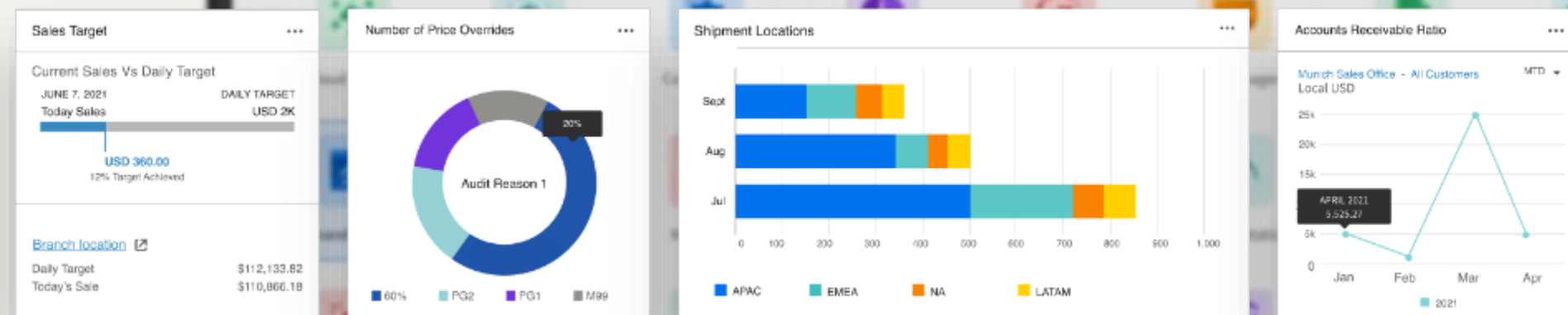


Hvordan kan Infor støtte etter go-live?

What happens next

Hallgeir Øvrebust
VP Consulting Practice

22. september 2022



infor

ERP Simplified:
Smart. Preconfigured. Modern.

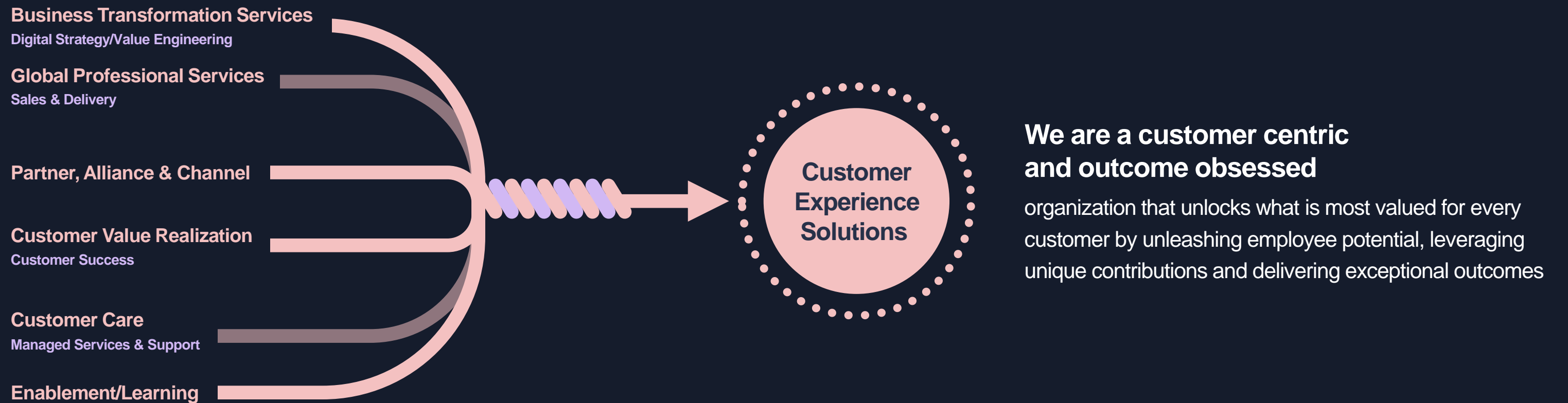
GOVERNANCE IN A NEW CONTEXT

Summary

- **Start early to think about the “life” after Go-Live**
- **Always current will require a new way of thinking and working**
- **Utilize Infor OS to achieve true transformation and create competitive advantages**



Coming together





Infor Norge

Tre Practices

Rekruttering

Early Talent program

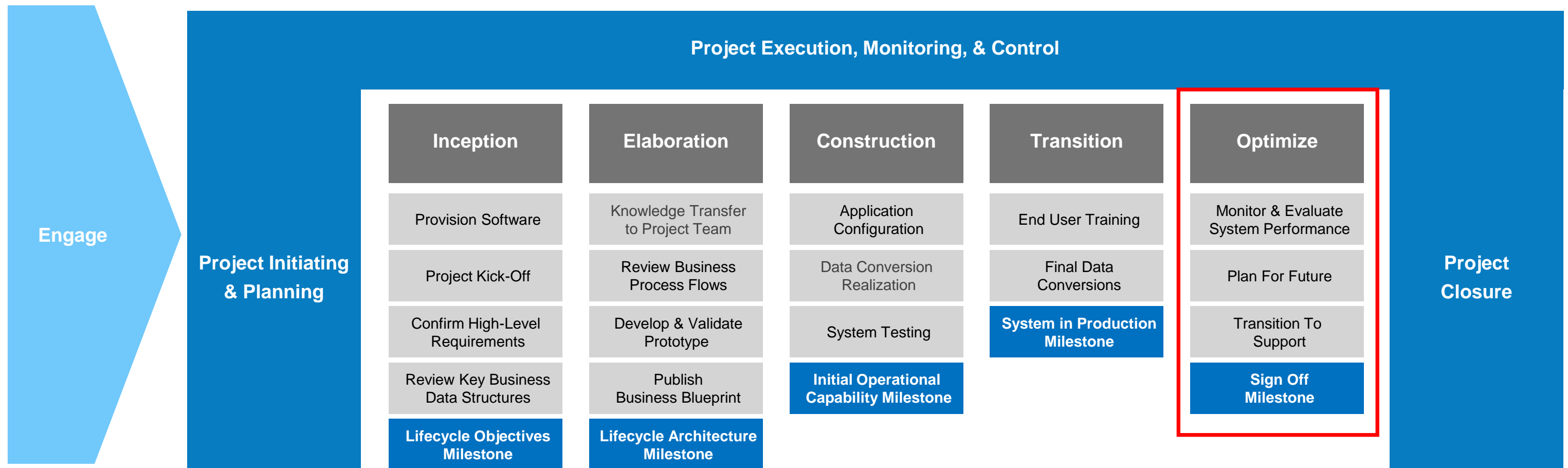
Kompetanseheving

Samhandling med Global Delivery Services

Nordic Customers - M3 CloudSuite (MT)



Infor Deployment Method for Cloud



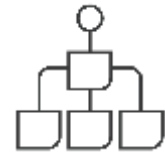
The background features a complex arrangement of white and dark blue gears. A central gear contains a target icon with an arrow hitting the bullseye. To the right, a larger gear contains a bar chart with an upward-trending line graph. On the left, a gear contains a stack of money with a dollar sign. At the bottom, a gear contains a globe icon. The overall theme is business and process improvement.

continuous improvement process

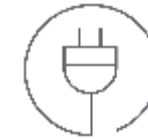
Customer Experience Solutions

INFOR Top Priorities

How can Infor support the
journey with continues
improvements?



