From Infor Process Manager to Infor Infor Process Intelligence

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Infor Agility – IA 4.0

New age of continuous delivery

From

- Automate current as-is processes
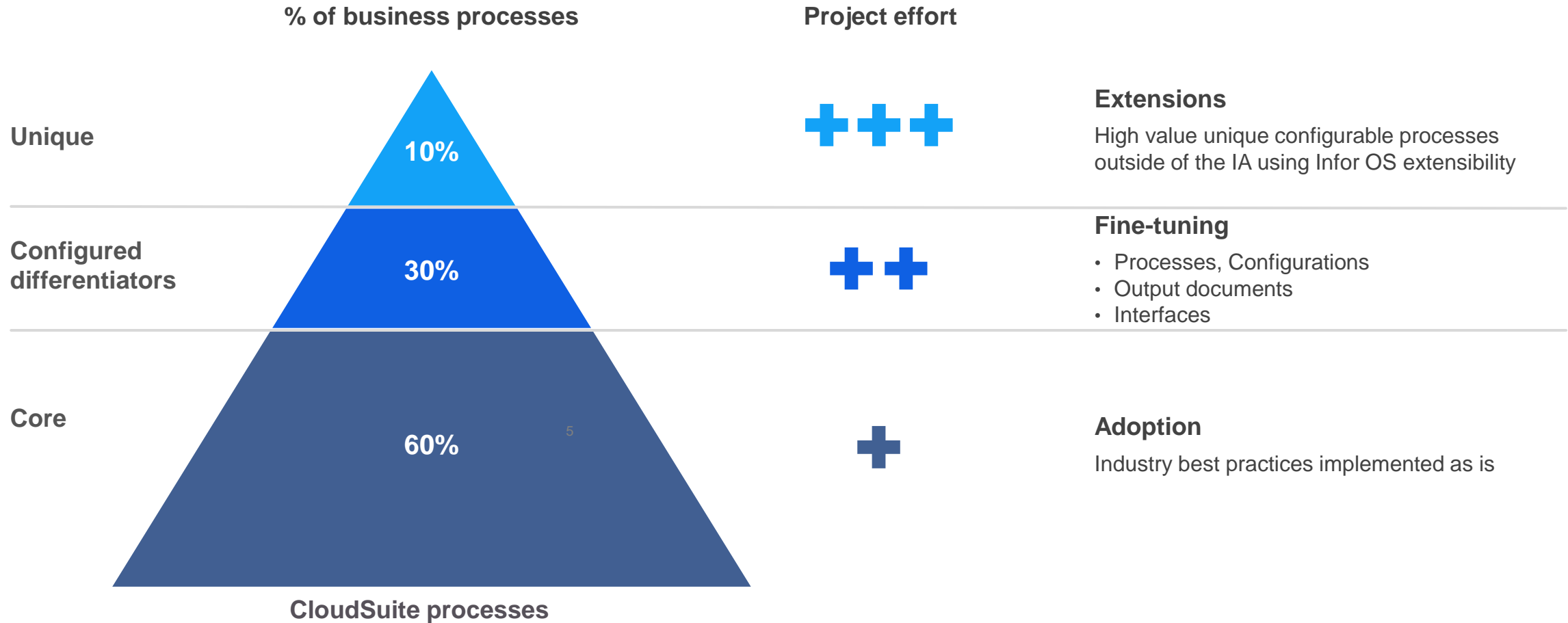- Waterfall and big bang
- 'Go-Live' as the end goal

4

To

- Use reference processes (IA) and focus on differentiation areas
- Incremental and focus on time to market
- Continuous delivery of innovations

Infor's 60:30:10™ process framework for IAs

% of business processes

Project effort

Unique

10%

+++

Extensions

High value unique configurable processes outside of the IA using Infor OS extensibility

Configured differentiators

30%

++

Fine-tuning

- Processes, Configurations
- Output documents
- Interfaces

Core

60%

+

Adoption

Industry best practices implemented as is

CloudSuite processes

The Infor customer lifecycle

Vision

- Becoming a long-term business partner – Customer for Life

- Establish the future proof platform

- Focus on customer business outcomes
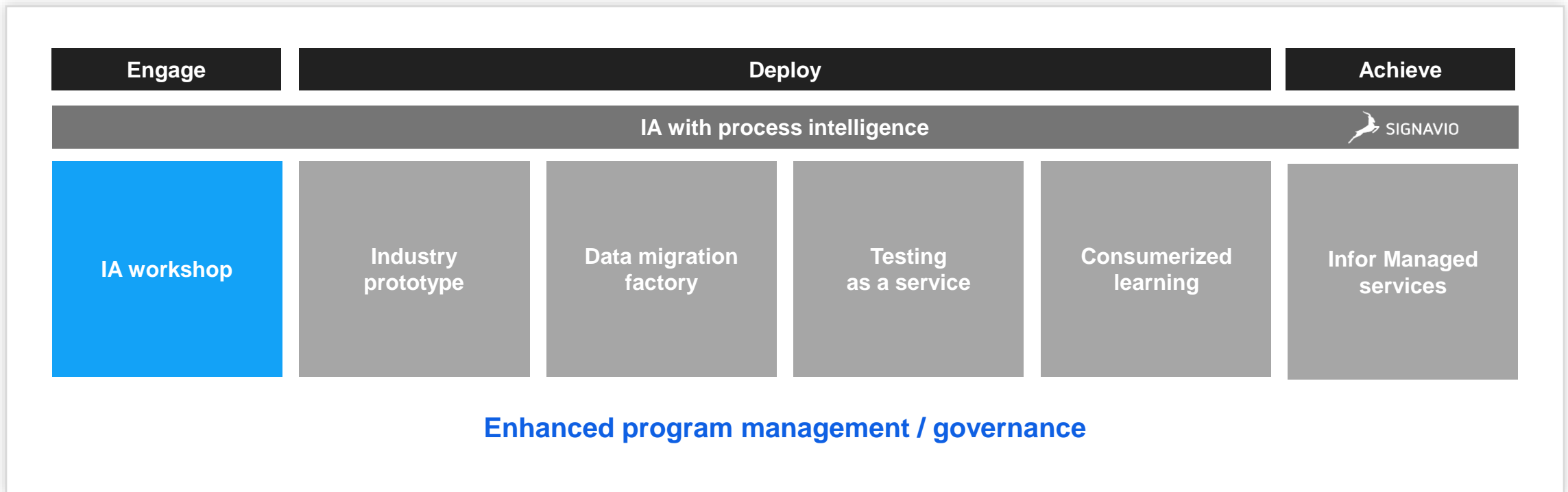
- Bringing continuous innovations

Path to Purchase
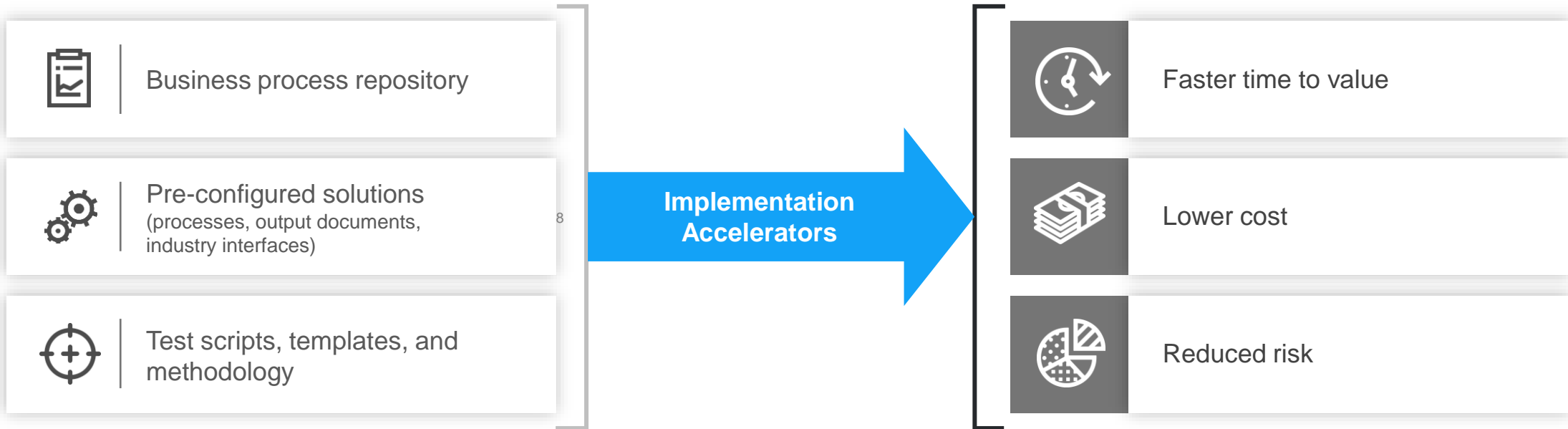
CUSTOMER NEEDS

Path to Success

6

Engage	Deploy	Achieve	Evolve

Key components

Engage	Deploy				Achieve

IA with process intelligence   SIGNAVIO

IA workshop	Industry prototype	Data migration factory	Testing as a service	Consumerized learning	Infor Managed services

