A Guide to IFS Support Success

In the modern business landscape, agility, efficiency and innovation are the key watchwords. The pace of technological innovation and the pressure of competition are among the factors pushing businesses to seek whatever competitive edge they can muster over their competitors.

To help them navigate this challenging terrain, many organisations trust IFS Cloud, the comprehensive ERP business solution designed to facilitate digital transformation and operational excellence. Deploying IFS Cloud, however, is just the beginning. Support is essential to maintain any business solution's optimal performance over time.

Muzulu has decades of experience and expertise in industry-leading IFS consultancy. Our support services help businesses work smarter and maximise their return on their investment in IFS Cloud solutions, simplifying processes and sharpening functionality while also bolstering resilience.

Effective support is crucial to getting the most out of IFS Cloud, from troubleshooting technical issues to managing system updates. This guide delves into the critical role of support, examines common challenges faced by IFS users, and outlines strategies for achieving success.

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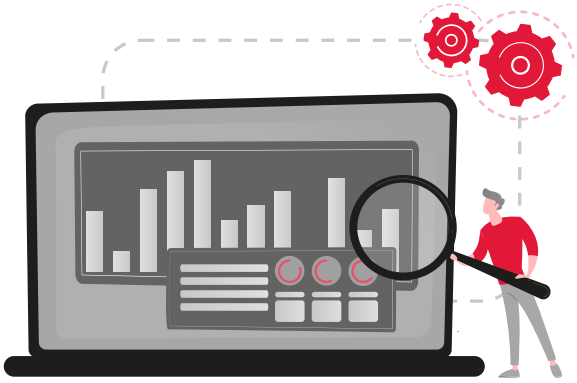
Key challenges faced by IFS Cloud users

Successfully implementing IFS Cloud solutions is a significant challenge in itself, but it's only the first step. Many businesses which adopt IFS may encounter challenges that can hinder their ability to make the most effective use of their chosen solution. Understanding these challenges is crucial for devising effective solutions.



Loss of internal knowledge:

Organisations can face high levels of staff turnover, resulting in the loss of valuable internal knowledge about their IFS system. Without skilled and knowledgeable personnel, businesses may struggle to troubleshoot issues, optimise workflows or even maintain basic system operations. This knowledge gap can lead to inefficiencies and slower decision-making.

Complexity of configurations and upgrades:

IFS Cloud is a highly customisable system, which is one of its core strengths. However, complex configurations tailored to the requirements of specific organisations can become difficult to manage over time, particularly when upgrades are required. This can result in disruption to operations, compatibility issues, or render customisations ineffective, creating additional costs and delays.

User training:

A powerful ERP system like IFS Cloud is only as effective as the people using it. Ensuring employees understand and are able to utilise the system's features thus requires ongoing training and support. Without adequate user training, IFS Cloud systems – which represent a significant investment – may be underutilised.

Confusion over support:

It can, at times, be confusing to know where you need to go to find support. Businesses are often uncertain about whether to approach IFS directly or speak to third-party support providers. This can lead to delays in issue resolution and operational bottlenecks, as well as the frustration that goes with them.

Response times:

When businesses encounter issues with IFS, they cannot afford to wait around for support – they need to be able to resolve these issues quickly. Slow response times can have particularly damaging impacts when there's a problem with IFS Cloud, because it plays such a central role in operations. This can lead to disruption and hinder productivity.

