

Innovation and continuous improvements

How can Infor Services assist businesses in optimizing and streamlining their solutions

Hallgeir Øvrebust
VP Consulting Practice, Infor

Joakim Forstroenen
Business Consultant, Infor

Pernille Undrum
Business Consultant, Infor

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Faster value recognition

Global professional services

Delivering exceptional customer outcomes by leveraging industry expertise with global prescriptive delivery

Global

We are where you are.
4500+ resources in GPS
across 40 countries

Accountable for your success

Software and services
from one organization

Industry focused

industry expertise in our
people and process
catalogues

Time to value

Prescriptive delivery
to produce faster
Time to Value

Innovative

Continuous delivery
innovation through value
added services

Breadth of Services

One stop shop for your
services needs.





Northern Europe Organization

Infor Services

- Nordics ~ 250 employees
- EMEA ~ 1350 employees
- Infor in total ~ 17000 employees

- Large and growing eco system



Introduction

Agenda

01

**Infor
Enterprise
Platform**

02

Explore UX

03

AI / ML

04

**What's
next**

Infor OS: Platform Summary

Infor Enterprise Application Platform



Enterprise applications



Digital Business Platform



Cloud infrastructure



Highlights

- Leverage a complete industry cloud strategy
- Employ a continuously innovative solution
- Reduce the complexity of your technology footprint
- Elevate your data strategy for contextual actions
- Increase efficiency and creativity for the business

An open architecture

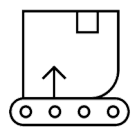
Infor OS[®]

- Connect data from anything to anywhere
- Automate tasks across any applications
- Easily create apps for your unique needs
- Direct access to all your data for AI
- Ability to analyze, visualize and act on data



It's all there, pre-integrated and ready to use

Platform for innovation



Industry 4.0 innovation

Store IIoT sensor readings in data lake for data-driven decisions and hyper automation



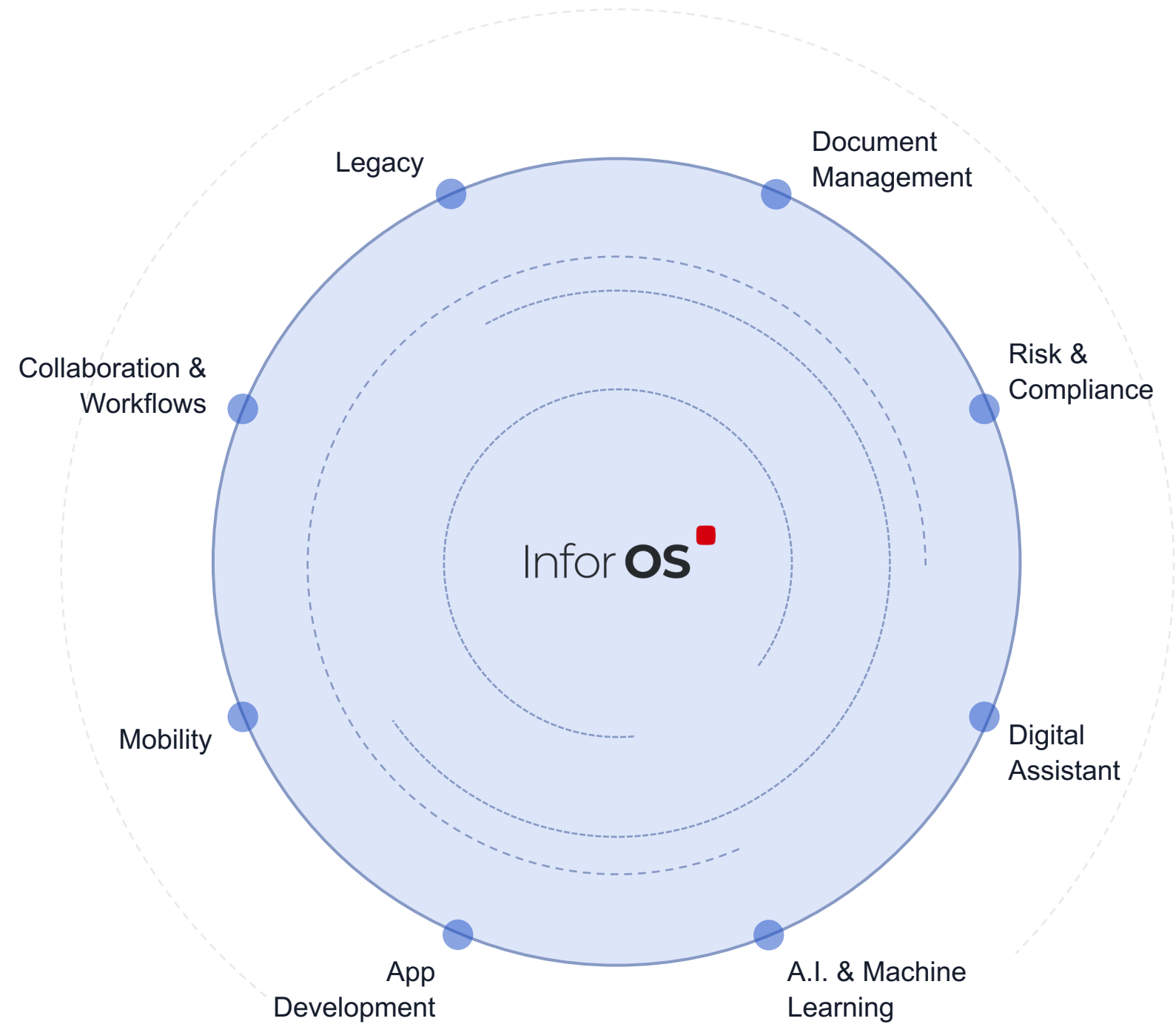
Open and secure

Leverage industry standards, open source and AWS infrastructure for resilience and security

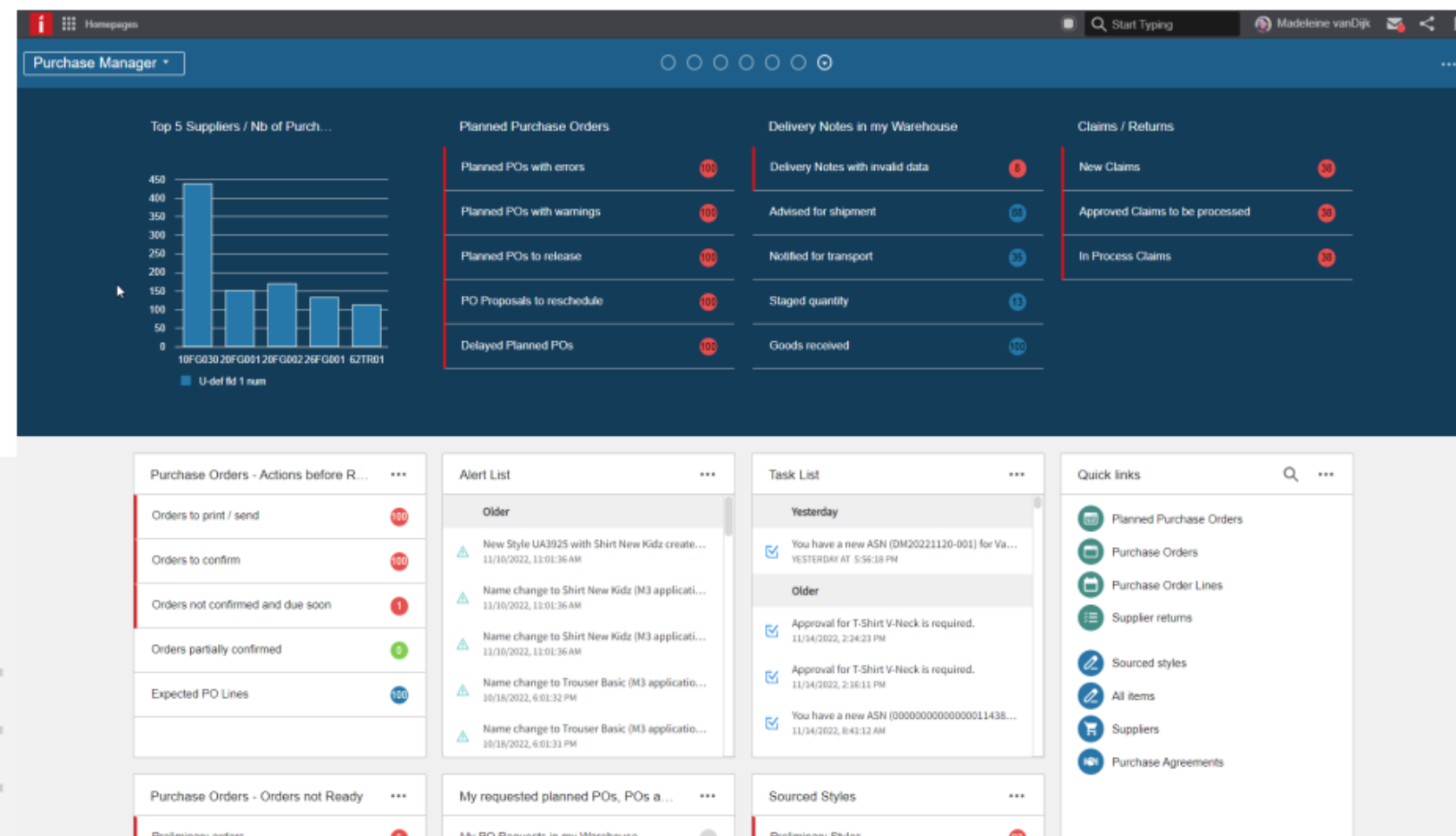


Connect the entire ecosystem all through the supply chain

Integrate with manufacturing execution systems and partners in the supply chain to achieve transparency



