Hvordan kan Infor støtte etter go-live?

What happens next

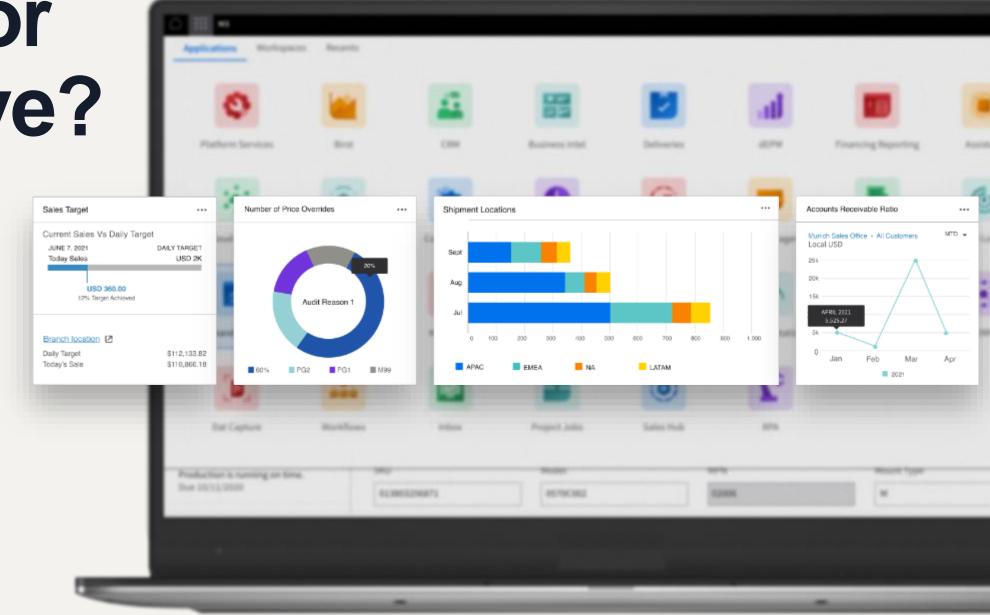
Hallgeir Øvrebust

VP Consulting Practice

22. september 2022

infor

ERP Simplified: Smart. Preconfigured. Modern.



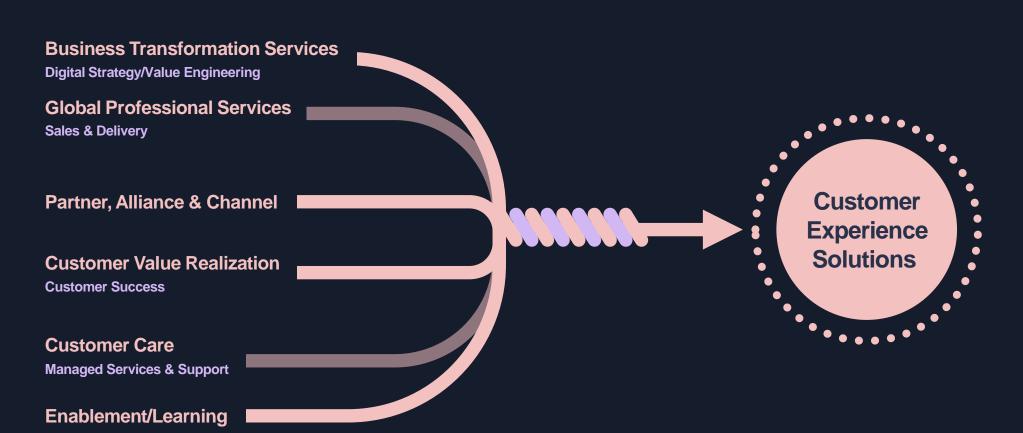
GOVERNANCE IN A NEW CONTEXT

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



We are a customer centric and outcome obsessed

organization that unlocks what is most valued for every customer by unleashing employee potential, leveraging unique contributions and delivering exceptional outcomes

North

Sales GTM

Magnus Clementson

- GTM execution across regions and industries
- Drive sales acceleration and sales methodology
- Drive knowledge transfer and best practices
- Transformation journey Koch way of
- Strategic pricing
- Devise and roll out targeted sales programs that support the GTM strategy
- Monitor DemGen Pipe KPI's and recommend improvements to support growth

Customer Success

Chris Ousborne

Back to green and back to references

support the customer success

Scalable and programmatic

ACV pipeline growth

realization

Build a world class organization in INT to

• Drive industry outcome model and value

Life time accountability of the customer

Marketing

Jeantte Kinding

- Pipeline growth tied to growth plan
- Cloud Upgrade program
- Industry programs and campaigns
- Awareness and branding
- · Vision and purpose
- Customer reference stories

Field Sales

Malte Ekedahl, Hein Kivits

- Sustainable and profitable growth
- · Accelerate cloud migration of install base
- Accelerate market share wins with NN
- GTM strategy for each region
- · Leaders for subregional wheels
- End to end execution within their region throughout all LOBs

North

GM - Malin Petersson

Eco System

- Global GSI coverage across all regions and focus industries
- Subregional alliances aligned with services bingo bord and GM GTM
- Alliances for joint GTM initiatives and support for large deals
- Education, enablement and certification delivery partners and partner program
- Significant ACV pipeline generation through ecosystem

Global Prof. Services

Joachim Berlin

- Cloud rediness
- Regional coverage by industry
- Build and extend industry capabilities
- Customer journey and time to value
- Customer value realisation

Solution Consulting

Fredrik Renulf

- Demo-delivery ownership → time to value
- Industry expertise
- Regional coverage
- Increased win-rate
- Value identified & value delivered

Sales Operations

Jenny Jarvinen

- Own the forecast and pipeline funnel management cadence and execution practices to ensure predictability, accountability & accuracy
- Sales Investment decisions using economic model
- Deliver insights to improve both tactical and strategic decision making
- Sales planning, Territory coverage, sales productivity
- Sales process & tools implementation

