

INFOTEAM Days

Infor AI Strategy and Plans

Year of Innovation in Infor OS

Marcel Koks

Industry & Solution Strategy Director,
Infor

2023-09-20



Disclaimer

This presentation reflects the direction Infor may take with regard to the products or services described herein, all of which is subject to change without notice. This presentation is not a commitment to you in any way and you should not rely on any content herein in making any decision.

Infor is not committing to develop or deliver any specified enhancement, upgrade, product, service or functionality, even if such is described herein. Many factors can affect Infor's product development plans and the nature, content and timing of future product releases, all of which remain in the sole discretion of Infor. This presentation, in whole or in part, may not be incorporated into any agreement. Infor expressly disclaims any liability with respect to this presentation.

Agenda

01

Infor OS momentum

Positioning of platform, slice of usage statistics and summary of major releases

02

Generative AI & Chat GPT

Infor's approach to Generative AI and Chat GPT

03

Robotic Process Automation (RPA)

Overview of Infor RPA and Intelligent Document Processing (IDP)

04

Machine Learning showcases

Example use cases at work and how to leverage Infor Data Science services

05

Q&A

Wrap-up and Q&A

INFOTEAM Days

Infor OS Momentum

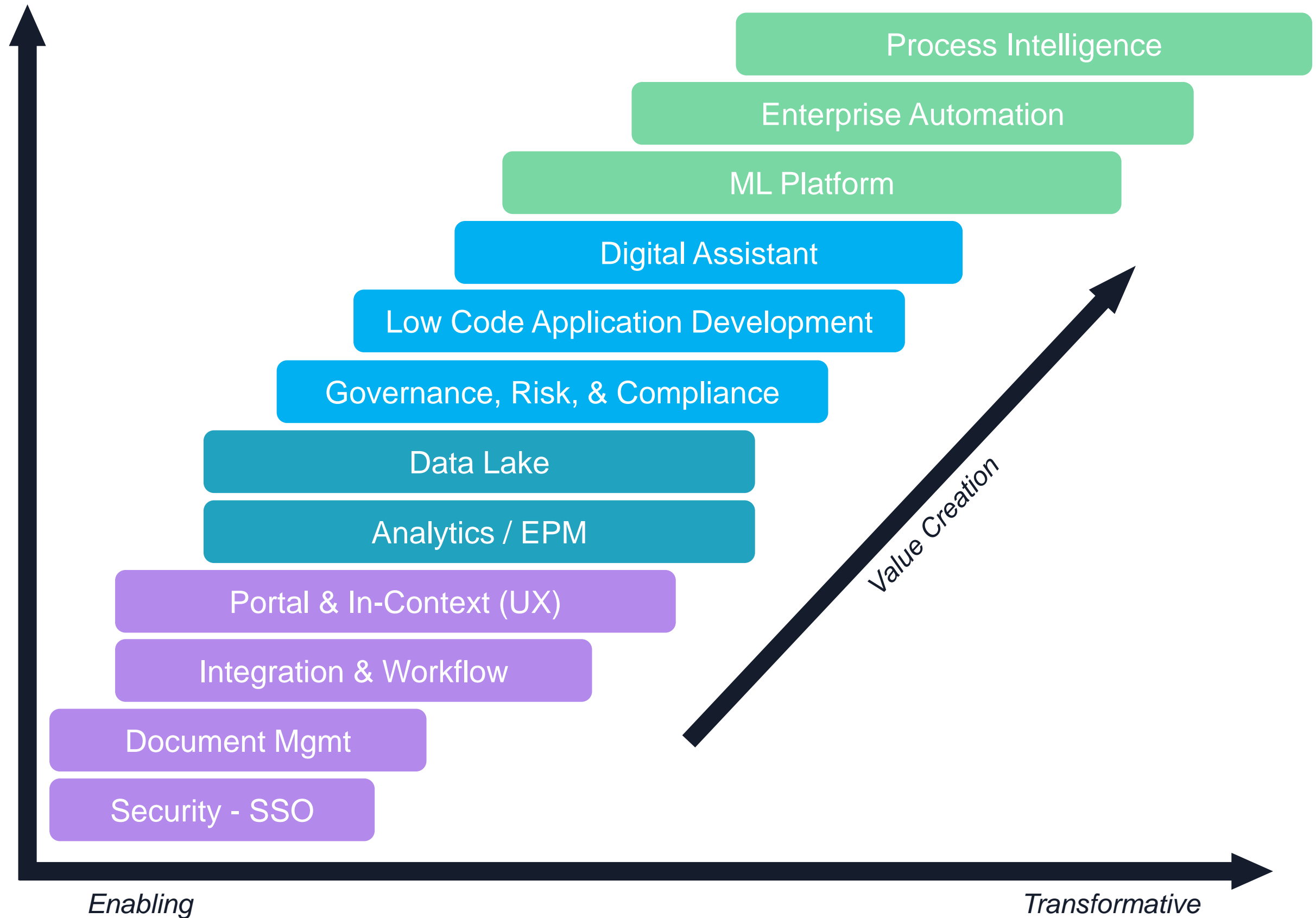
Positioning of platform, slice of usage statistics and summary of major releases