Innovation Industry solutions



Highlight of Investments

- 15+ new industry homepages including CEO, CFO, Fleet Manager, Fixed Asset Manager, Rental Coordinator, Sales Controller...
- Embedded analytics across roles and process
- Purpose built widgets and workflows
- Data management and loading templates for faster initial deployment
- Continues expansion of industry process data & processes
- Application Configuration Management phase 1 for handling selected configurations and artifacts

Value

- Faster value higher quality
- Lower Implementation Time
- More industrialized approach

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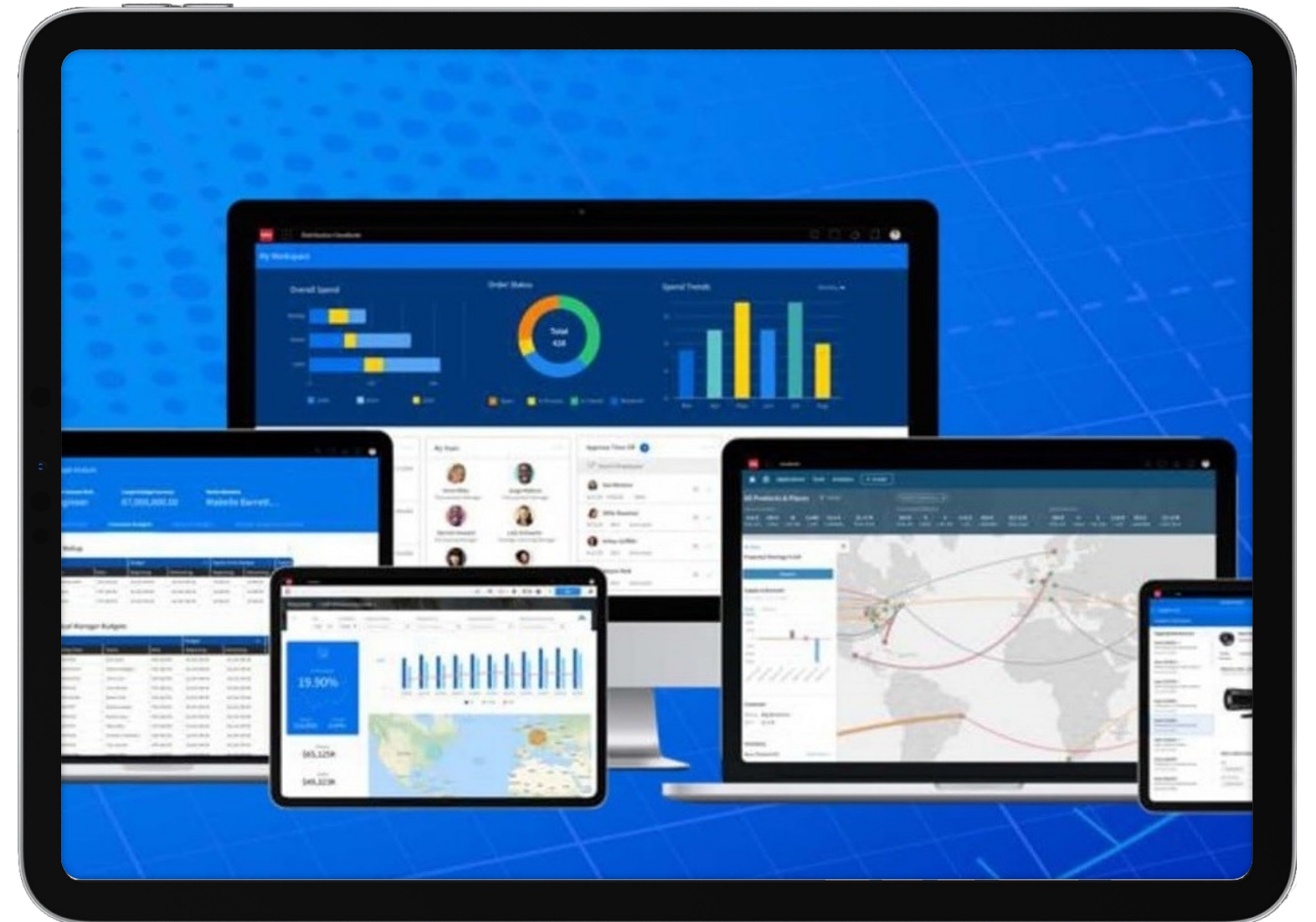
04

**What's
next**

USER EXPERIENCE & EXTENSIBILITY

Explore UX

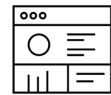
Supercharge Your Infor M3 Experience:
Unleashing the Power of User Experience Add-ons



Introducing Explore UX

Infor CloudSuite

Infor CloudSuite is a cloud solution that opens up for innovation and many opportunities for improving the user experience.



Enterprise Portal



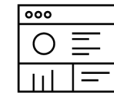
Paperless Document Management



Workflow & Process Automation



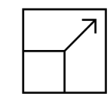
Device & System Integration



User experience



Applied Machine Learning



Extensibility & App Development



Security / SSO

Different Use Cases Require Different Tools

Level 1	Level 2	Level 3
<p>Core Infor M3 - Basic options</p> <ul style="list-style-type: none"> Personalization Sorting orders, filters and views, shortcuts Infor M3 H5 personalization (labels, hide/show fields, conditional formatting) Custom extension fields Enterprise search and bookmarks/shortcuts Functional Search Ad hoc Reports 	<p>Core Infor M3 – Advanced options</p> <ul style="list-style-type: none"> H5 scripts (ISO scripts need to be re-written for H5) Xml Mashup for M3 13.4 only Infor M3 Experience Designer Infor OS App Designer 	<p>Integration Options for M3 Cloud Edition</p> <ul style="list-style-type: none"> Infor Ming.le Homepage SDK and widgets; using custom APIs and Infor GO Mongoose and AppBuilder/AppHub Infor M3 H5 Mashup SDK XtndM3; Extensibility Development Tools for CloudEdition only Integration by APIs/BODs Infor M3 EDI integration
<p>Infor Ming.le framework – Basic options</p> <ul style="list-style-type: none"> Workspaces Custom menus Infor M3 Information creator Infor M3 information viewer Infor M3 information monitor Other application widgets 	<p>Infor Ming.le framework: Advanced options</p> <ul style="list-style-type: none"> Related Information, in-context apps and in-context BI app ION workflows, alerts, tasks and notifications Birst and reporting framework Coleman Digital Assistant and Artificial Intelligence Infor Process Intelligence ION for integration IFS 	<p>Integration Options</p> <ul style="list-style-type: none"> Artificial Intelligence
	<p>Other M3 Specialist Applications</p> <ul style="list-style-type: none"> Factory Track Infor M3 Sales Hub Infor M3 Demand Planner Infor M3 customer lifecycle management Infor Mobility Infor Supplier Rebates Infor Document Management Graphical LOT Tracker 	

Standard Vs. Customized screens

Customer Master (CRS610)

- Conditional Styling & Hyperlinks
- H5 Script Buttons
- Contextual Widgets

Customer	Type	Name	Status	Phone Number	City	Country	Your Reference	Credit Limit
PJ001	NORMAL	Nick's Tackle & Bait New (JM)	Approved	+46733159147	Chicago	US	Steve Austin	300000,00
PJ002	NORMAL	Ahern Rentals	Approved	+13123164892	Birmingham	GB	Richard Branson	
PRECISION	NORMAL	Precision Builders, Inc.	Approved	1-800-1888-5149	Massapequa	US	David Brown	
PW0001	NORMAL	John Smith	Approved	07478486066	Ormskirk	GB	Nick Fury	5000,00
Q-GREE0000	NORMAL	Q-Greenwith	HOLD!		Adelaide	AU		
Q-KIRB0000	NORMAL	Q-Kirby	Approved	+618881109	Greenwith	AU		300000,00
Q-KIRB0001	NORMAL	Q-Kirby	HOLD!	+618881109	Greenwith	AU		
REWE	NORMAL	REWE Central Payer	Approved		Düsseldorf	IE	Robert Smith	
ROSEWOOD	NORMAL	Rosewood Homes, Inc.	Approved	1-800-1888-9456	Latham	US		
S00	NORMAL	Generic Shop Customer-Snn	Approved		Nantes	FR	Barbara Jones	3000,00
S31	NORMAL	Generic Shop Customer-S31	Approved		Nantes	FR		3000,00
S32	NORMAL	Generic Shop Customer-S32	Approved		Nantes	FR		3000,00
S36	NORMAL	Generic Shop Customer-S36	Approved		Lyon	FR		3000,00
SAMSUN0000	NORMAL	SAMSUNG	Approved		Shirley	GB		
SCECUS01	NORMAL	London Builders Ltd	Approved		London	GB		5000000,00