Enhanced program management / governance

Implementation accelerators

Traditional implementation approach → Longer, more expensive implementations

Business process repository	
Pre-configured solutions (processes, output documents, industry interfaces)	
Test scripts, templates, and methodology	

Implementation Accelerators →

- Faster time to value
- Lower cost
- Reduced risk

The business objectives to match the transition path

From

- Business transformation
- Need to clean up complexity, but overall business objectives are fulfilled
- Lift & shift – Technology debt

To

- New implementation driven by IA
- New implementation driven by IA with the legacy system to pick cherries from
- System migration, focus on modifications, document transfer and integrations

9

Infor Agility is suited for companies looking at implementing a leading industry practice solution in a short time frame and it fits new customers as well customers already running Infor suites

Start Typing

Implementation Accelerators

≜ Level 1

Diagram

Overlays (0/2 visible) ⌄   Legend ⌄

Distribution

🚚 Distribution (SX.e)	
🚚 Distribution Enterprise	
🏗 Equipment	
🚚 Distribution Enterprise Food and Beverage	

Manufacturing

🚗 Automotive	🏭 Industrial (CSI)
🍶 Food and Beverage	🏭 Industrial Enterprise
🥛 Food and Beverage Dairy	🏭 Manufacturing (M3)
🧪 Chemicals	✈ Aerospace & Defense
High Tech and Electronics	💼 Fashion

Services

🏢 Corporate
❤ Healthcare
🏛 Public Sector
🔧 Field Services

Edge Products

Expense Management	Nexus-Fashion
👥 HR Talent	🚚 WMS
PLM for Process F&B (Optiva)	Demand Planner (M3 IA Industries Only)
EAM	🕐 WFM
CPQ	Supply Chain Planning

📄 IA Standards and Supporting Documentation

🤝 Engage Phase

👷 Engineering and Construction

49%

Infor Process Manager

What is Infor Process Manager?

Infor Process Manager is an intuitive web-based platform for Business Process Modeling (BPM) powered by **Signavio**.

It is the Platform used to develop all Implementation Accelerators business process content.

Customers can subscribe to the same platform to extend the Implementation Accelerators with their specific requirements and publish the content to the organization's users to view and collaborate.

10%

Unique

30%

Differentiators
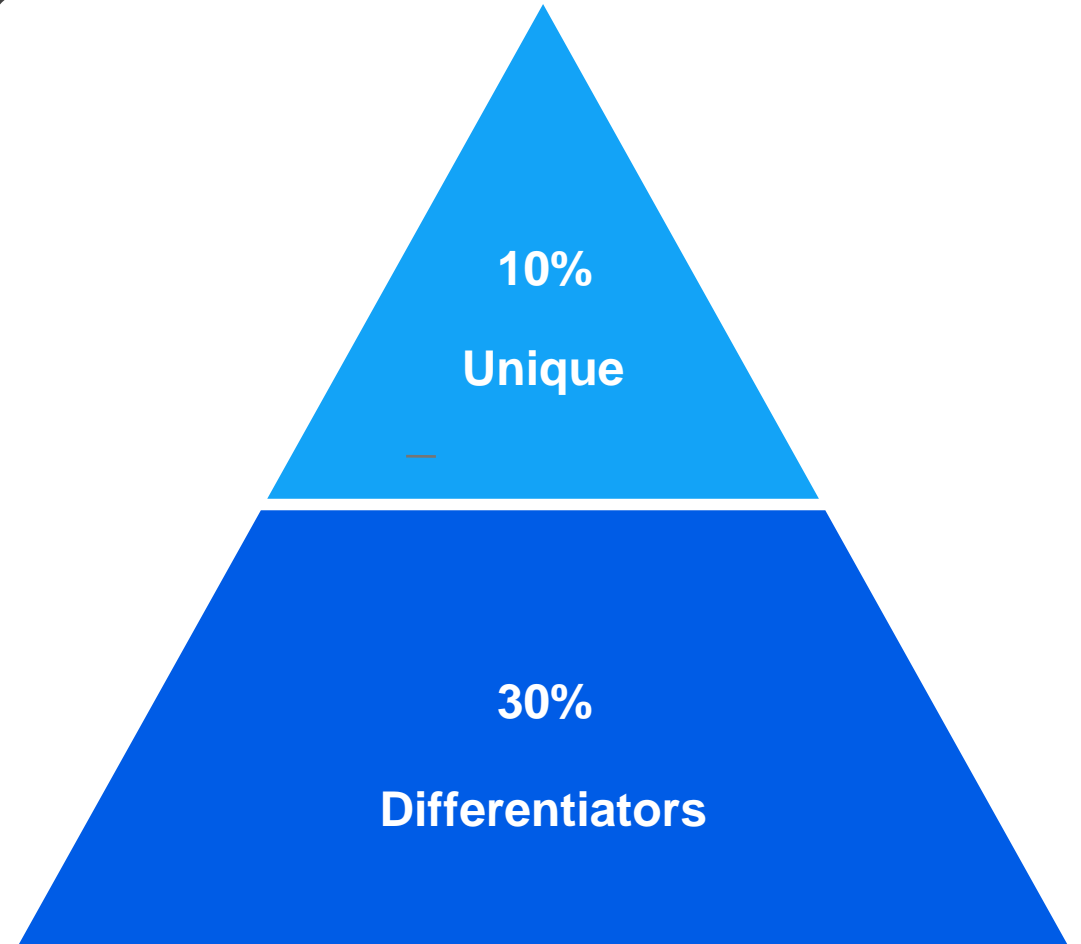
Infor Process Manager – Key capabilities

- BPMN 2.0 compliant – Provides a common process notation for business modeling.

- Includes functionality that allows detailed documentation of all business process elements.

- Allows users to make changes to Infor IA processes and create new processes.

- Tracks revisions and changes made to the processes.

- Create navigation maps and Value chain diagrams to structure the underlying content and improve the adoption of the underlying solutions.

- Integrated with Infor Process Intelligence for process monitoring.

Infor Process Manager

10%
Unique

30%
Differentiators
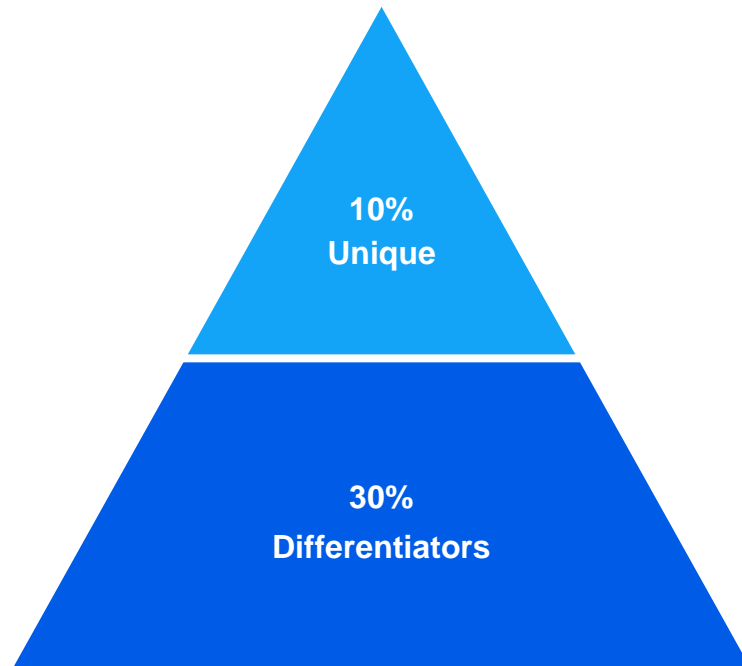
Modify and adjust IA business processes for requirements in the 60-**30**-10