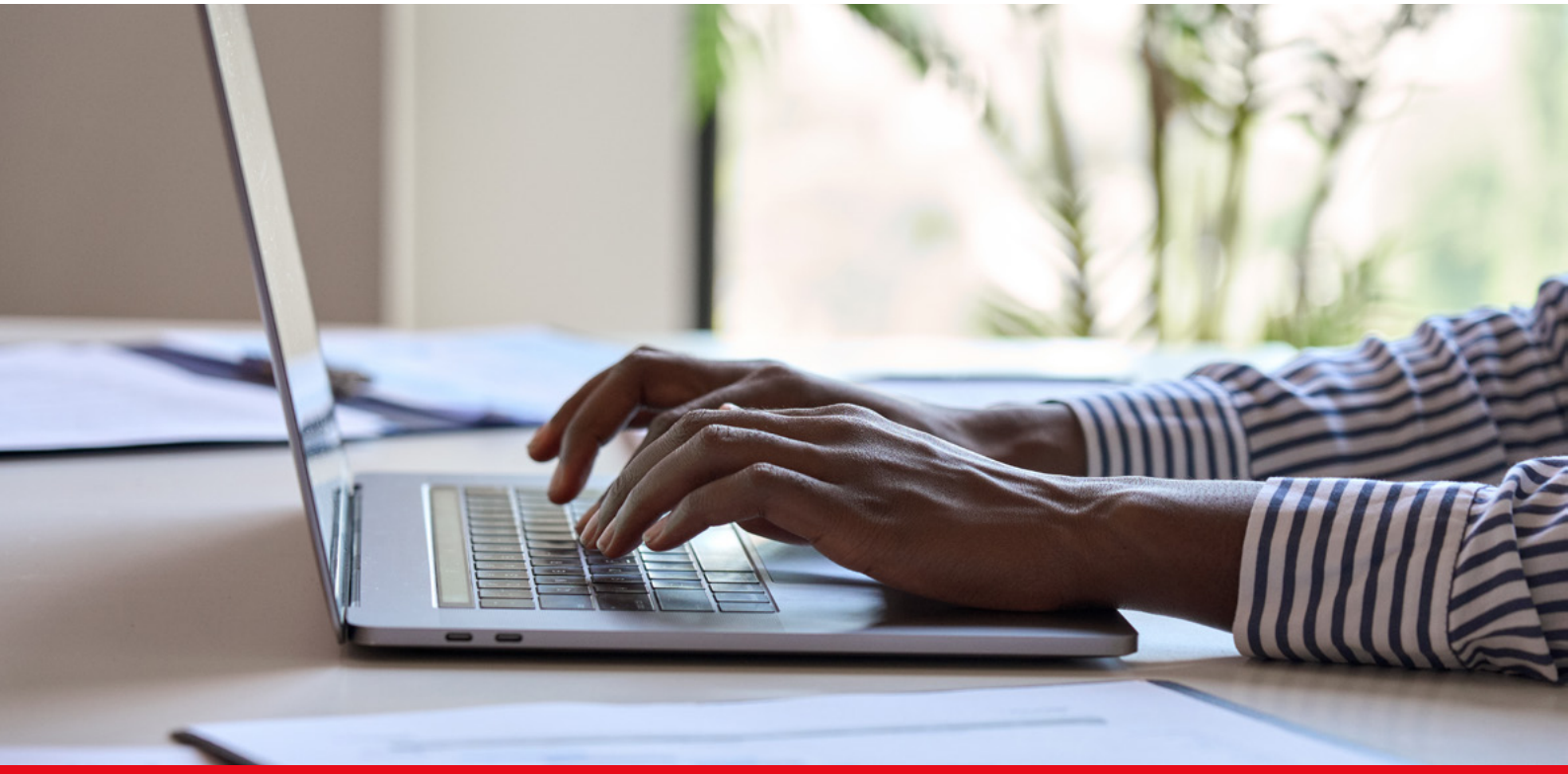
Addressing these challenges requires a proactive approach, supported by a partner that understands both the technical and business aspects of IFS Cloud.

Why IFS Cloud support matters

Support is more than just a safety net. It's a strategic enabler that drives operational excellence and helps to maintain business productivity. Let's take a closer look at why efficient and effective support is so important for IFS Cloud users.

Robust support ensures system reliability, minimises downtime and enhances efficiency. With proactive maintenance, businesses can identify and resolve issues before they escalate, reducing risks and optimising system performance. Effective support also helps businesses stay compliant with industry regulations – particularly important in highly regulated industries like life sciences and pharmaceuticals – and avoid costly fines and reputational damage.

In contrast, inadequate support exposes businesses to significant risks. Operational disruptions caused by unresolved system issues can lead to missed project deadlines, reduced productivity and disgruntled employees. Non-compliance with regulations can, as noted, lead to significant fines and do lasting damage to an organisation's reputation with partners and customers.



Types of IFS support contracts

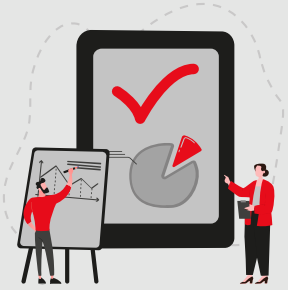
To make full use of IFS Cloud and enjoy its true benefits, it's important for businesses to have IFS support that's tailored to their particular requirements. IFS support contracts broadly fall into the following categories:

Business solution architect support

This provides high-level guidance on business solution design and optimisation. This includes evaluating your existing IFS setup, recommending improvements and ensuring your system aligns with your long-term business objectives. This helps businesses maximise the value of their investment in IFS Cloud solutions, including periodic reviews and business process improvement.