Standard vs. Customized screens

Planned PO (PPS170)

- M3 H5 SDK

The screenshot shows the Infor Buyer Portal interface for a 'Planned PO' (PPS170) for supplier US0000444 / MAK Steel. The interface is divided into several sections:

- Left Sidebar:** Contains filters for 'From Warehouse', 'To Warehouse', 'From Action Message', 'To Action Message', 'From Date', 'To Date', 'Buyer', and 'My Suppliers / Planned Orders (5 results)'. The search results list suppliers like MAK Steel, ACT SUPPLY, and Koch Supply and Trading.
- Main Content Area:**
 - Supplier US0000444 / MAK Steel:** Shows 'Orders for selected supplier (4 results)'. A table lists orders with columns for 'Rel dt', 'Item', 'Name', 'Status', 'Actions', 'Messages', and 'Pln'. The second row is selected, showing '12/1/2021', 'F550TOW', 'SUBC - US0000444, PAINTING', '20 - Manual', and 'A2 - Release'.
 - Packaging Limits:** A section with 'Type' set to 'USPAL9 / US Std Pallet 20'X20''. It displays progress bars for 'Weight' (Cumulative value for selected orders: 866 / 6,000.00) and 'Volume' (Cumulative value for selected orders: 10 / 52,000.00). It also shows 'Max Weight: 6,000.00', 'Max Volume: 5,000.00', 'Weight: 52,000.00', and 'Volume: 500.00'.
- Right Sidebar:** Contains 'Orders for select...', a list of actions (Attributes, Change to DO, Charges, Close to Order, Contracts, Item Toolbox, Material Plan, Planned Order, Pre-Allocation, Purchase, Quotes, Subcontracting, Suppliers, Supply Chain, Target Plan), and 'Related Information' (InforItemMaster, No name, Page 1 of 4, In-Context Information, Smart Help, Context Viewer).

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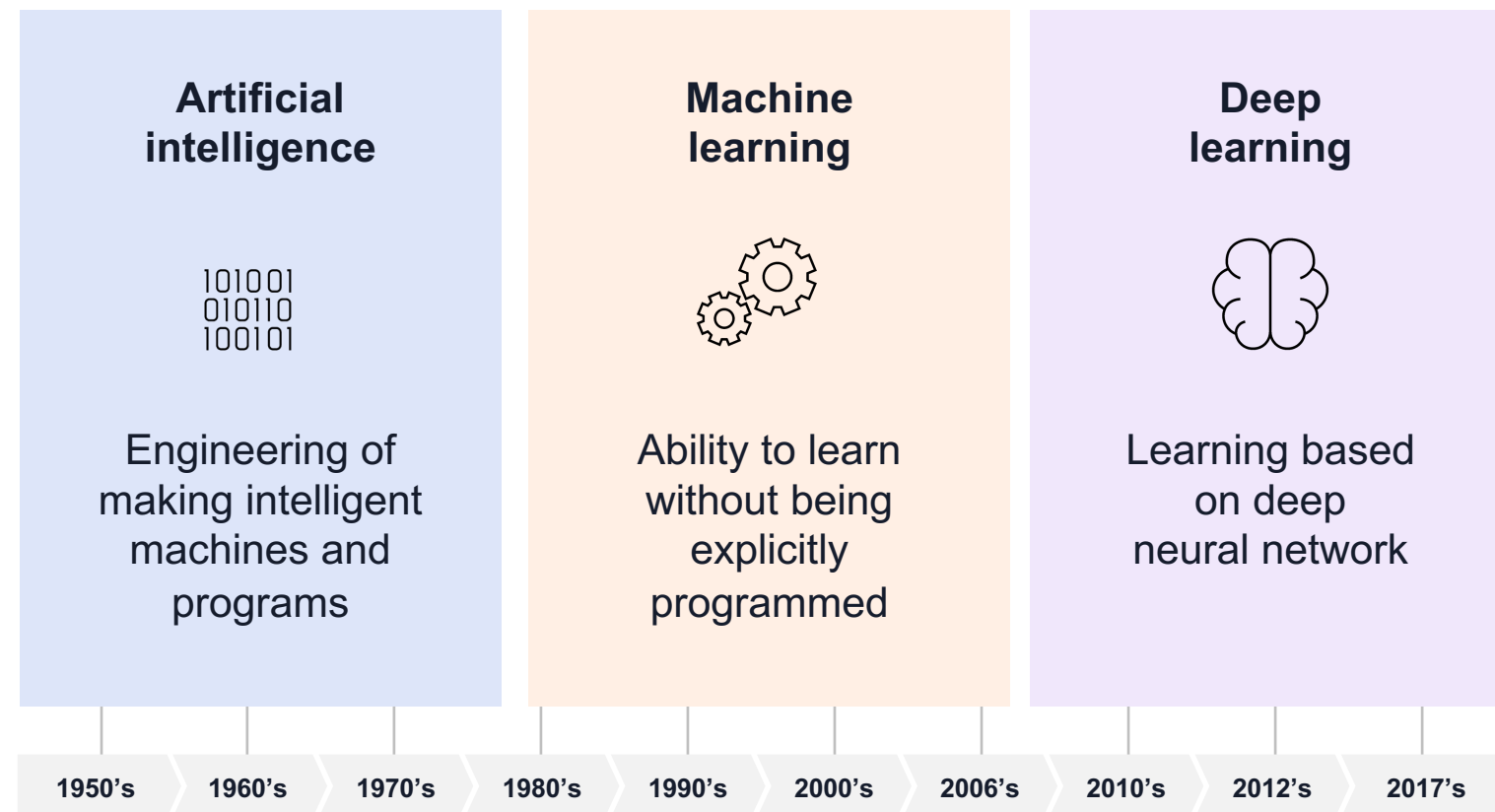
AI / ML

04

**What's
next**

Before we get started

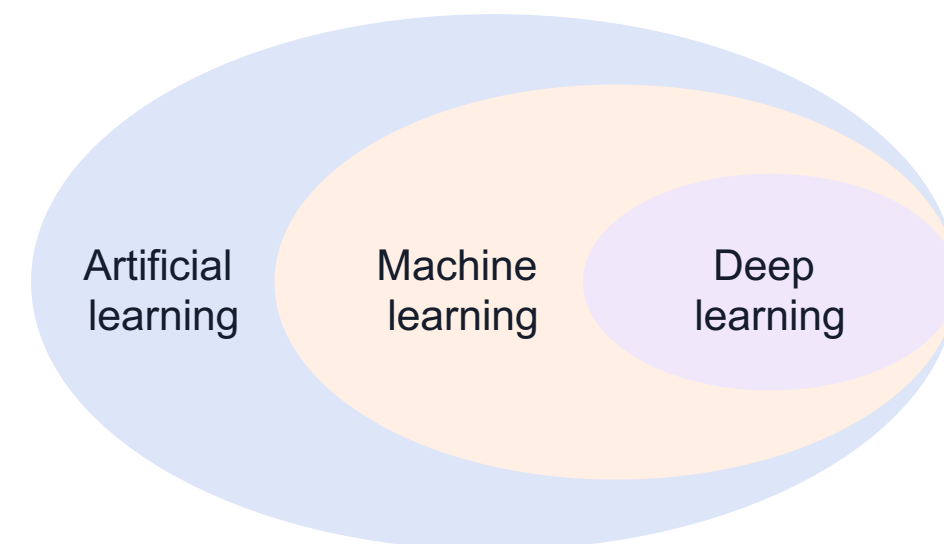
Level setting some definitions



Artificial Intelligence is a broad concept to make a machine intelligent.

Machine Learning is an application of Artificial Intelligence that enables a system to automatically learn and improve from experience without being explicitly programmed.

Deep Learning is a Machine Learning technique which is inspired from the process as our brain understands anything through neurons.



