

A TECHNICAL GUIDE FOR IFS CUSTOMERS

Your IFS Apps 9 & Apps 10 Support Window **Is Closing**

Your guide on what to do next



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HOW TO USE THIS GUIDE

Sections 01–03 establish the case and the scope. Sections 04–05 are the planning material. Section 07 is the checklist to work through before your first conversation with an implementation partner.

The support timeline every IFS customer needs to know

Many organisations running IFS Applications 9 or IFS Applications 10 believe their ERP environment is modern enough. The Aurena interface on IFS apps 10 looks current, updates arrive regularly, and day-to-day operations continue without disruption. This perception carries a meaningful risk. Staying on legacy IFS is not the same as staying Evergreen, and the support timelines have already begun to close.

Standard support for IFS Apps 10 ended in March 2025, with only extended support remaining at progressively increasing cost. IFS Apps 9 has been in restricted support since 2023, meaning new bug fixes, security vulnerability responses, and legal changes are no longer included in the standard support arrangement.

For organisations yet to act, the window for a structured, well-resourced upgrade is narrowing.

VERSION	SUPPORT STATUS	WHAT THAT MEANS
IFS Cloud	Standard · Evergreen	Indefinite. Monthly service updates, major releases every six months.
IFS Apps 10	Extended only	Standard support ended March 2025. Extended-support costs rise significantly through to 2026.
IFS Apps 9	Restricted since 2023	No new bug fixes, security vulnerability responses, or legal changes.

“Organisations that delay are not deferring cost. They are accepting growing exposure on security, compliance, and performance, while paying more each year for a diminishing level of support.”

What this means for IFS organisations

Organisations running IFS span manufacturing, distribution, defence, energy, and enterprise services. Most have high digital maturity, well-established IFS configurations, and teams that rely on the platform for daily operations. That maturity is an asset in the upgrade, and a reason to plan carefully rather than quickly.

Many organisations are approaching their support deadlines at the same time. As upgrade timelines converge, the pool of experienced IFS Cloud consultants becomes constrained. Those that move early have more choice in how they structure the project and who they bring in to support it; those that wait face a tighter market, on both timeline and resourcing.

The primary risk in delaying is not technical. It is resourcing. An upgrade that begins in good time with the right team in place produces a materially different outcome to one assembled under the pressure of a hard support deadline.

CLIENT EXPERIENCE

“We have an incredible team working with VT Industries from Creative Software. Successfully completing the IFS Cloud 23R2 upgrade marks a significant milestone that reflects the strength of our collaboration and also positions us well for the challenges and opportunities ahead.”



Steve Tomlinson

CIO, VT Industries — USA

WHO HAS MOST TO GAIN FROM UPGRADING NOW

- Enterprises with complex multi-country operations
- Service providers managing distributed or remote field teams
- Businesses investing in AI or IoT-powered operations
- Organisations on Apps 7.5 or 8, who should anticipate a re-implementation

DATA SECURITY & COMPLIANCE

GDPR compliance and data residency requirements are non-negotiable constraints in IFS Cloud configuration. A serious implementation partner will have mature data-handling frameworks in place before the engagement begins, not as an afterthought during go-live preparation.

An upgrade or a migration?

The distinction matters.

An IFS Cloud upgrade is not a version update or a patch cycle. It is a full modernisation of your ERP environment: Business processes, Custom codes, Configurations, Integrations, Security model, and Data structures. Understanding this distinction before you begin planning is not a detail; it shapes the scope of every decision that follows.

DIMENSION	VERSION UPGRADE (APPS 9 → 10)	IFS CLOUD UPGRADE
Architecture	Same platform, same codebase	New unified codebase spanning ERP, EAM, FSM
Permissions	Largely migrate across	Must be fully rebuilt — no automated migration path
Integrations	Largely intact	Must be reviewed and rebuilt where necessary
Custom code	Carries forward	Must be uplifted to IFS Cloud standards
Post-go-live	Next upgrade project follows	Monthly service updates, six-month releases — no upgrade projects
AI capabilities	Limited legacy functionality	IFS.ai embedded — predictive maintenance, scheduling, forecasting

Three things that cannot be auto-migrated

- 01** Custom codes & Configurations must be uplifted to IFS Cloud standards
- 02** Security and permissions must be fully reconstructed for the cloud model
- 03** Integrations must be reviewed and rebuilt where necessary

IFS.ai — what Cloud unlocks

Predictive maintenance across EAM
 AI-driven scheduling across FSM
 Demand forecasting integrated with ERP
 Operational automation and IoT integration

Not available on Apps 9 or Apps 10 in their IFS Cloud form. Every six-month release adds to them.

What Evergreen actually means

Once on IFS Cloud there are no more upgrade projects: service updates apply continuously through monthly releases and major updates every six months, without interrupting daily operations. Organisations on Apps 10 will move eventually – the question is when, and under what conditions.

Choosing your upgrade path

Each path carries different trade-offs in speed, risk, and change-management burden. The right one depends on your version, process maturity, and strategic intent.

PATH 01 · AS-IS

Lift and shift

Speed	Fastest
Change mgmt	Minimal
Technical debt	Carries forward
Post-go-live	More optimisation

Best for:

Well-functioning processes that simply need to reach Cloud quickly, where change-management capacity is limited.

PATH 02 · NORMAL · RECOMMENDED

Uplift and optimise

Speed	Balanced
Change mgmt	Moderate
Technical debt	Reduced at go-live
Post-go-live	Cloud-native start

Best for:

Organisations that want to arrive on IFS Cloud in a stronger operational position, without the full investment of a re-implementation.