Roger Labrell, Dick De Voogt

Infor Norge

Tre Practices

Rekruttering

Early Talent program

Kompetanseheving

Samhandling med Global Delivery Services

infor

Nordic Customers - M3 CloudSuite (MT)





















































































































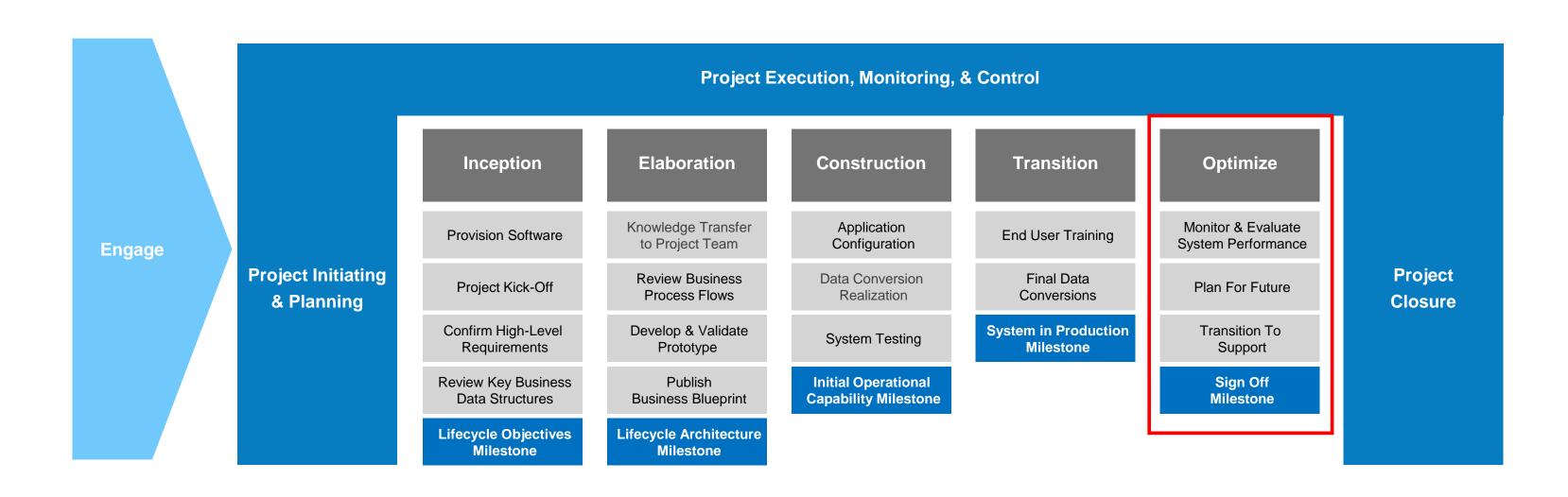








Infor Deployment Method for Cloud



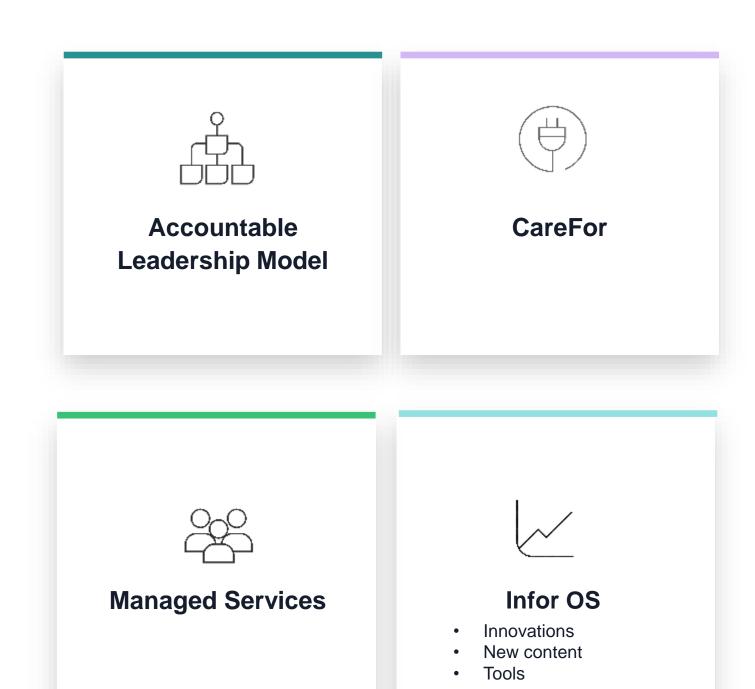




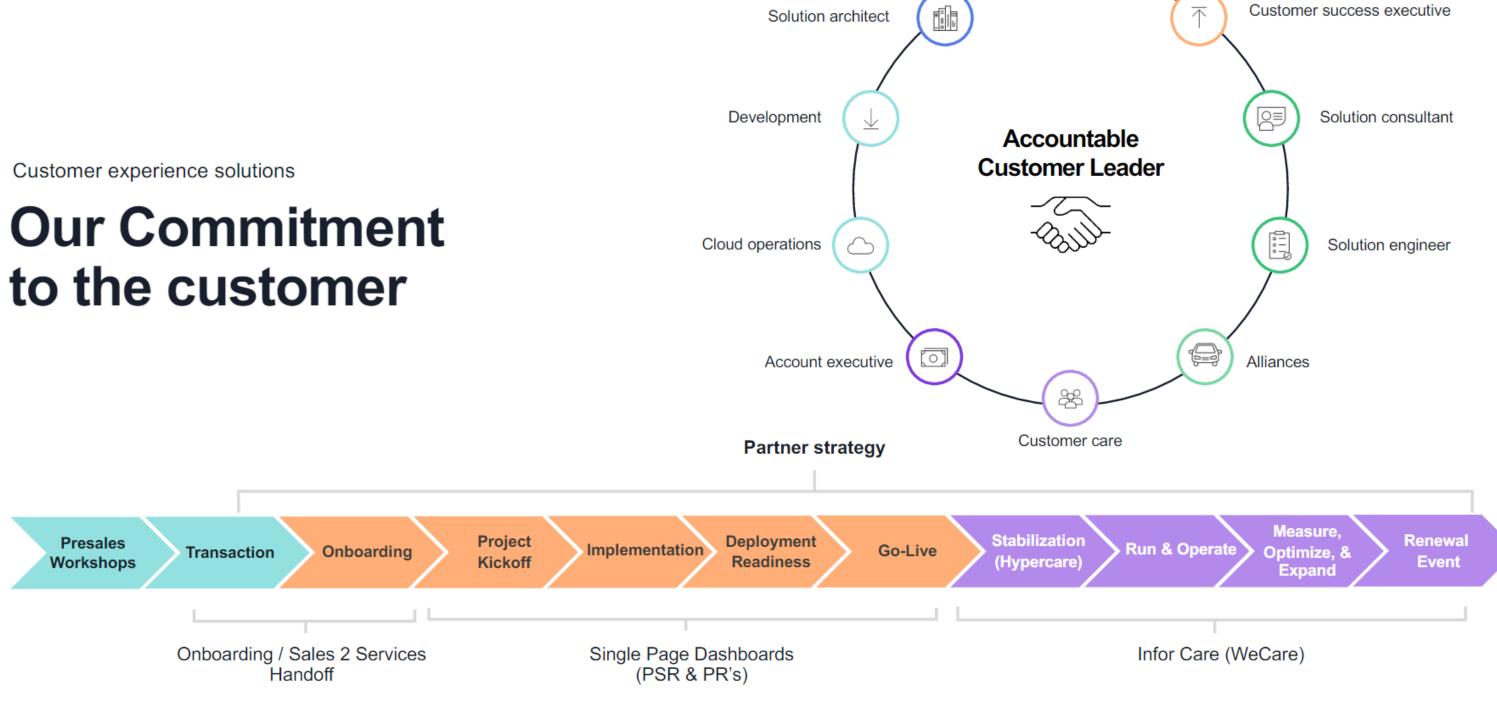
Customer Experience Solutions

INFOR Top Priorities

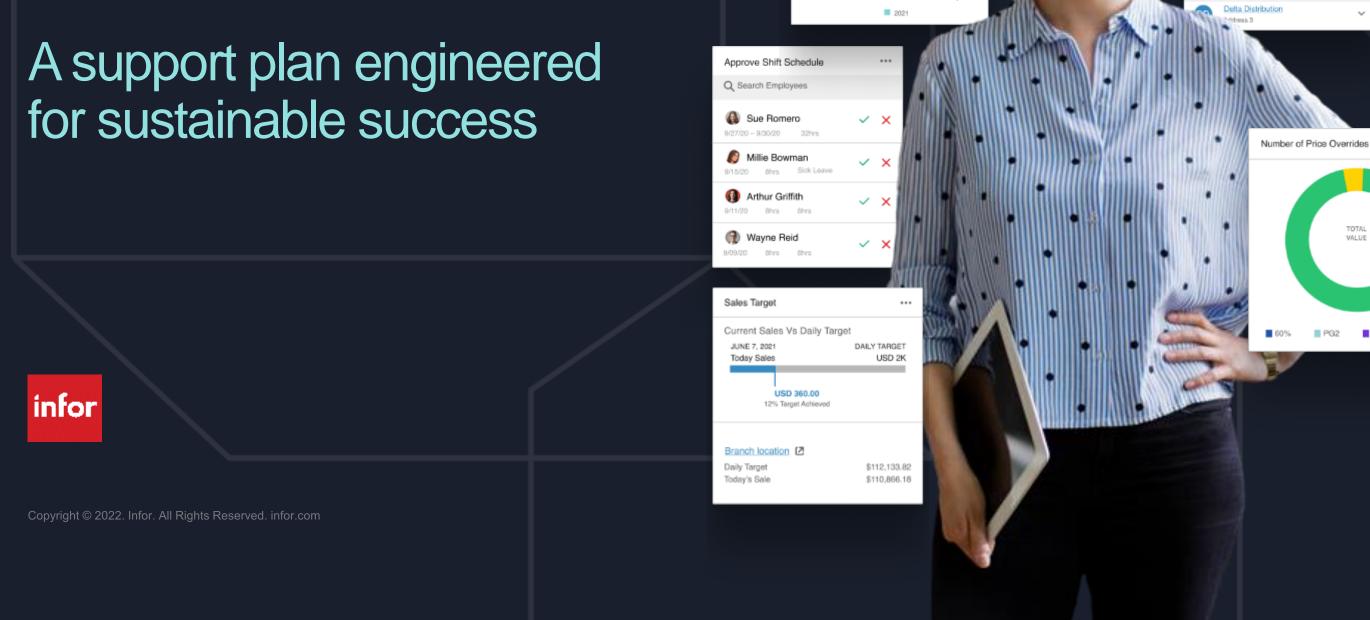
How can Infor support the journey with continues improvements?