Create new business processes for requirements in the 60-30-**10**
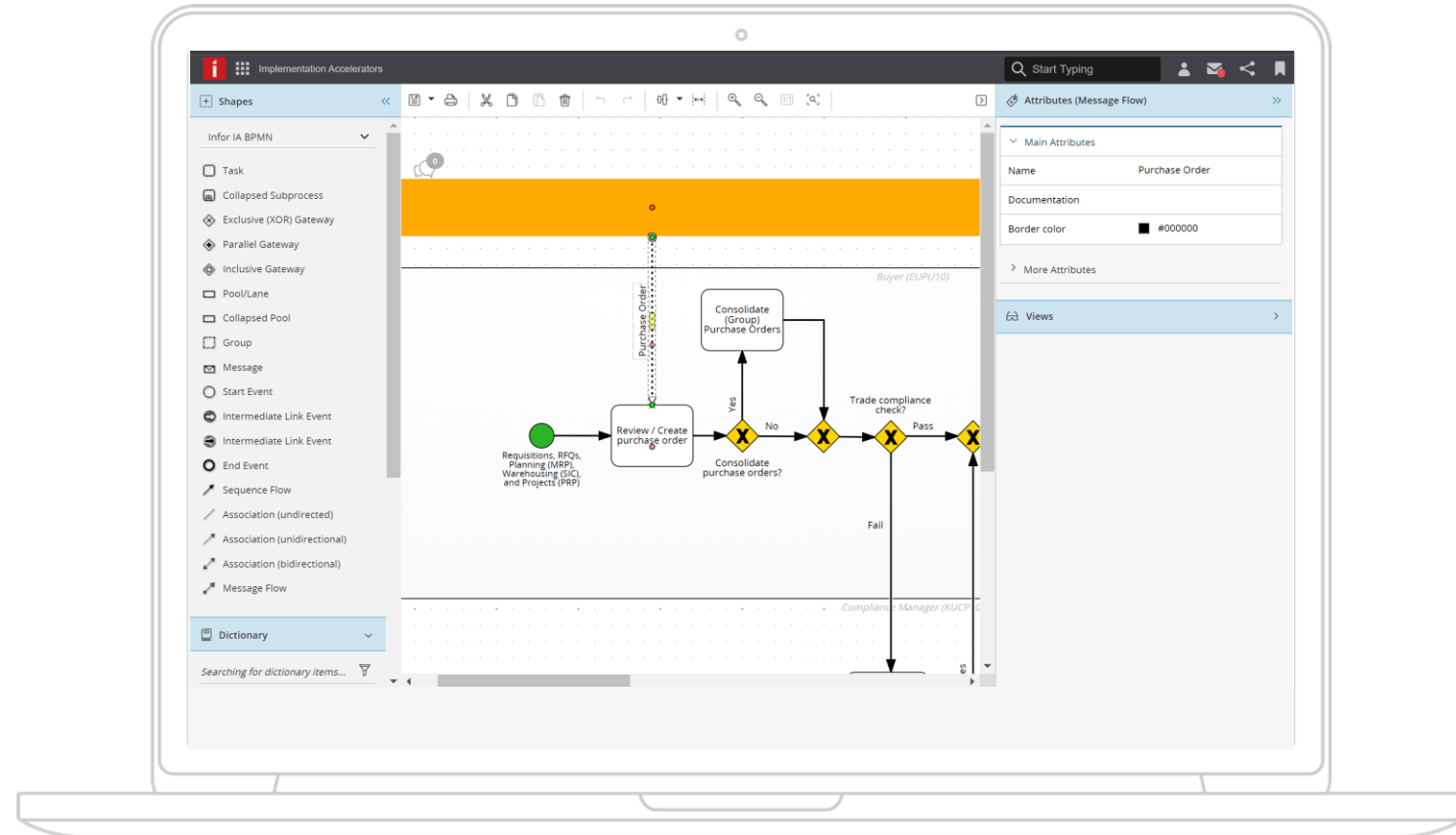
Infor Process Manager

Publish new or updated content for the organization to view
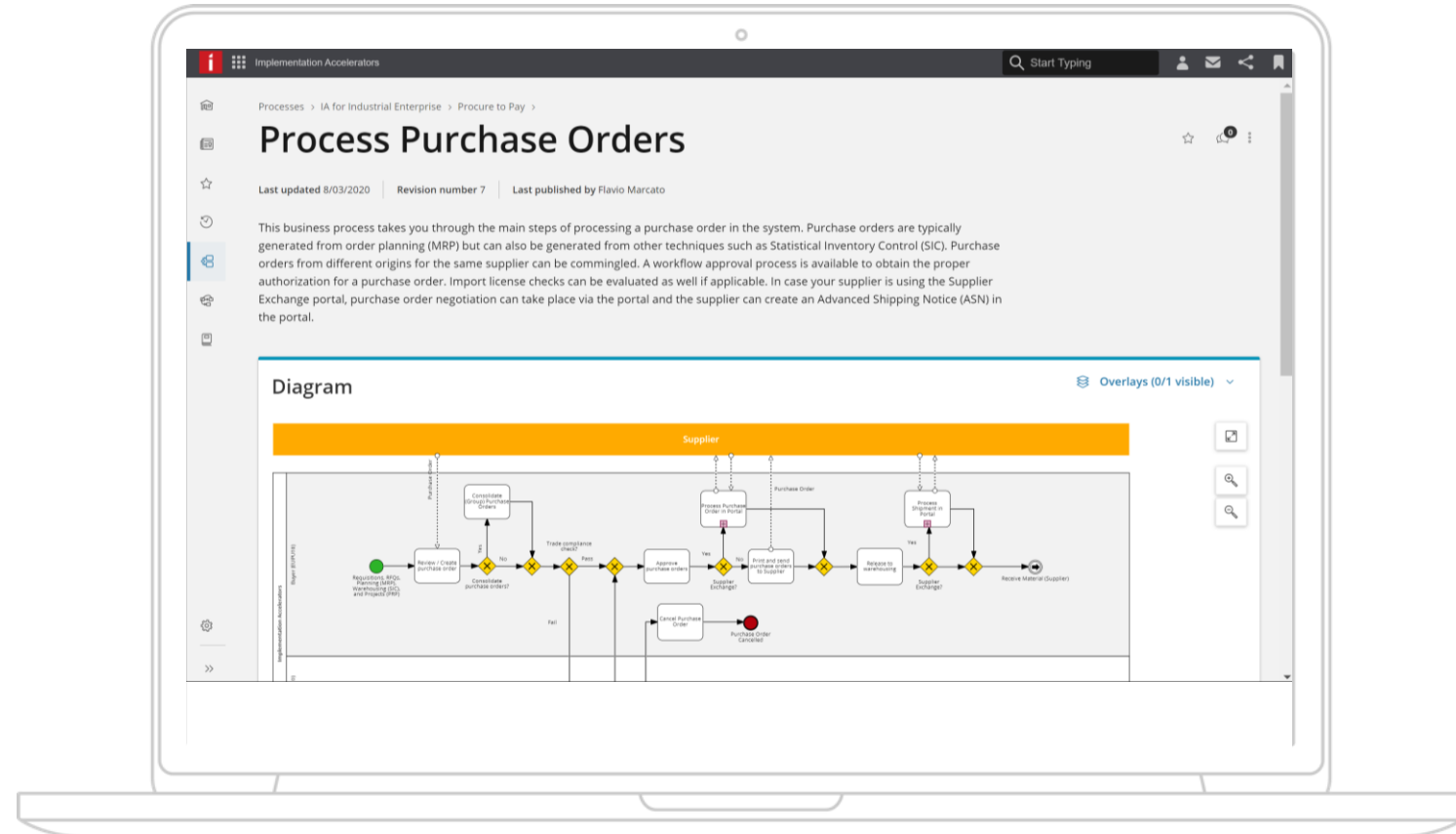
Infor Process Intelligence

Overview and Vision

"From application composition to business process composition"

Infor Process Intelligence

Continuous Improvement

A Complete business process solution

Adopt standard industry specific process models, extend it to fit your specific needs and monitor the execution to identify areas of improvement

Industry specific business processes

- Take advantage of included industry specific business process models covering standard solution capabilities
- Included and Integrated with Infor CloudSuites
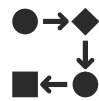
Process Modeling

- Extend the Industry specific business process models…
- …With your own content
- And Improve the adoption of the organization's documented processes (60:30:10)