Reference: <https://medium.com/analytics-vidhya/ai-ml-dl-whats-what-ecb354967e63>

Drivers for artificial intelligence

Operational excellence

Operational Intelligence

- Maximizing yield of ingredients
- Reducing any waste
- Hyper-automation

Quality and compliance

Process Intelligence

- Preventing non-compliance of processes
- Avoiding non-compliance of ingredients and products

Supply chain optimization

Predictive Intelligence

- Predicting future demand more accurately
- Predicting quantity and quality of supply of raw materials

Profitable growth

Customer & Market Intelligence

- Generating customer and market insights on what to sell for which price
- Improving customer interaction efficiency and retention

Innovation & transparency

Product Intelligence

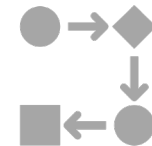
- Evolving the product portfolio based on market preferences
- Developing successful and cost-efficient products

CloudSuite AI/ML capabilities available today

Categories of tangible use cases already proven in the marketplace

Operations intelligence

Improve efficiency



- Generate automated process triggers based on specified events or conditions
- Improved process efficiency and reduced manual processes

Asset intelligence

Improve Reliability



- Maximize life of assets by predictive analytics on health and maintenance & parts needs
- Improved asset health, labour efficiency, inventory efficiency

Forecast intelligence

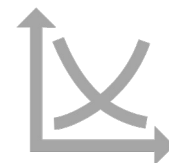
Predict the future



- Predict future demand based on history and market conditions
- Reduce raw material and finished goods inventories based on projected demand

Pricing intelligence

Price to sell



- Support pricing investment using market drivers and price history
- Improved pricing analysis to inform market centric pricing

Customer intelligence

Focus on customers



- Generate insights of what to sell and how to keep customers happy
- Improved customer interaction efficiency and retention, revenue growth

Human capital intelligence

Care about employees



- Understand & manage your most valuable resource
- Improved labour efficiency, reduced costs and employee satisfaction and retention

Innovation Showcase

Distribution



- Product Recommender
- Order Anomalies for Customer / Item
- Customer Segmentation



- Product Recommender
- Order Anomalies for Customer / Item
- Customer Segmentation
- CSD - Coleman DA skills



- Order Anomalies for Customer / Item
- Customer Segmentation
- C-Suite Analytics Adoption
- Portal V2 / IAD Early Adoption



- Shipping Container Cost Estimate



- Pricing Insights



- Customer Segmentation
- AP Invoice Match Compliance / Correction
- Bulk Excel Upload
- Supplier Creation WF
- Custom Workspaces



- Product Recommender



- Custom Workspaces
- Exploring AI usecase (customer/vendor science)

Manufacturing



- Customer / Item Forecasting
- Order Anomalies for Customer / Item
- ION / IDM - Expiring Contracts
- CSI Analytics - early adoption



- Sales Opportunities forecasting
- Predicting Win / Loss
- Vendor Performance Mgmt.



- Order Anomalies for Customer/ Item
- Customer Segmentation
- CSI Analytics – early adoption



- Asset Intelligence



- Product Recommender
- Vendor Performance Mgmt.
- Infor OS Homepages - Shopfloor Product KPI Visibility



- Infor OS Homepages
- Requisition ION Workflow

Public Sector / Services



- FSM – Coleman DA skills
- GHR – Coleman DA skills
- SAM (Compliance) Checklist
- Requisition Anomaly
- Invoice Anomaly
- Contract Depletion
- FSM – Coleman DA skills



- HR - Employee termination Dashboard
- FSM – Period end balances anomalies
- RPA – Invoice Processing



Healthcare



- GHR - Coleman DA Skills
- RPA – User Provisioning Automation for New Employee



- OIG (Compliance) Checklist
- Vendor Performance Mgmt.
- Requisition approval anomalies
- FSM – Coleman DA skills with Infor GO



- OIG (Compliance) Checklist
- Vendor Performance Mgmt.
- Smart Picking
- FSM – Coleman DA skills



- OIG (Compliance) Checklist
- Vendor Performance Mgmt.
- Item Requisition Patterns
- Requisition approval anomalies
- Match Tolerance
- FSM – Coleman DA skills



- Duplicate Employee Detection
- Job position workflow anomalies
- BIRST Compass Driver - EA
- GHR – Coleman DA Skills

Automotive



- Vendor Performance Mgmt.
- Clock in Kiosk App
- Birst – Coleman DA integration



- Pulley Tightening Failure Prediction

Food & Beverage



- Product Recommender
- Price Recommender
- CLM Recommendations
- RPA – Product Withdrawal Automation
- Sustainability Reporting



- Quality Sensing Tower



- GRC Implementation for IT organization



- Invoice Matching – Reason codes prediction



- Custom workflows – M3 to 3rd party

Retail



- Margin Anomaly Detection
- Sales Budget Forecasting

Other



- Demand forecasting (new/spare tires)



- Spare Parts Forecasting
- Inventory Optimization



- Asset Health prediction

- Solutions demo

Pricing visibility

Business opportunity

Company seeks insight to pricing improvement opportunities during the sales cycle. Seek to provide regional sales representatives with targeted information in order to maximize margins for each potential order

Objective

- Identify pricing insights to key users focused on specific categories such as product, margin, customer and location/region
- Provide transparency to pricing to company leadership as it occurs

Approach

- Using a clustering/segmentation techniques to determine the relationship between product, margin, customer and location
- Understand price behavior of each product across all locations.
- Help improve pricing decision by visualizing the relationship between Product/Margin and Margin/customer
- Classify transactions using intuitive labels to help drive pricing decisions

Impact & key results

<1 s

Improved pricing decisions

1-10%*

Margin improvement on orders

100k+*

Price recommendations per month

Global price/Margin visibility

* Anticipate, awaiting validations



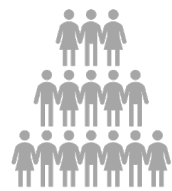
Pricing decision intelligence

Enabling users to make better pricing decisions using the AI/ML by **understanding their customers preferences and product assortment better**. Improved customer happiness, increased customer orders, retention and product positioning are at the core of Pricing Intelligence.



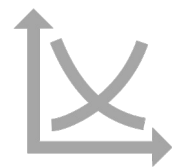
Product Grouping

Intelligent customer segmentation helps marketing and sales teams to strategically guide decisions on client targeting, ensuring selection of clients most receptive to a campaign



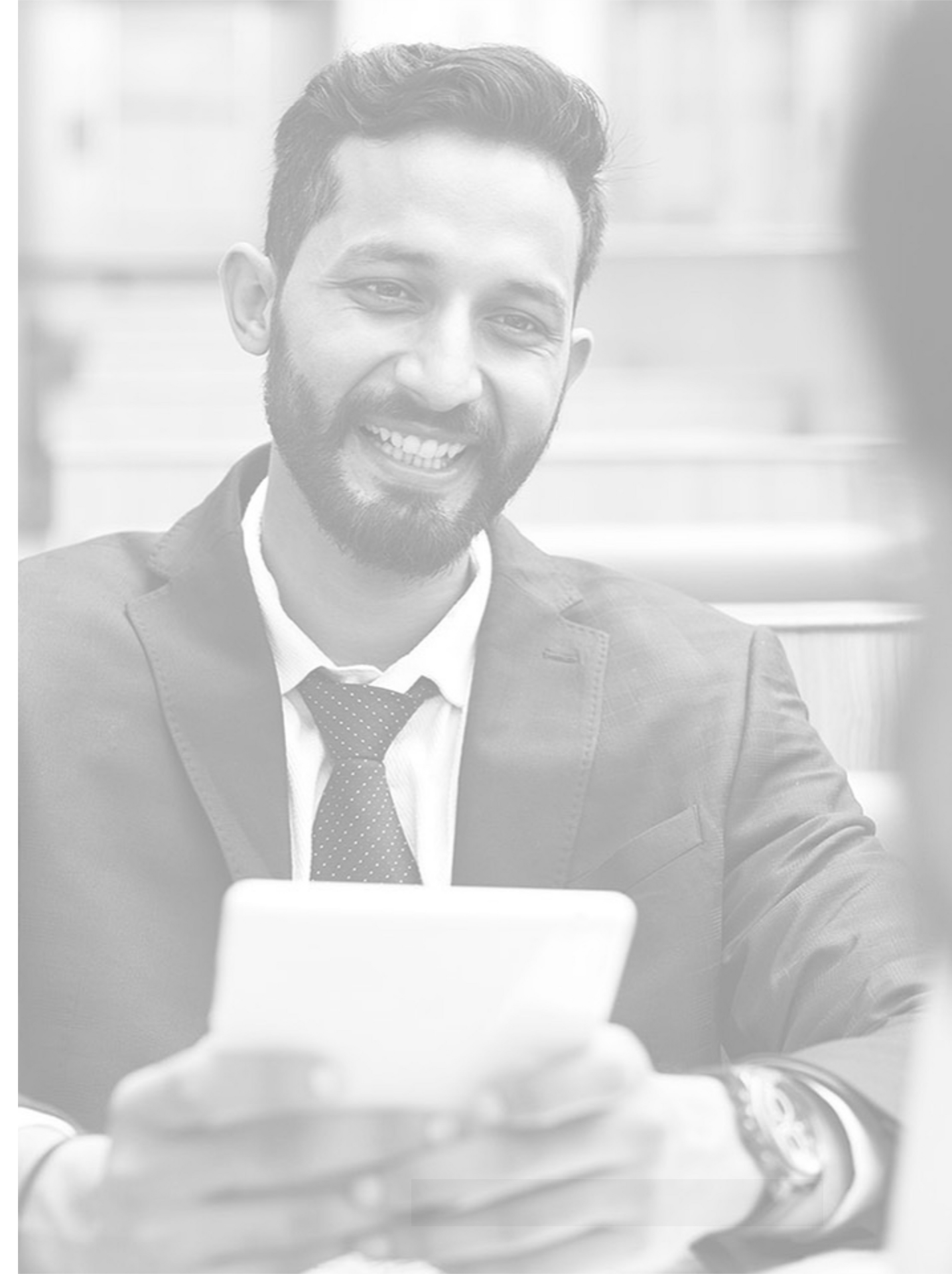
Customer Segmentation

Intelligent customer segmentation helps marketing and sales teams to strategically guide decisions on client targeting, ensuring selection of clients most receptive to a campaign