Next-gen Infor:

- Intelligent apps
- Predictive workflows
- Automated experiences
- Creative enablement

Personalized

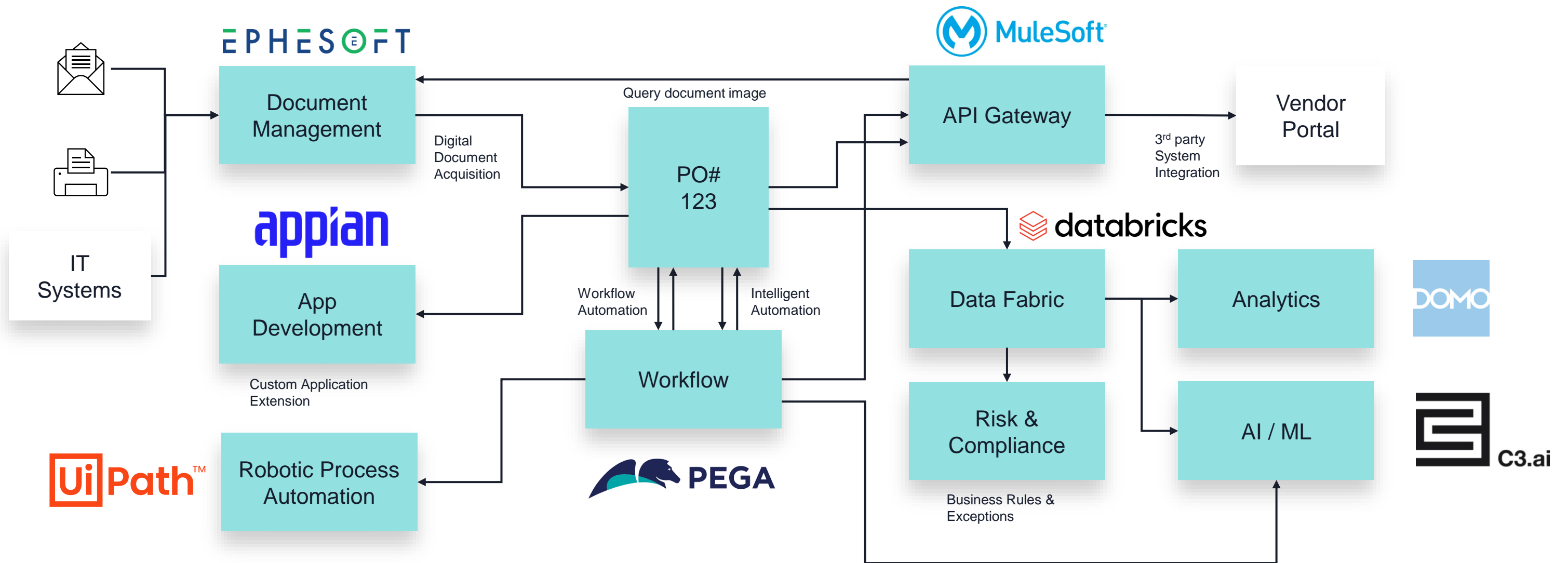
Standard



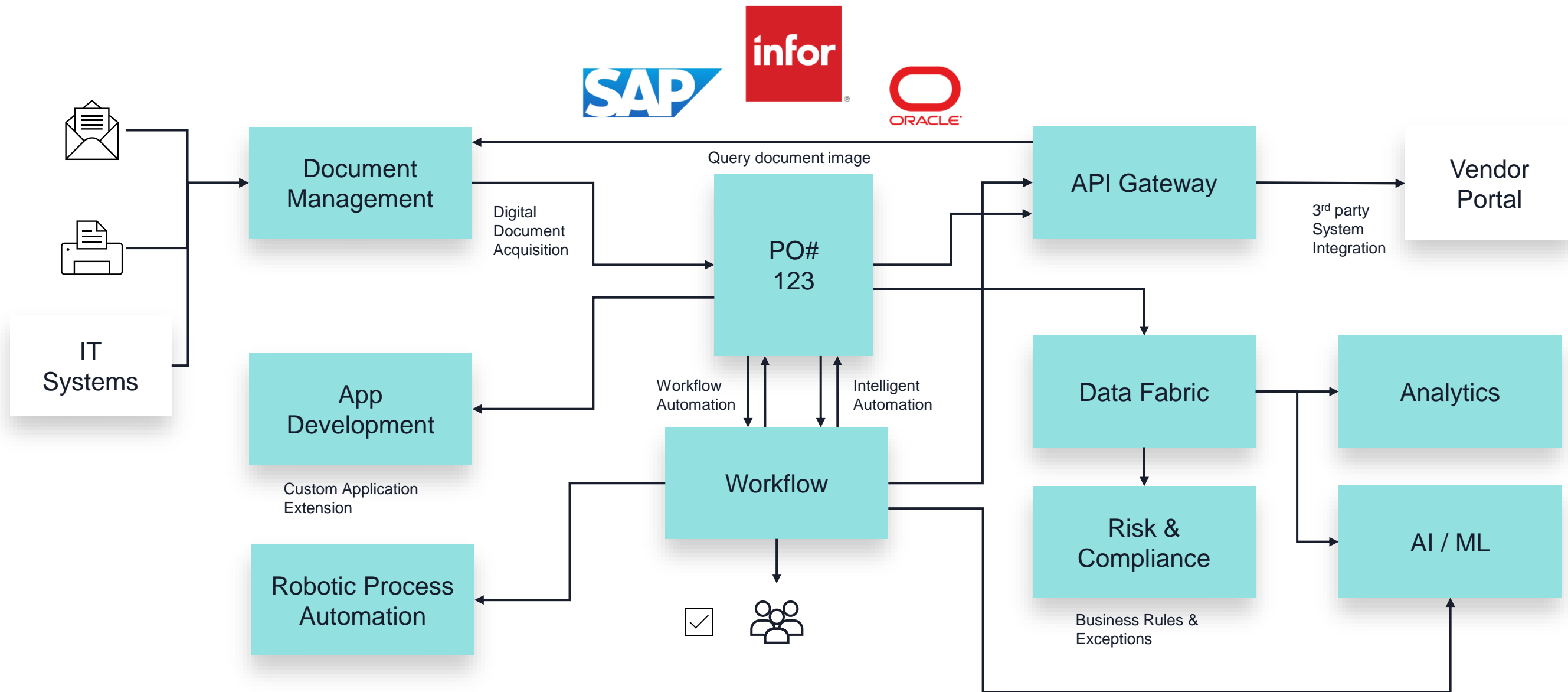
Enabling

Transformative

It takes longer and cost more to do it yourself



Infor OS works as well with 3rd party solutions as with Infor



Infor OS momentum

The power of scale

* March 2023 Statistics

>5.5k

Production tenants
(does not include customer
dev/test environments:
>12k total active)

2.2bn

APIs per month

2.3bn+

Transactions(msg)
exchanged between
apps per month

7.2k

Community members
Largest at Infor

>223k

Active connections
(iPaaS)