Process Mining

- Assess the performance of your business processes, benchmark across the organization or industry peers
- Identify opportunities to continuously improve
- Ensure conformance and compliance against the prescribed process model

1. Model a business process & collect data

| OPPORTUNITY / QUOTE | SALES ORDER | SHIPMENT | INVOICE | PAYMENT |

"raw" layer

DATA LAKE / LAKEHOUSE / AI

"industry layer"

Industry Objects

customer · quote · order · shipment

19
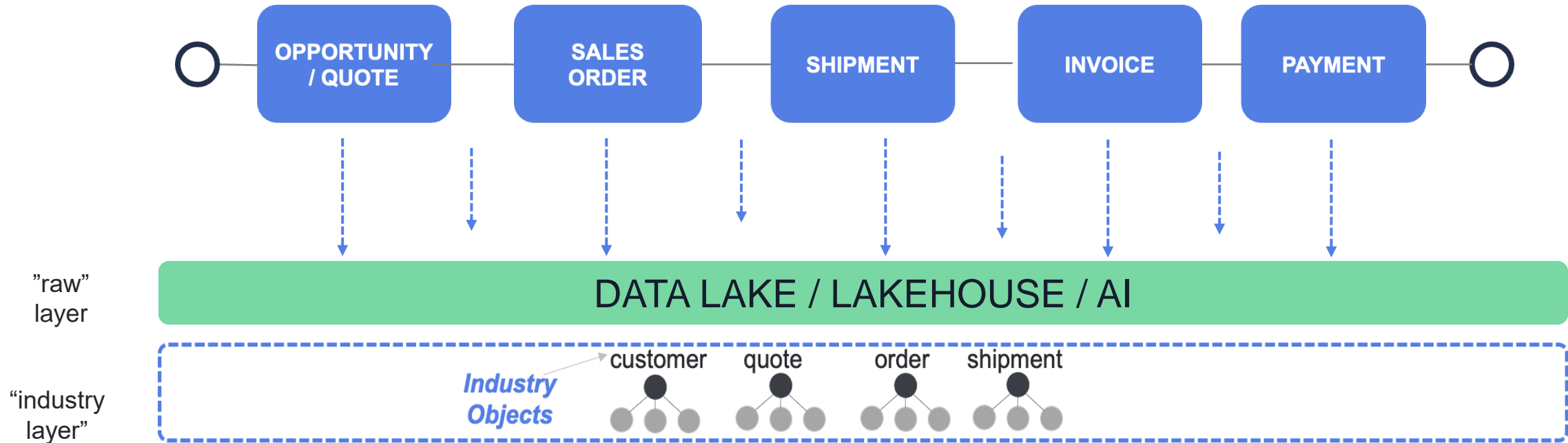
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2. Enable re-usable downstream innovation


```
OPPORTUNITY / QUOTE → SALES ORDER → SHIPMENT → INVOICE → PAYMENT
```

"raw" layer

DATA LAKE / AI / CATALOG

"industry layer"

Industry Objects → customer   quote   order   shipment

ANALYTICS   PERFORMANCE MANAGEMENT   RISK & COMPLIANCE   EXTENSIONS   3RD PARTY APPS   ... AND ...
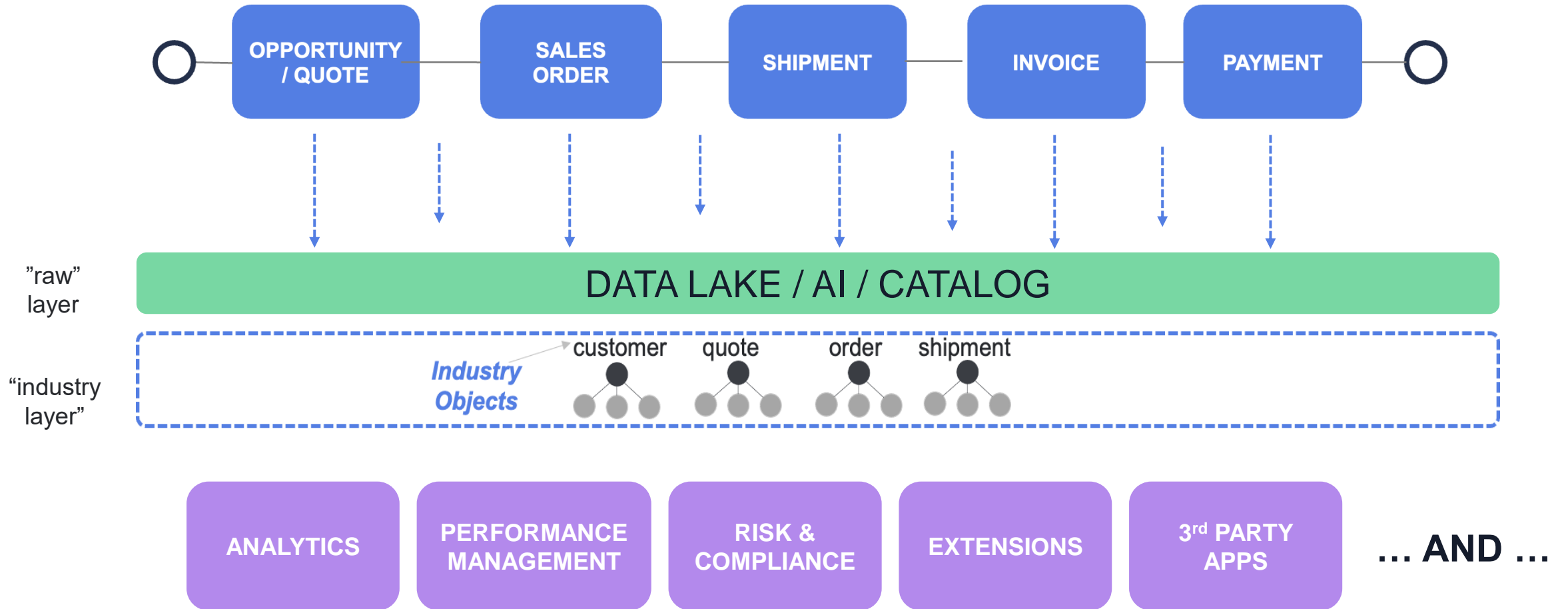
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3. Mine, optimize & smart automate operations

Process Modeler

Industry Process Catalog
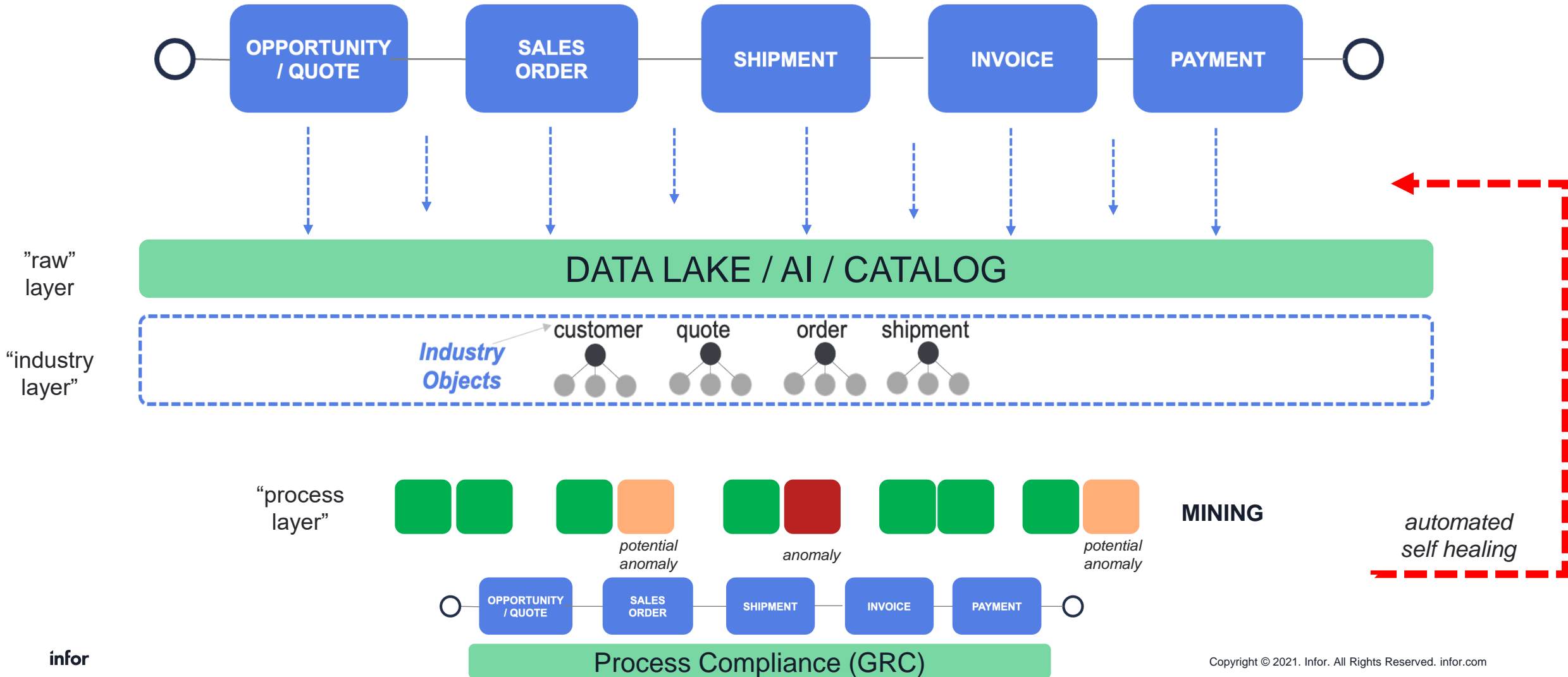
Infor Process Intelligence