Margin Recommendation

Understand price outliers to determine where optimal pricing should be set to increase sales or identify market opportunities. Eliminate unnecessary discounting



ML Pricing Engine

Pricing Drivers

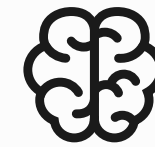
-  External & Web Data on Price indices, economic patterns, trends
-  Marketing Decisions
-  Account Specific Promos
-  Calendar Information
-  Customer/Location/Market Characteristics
-  Product Characteristics
-  Historical Purchase Details (Quantity, Prices)

Clustering/Segmentation Engine



- Purchase Profiles
- Product Attributes
- Customer Account effects

Pricing Engine



- Product Groups
- Customer Segments
- Historical Pricing
- Promo/Account Planning
- Recent Trends Modulation
- External influences

Pricing Strategies



- Margin Ranges
- Suggested Prices

Business Decisions

Visualization

Menu | OIS101 Customer Order. Open Line | CAS371 Average Cost. Display/Update History

ACTIONS | OPTIONS | RELATED | TOOLS

Panel Header

Order line no	6001753820	1	Customer	5008500308	BAWN PLUMBING LTD.
Line status	22-Reserved		CO type	C02	AUTO / MAN
Warehouse	980		Req delivery dt	070122	922 PST
Item number	7100557		SL30-199 G3 COND BLR NG		

Quantities

Order qty alt	1	EA
Remain to inv	1	EA

Last price	4198.91
Sale U/M	EA
Invoice date	09022021
Price origin	A

Pricing Information

Sales price	4100.00	1	CAD/EA
Net price	4100.00		CAD/EA
Cost price	3752.8900		CAD/EA
Supplier rebate	0.0000		CAD/EA
Adjusted cost	3752.8900		CAD/EA
Int trf price			
Margin %	8.47		
Std Cost	3981.49		
Margin %	2.89		

Line amount	4100.00	CAD
Price origin	8-Manual/copied	
M agr price mtd		
Prel price	0-No	
Cstng mod sales	C980	
Price list		
Promotion		
Campaign		

Coleman AI - Pricing Insight Below Market Price

45% percentile Margin	10.5%
70% percentile Margin	10.62%
Suggested Price	4195.99
Label	Low_popular Very_low_margin



Machine Learning use cases

Product and price recommendation

Zeelandia has implemented AI driven intelligent product and price recommendations for sales and marketing, resulting in:

- 83% faster product recommendations to customers – from 30 minutes to 5 minutes
- Better customer experience with personalized product recommendations
- Increased revenues and share of wallet per customer
- Increased marketing conversion for new products or products that are about to expire

Under 90 days of effort to deploy.



Founded in 1900 by the Dutch Doeleman family, Zeelandia has become a global player in the bakery ingredients business. Today, 3,200 employees worldwide are dedicated to develop products tailored to local tastes and needs – with operations in over 30 countries and sales in about 100 countries. Zeelandia was awarded with the Dutch 'Royal' predicate in 1950.





www.zeelandia.com

Improving the customer experience with AI driven recommendations

Founded in 1900 by the Dutch Doeleman family, Zeelandia has become a global player in the bakery ingredients business. Today, 3,200 employees worldwide are dedicated to develop products tailored to local tastes and needs – with operations in over 30 countries and sales in about 100 countries. Zeelandia was awarded with the Dutch ‘Royal’ predicate in 1950.

HQ: Zierikzee, The Netherlands

Industry: Food & Beverage – Bakery ingredients

Solutions

- ✓ Infor OS
- ✓ Infor Birst

[Innovation Showcase: Zeelandia enhances customer experiences with AI-driven recommendations - YouTube](#)



“

Our goal is to be a trusted partner with bakeries by offering them the right products at the right price so that they can keep their customers happy and loyal. With Infor’s AI-driven recommendations for products and pricing, not only do our salespeople save time in preparing for customer meetings, but Zeelandia stays true to what we value most – customer intimacy. “

MICHAL RADA, CORPORATE ICT DIRECTOR AND TRANSFORMATION LEADER
ZEELANDIA GROUP

Challenges

- Higher cost and unavailability of bakery ingredients requires new sales and pricing strategies to keep long-term customers loyal, and at the same time meet profit goals
- Preparing to meet with customers to analyze what products to recommend is time consuming and error-prone
- Poor customer service when salesperson wastes customer time by not recommending value-added products
- Low marketing conversion when targeting customers for products
- Stay competitive in pricing to retain customers
- Spreadsheet driven process for pricing thousands of products across hundreds of customers, was no longer scalable, as it is a time-consuming and error-prone

Outcomes

83%

faster recommendations

90

days time to value

- AI driven intelligent product recommendations for sales and marketing
 - Speed: 83% faster to prepare product recommendations for a customer meeting improving sales productivity- from 30 minutes to 5 minutes
- Better customer experience with personalized product recommendations
- Increase revenues and share of wallet per customer
- Increase marketing conversion for new products or products that are about to expire
- Under 90 days of effort to deploy
- AI driven optimal pricing recommendations for sales
 - Improve customer loyalty, offering the right price and why
 - Meet profitability goals with optimal pricing
 - Improve productivity through machine generated pricing

- Machine Learning use cases

KB reference [2132011](#)