14m+

Logins (unique)
per month

10bn+

Data objects

26m+

Big data queries per month

1.1pb+

Data storage

All zero-downtime

Key initiatives

**New OS
Portal**

**App
Designer**

**Robotic
Process
Automation
(RPA)**

**Build
Own
Backend
APIs**

**Streaming
APIs / Data
Pipelines**

**Generative
AI & Chat
GPT**

**Data
Archiving**

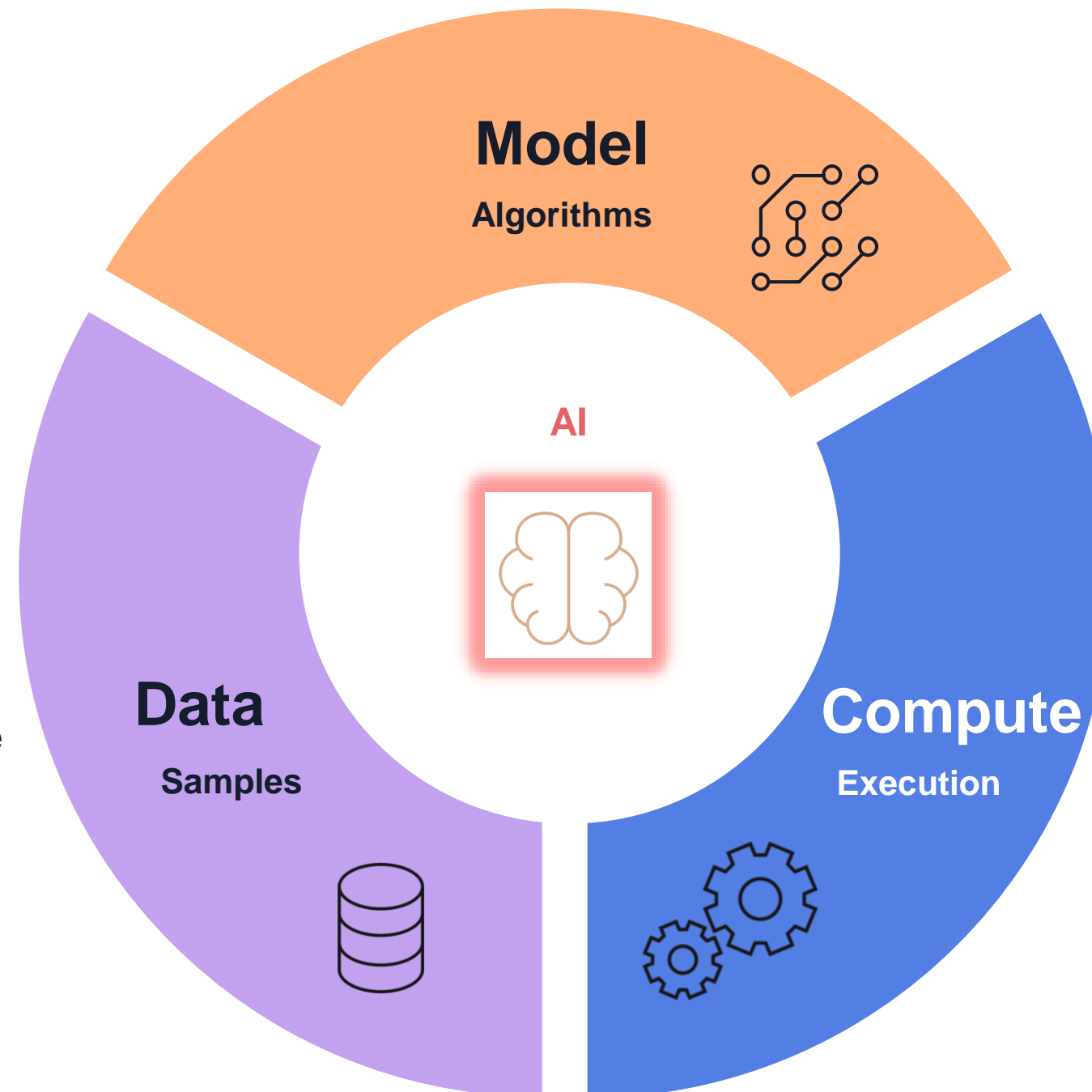
**Process
Intelligence