Our Commitment



CareFor



Accounts Receivable Ratio

Local USD

Customer Contacts (210)

Sarah Peterson (default)

+235 2515 18

CareFor Customer Success

CareFor—an enhanced customer success plan

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

24/7 SaaS Support

Protect productivity and minimize disruption with 24/7 access and prioritized support

Support for your business not just the application

'How to' support with access to deep application expertise

CareFor

An accountable Infor leader

A proactive main point of contact focused on your success

Optimized cloud updates

Understand and mitigate potential risks in advance of new releases

A plan for long term sustainability

Close capability and skills gaps with a roadmap for long-term success

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

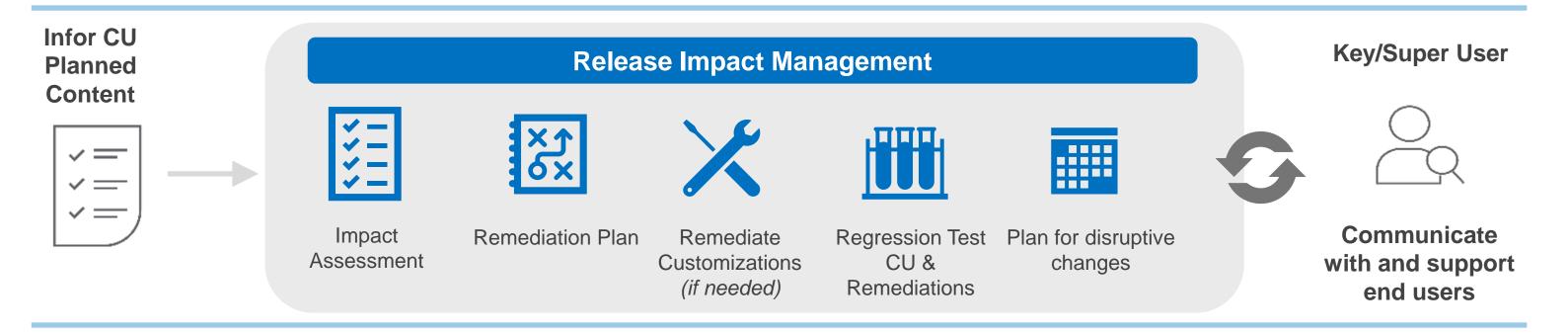
Understand the impact of application updates to avoid disruptions and ensure users are aware of changes