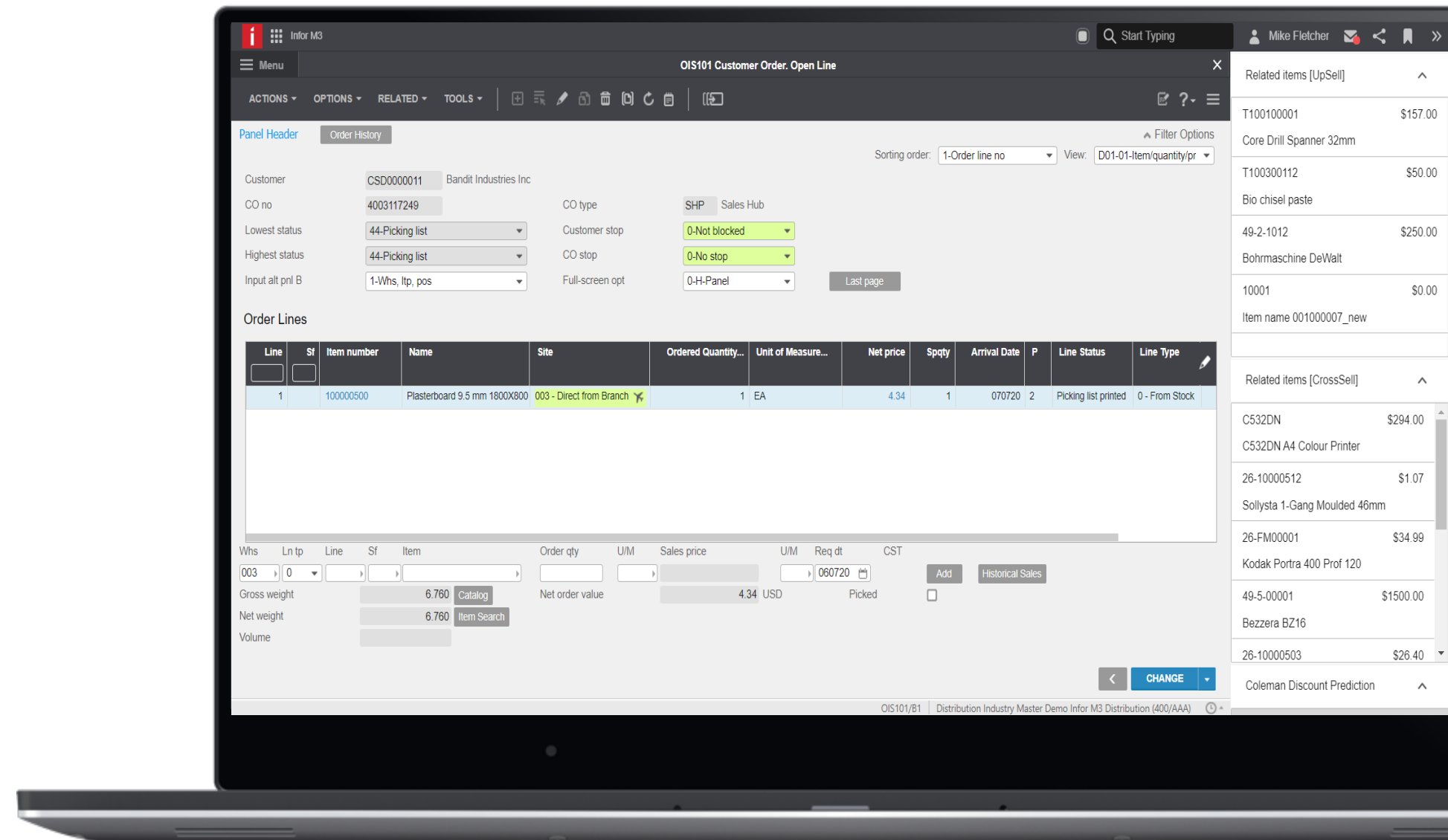
Product recommendation

- Description

- Two Coleman Quests & In-context Apps to support product recommendations. The In-context widget is configurable to support a number of scenarios.

- Capability

- Product Up-Sell Quest
 - For this process; the item number already selected is reviewed and suitable up-sell products are displayed.
- Product Cross-Sell Quest
 - For this process; the item number already selected, and the Customer ID are reviewed, and suitable cross-sell products are displayed; based on similar customer's prior purchases.



- Machine Learning use cases

Sales order line discount recommendation

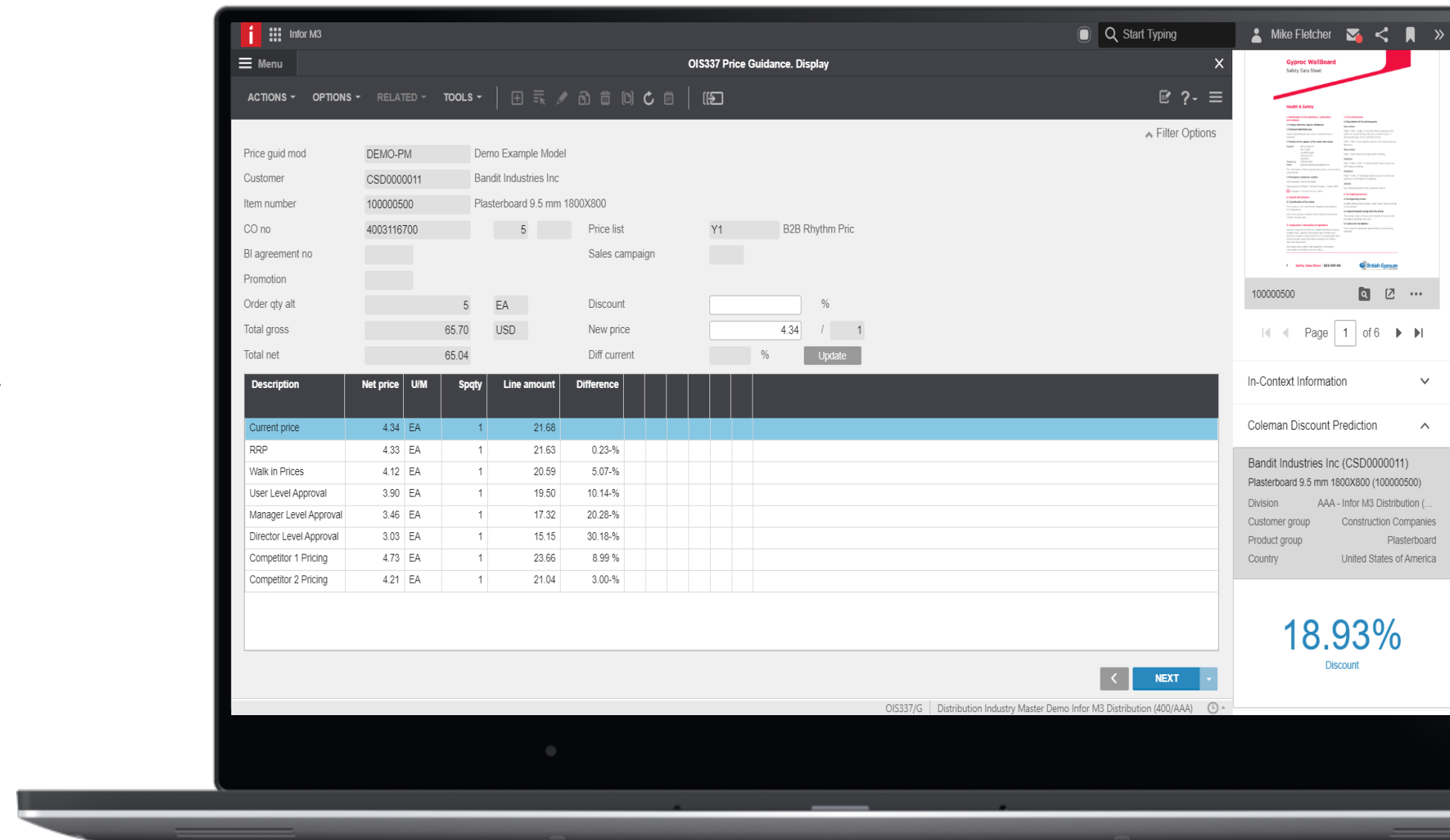
KB reference [2132011](#)

- Description

- Using information from the current customer order – provide recommendation on maximum discount level to be applied for that order line.

- Capability

- Provide better decision support as part of the over-the-counter price negotiation process.
- Supports standard M3 process of price guidance; so additional discounts are recorded and controlled with approval routine if needed.
- Example model can be adjusted as part of the implementation project; using the no-code / low-code solution.

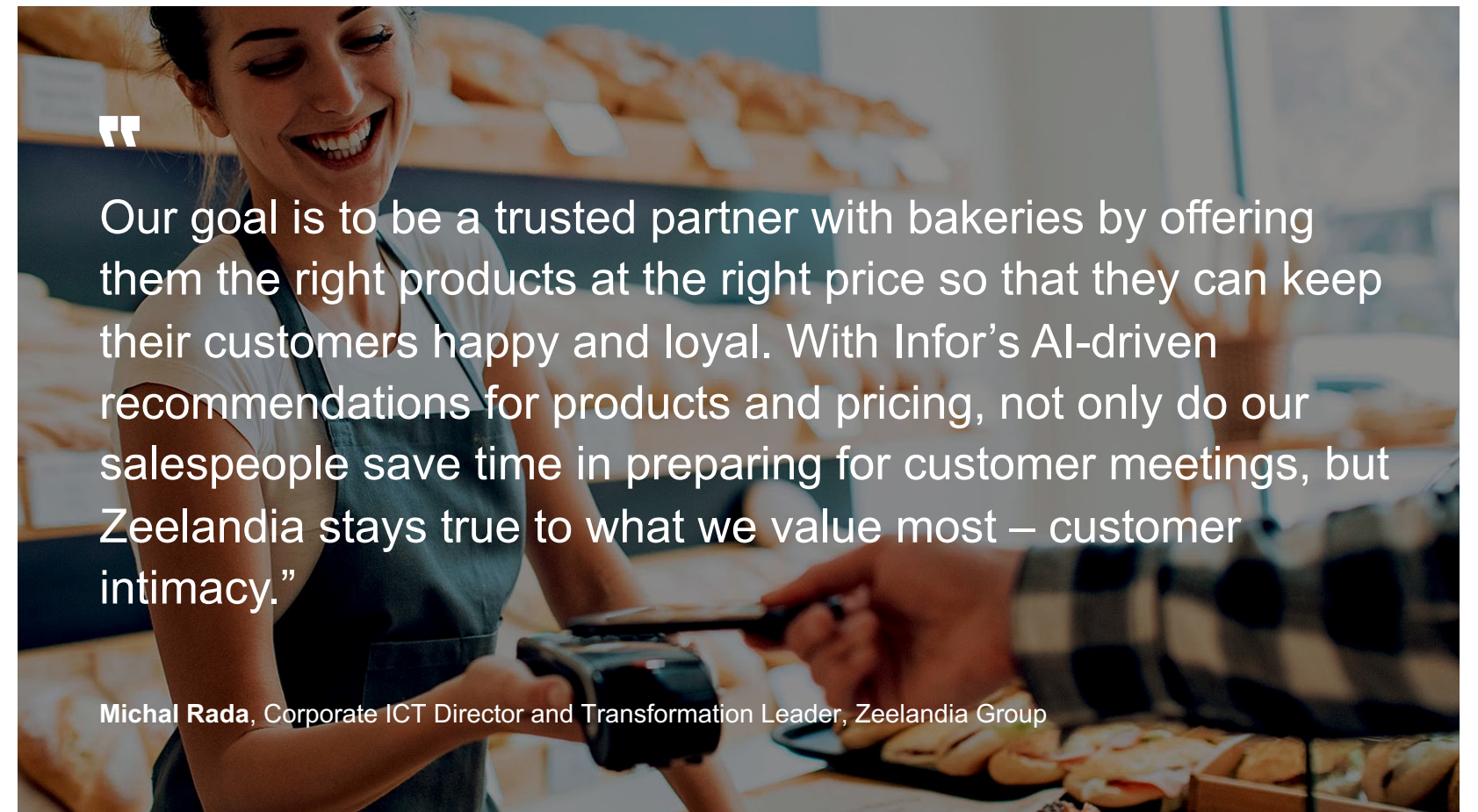




Koninklijke Zeelandia Groep is an inventive Dutch family business with branches in 31 countries and over 3,200 employees developing and producing bakery ingredients.