(Modeler)**

Generative AI & Chat GPT

Infor's approach to Generative AI and Chat GPT

The 3 pillars of AI

Models: Algorithms that receives input and produces output
Must be flexible to do complexity in data



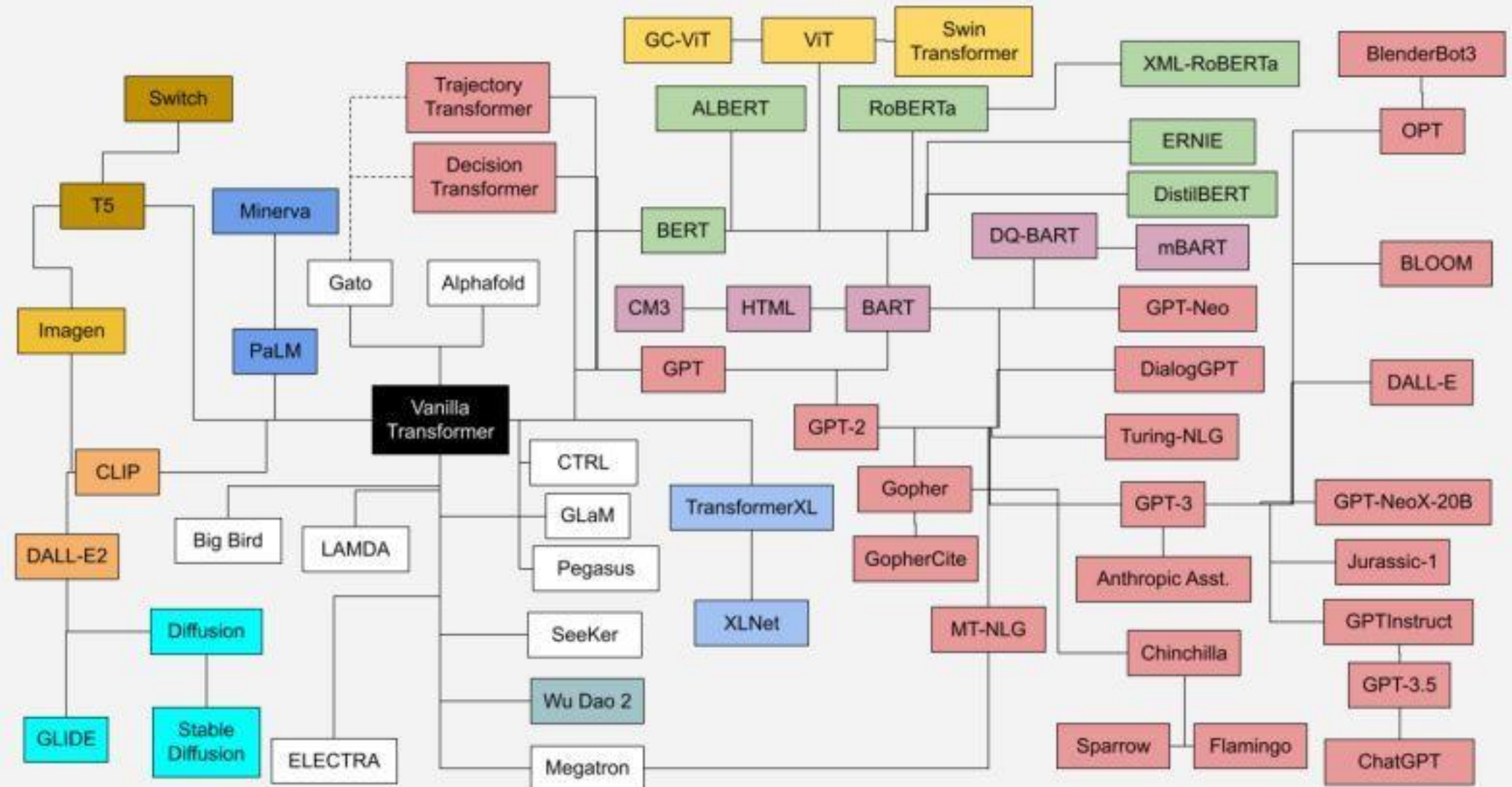
Data: Samples on which the algorithm can be trained on; Must be large and diverse so that the model produces meaningful output