PATH 03 · RE-IMPLEMENTATION

Full redesign

Speed	Longest
Change mgmt	High
Technical debt	Eliminated
Post-go-live	Best for innovation

Best for:

Apps 7.5 or 8 upgrades, or environments where accumulated complexity would not travel well through a direct upgrade.

THREE QUESTIONS TO FIND YOUR PATH

1. Are you on IFS Apps 7.5 or 8?

If yes → Re-implementation

2. Do you have significant custom code or process complexity?

If yes → Normal or Re-implementation

3. Is speed to Cloud your primary constraint?

If yes → As-Is

How the upgrade works, stage by stage

The upgrade follows four stages. Stages 2 and 3 each require multiple iterations before the team is confident enough to proceed. This is a deliberate feature of the process — plan your timeline around it, not your contingency buffer.

01

Initial planning and path selection

Planning begins by translating the readiness assessment into a concrete project plan: confirming the scope of customisations, locking the statement of work, setting milestones, and assembling the right team. The upgrade path is confirmed at this stage based on the organisation's version, process maturity, and strategic objectives.

QUALITY GATE

Organisations that invest time in understanding their customisation landscape and integration dependencies here experience fewer surprises later. The quality of planning directly shapes the outcome.

02

Technical upgrade and solution validation

Setting up the IFS Life Cycle Experience (LCE) Build Studio and the customer solution repository; uplifting all custom code, configurations, reports, and integrations to IFS Cloud standards; and updating or replacing deprecated features. Security and permissions must be fully rebuilt — there is no automated migration path for these. Data migration is handled using the IFS Cloud Data Migration Manager (DMM) or the classic data migration tool. Once the technical uplift is complete, validation begins: functional testing against daily workflows, load testing, and permission and security testing.

DATA QUALITY MATTERS HERE

IFS Cloud maintains a single shared master data model. Duplicate records for customers, suppliers, or other master data entities can cause significant issues during and after migration. Conduct a thorough data cleansing exercise before the first trial migration run.

03

Rehearsal and training

A full dress rehearsal of the go-live process, conducted using cleansed data. The upgraded environment is tested under conditions that mirror production as closely as possible. End-user training takes place during this phase, ensuring teams are operationally prepared before cutover.

THIS STAGE IS A QUALITY GATE

Any issues surfaced during rehearsal are resolved before proceeding. Teams should expect multiple rehearsal cycles. Build this into the plan.

04

Go-live and hypercare

Go-live execution switches production to IFS Cloud according to the agreed cutover plan. A defined hypercare period follows immediately, with named owners responsible for monitoring and stabilising the system.

HYPERCARE IS FREQUENTLY UNDERPLANNED

This is where the real-world performance of the upgrade is determined. Organisations with a structured hypercare plan, clear escalation paths, and dedicated post-launch capacity recover faster and establish a more stable Evergreen foundation.

PLAN FOR ITERATION, NOT A SINGLE PASS

Stages 2 and 3 are where timelines slip when they are budgeted as one-time activities. Build multiple cycles into the plan from the outset and the go-live date holds.

What a well-executed upgrade looks like

PLANNED

A readiness assessment that determines path, scope, and team before the first technical decision is made.

VALIDATED

Multiple test cycles across Stages 2 and 3, with data cleansed before the first migration run.

STABLE

A hypercare period with named owners, clear escalation paths, and dedicated post-launch capacity.

THE RESULT

An environment that is technically stable, operationally familiar to the teams using it, and positioned to absorb the next six-month release without disruption. That is what Evergreen looks like in practice, not a destination, but a rhythm.

WHY THE RIGHT TECHNICAL PARTNER CHANGES THE OUTCOME

The defining characteristic of upgrades that go well is not technical skill alone. It is the presence of a team that understands both the platform and the operational context of the business it supports. Upgrades planned well, staffed correctly, and carried through by people who have navigated the process before.

Before you begin: ten questions to ask

Work through this checklist before your first upgrade planning conversation. Any item you cannot tick with confidence is the work to do before you engage an implementation partner.

☐ **Support status confirmed**

We know our current IFS version and its exact support status, including cost escalation timelines.

☐ **Customisation landscape mapped**

We have a complete inventory of all custom code, configurations, and reports that require uplift.

☐ **Integrations inventoried**

All third-party integrations are documented, with an owner assigned to each.

☐ **Security and permissions scoped**

We understand that permissions cannot be migrated and must be fully rebuilt for the Cloud model.

☐ **Data quality audit completed**

Master data has been reviewed for duplicates and inconsistencies before the first trial migration run.

☐ **Upgrade path selected**

The decision between As-Is, Normal, and Re-implementation has been made on version, maturity, and intent.

☐ **Multiple test cycles budgeted**

Timeline and budget allow for several iterations of Stages 2 and 3, not a single pass.

☐ **Change management capacity confirmed**

Internal capacity to sustain the upgrade alongside normal operations has been assessed honestly.

☐ **Hypercare plan in place**

Named owners, escalation paths, and dedicated post-launch capacity are defined before go-live.

☐ **The upgrade is resourced as a project**

Executive sponsorship is confirmed and the upgrade is not being run as a side activity.

Not sure where to start? Talk to Mikael.

A 15-MINUTE CALL

Our IFS technical consultants have navigated the full upgrade lifecycle across real client environments. Whether you are assessing readiness, selecting a path, or extending the technical team for the upgrade itself, a short call is enough to map your situation and identify your next step.

[Book a 15-minute call](#)



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26 years

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