Zeelandia leverages the power of Infor's platform technology as part of Infor CloudSuite Food & Beverage to improve the accuracy and speed of key business process to sustain business growth despite current market challenges.

Zeelandia improved the customer experience and revenues with AI-driven recommendations.



90 days
time
to value

83%

Reduced time to prepare product recommendations for a customer by 83%, from 30 minutes down to 5 minutes

Proof of Concept – product advisor by ChatGPT

Products Advisor:

product information from ChatGPT:

- Product specifications
- Competitive products
- Compare Products
- Advantages over (coming soon)

Applicable Industries:

- Distribution (primary)
- Food & Beverage (secondary)
- Fashion (less applicable)

Applicable Roles:

- Sales & Customer Service

Value:

Instant access to product information for customer service when speaking to customers. Don't need to look up product information, or rely on years of experience

Incontext Data: (Item Master MITMAS)

External Item # (ITNE)
 Manufacturer (PROD – name from CIDVEN)

Where:

Production Information: MMS200 & OIS101 (and SalesHub)

The screenshot shows the SAP 'Item. Open Toolbox' interface. At the top, there are navigation tabs like 'RO/DO', 'Cores', 'Order Entry', 'Assortment', 'Catalog Items', 'Inventory', and 'CTP Sim'. Below these are search filters for 'Facility' (B10) and 'Warehouse' (280). A table lists various items with columns for Item #, Name, Item Type, Item Sts, M/B, and Supplier. The 'Product Advisor by ChatGPT' widget is visible in the right sidebar, showing a 'Prompt' dropdown set to 'Compare items' and a search input field containing 'EK-22972-CP (Cure Pull-dow...)'.

Item #	Name	Item Type	Item Sts	M/B	Supplier
EK-20201-LA-0	Underscore Rectangle Freestanding Bathtub Kohler K-20201-LA	Parts	█	BUY	USKOHLER
EK-22972-BL	Cure Pull-down kitchen sink faucet with three-function spray	Parts	█	BUY	USKOHLER
EK-22972-BR	Cure Pull-down kitchen sink faucet with three-function spray	Parts	█	BUY	USKOHLER
EK-22972-CP	Cure Pull-down kitchen sink faucet with three-function spray	Parts	█	BUY	USKOHLER
EK-29180-NA	Purist Suspend Ceiling-mount rough-in box	Parts	█	BUY	USKOHLER
EK-3143-ST	Poise Stainless steel sink rack, 17-3/16" x 13-3/16"	Parts	█	BUY	USKOHLER
EK-3158-NA	Poise Undermount Kitchen Sink K-3159	Parts	█	BUY	USKOHLER

The widget shows a 'Prompt' dropdown menu with the following options: 'Compare items', 'Product specifications', 'Competitive products', and 'Compare items'. Below the menu is a search input field containing 'EK-22972-CP (Cure Pull-dow...)' and 'Clear' and 'Submit' buttons.

The widget displays a text response: 'The Kohler K-22972-CP is a single handle bathroom sink faucet from the Purist Collection. It features a contemporary design with a sleek, minimalist look. The faucet has an all-metal construction and is available in polished chrome or vibrant brushed nickel finishes. It has a single lever handle for easy operation and includes an aerator to help conserve water. The spout reach measures 4.24 inches and the...' (text is partially cut off).

The widget displays a list of competitive products, each with a copy icon to its right: 'Delta Faucet 567LF-PP', 'Moen 7594SRS', 'Pfister LF042JDKK', and 'American Standard 6055.152.002'.

The widget displays a text response: 'The Moen 7594SRS is a great choice for those looking for a pull-down kitchen sink faucet with three-function spray. It features a spot resist stainless finish that resists fingerprints and water spots, as well as an easy to use lever handle. The pull-down spray wand offers two different spray patterns, allowing you to easily switch between aerated stream and powerful rinse modes. Additionally, the Reflex system...' (text is partially cut off).

Proof of Concept – customer advisor by ChatGPT

Customer Advisor:

Customer information from ChatGPT:

- Current credit position
- Financial strength

Applicable Industries:

- Distribution
- Food & Beverage
- Fashion

Applicable Roles:

- Sales & Customer Service
- Accounts Receivable, Credit & Finance

Value:

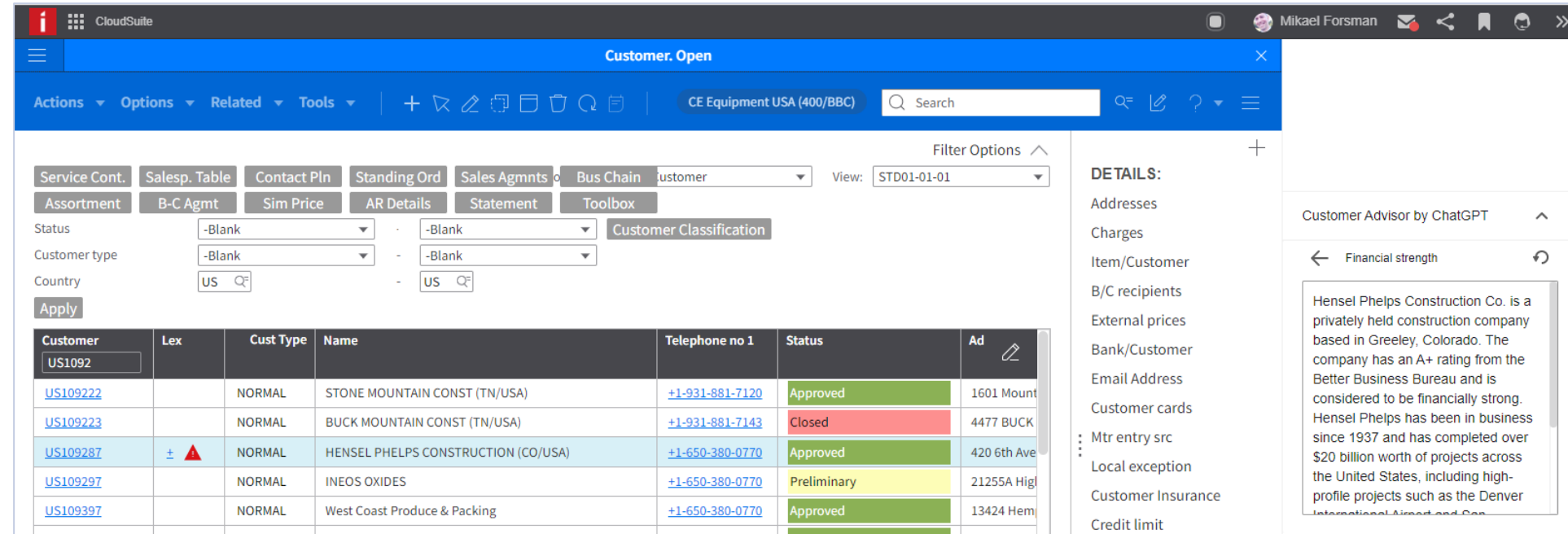
Easy access to external views of credit and financial stability of a customer or prospect

Incontext Data: (Customer Master OCUSMA)

Customer Name
Country
State

Where:

Customer Information: CRS610, OIS300, & ARS200



Customer Advisor by ChatGPT

Prompt

Current credit position

Customer

HENSEL PHELPS CONSTR...

State: CO Country: US

Clear Submit

Customer Advisor by ChatGPT

Current credit position

Hensel Phelps Construction Co. currently has an A+ credit rating from Standard & Poor's, indicating that the company is in a strong financial position and is able to meet its financial obligations. The company also has a long-term debt-to-equity ratio of 0.45, which indicates that it has a healthy balance sheet and is not overly reliant on debt financing.