Compute: Processing power to crunch the data and execute the algorithms; Usually requires very large hardware

What is Generative AI?

New class of powerful fundamental models (Chat GPT, BARD, Ernie etc.) that can do:

- Content generation
- Programming
- Predictive modeling
- Summarization
- Translation
- Image analysis
- And much more...



Generative AI point of view



API Suite for Open AI in Gateway



Documentation / Knowledge base Wizard



Product / Vendor Advisor Widget



Generic In context widget with Chat GPT integration

“

Infor is cautiously optimistic on this new powerful technology. Following are some roadmap topics in development.”

What is Chat GPT?

G
P
T

A large language model (LLM) a.k.a a Foundational Model for Natural Language Processing (NLP) that's based on GPT 3.5/ 4.0

Generative

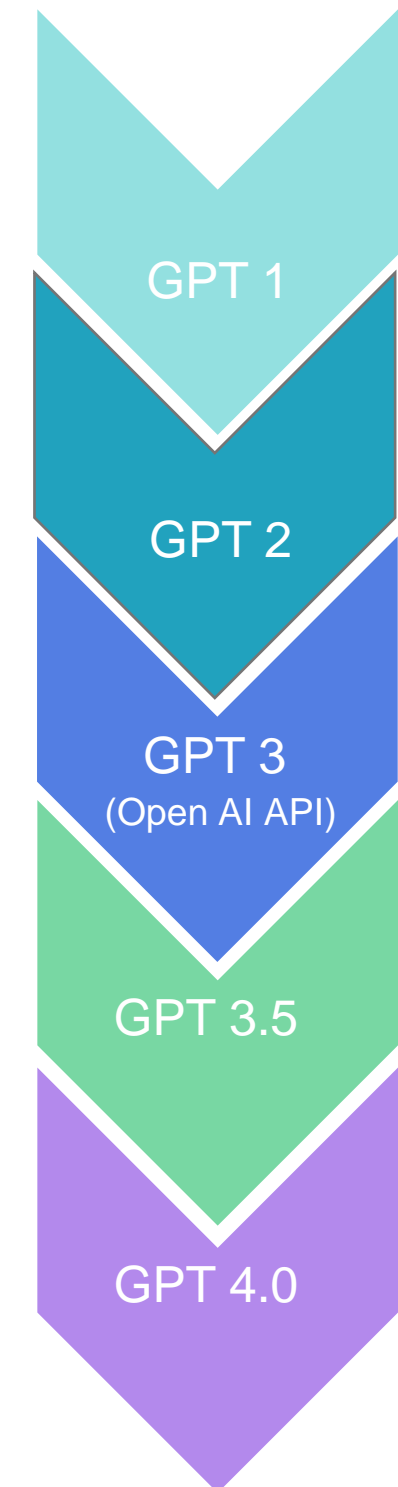
- Ability to deal with complex intent and generate new content based on existing samples