**Accountable
Leadership Model**



CareFor



Managed Services

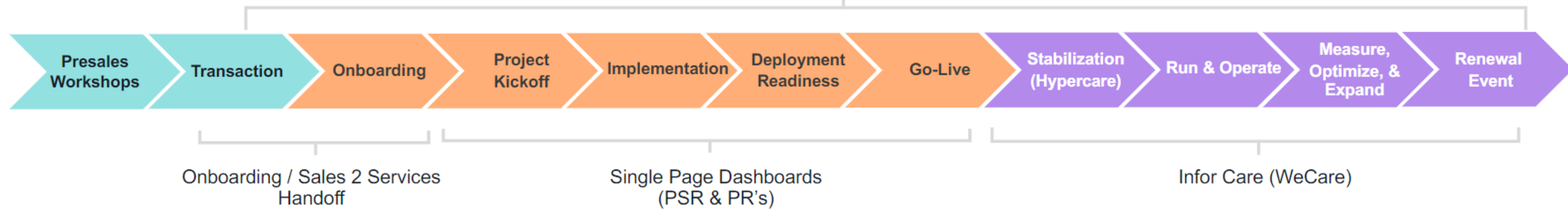


Infor OS

- Innovations
- New content
- Tools

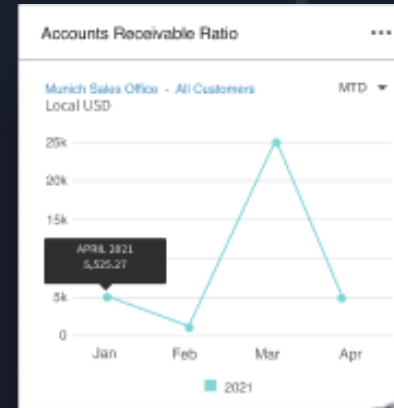
Customer experience solutions

Our Commitment to the customer



CareFor

A support plan engineered for sustainable success



Customer Contacts (210)

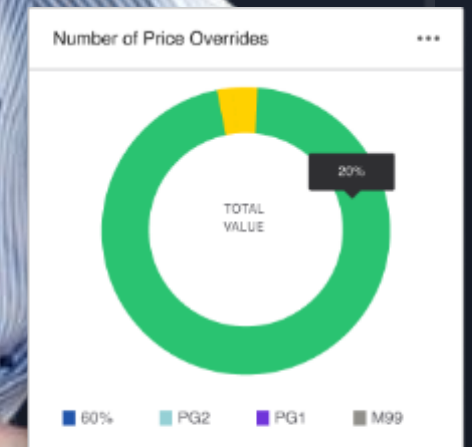
Search

- Abbot Limited**
Baggermaatschappij Boskalis B.V.
- Sarah Peterson (default)**
Service Coordinator
sarah.peterson@theies.com
+235 2515 18
TV WS RA + 5 more
- Bandit Industries Inc.**
Address 2
- Delta Distribution**
Address 3

Approve Shift Schedule

Search Employees

Sue Romero	9/27/20 - 9/30/20	32hrs	✓	✗
Millie Bowman	9/15/20	8hrs Sick Leave	✓	✗
Arthur Griffith	9/11/20	8hrs	✓	✗
Wayne Reid	9/09/20	8hrs	✓	✗



Sales Target

Current Sales Vs Daily Target

JUNE 7, 2021

Today Sales	DAILY TARGET
USD 360.00	USD 2K

12% Target Achieved

Branch location

Daily Target	\$112,133.82
Today's Sale	\$110,866.18



CareFor—an enhanced customer success plan

Realize a path to sustainability. Experience responsive user support. Enjoy an accountable Infor leader.



Infor Managed Services – Pillars & Value

We've transformed the IMS offering to be more proactive and cover your most critical responsibilities – either comprehensively or as modular solutions

Pillar	What it is	Value it brings
Business Application Support	Support application key/super users by quickly resolving their issues, questions and service requests	Cost-effective expert level support, with global coverage
Application Administration	Manage ongoing system maintenance and application monitoring and resolution	Off-hours admin support that frees your key resources to focus on priorities of the business
Extension Lifecycle Management	Support application customizations and develop solution enhancements to meet new business requirements	The skills to support and agility to meet new business requirements whenever needed
Release Impact Management	Assess the impact of application updates, remediate and test, and communicate changes to the business	Proactive, roadmap and value focused view of monthly cloud updates

Release Impact Management

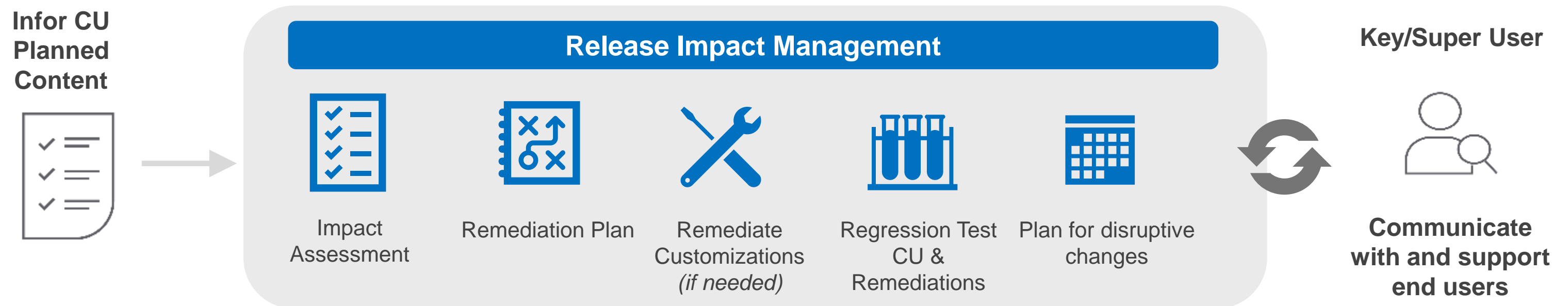
Understand the impact of application updates to avoid disruptions and ensure users are aware of changes