Customer Lifecycle

Evolve

Continuous improvement

- Value realization
- Process mining
- RPA automation
- ION Workflow automation

Engage

60/30/10

- Identify customer differentiators
- Benchmark current state
- Identify value
- Demo leveraging Industry Processes

Infor Process Intelligence

Achieve

- Process mining
  - Monitor, Reveal, Benchmark
- Identify new opportunities
- Coleman AI/ML Insights & Predictions

Deploy

- Implement standard (60)
- Extend (30/10)
- Leverage pre-configurations, tools
- RPA automation
- ION Workflow automation

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Industry Process Catalog

INFOR AGILITY

Infor Industry Process Catalog 4.0

IPC Mission: Create innovative tools

Industry focused, **process** driven that deliver **faster time to deployment** while **reducing risk & time** for Infor Customers

Industry Process Catalog

4

Process repository

Pre-configurations

Methods, tools & templates

Industry content

CloudSuite integration NEW

Process Modelling NEW

Process Mining To be Released

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Infor Process Modeler

Infor Process Modeler

What is Infor Process Modeler?

- Infor Process Modeler is an intuitive web-based platform for Business Process Modeling (BPM), which is BPMN 2.0 compliant.

- **It is the Platform used to develop all the industry process catalog (IPC) content.**

- It has the capability for detailed documentation of business process elements along with attaching documents.

- Process maps to structure underlying content and improve the adoption of underlying solutions.

- Customers can subscribe to the platform to extend, enhance and create content with their specific requirements and publish the content to the organization's users to view and collaborate.

infor   Infor Process Intelligence

Registry

Left Navigation
- Processes
- Process Designer
- Registry
- Modeling Configuration
- Settings
- About

Categories
- All Categories
  - Activity
    - BPM-D Framework - Activity
    - CPQ
    - CS-2824
    - CSD
    - CSF
    - CSFS
    - CSI Activities
    - DMN Aktivitäten
    - EAM
    - FSM Activities
    - HCM
    - HRT
    - Infor Localization Services Platform
    - IPS > Assets
    - IPS > CDR
    - IT Meetings
    - LN
    - M3 Activity
    - M3 Activity (Data Uploads)
    - M3 Activity (Infor OS)
    - M3 Activity (Sales Hub)
    - M3 Activity (Supplier Rebate)
    - Nexus
    - PLM for Fashion
    - PLM for Process (Optiva)
    - Russel Metals
    - SC Activity
    - SCP
    - Subprozesse

Items

Access PO Via Purchase Order Entry - M... Aug 12, 2022, 8:51:19 PM	Access the Add-ons Aug 12, 2022, 8:51:19 PM	Add Product to Purchase Order Aug 12, 2022, 8:51:19 PM
Add Multi-Site BOM Builder Rule To Sites Aug 12, 2022, 4:48:39 PM	Add Multi-Site Customer Ship-Tos Aug 12, 2022, 4:48:39 PM	Add Multi-Site Home Rule To Sites Aug 12, 2022, 4:48:39 PM
Add Multi-Site Planning Rule To Sites Aug 12, 2022, 4:48:39 PM	Adjust the PO Quantity accordingly Aug 12, 2022, 8:51:19 PM	Adjust the Surplus Quantity to pull (optional) Aug 12, 2022, 8:51:18 PM
Advanced Forecasting Aug 12, 2022, 4:48:39 PM	Advanced Line Entry Aug 12, 2022, 8:51:19 PM	Agree branch promotion Aug 12, 2022, 5:06:21 PM
Allocate Aug 12, 2022, 11:39:43 PM	Apply Add-ons Aug 12, 2022, 8:51:19 PM	Apply route and Lane data Aug 12, 2022, 11:39:43 PM
As Configured Content Requirements Aug 12, 2022, 5:06:21 PM	Automatic Delivery Schedule Aug 12, 2022, 8:22:05 PM	Check ASN for discrepancies Aug 12, 2022, 11:39:43 PM

Entry

2:56 / 3:05

BPMN Model Process Sales Orders (Direct Delivery)

Model Name *

Process Sales Orders (Direct Deliver

Last Updated By

Rajarajeshwari Muralidaran

Last Updated On

Apr 7, 2022, 10:10:20 AM
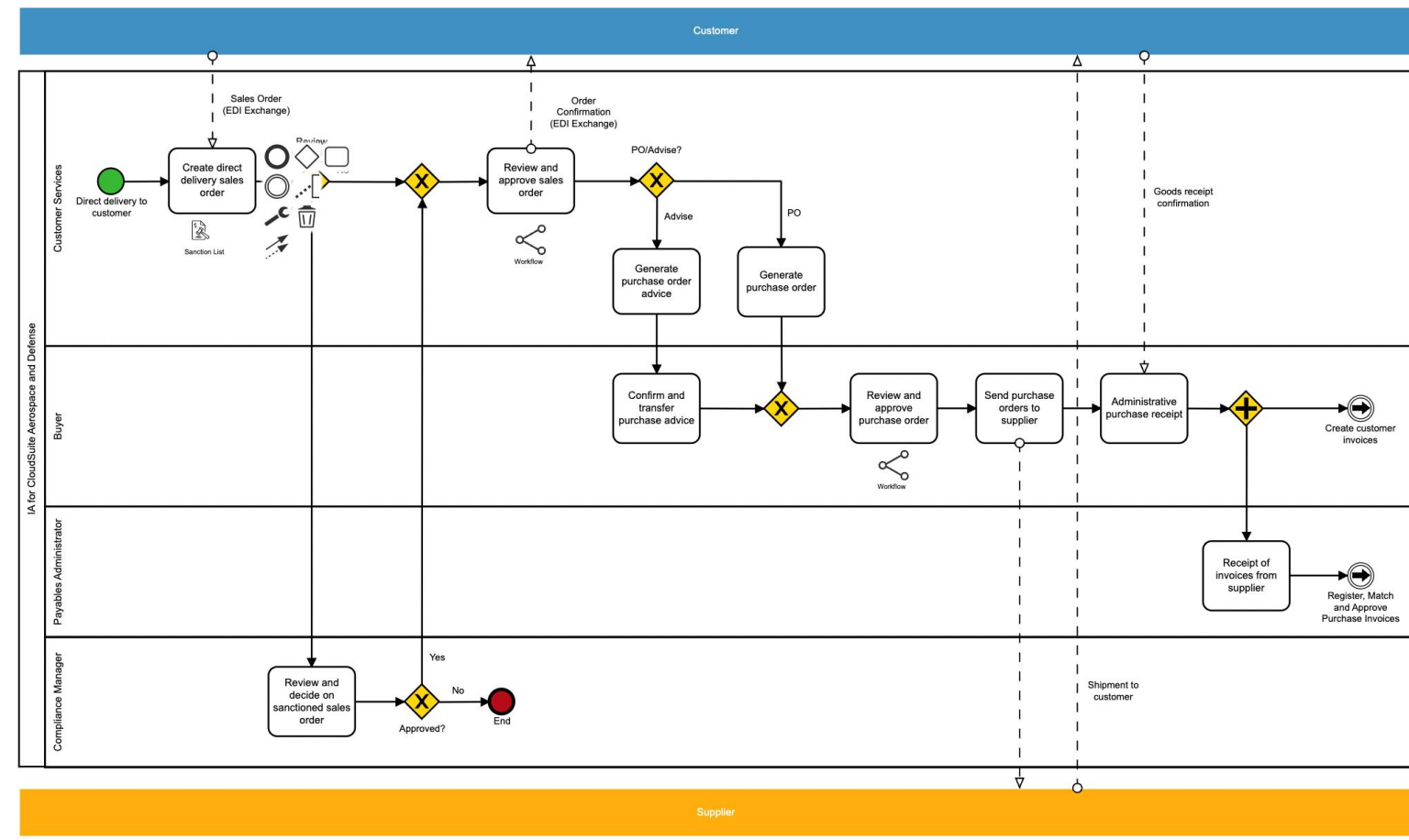
Main Attributes