Pre-trained

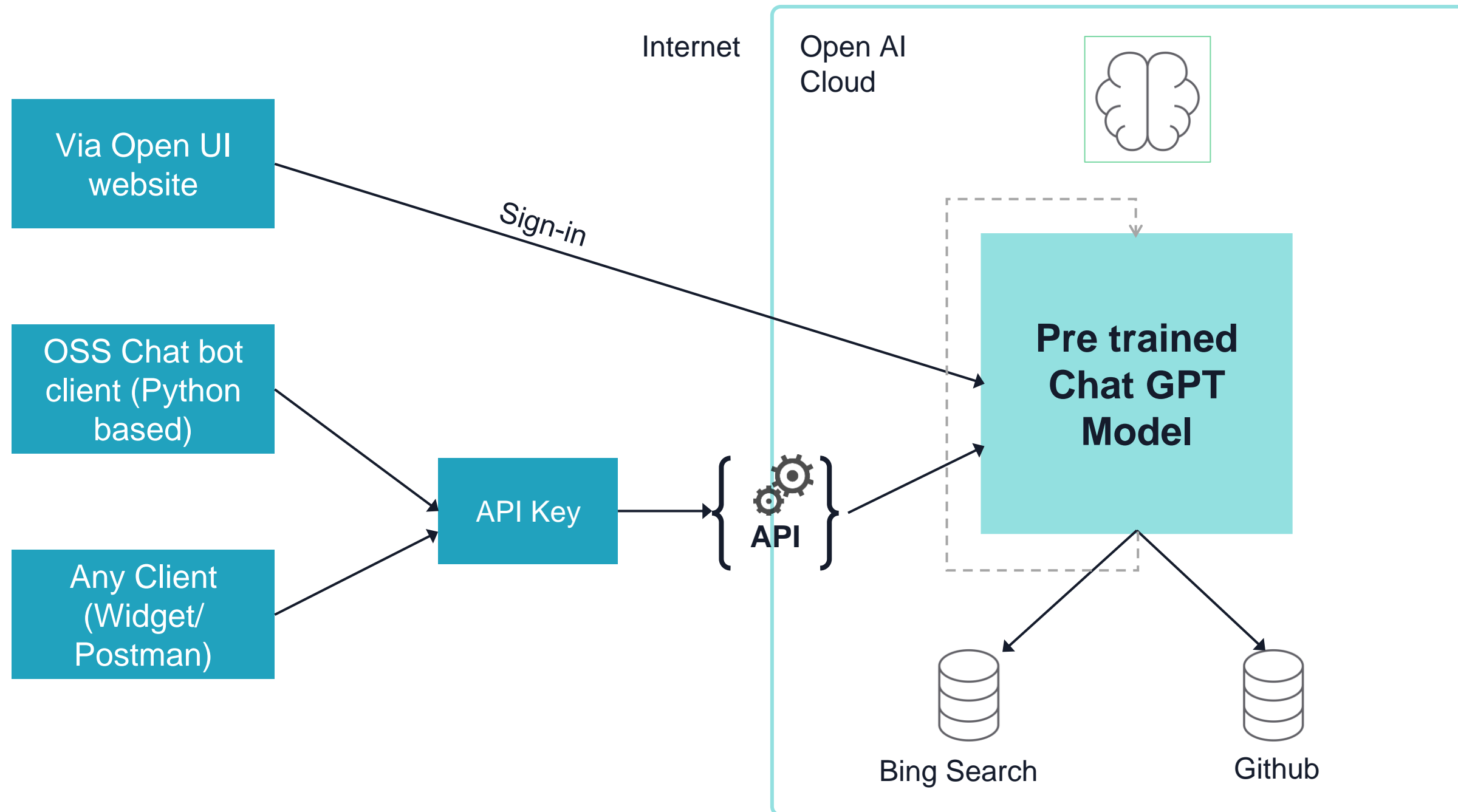
- Reduces the threshold for computing resources by crystalizing the learning

Transformers

- Invented by Google for translations.
- Translate text to text; One language to another language; One language to same language:
- Text to image / Image to text



Chat GPT architecture



Generative AI & Chat GPT

Liabilities at enterprise scale

Accuracy

Inconsistency

Bias

Data privacy concerns (GDPR, DPIA)

Competitive edge is compromised

Robotic Process Automation (RPA)

Overview of Infor RPA and Intelligent Document Processing (IDP)

Hyper-automation

Infor is unique in the market as we can deliver every aspect of hyper-automation in a single solution that covers backend automation, decision automation and now front-end automation with industry specific use cases that deliver value in 90 days or less and are pre-wired to work with Infor CloudSuites