Proactive Planning & Remediation

- Review of cloud update contents and expected impacts
- Customer-specific impact assessment reflecting unique configuration and customization
- Recommended changes developed and applied to offset impacts or take advantage of new features

Risk Mitigation Options

- Changes applied to optional customer Pre-Production environment for early testing
- Testing-as-a-Service (TaaS) to provide comprehensive, automated regression testing



BENEFITS

- Reduce impacts and disruption to business and users
- Improved efficiencies of turning reactive production issue fixing into proactive problem solving
- Improved satisfaction of business and users

IMS Typical Setups

Curious to know what other Customers purchased – here's an idea

- ✓ GUARANTEED AVAILABILITY
- ✓ DEPTH of SKILLSETS
- ✓ PREDICTABLE BUDGETS
- ✓ INFOR RESPONSIBILITY

- ✓ 24x7 GLOBAL COVERAGE
- ✓ SERVICE LEVEL AVAILABILITY
- ✓ RETENTION of KNOWLEDGE
- ✓ YEARS of EXPERIENCE

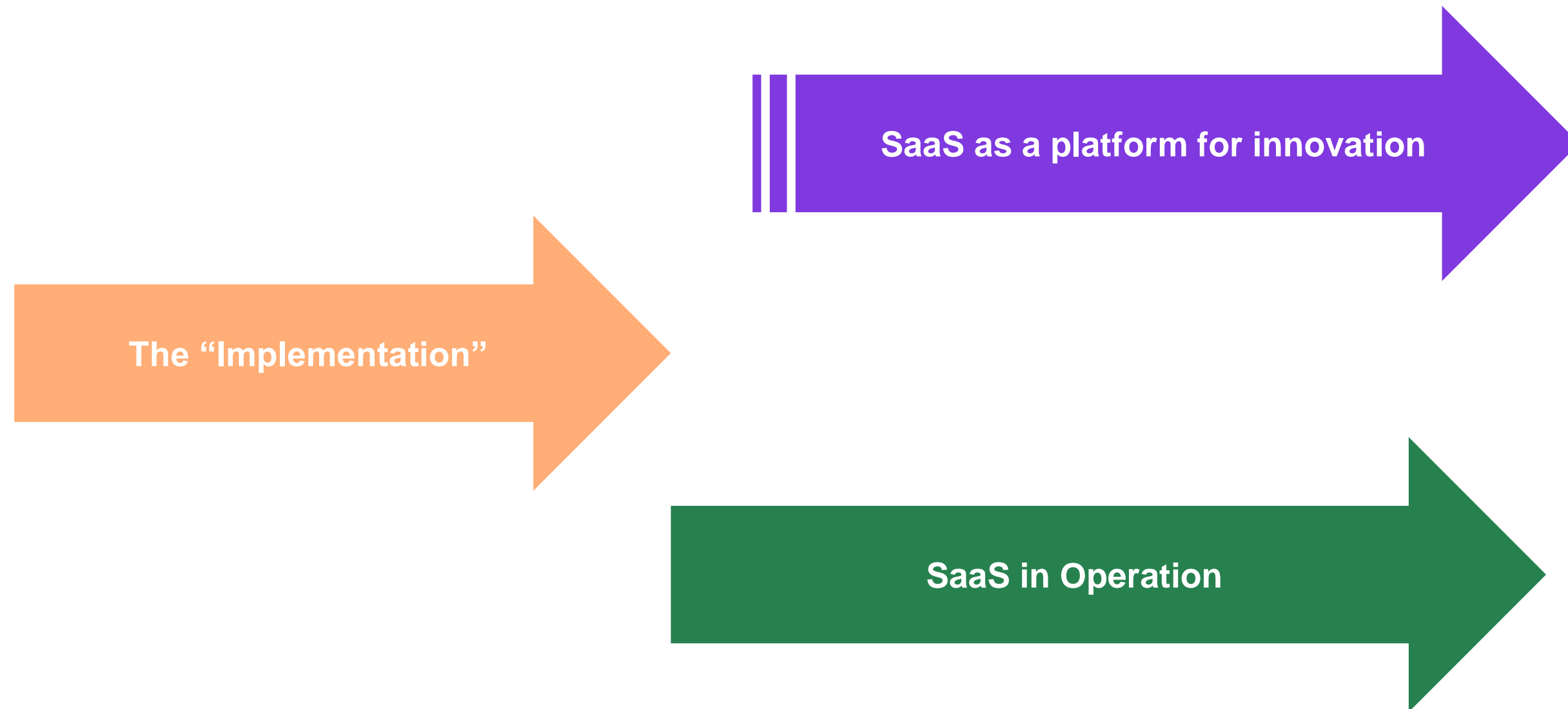


Innovation by standardization

An ERP in the cloud
The final destination on the journey
or
Just the starting point on an adventure