Name

Create direct delivery sales order

Documentation

Make sure you use a sales order ty

Task Type

None

Background Color

#FFFFFF

Border Color

#000000

Custom Attributes

Business Process Code

Key Considerations

Infor Process Intelligence - Modeler

April release

Summary

In April, we deliver the Infor Process Intelligence application with the Modeler module with View Only functionality. **This version contains the migrated content of all Implementation Accelerators previously developed with Signavio.**

The Infor Process Intelligence application is available only for two tenants:

- In Infor Concierge for customers who bought an Industry Cloud Suite. They will view the applicable IA Cloud Suite content.
- In IINFORHCM_PRD for all Infor employees. All IA content can be viewed.

DEPLOYMENT (March & April 2022)

- PI Automation and deployment in CPQ, Stage, Pre-prod, Prod
- IA content migration and validation by IA team (*IA content developed till end of March*)
- Migration of Concierge users to new PI application

LIVE (April 2022)

- Support customers in Concierge
- Support Infor employees in InforHCM PRD
- *Additional content delivery for translations Dutch, Spanish, Japanese*

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Processes

IA for CS Food and Beverage - Dairy

Diagram   Process Attributes

End to End Business Processes

Organizational Roles

Application Configuration

Supporting Material

Dairy Content
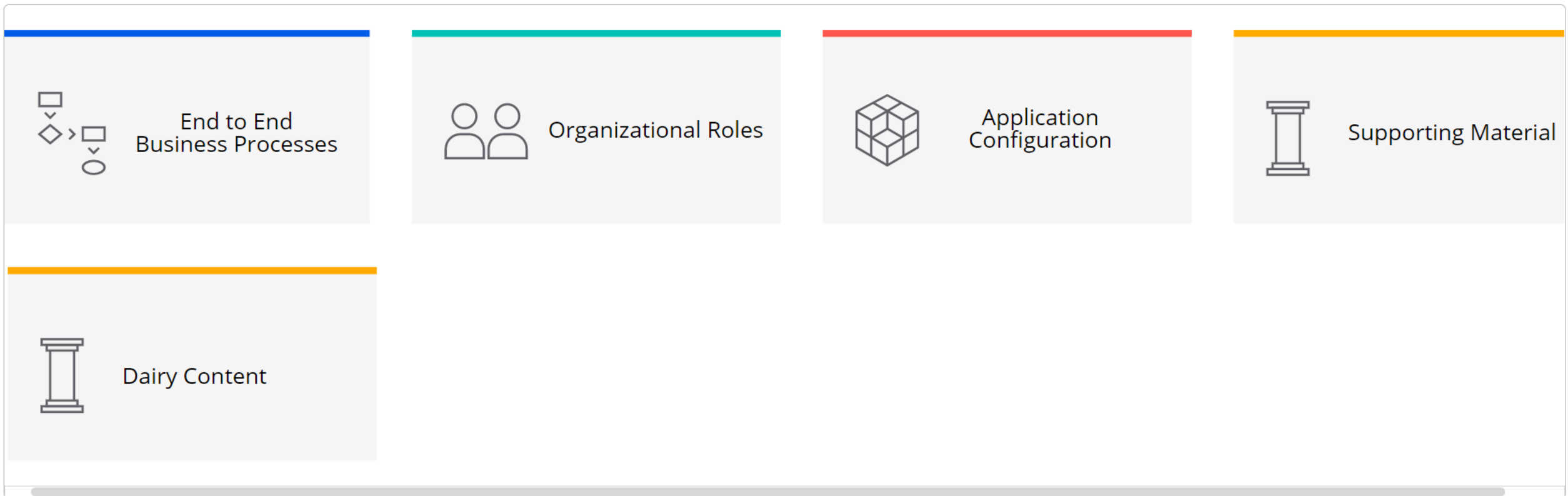
Infor Process Intelligence - Modeler

September release

Version definition: "The Infor Process Intelligence application with the Designer and Viewer functionality. This version is generally available for customers, and it supports migration for content developed by customers."

Process Designer

- **IPI-21** Registry (categories, dictionary entries, forms, images)
- **IPI-1** BPMN Modeler (all elements, custom attributes from Registry, integration with IDM)
- **IPI-433** Modeling Process Maps (new designer module)
- **IPI-18** IDM Integration
- **IPI-493** Support translations for industry content (with Registry)
- Other: content folders, *tbd*: designer workspace, *tbd*: versioning

Processes Viewer

- **IPI-432** Top level navigation in presentation mode (*design*)
- **IPI-743** Screen navigation (like drillbacks)
- Other: attachment preview (IDM), Portal v2 adoption

Content Development

- **IPI-746** Self-Service migration tool for customer-developed content
- **IPI-103** Import/Export as PI archive
- **IPI-497** Documentation Generation (*tbd*)
- **IPI-502** Support best practices when modeling (*tbd*)

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Massimo Capoccia | Infor <massimo.capocciamailer@email.go.inf
Til Arild Aasgaard

Oppbevaringspolicy Delete - Inbox - 90 days (90 dager)   Utløper 15.12.2022

Svar   Svar til alle   Videresend

fre. 16.09.2022

Hvis det er problemer med hvordan denne meldingen vises, kan du klikke her for å vise den i en nettleser.
Klikk her for å laste ned bilder. Outlook forhindrer automatisk nedlasting av noen bilder i denne meldingen for å bidra til å verne din private informasjon.

Oversett meldingen til: Norsk Bokmål   Aldri oversett fra: Engelsk   Innstillinger for oversettelse

A message from Massimo Capoccia and Suresh Jayaraman

Infor Process Intelligence 2022.09

We are pleased to announce our next release of Infor Process Intelligence 2022.09. This new release will have modeling capabilities, which allow our customers to add new, needed business processes.

In May, we released an initial version of Infor Process Intelligence (IPI) with features to navigate and view industry-specific business process models. Our user communities adapted well to the changes.

Release highlights:

- Multi-level business process modeling capability
- Launching application screens/forms/sessions directly from business process activities
- Newly added registry capability to centralize content repository with support for multi-language translations
- Configuration and user management capabilities
- Central document storage

New Process Intelligence release

Svar   Svar til alle

cia | Infor <massimo.capocciamailer@email.go.infor.
rd

ox - 90 days (90 dager)   Utløper 15.12.2022

ordan denne meldingen vises, kan du klikke her for å vise den i en nettleser.
Outlook forhindrer automatisk nedlasting av noen bilder i denne meldingen for å bidra til å verne din private informa

rsk Bokmål   Aldri oversett fra: Engelsk   Innstillinger for oversettelse

- Content export/import capability across tenants improved navigation capabilities and performance
- Infor Process Intelligence will replace the previous version of the business process modeling solution, Infor Process Manager.
- See the Infor Process Intelligence User Guide for more details

Development

Please find below the GA schedule of each Infor Process Intelligence 2022.09 release.

Note: Currently, IPI is only offered in MT commercial cloud.

EMEA	September 10, 2022
APAC	September 10, 2022
Americas	September 17, 2022

Training

Click here to view Infor Process Intelligence product usage course. (Infor Campus course ID: 02_0132022_EEN1307_LSU).

Existing customer migration

Infor will work with current Infor Process Manager customers and schedule their migration to IPI in Cloud.

[FAQ LINK ADDED] New Process Intelligence release

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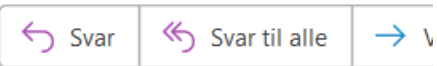
Massimo Capoccia | Infor <massimo.capocciamailer@email.go.infor.

