plan to increase knowledge and understanding and mitigate delivery risk.

In addition to Partner Success Management, IFS will provide a consistent level of oversight and governance in the form of Executive Sponsorship.

Lay the Foundation: IFS Partner Success Plan

A fundamental aspect of Partner Success is the planning process. This is a collaborative exercise led by your IFS Partner Success Manager to set priorities and develop the partner success plan.

The plan provides the foundation for Success and is used to:

- Document your expectations
- Define goals, priorities, and responsibilities, in the context of your business, based on both opportunities and enablement goals
- Establish the framework and governance to enable an effective collaboration

The IFS Partner Success Manager will continue to work with you to review and update the plan iteratively. With proactive planning, you will get consistency of advice, guidance, direction, and mentoring to support existing activity as well as the transfer of knowledge to be used in the future.

Extend and Scale: Strategic Advisory Services

The Strategic Advisory services provide knowledge transfer from IFS experts to our partners. They range from pre-sales and implementation through to optimization and upgrade and offer the ability to respond to challenges posed by changes.

These services are intended to help develop a deep understanding of a particular topic in preparation for the support of a live pre-sales or project activity, for example, the establishment of a new capability or a service that is being delivered for the first time. The aim is to reduce or eliminate the need for IFS guidance in the future and allow our partners to extend the scale of their delivery.

Boost Competency: IFS Academy Services.

With IFS Partner Success, you can fully capitalize on the knowledge available through the IFS Academy learning platform. Alongside the usual access to self-paced e-learning available for all partners, Partner Success provides access to a range of comprehensive training and enablement, such as instructor-led classroom training and certifications, to build partner competence and deliver value to your IFS customers.

Growth with Us: Get IFS Partner Success

Partner Success encourages growth in a structured and concerted way, supporting partners to develop capabilities and increase capacity. It also enhances your opportunities for growth by showing your target markets that you have both the expertise and the backing of IFS to deliver successful services. Gain an advantage by advertising to customers that you are an IFS Partner Success partner. Join the IFS Partner Success program, and together we will help you grow.