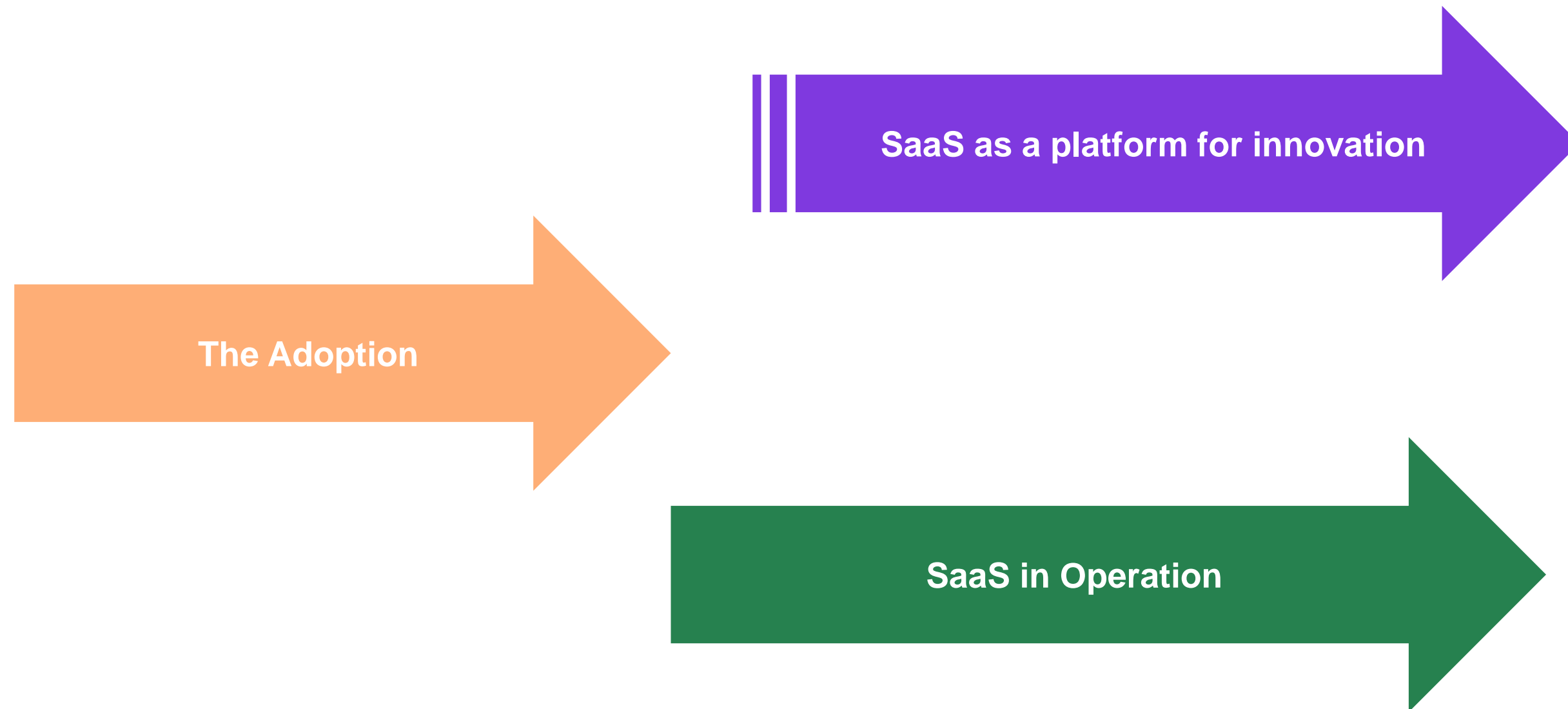
NEW WAYS OF WORKING NEEDED

Governance in a new context



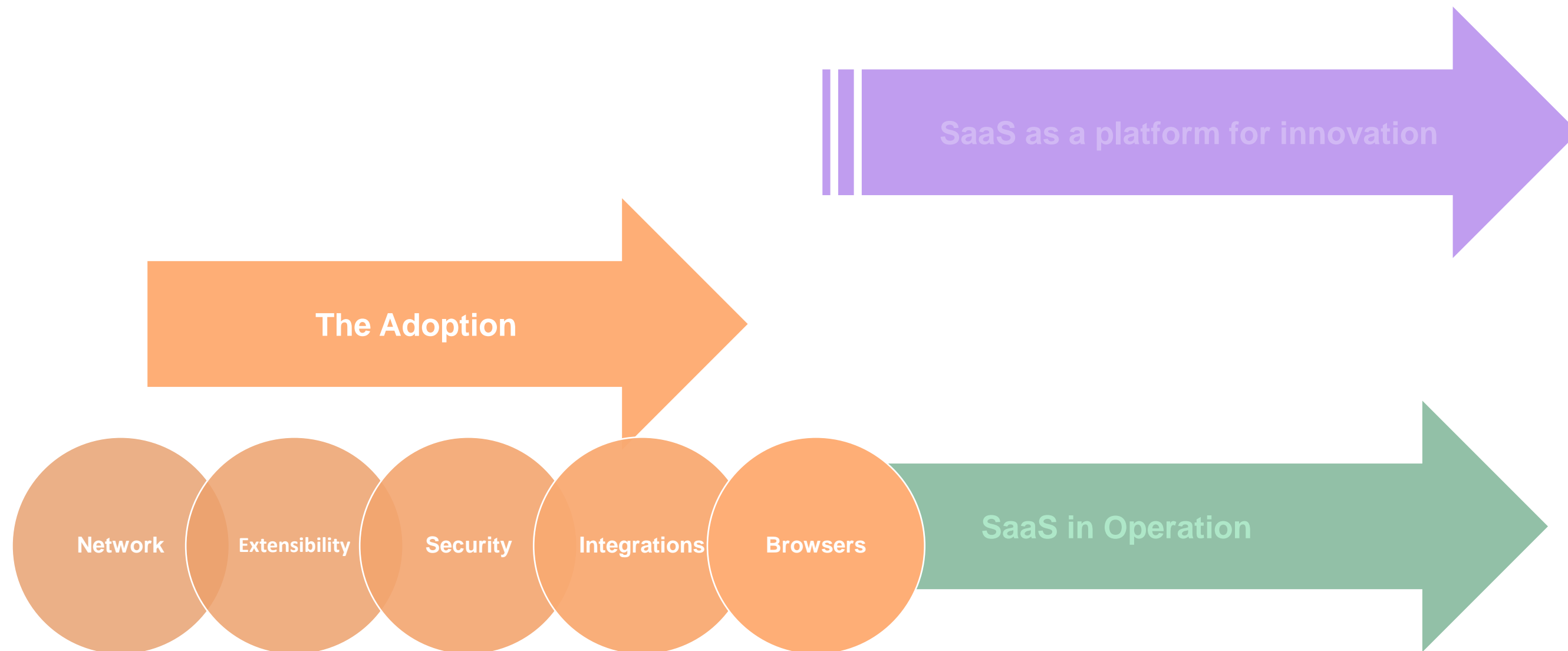
NEW WAYS OF WORKING NEEDED