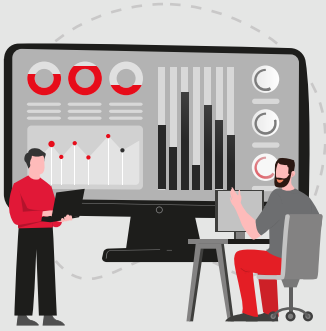
Functional support

This ensures that IFS Cloud operates seamlessly as part of your business processes. It includes addressing module-specific challenges, aligning workflows with system capabilities and optimising configurations to enhance productivity. It includes help with basic functionality and basic user support.



Technical support

Technical support focuses on resolving any issues at the software and hardware levels. From system maintenance and troubleshooting to applying patches and monitoring server health, this helps to ensure that the system remains stable and secure. This helps to minimise unscheduled downtime and disruption to business operations.



System support

This offers proactive monitoring and regular health checks to maintain system reliability. By identifying potential issues early, system support thus keeps downtime to a minimum and enhances overall performance. This proactive approach includes real-time alerts, performance optimisation and routine maintenance – all helping to keep IFS Cloud solutions running smoothly.

Muzulu customers can build a bespoke IFS Cloud support solution from these four areas, creating a flexible and scalable option to suit their business needs. This allows organisations to spend more time focusing on vital strategic work as well as getting more out of their IT budget.

Proactive vs. reactive support

Support services can be divided into two main approaches: proactive and reactive. Both are of equal importance and play essential roles in maintaining system performance. Here's a more detailed explanation of what they involve and why they matter to IFS Cloud users.

- **Proactive support:** Proactive support focuses on preventing issues before they occur. It includes system monitoring, real-time alerts and regular health checks. By identifying potential problems early, proactive support minimises risks, ensures system stability and reduces the risk of downtime.

- **Reactive support:** Reactive support is essential for addressing urgent issues that arise unexpectedly. This includes resolving critical errors, recovering from system outages and troubleshooting problems. As such, reactive support ensures that businesses can quickly restore operations and minimise disruption.

Best practices for IFS support success

Providing effective support for IFS Cloud involves a combination of proactive and reactive strategies, as well as continuous learning and strategic partnerships to ensure that IFS solutions continue to function as well as possible Here are some best practices to consider.

Proactive monitoring:

Implementing advanced monitoring tools enables businesses to identify potential issues before they can erupt into a serious problem. Real-time alerts and regular health checks provide valuable early warnings, enabling IT teams to take corrective action promptly. This helps to prevent unscheduled downtime and ensures operations continue uninterrupted.

Regular training and workshops:

Ongoing training is essential for keeping users informed about IFS Cloud system updates, new features and best practices, as well as ensuring everyone understands what's required of them. Tailored workshops designed for specific roles, for instance, can help bridge knowledge gaps and improve system adoption. This ensures that employees can use IFS Cloud effectively and confidently.

Creating a comprehensive support plan:

A well-structured support plan aligned with business objectives is the foundation of effective IFS Cloud support, ensuring that the solution continues to function optimally. This plan should include defined response times, escalation procedures and resource allocation. Clear communication and accountability ensure that all stakeholders are prepared to handle issues efficiently.

Partnering with an IFS expert:

Collaborating with an experienced IFS specialist like Muzulu provides access to in-depth expertise and strategic insights. From faster issue resolution to customised IFS solutions, this empowers businesses to make the most of IFS and make their objectives and targets a reality.

Why choose Muzulu to support your IFS solution?

Muzulu has decades of experience in IFS consultancy, specialising in working with businesses across a wide range of industries, including life sciences, construction and engineering. Our industry-leading IFS consultancy, industry knowledge and practical solutions make us a trusted partner. Here are just some of the things that set Muzulu apart:

- **Deep expertise:** With decades of experience in delivering IFS Cloud solutions for organisations across various sectors, Muzulu's consultants offer unparalleled insights and understanding of their field.

- **Cost-effectiveness:** Tailored support packages are available, offering flexible and budget-friendly options to suit both your needs and finances.

- **Faster response times:** Muzulu's support team delivers swift assistance to deal with common IFS Cloud issues, helping to reduce disruption and minimise downtime so that your business remains up and running. Our ability to provide swift guidance and assistance with common IFS problems saves you time and frustration.

- **Practical, broad-based knowledge:** As well as being industry-leading IFS Cloud experts, Muzulu also has extensive experience of working across a range of different industries – including manufacturing, construction and life sciences. This gives us deep, practical knowledge gained from working with diverse customers across various sectors.

- **Bespoke solutions:** At Muzulu, we understand there's no one-size-fits-all solution when it comes to IFS ERP software. That's why we provide bespoke solutions and end-to-end support tailored to the specific needs of each of our clients.