Customer Advisor by ChatGPT

Financial strength

Hensel Phelps Construction Co. is a privately held construction company based in Greeley, Colorado. The company has an A+ rating from the Better Business Bureau and is considered to be financially strong. Hensel Phelps has been in business since 1937 and has completed over \$20 billion worth of projects across the United States, including high-profile projects such as the Denver International Airport and Co...

Introduction

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next**

Infor Technology Innovation Showcases

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Infor AI Inventory

Common questions



“We have the expertise on staff”

What experience does INFOR have in this space?

- Team of 30+ Data Scientists, Engineers, Solution Managers
- 4 PhDs, multiple patents filed, 100+ of years collective experience
- Focused on build-out of INFOR specific use cases last 3 years



“We have the tools and roadmap”

How is Infor able to deliver so quickly?

- Infor starts from a basis of pre-defined models that can be modified to purpose
- Methodology from initial design, integration, model change and deployment and support are established
- InforOS facilitates data migration



“We help drive business value”

How does Infor ensure results?

- Establish measurement criteria based on customer defined value and consistently monitor
- Focus on user adoption and understanding through design, training, feedback and reporting
- Constant iteration, always improving the accuracy of the solutions

Innovation Workshop

Idea structuring

Idea generation should preferably start before the actual Innovation Workshop starting with the “end in mind”; What challenge or business need does this solve or achieve?

Use-cases and good examples from other companies can be an excellent trigger for idea generation.

In a Innovation Discovery Workshop we don't aim to deep-dive in the individual ideas and usually a one-pager per idea is sufficient to move forward and do the initial priority assessment.

1. What is the Idea

2. What part of the Value Chain does it support



3. **AUTOMATE** OR **Differentiate**

4. Further Explain the idea...

5. What does this idea **SOLVE** or **ACHIEVE**...

6. Which out of category company can we learn from...

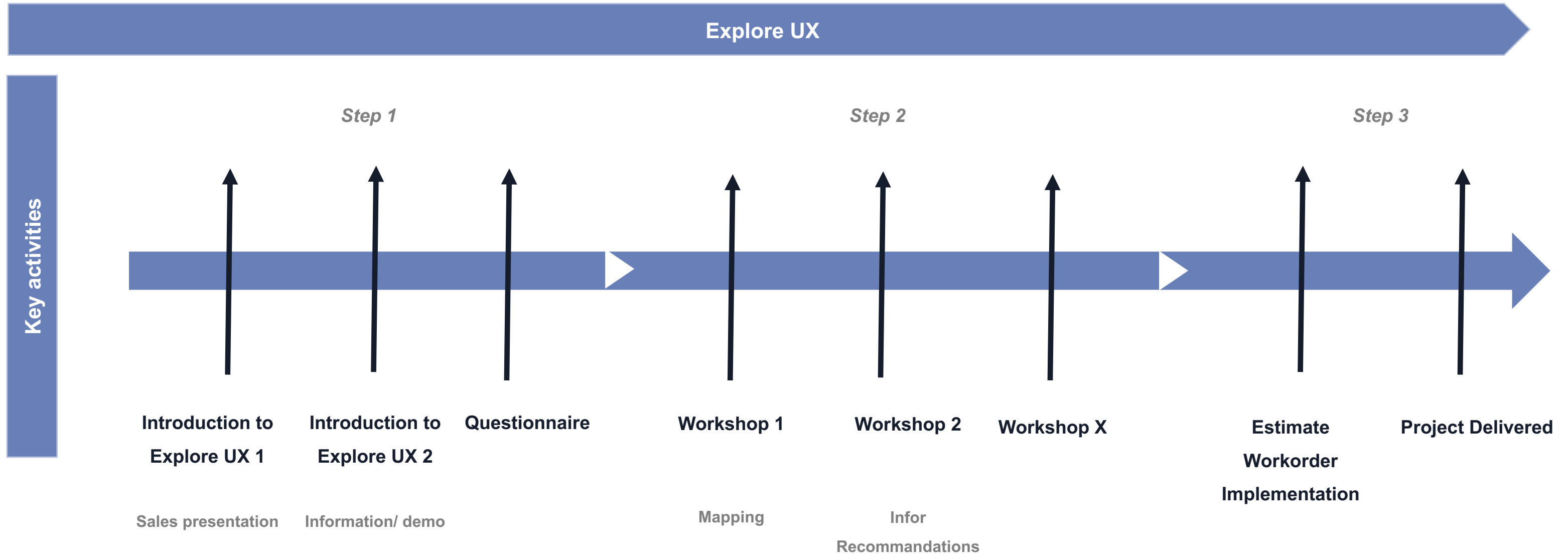
7. Who would be most obviously impacted and what **Key Benefits** to these people get...

8. KPI's...

9. When...

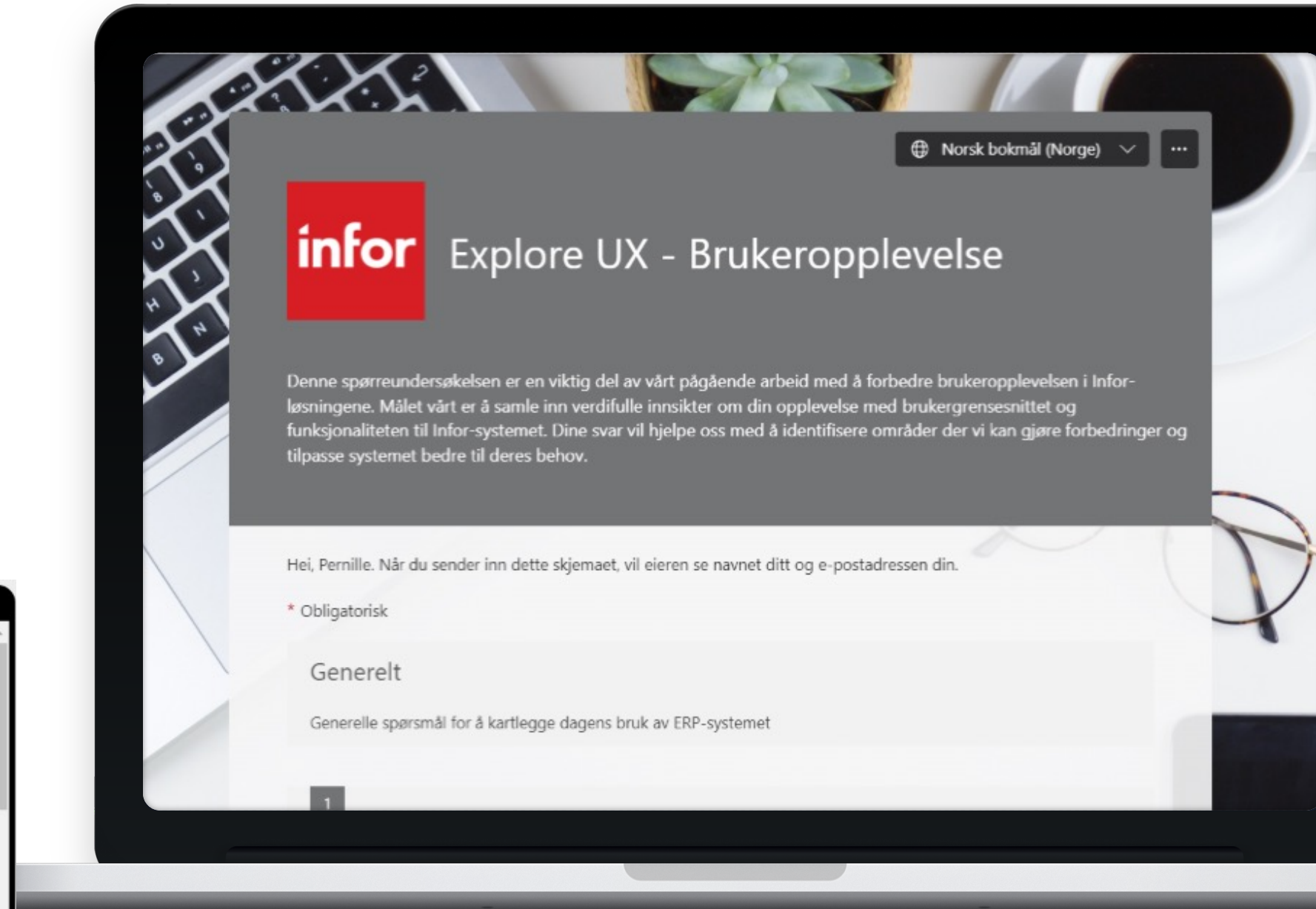
10. What Else...

Explore UX Overview



Explore UX - Questionnaire

- Online Customer Survey
 - Role: Process owner, Super-user and End-user
 - Process: Sales, Procurement, Production, Finance and Warehouse
- Gather information and map user experience
 - The point is not to target the processes
- Which tools have already been applied?



QR- EXPLORE UX





Real-time value at work

Industry Cloud designed for business growth and user satisfaction—**ERP simplified.**

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Smart, Preconfigured, Modern.

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