Governance in a new context



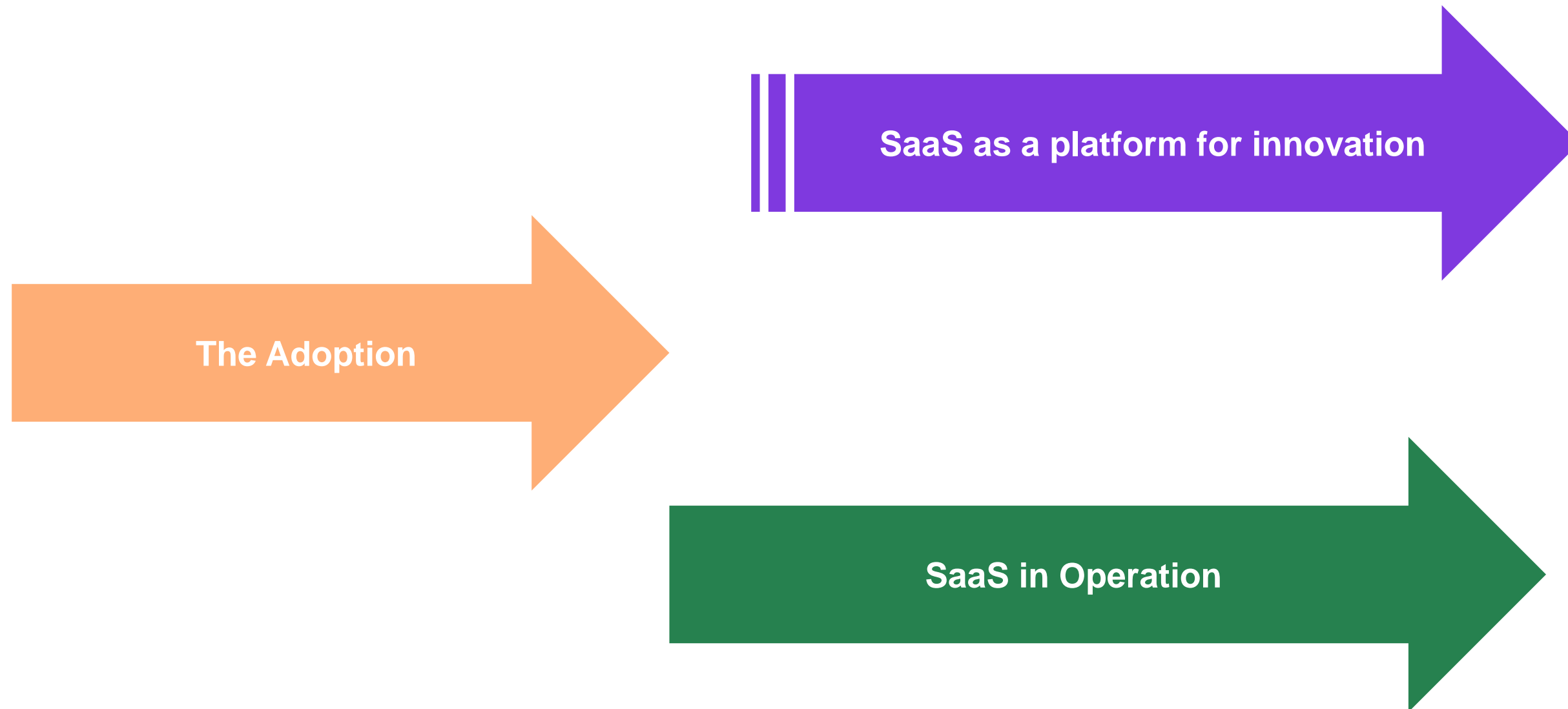
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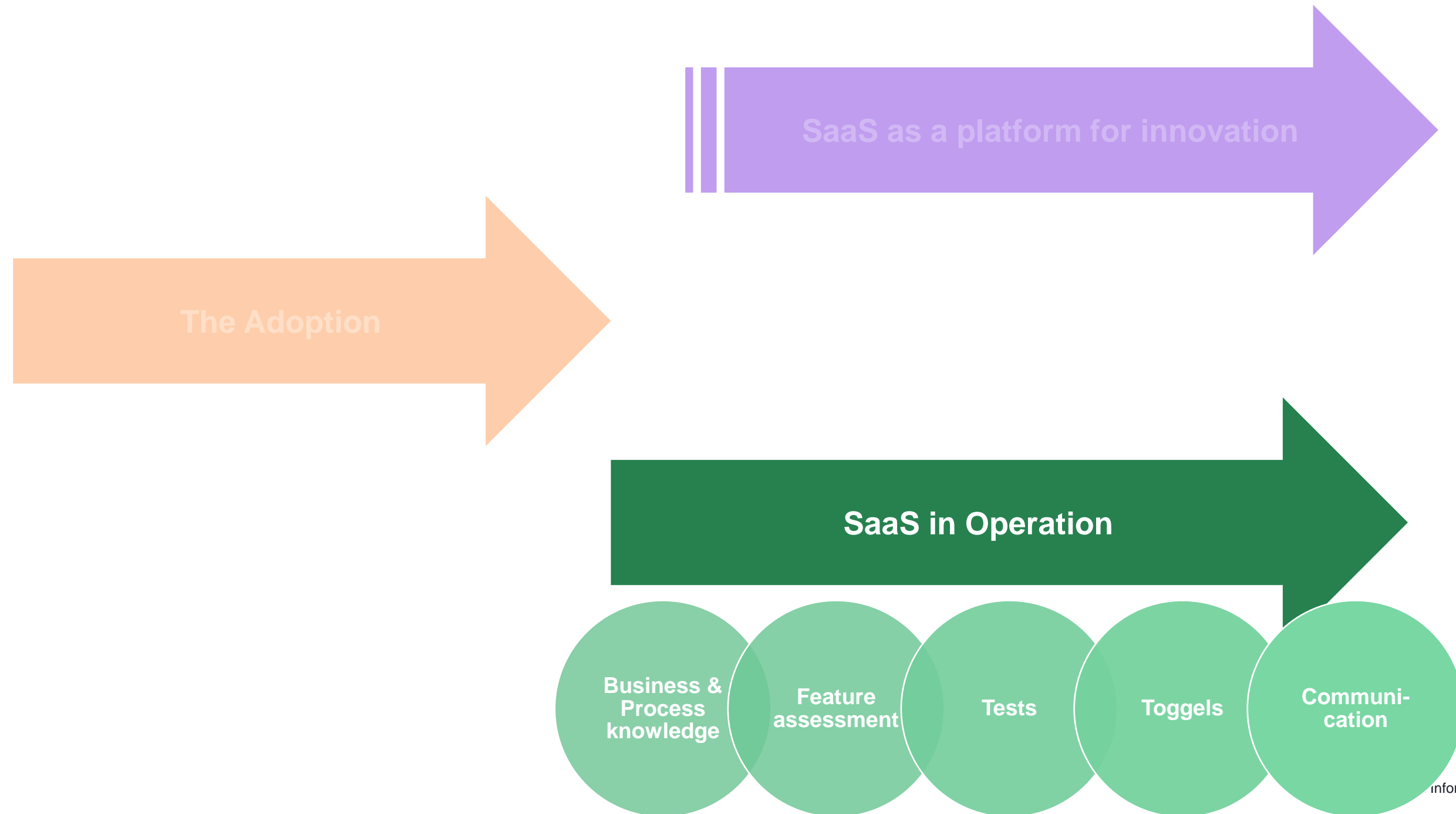
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