Til ● Arild Aasgaard

Svar | Svar til alle | →

ⓘ Hvis det er problemer med hvordan denne meldingen vises, kan du klikke her for å vise den i en nettleser.
Klikk her for å laste ned bilder. Outlook forhindrer automatisk nedlasting av noen bilder i denne meldingen for å bidra til å verne din private informasjon.

Oversett meldingen til: Norsk Bokmål | Aldri oversett fra: Engelsk | Innstillinger for oversettelse

Infor will work with current Infor Process Manager customers and schedule their migration to IPI in Cloud.

Background on IPI

Infor IPI operates on the Infor OS technology platform. It can be used to explore and review industry-specific business processes and customers' configuration content available to their organization. It can serve as a catalyst for business transformation initiatives during deployment and post-deployment phases.

2022.05 release features:

- View industry-specific business process models
- Improved user experience
- Better navigation capabilities and performance

Accessing industry-specific content

Customers and partners with Implementation Accelerator entitlement can access Infor Process Intelligence products through Infor Concierge.

Infor employees can access the content here.

Please refer to Infor Process Intelligence (IPI) Navigation Guide here.

Infor Process Intelligence Process Modeler FAQs

1. What is the Infor Process Intelligence (IPI) Business Process Modeler?

Infor Process Intelligence (IPI) is a business process management solution with business process modeling capabilities. You can use IPI to manage, extend, enhance, and add new business process models to address your organization's real world business requirements.

Release History

Release 2022.04: The first version of IPI replaced the previous (third-party) business process modeling solution, and provided a library of industry-specific business process models with navigation features.

2022.09, current release: With this release you can extend the standard industry-specific business processes to meet your organization's specific business needs. This can serve as a catalyst for business transformation initiatives during deployment and post-deployment phases.

2. What happens to my current Infor Process Manager solution

Infor will replace the current third-party process management solution with Infor's Process Intelligence solution, IPI.

3. Will we have to pay any additional fee if we have current subscription?

No, there is no additional fee for this replacement product. Your current license will be swapped to the new product along with your subscription term.

4. Can we stay with the third-party product and not move to Infor solution?

No, everyone who has a subscription to the third-party solution will be moved to Infor's solution with no extra fee. Infor's contract with the third-party has been terminated and we no longer can support the 3P solution. You will not be able to receive updates to the latest version of the third-party product.

5. Who will reach out to me for migration activities?

6. When can we expect the migration to start?

We are planning to start migration activities in late September 2022 and anticipate migrating all customers by end of the year.

7. How long will it take to complete migration activities?

Once we start the migration, we expect to complete all activities within one or two days, but it may take longer if we run into any issues.

8. What will happen if we have issues during migration?

Infor will fix any issues encountered during the migration. The Migration and Infor Product Development Teams will work with you to resolve any issues before completing the migration process. Product updates will be prioritized and included in upcoming releases.

Note: If a workaround is required with any specific content, the Infor migration team will work you to resolve the issues.

9. Are we going to be charged for this migration activity?

No, Infor will not charge any fee for migrating your content to our product.

10. Will all tenants be migrated to the new Infor solution?

Based on your current entitlement, we will migrate all tenants to the new Infor solution.

11. Are there any training courses available?

Yes. Please see the linked training videos and documentation below.

Please see Knowledge Base (KB) Article 2245986 for the IPI Navigation Guide and Process Modeler documentation.

Direct link to the IPI Product Documentation

Campus Courses:

- Introducing Business Process Model & Notation (BPMN)
  - [Infor Campus Couse ID: 04_0130000_EEN1030_LSU]
- Introduction to Infor Process Modeler
  - [Infor Campus Course ID: 02_0132022_EEN1307_LSU]

12. Who do I contact with questions?

If you have any questions, please send email to the IPC Program Office at IAProgram@infor.com

Infor: Introduction to Infor Process Modeler

Successful   Completed on: 09/20/2022

☆☆☆☆☆

PRINT CERTIFICATE ⌄   **LAUNCH**

Progress and Activities	Overview & Other Information	History

English | eLearning | Class ID: 0000093333   0 USD

Total duration: 01:15 Hrs

Cancellation policy

Cancellation charge of 100.0 % if dropped 10 day(s) after order.

Activities

▶ **Introduction**   Completed   VIEW RESULTS ⌄
Completed on: 09/19/2022

▶ **Industry Process Catalog**   Completed   VIEW RESULTS ⌄
Completed on: 09/19/2022

▶ **Infor Process Modeler**   Completed   VIEW RESULTS ⌄
Completed on: 09/19/2022

▶ **User Interface & Navigation**   Completed   VIEW RESULTS ⌄
Completed on: 09/20/2022

▶ **Industry Process Catalog - Content Structure**   Completed   VIEW RESULTS ⌄
Completed on: 09/20/2022

Cancellation charge of 100.0 % if dropped 10 day(s) after order.

Activities

▶ **Introduction** Completed on: 09/19/2022	Completed	VIEW RESULTS ⌄
▶ **Industry Process Catalog** Completed on: 09/19/2022	Completed	VIEW RESULTS ⌄
▶ **Infor Process Modeler** Completed on: 09/19/2022	Completed	VIEW RESULTS ⌄
▶ **User Interface & Navigation** Completed on: 09/20/2022	Completed	VIEW RESULTS ⌄
▶ **Industry Process Catalog - Content Structure** Completed on: 09/20/2022	Completed	VIEW RESULTS ⌄
▶ **Process Designer - Process Map** Completed on: 09/20/2022	Completed	VIEW RESULTS ⌄
▶ **Process Designer - BPMN 2.0** Completed on: 09/20/2022	Completed	VIEW RESULTS ⌄
▶ **Registry** Completed on: 09/20/2022	Completed	VIEW RESULTS ⌄
▶ **Navigation into ERP** Completed on: 09/20/2022	Completed	VIEW RESULTS ⌄
▶ **Configuration & User Management** Completed on: 09/20/2022	Completed	VIEW RESULTS ⌄

Process Mining

What is Process Mining?

Process Mining is the analysis of data in the context of a business process

Every time transactions such as **Purchase Requisitions** are created and approved, **Work Order operations** are completed in the EAM or supporting applications; data and event logs and timestamps are generated and can be captured and mapped to the organization's business processes - providing visual aid and insight to analyze business process variants, deviations and **compliance, measure performance**, cost and **opportunities for improvement**

Business Processes

Data

Process Mining
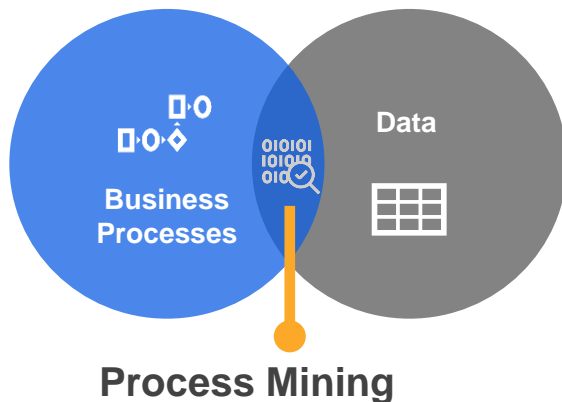
Difference between process intelligence and traditional BI

Process Intelligence and Business Intelligence are complimentary to each other.

In general, the difference is in the root cause analysis.
Traditional BI is very good at providing "**What**" and "**When**" analysis of data, i.e.: what is my sales margin or supplier lead time, over time.

Process Mining helps with identifying the "**Why**", by visualizing the business process that impacts the KPI and inform the organization of issues, non-conformance, bottlenecks that are negatively affecting the business performance, and identify opportunities for improvement (continuous).