Donaldson Group Case Study

Delivering IFS support for Donaldson Timber Systems

Donaldson Group is one of the UK's most established family-owned suppliers of timber and engineered wood products. Through its specialist division, Donaldson Timber Systems, the business delivers timber-frame wall panel building systems to house builders and commercial building developers across the country.

With three major UK manufacturing sites, including a high-volume facility near Oxford, Donaldson Timber Systems can manufacture and deliver panels for hundreds of houses and buildings per week.

With complex manufacturing requirements, deep integration into the construction industry, and growing pressure for digital alignment, the manufacturer needed an ERP solution that could scale with its ambitions.

IFS was selected as the system thanks to the Project Deliverables module which fitted the manufacture-to-order model that Donaldson operates. But after the initial implementation project, it became clear that a partner with a better understanding of their needs was required.

With a strong background in the construction industry and considerable expertise to bring to the table, Muzulu won the contract as the ongoing support partner, as Amy Chekansky, ERP Business Analyst for Donaldson Group, continues.

> Due to the way our business operates, our IFS implementation is really quite customised. There's a lot of different ways that we do things here at Donaldson Timber Systems that make it harder to support IFS than might commonly be the case.

Donaldson Group Case Study

> So, we really needed a support partner that not only knew IFS inside out, but also how our business worked. And in both respects, Muzulu have been fantastic and a dream to work with.

With more than 230 IFS users across its three UK sites, Donaldson Timber Systems uses a two-tiered helpdesk structure. Users submit issues to the internal IT helpdesk, where the team, including dedicated ERP analysts, filter out the more common types of ticket, e.g. basic user or procedural errors, routine access or permissions tasks and handle them without needing to reach out to Muzulu.

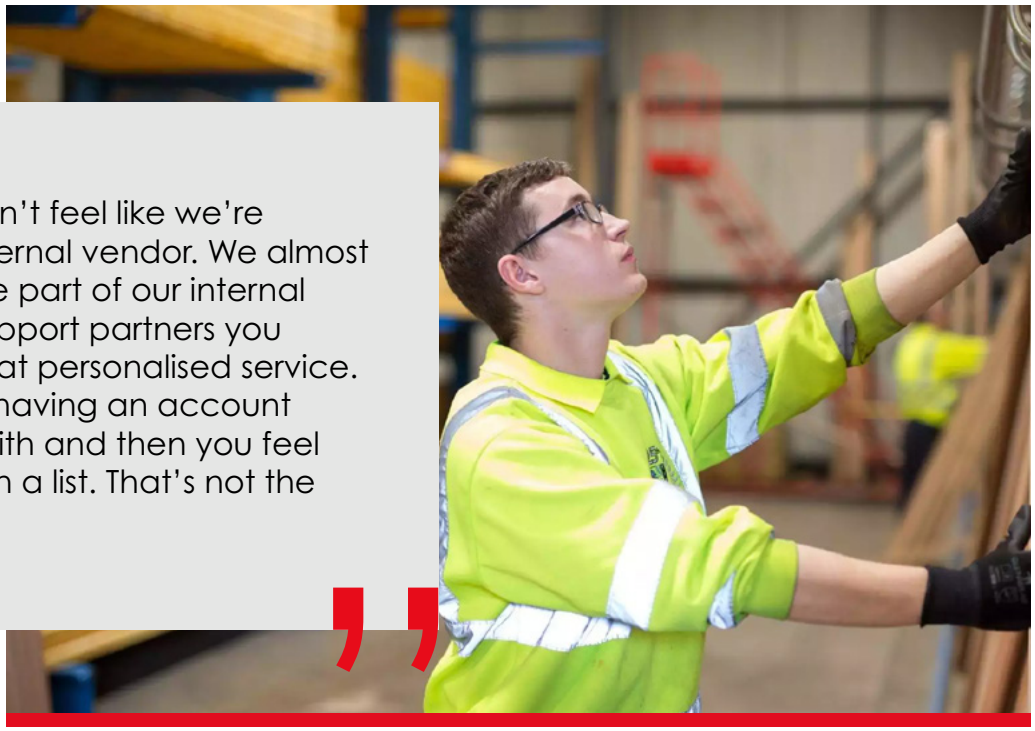
For tickets requiring deeper technical expertise, IFS-specific diagnostics, or customisation changes, these are escalated to Muzulu through a structured ticketing system.

These cases are then managed by Muzulu's IFS-specialist support desk, with regular bi-weekly calls between teams to prioritise work, align on upcoming initiatives, and ensure smooth delivery.

The setup is flexible and tailored, from minor configuration tweaks to complex reporting solutions and ensures that high-priority business needs are addressed quickly.