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



14

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
- 24x7 GLOBAL COVERAGE

DEPTH of SKILLSETS

SERVICE LEVEL AVAILABILITY

PREDICTABLE BUDGETS

RETENTION of KNOWLEDGE

- ✓ INFOR RESPONSIBILITY
- YEARS of EXPERIENCE

ON PREMISE or HOSTED LOCALLY Technical Operations Extension Lifecycle

Management

Administration

Application Support

Application

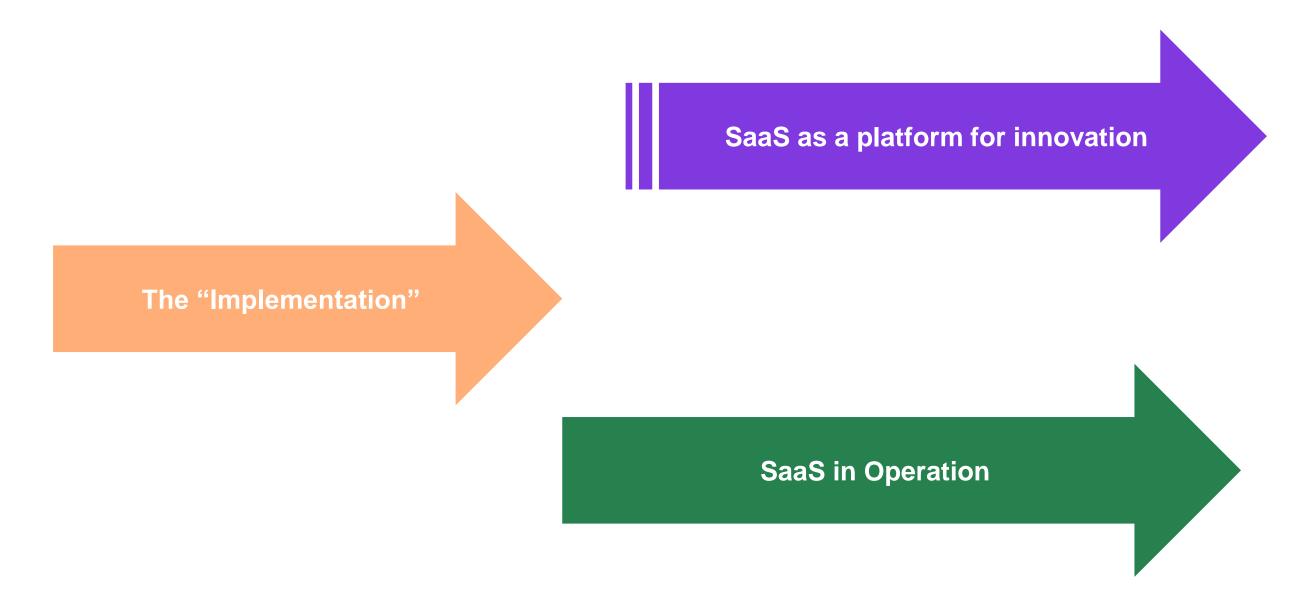
Business

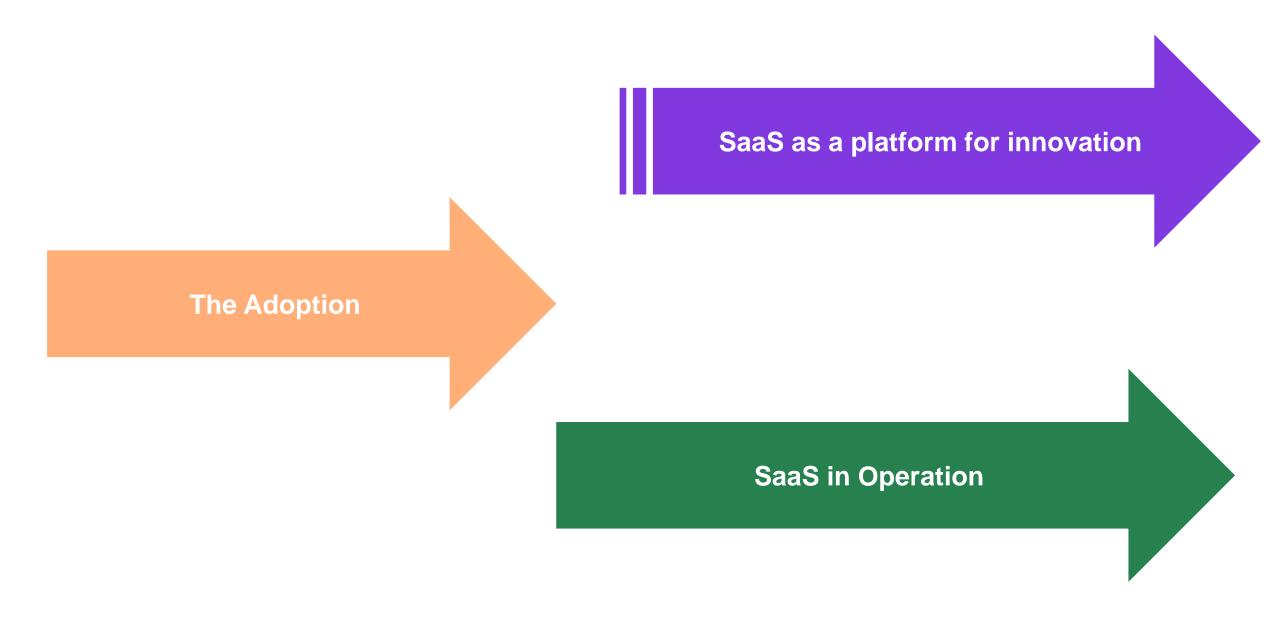
SaaS ST / MT CLOUD

- Release Impact Management
- ExtensionLifecycleManagement
- Application Administration
- BusinessApplicationSupport