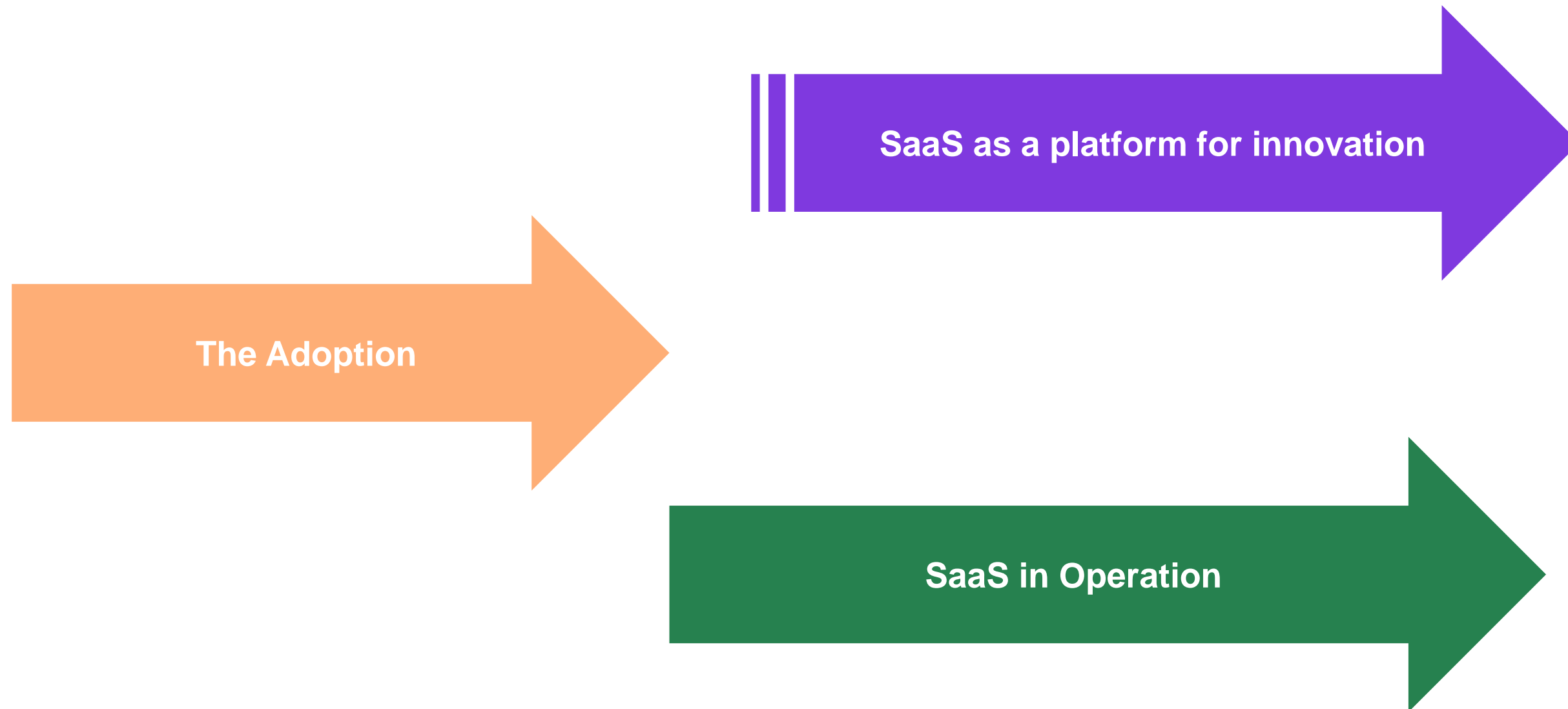
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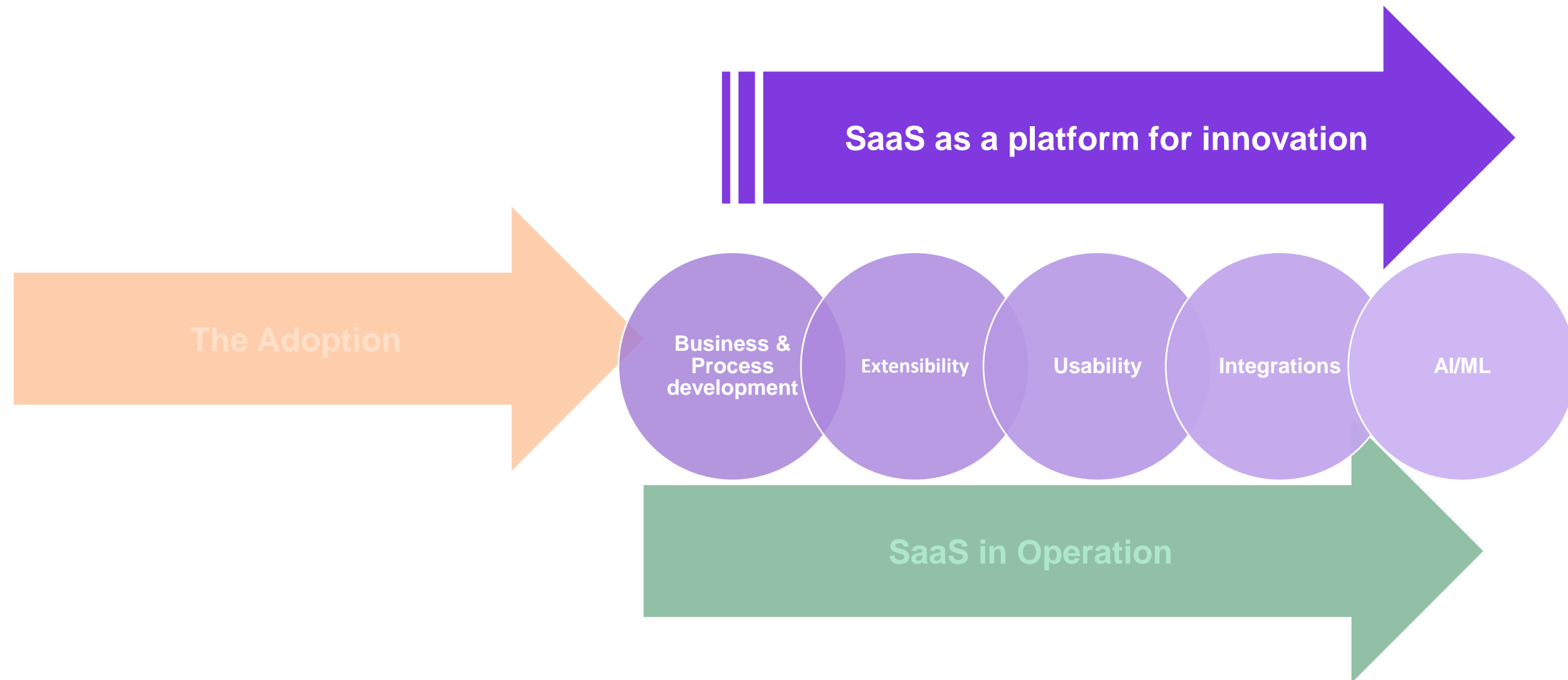
NEW WAYS OF WORKING NEEDED