Infor Process Intelligence
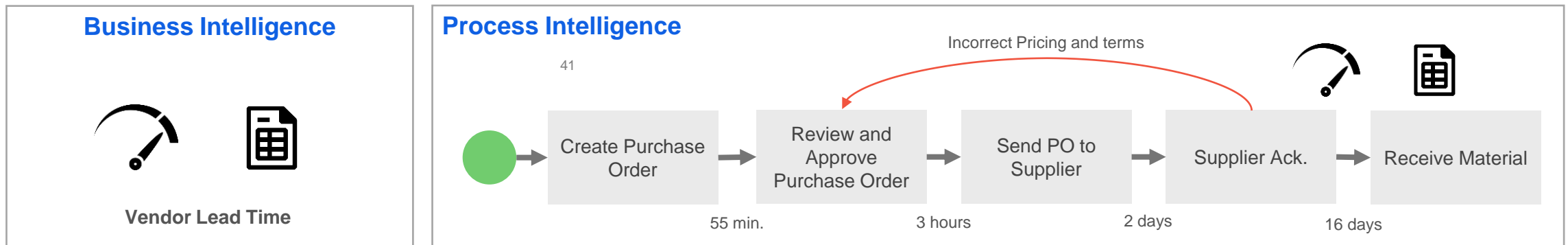
Common use cases

Compliance	Conformance	Performance	Benchmarking
Identify process deviations that may be circumventing compliance	Identify process variants that do not conform to the standard process model	Identify activities in the process taking an excessive amount of time to complete, generating bottlenecks in the process	Peer or internal benchmarking – across different business units, countries or industry peers

Task Mining (tracking process related activities outside of Infor apps)*

Ideas of showing Mining
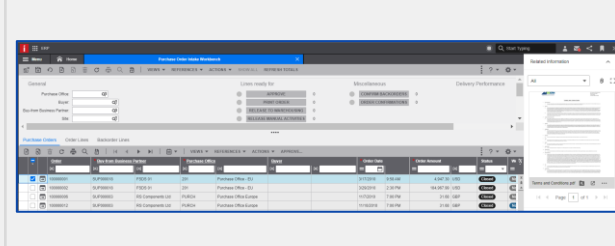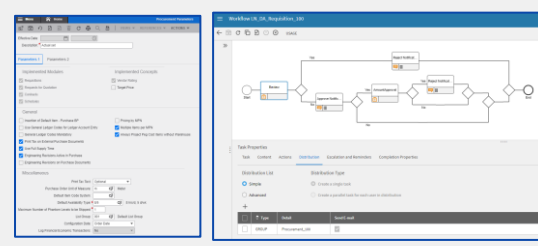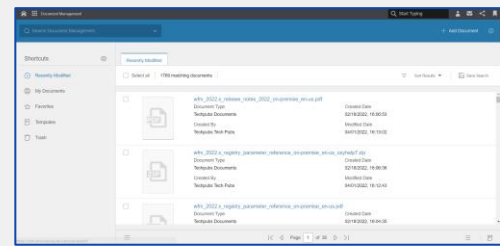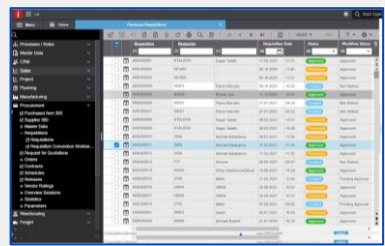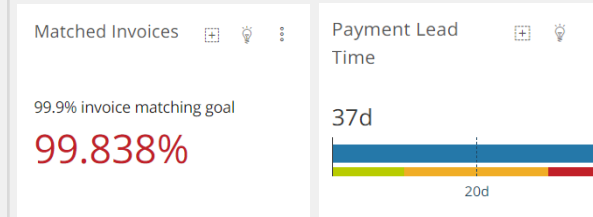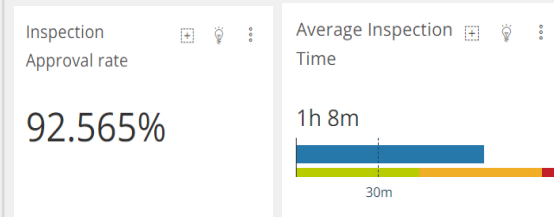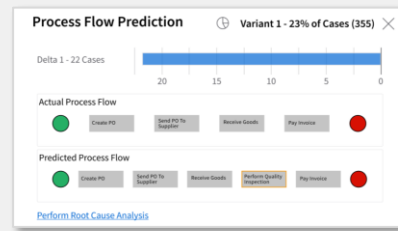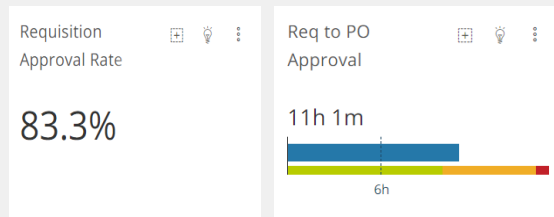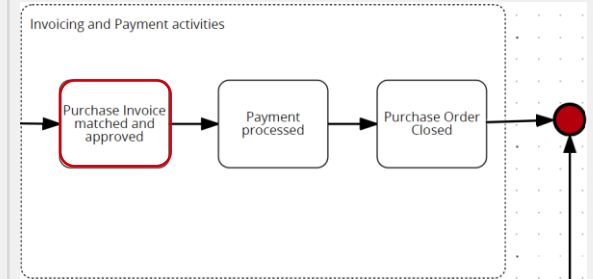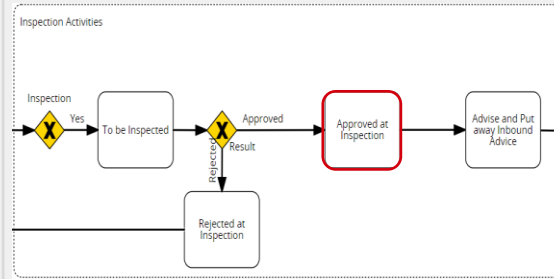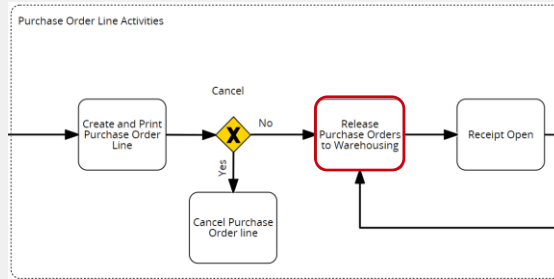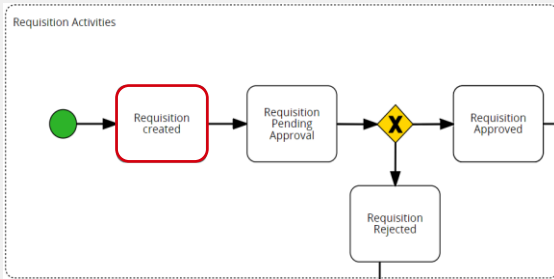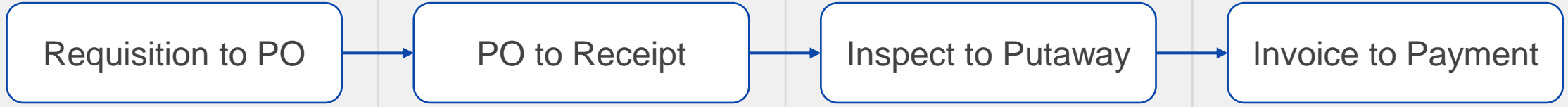
What is AI-based Process Mining

AI can be applied on process event and attribute data

Describe   Such as clustering similar cases

Diagnose   Such as detecting outliers/anomalies

Prediction   Such as predicting load

Recommendation   Such as next best activity

Infor OS Process Mining

Process mining aims to discover, monitor and reveal opportunities to improve processes by extracting knowledge from events and attributes that are available thru our customers transactional systems.

Roadmap Minimum Viable Product

Dec 2022

Core
Data extraction, SQL Editor, Auto SQL Generation, Conformance widgets, AI widgets, Charts Widgets

Insights Explorer / Dashboard / Homepages
Add/Remove widgets, Page Layout, Filters (Page), Widget-Widget Communication, Drill-back, Process Modeler

Scheduler
Data Extraction

Security
Integrated SSO, Credentials Manager

Roles and Permissions
Designer, Insights Manager

Observation / Summary Generator
Outliers/Anomalies, Process Flow Documentation

Import/Export
Export and Import of Process Insights and data content across tenants

Content
Pre-configured processes, insights

Process Model Generation *
Generate the model from the insights

LOOKING AHEAD ↗

Process Model Generation
Generate the model from the insights

In-depth Analysis
Root cause, Simulations

Process Mining
Auto discovery of processes suitable for RPA.

Integration with RPA/Workflows
Recommend activities for RPA

Integration with Application AI
Vendor Performance, Customer Order Patterns, AI in AR etc

Recommendation Widgets
Next best activity, Process changes

Industry KPIs

Task Mining using RPA
Merge Process activities from infor apps with tasks that are captured thru RPA and provide insights on performance and bottlenecks.

Thank you

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