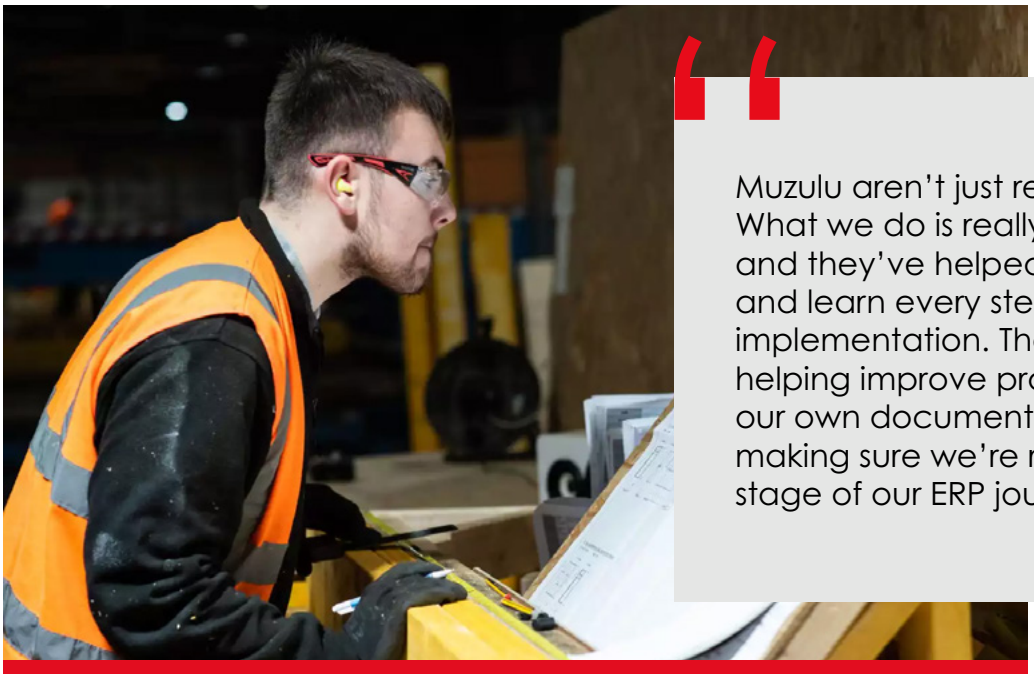
What truly sets the relationship apart, however, is the personal connection and ongoing dialogue between teams. Muzulu's helpdesk staff and the Donaldson team are firmly on first name terms. The partnership is built on familiarity, shared understanding, and mutual trust as Amy explains.

Donaldson Group Case Study



> With Muzulu, it doesn't feel like we're working with an external vendor. We almost consider them to be part of our internal team. With other support partners you don't always get that personalised service. It's often a case of having an account manager to work with and then you feel like just a number on a list. That's not the case with Muzulu."

Muzulu's support extends far beyond simple troubleshooting. Their team acts as a seamless extension of Donaldsons, helping not just with day-to-day queries but also strategic decisions around upcoming cloud upgrades, reporting changes, and even warehouse scanning projects, continues Amy.



> Muzulu aren't just resolving issues. What we do is really collaborative and they've helped us grow with IFS and learn every step of the way since implementation. They're advising us, helping improve processes, build up our own documentation and generally making sure we're ready for the next stage of our ERP journey.

Donaldson Group Case Study

As with any ERP project, there were inevitable bumps in the road but Donaldsons now have a trusted partner in Muzulu that helps turn complexity into clarity. Muzulu doesn't just support the IFS system - they support the people using it every day.

The partnership has also influenced broader strategic thinking and with a major cloud upgrade on the horizon, Muzulu remains a key advisor and partner for Donaldson Group. Their commitment to continuous improvement, embedded support, and sector-specific knowledge ensures that, whatever comes next, Donaldson is ready.

> **We've found a great partner in Muzulu. It's rare to find support who brings this level of care, continuity, and capability.**
>
> - Les Calder, CTO at Donaldson Group

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Conclusion

Developing a comprehensive IFS Cloud support strategy is essential if you're to unlock the full potential of your IFS ERP solution. For any business, ERP software represents a significant financial investment – and effective support can help you get more out of it.

Proactive monitoring, regular staff training and strategic partnerships with IFS support experts are just some of the key pillars of an effective IFS Cloud support strategy. Linking up with an IFS specialist enables your business to access IFS Cloud expertise at an affordable cost.

Muzulu is committed to helping businesses navigate the complexities of IFS Cloud with confidence. Contact the Muzulu team today to find out more about how our experts can deliver first-class IFS support – and help power your business towards long-term success.