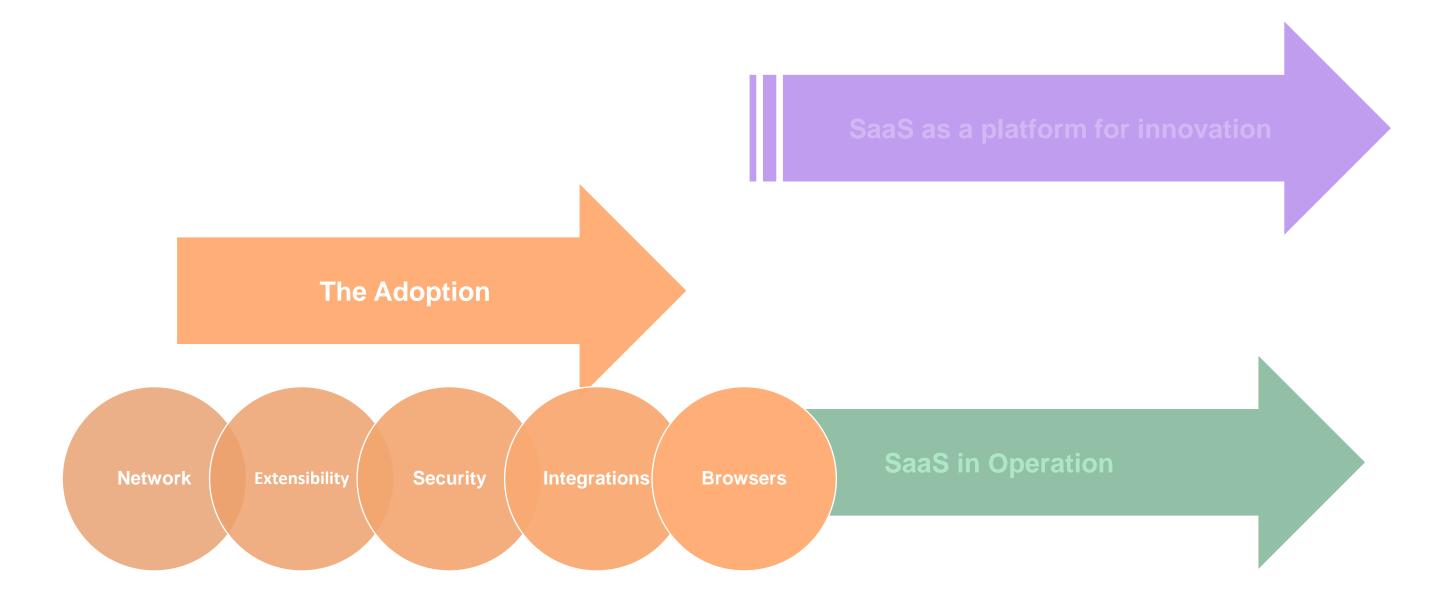
Innovation by standardization

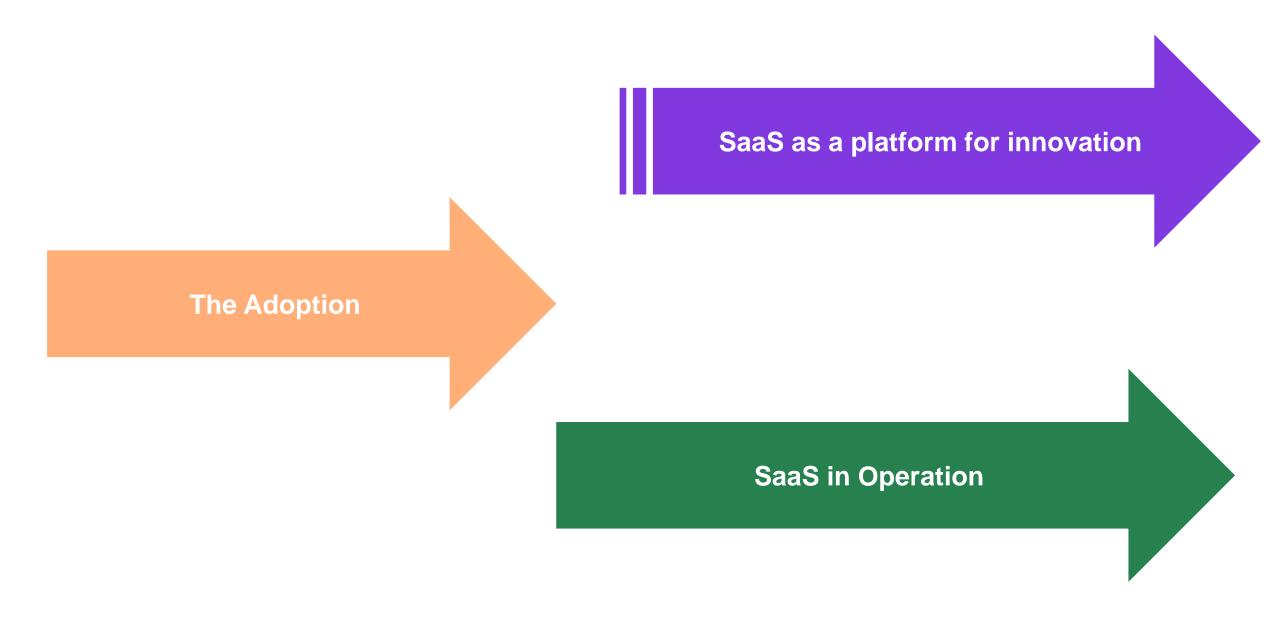
An ERP in the cloud The final destination on the journey or Just the starting point on an adventure





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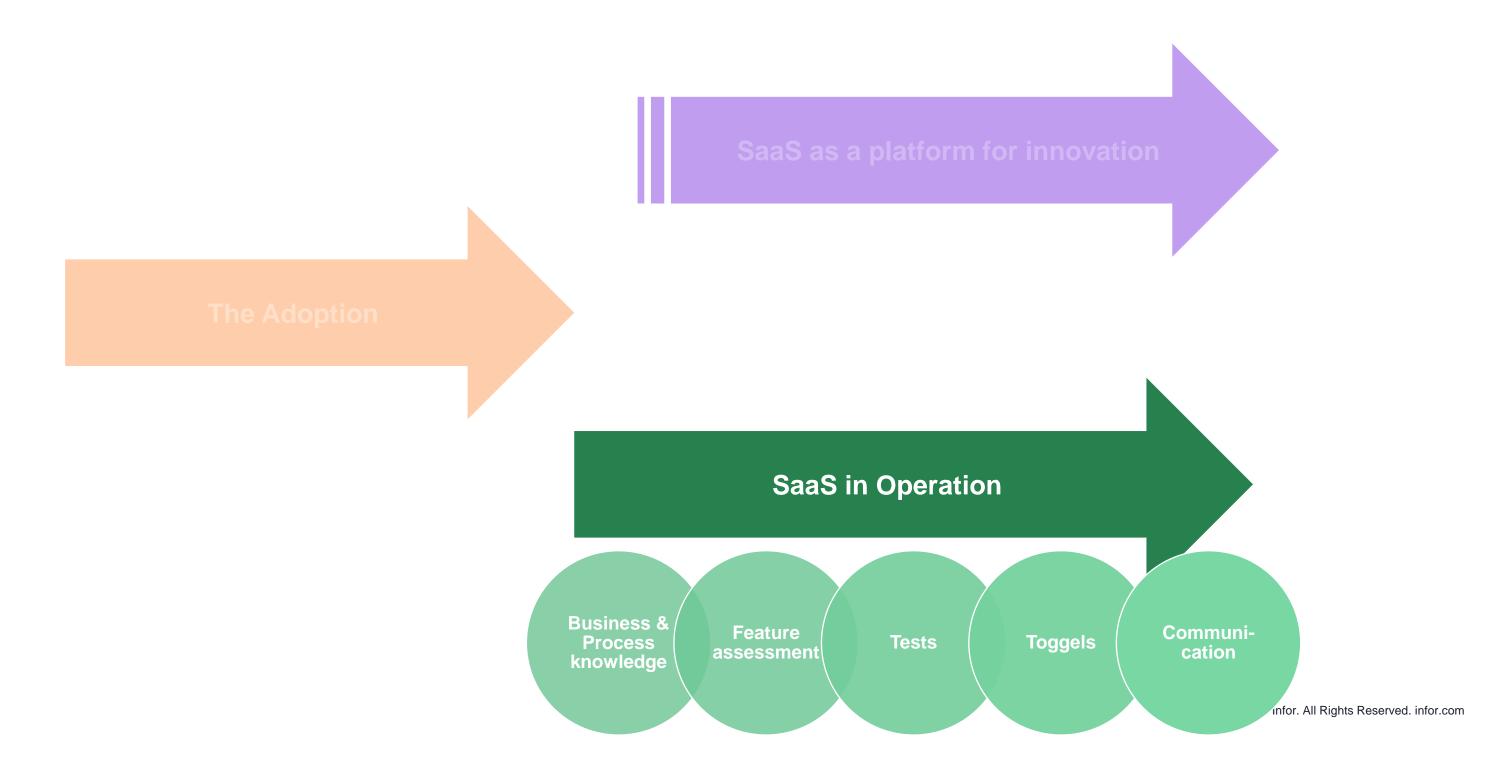