Governance in a new context



NEW WAYS OF WORKING NEEDED

Governance in a new context



Future proofed solution – Innovation is key

Infor CloudSuite

Core ERP

- Industry specific processes
- Industry specific content
- Monthly upgrades & innovations including
 - New feature and functions
 - Industry specific improvements
 - Process improvements
 - Support for new legal requirements
 - And so on...
- Scalable
- Secure
- Always the latest version

Automate your business

Composition platform – Infor OS





- Capabilities for innovation
 - Integration platform
 - Workflow
 - Machine learning platform
 - Digital Assistant
 - No/Low/Full code development toolset for application development
 - User experience
 - Data fabric
- Integrated part of the CloudSuite
- Innovate in your own pace

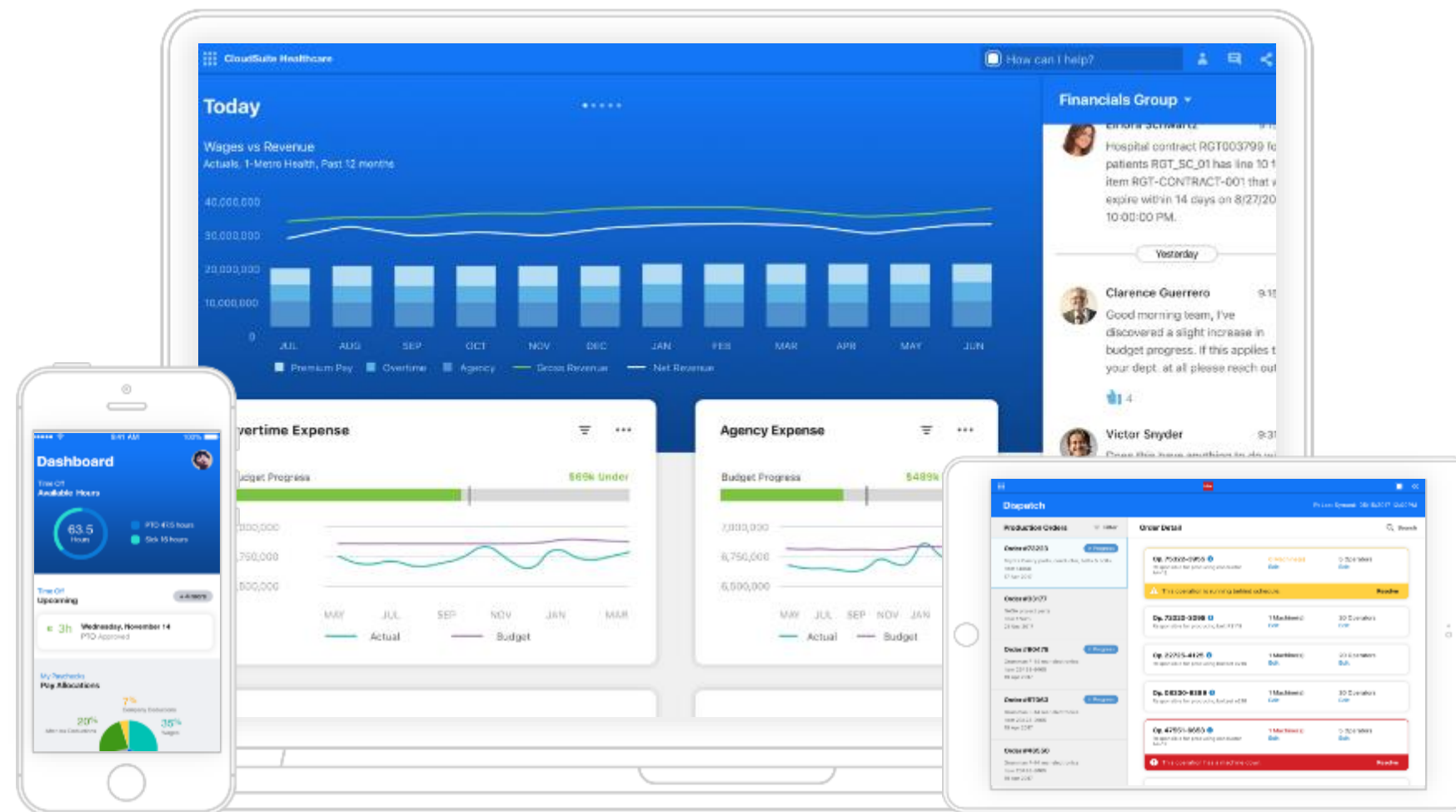
Differentiate your business





Foundation for digitalization

Infor OS

Infor Operating Services provides a digital cloud gateway allowing for integration, collaboration, extensibility, and innovation beyond what is achieved at go-live.