System Centric iPaaS

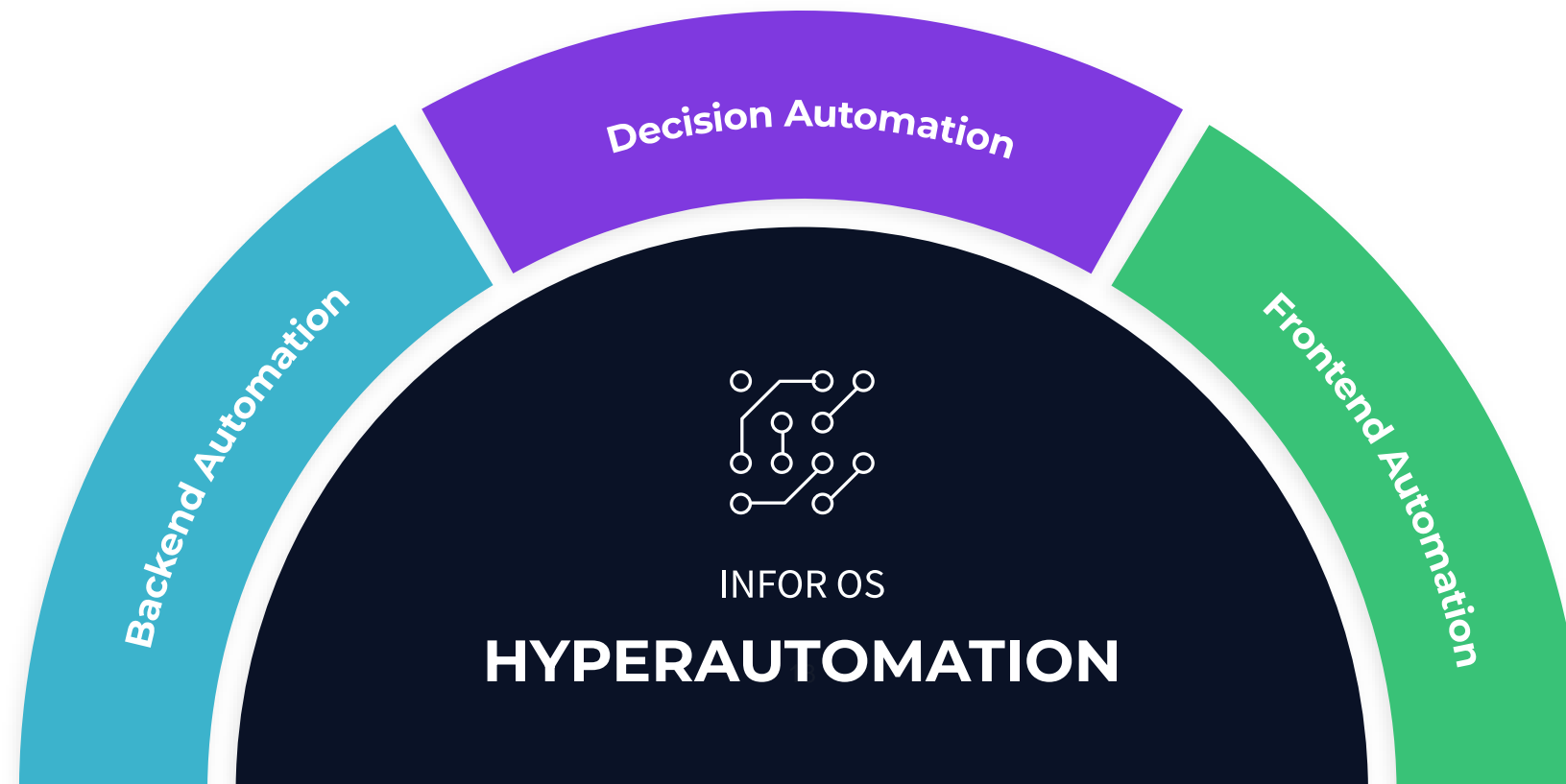
Event driven, decisions/ orchestrations
BPMN patterns (data extract / split / merge / branch / route)
Human interaction workflows / tasks / alert

AI Centric Coleman

ML Driven: Predict / Classify processes
Conversational BOTS: Voice / Text chat-based task automation
Browser / Mobile / MS Teams

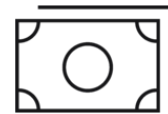
Labor Centric RPA

Repetitive task automation, involves emails / Excels / PDFs,
Data extraction, PreFill forms
Automate actions (UI BOTS)



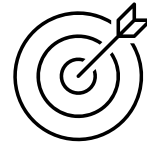
The why, what and how of Infor RPA

Cost



Employing full-time employees to do data entry, gate-keeping, or bookkeeping can be costly (time consuming and error prone)