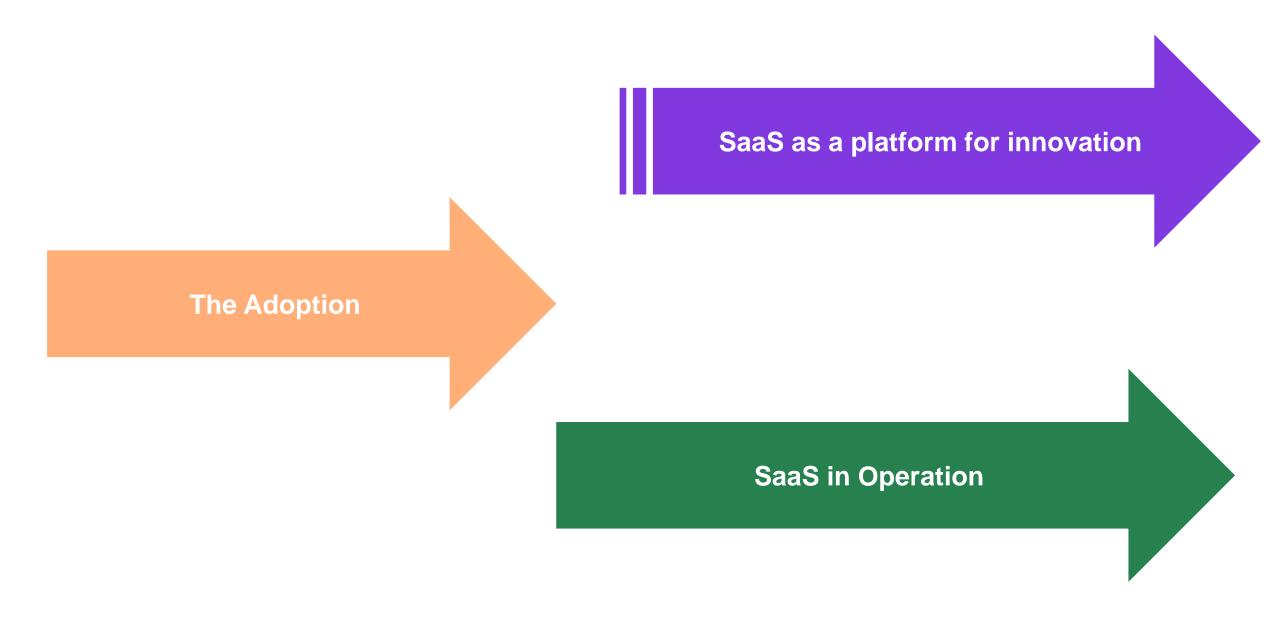


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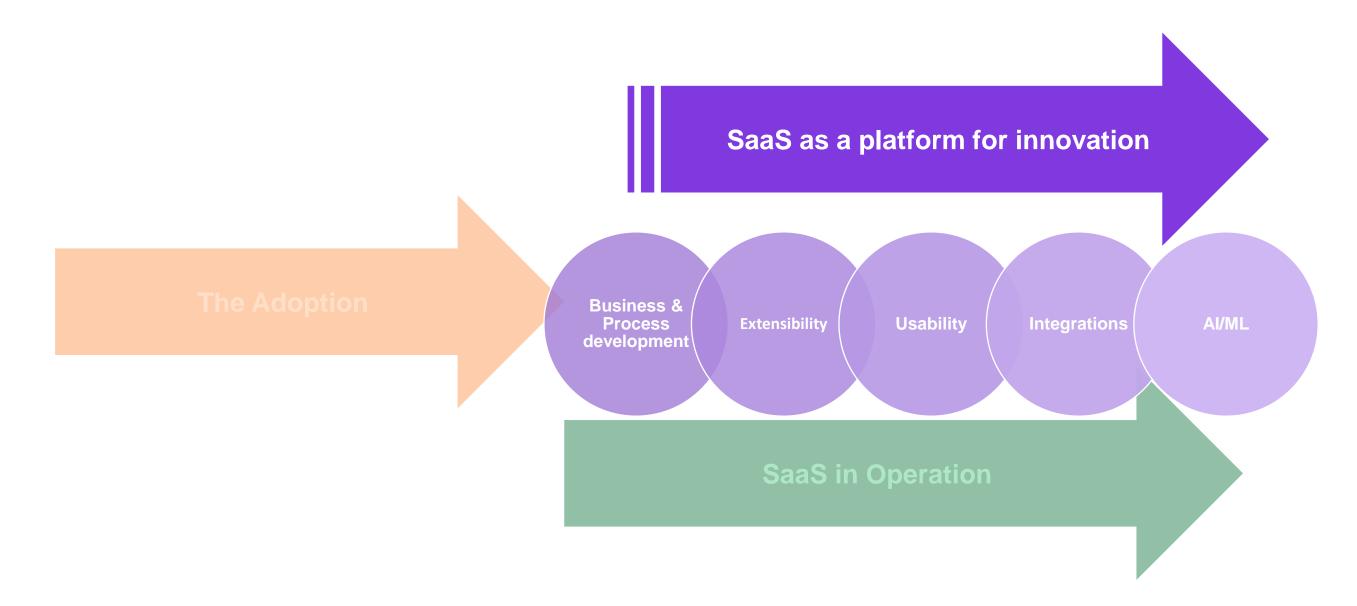
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Governance in a new context





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Future proofed solution – Innovation is key

Infor CloudSuite

Core ERP

- Industry specific processes
- Industry specific content
- Montly 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 innoavtion
 - Integration platform
 - Workflow
 - · Machine learning platform
 - Digital Assistant
 - No/Low/Full code development toolset for application development
 - User experince
 - Data fabric
- Integrated part of the CloudSuite
- Innavote 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