- 
User Experience
- 
Collaboration
- 
Extensibility
- 
Security



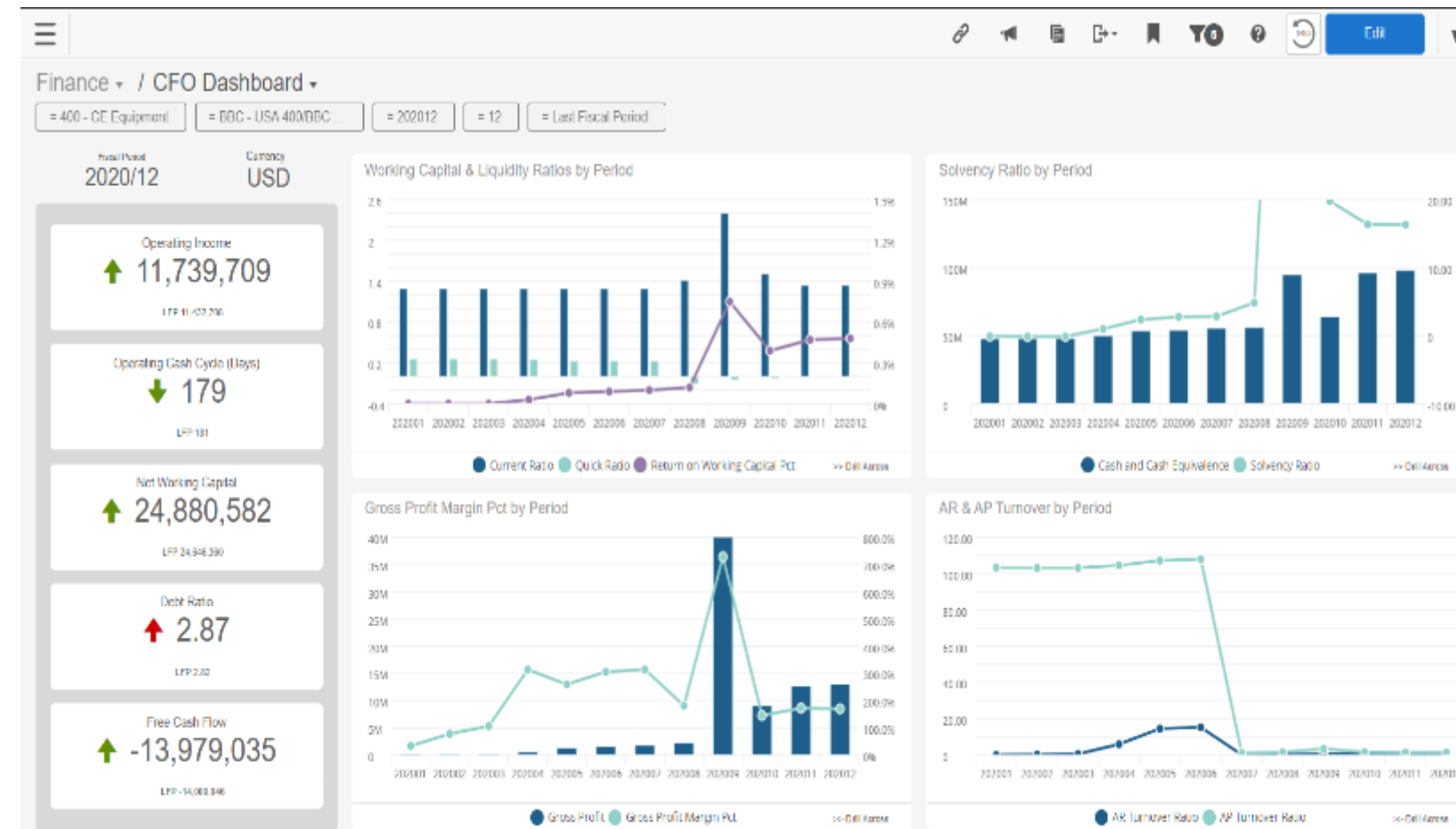
- 
A.I.
- 
Process Integration
- 
Data Lake
- 
Document Management

INFOR M3

Experiences

Modernize and simplify to deliver a seamless and intuitive experience

Promote human-centered design to deliver user satisfaction through increased efficiency and productivity



2021

M3 Analytics: CFO Dashboards

BUSINESS OUTCOME #1

Help executives with the insights they need to understand their company's financial/business performance

BUSINESS OUTCOME #2

Delivering high-level ratios and metrics derived from M3 financial data.

BUSINESS OUTCOME #3

Built from the rich M3 Analytics to support decision makers at various levels of the organization.



INFOR M3

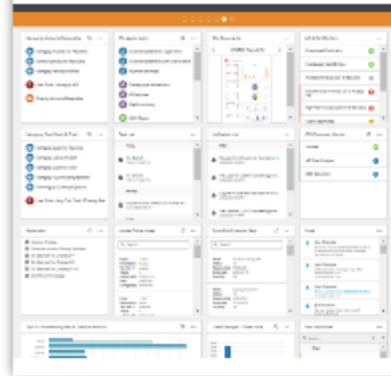
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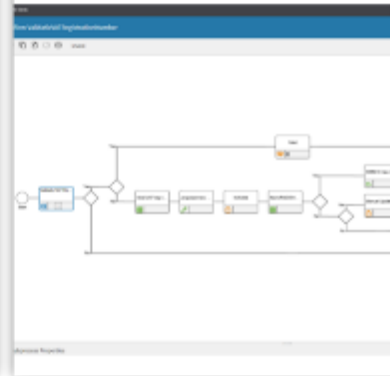
Homepages

User friendly and finance area specific



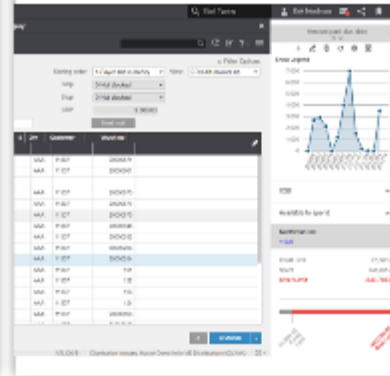
Workflows

Workflows to improve financial processes



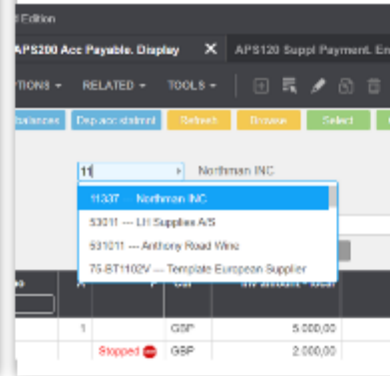
Context Apps

Maximize information to user in a program



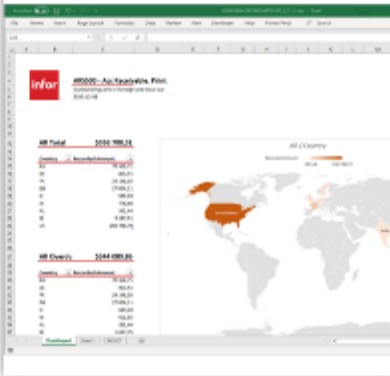
Scripts

Small features to increase speed and agility



IDM + Excel

Better reporting and printouts



2021

Financials 4.0 – visual finance through Infor OS:

BUSINESS OUTCOME #1

Higher productivity through rich content

BUSINESS OUTCOME #2

Provides further inspiration to deeper adoption of available tools

BUSINESS OUTCOME #3

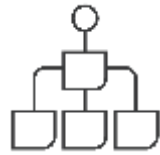
More value from existing applications



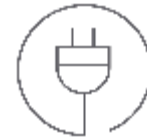
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**Accountable
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CareFor



Managed Services



Infor OS

- Innovations
- New content
- Tools

GOVERNANCE IN A NEW CONTEXT

Summary

- **Focus on continuous Improvements**
- **Utilize Infor OS to achieve true transformation and create competitive advantages**





Thank you

Infor is a global leader in business cloud software specialized by industry.

[infor.com](https://www.infor.com)