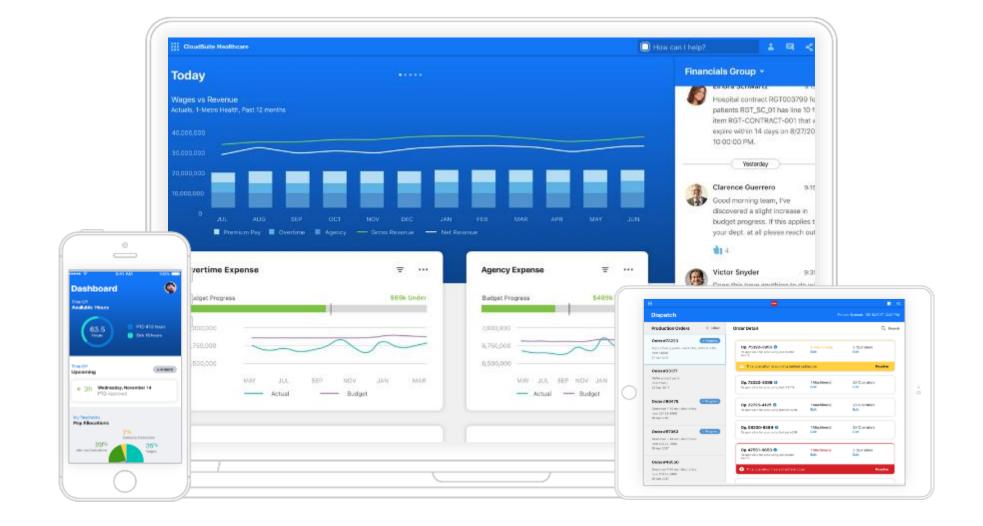


Collaboration



Extensibility







A.I.



Process Integration

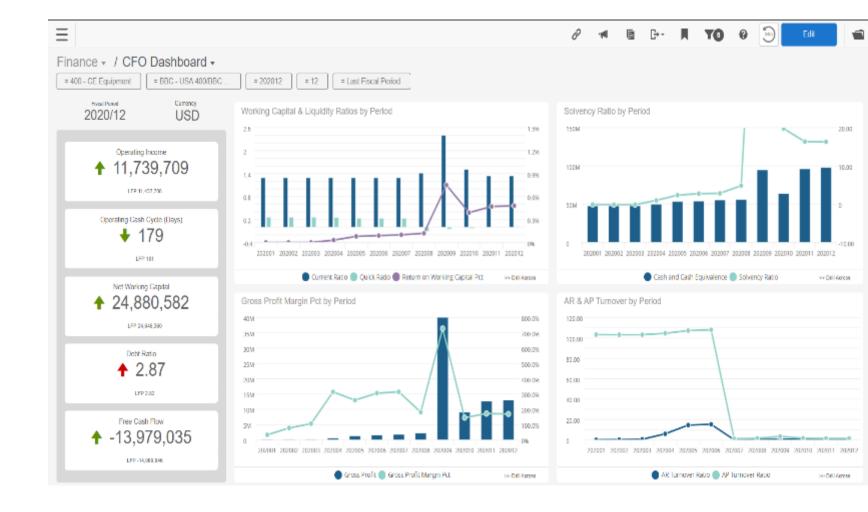


Data Lake



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.

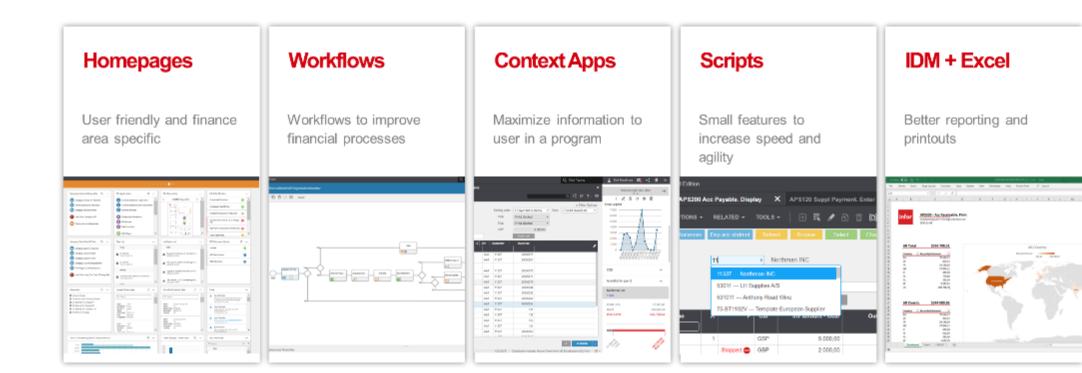
BUSINESS OUTCOME #3

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

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

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

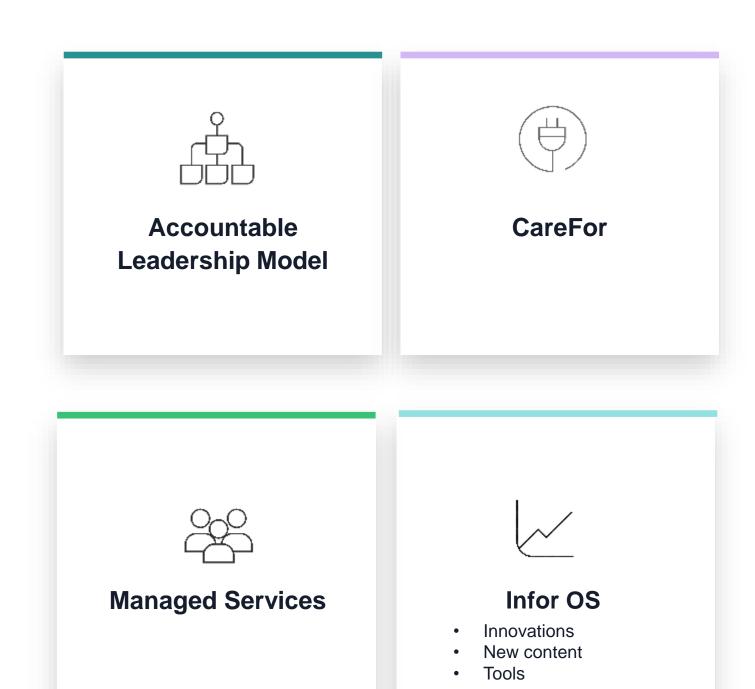
BUSINESS OUTCOME #3

More value from existing applications

Customer Experience Solutions

INFOR Top Priorities

How can Infor support the journey with continues improvements?



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