Automation



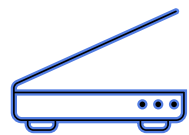
Robotic Process Automation (RPA) and OCR Intelligent Document Processing (IDP) that replaces repetitive, tedious, and error-prone tasks with virtual BOTs

Virtual Workforce



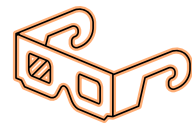
The result is a very fast and reliable virtual workforce that can execute anytime, anywhere, with measurable ROI

Intelligent Document Processing



Text Extraction

- Key-Value Pair extraction
- Region of interest / template driven



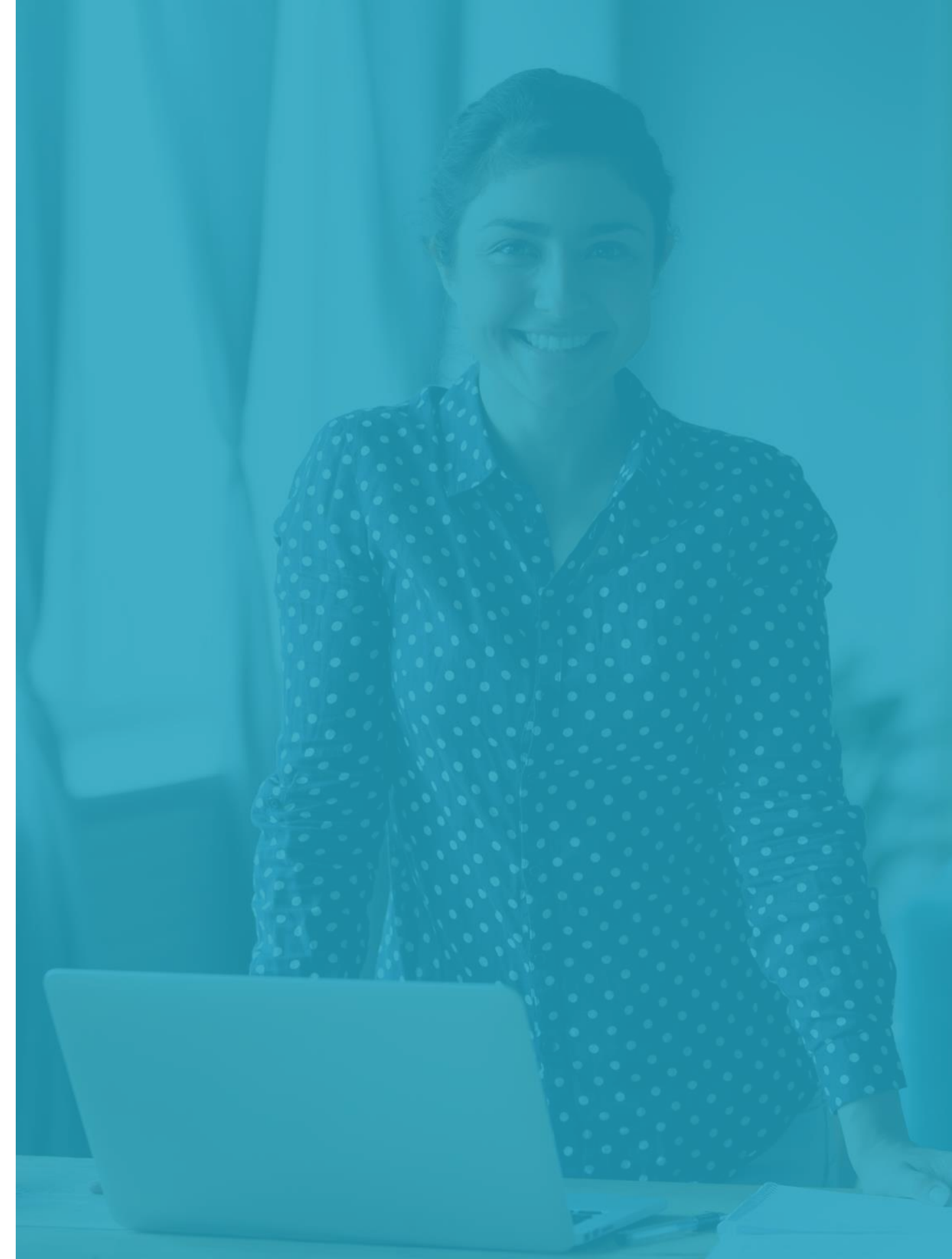
Document Analysis

- Processing tables, forms
- Pre / post enhancement of content
- Support for PDF and images



AI / ML based Extraction

- Ability to make a ML model and train them
- Integrated with Coleman AI
- Support for opensource algorithms



RPA content library examples



Machine Learning Showcases

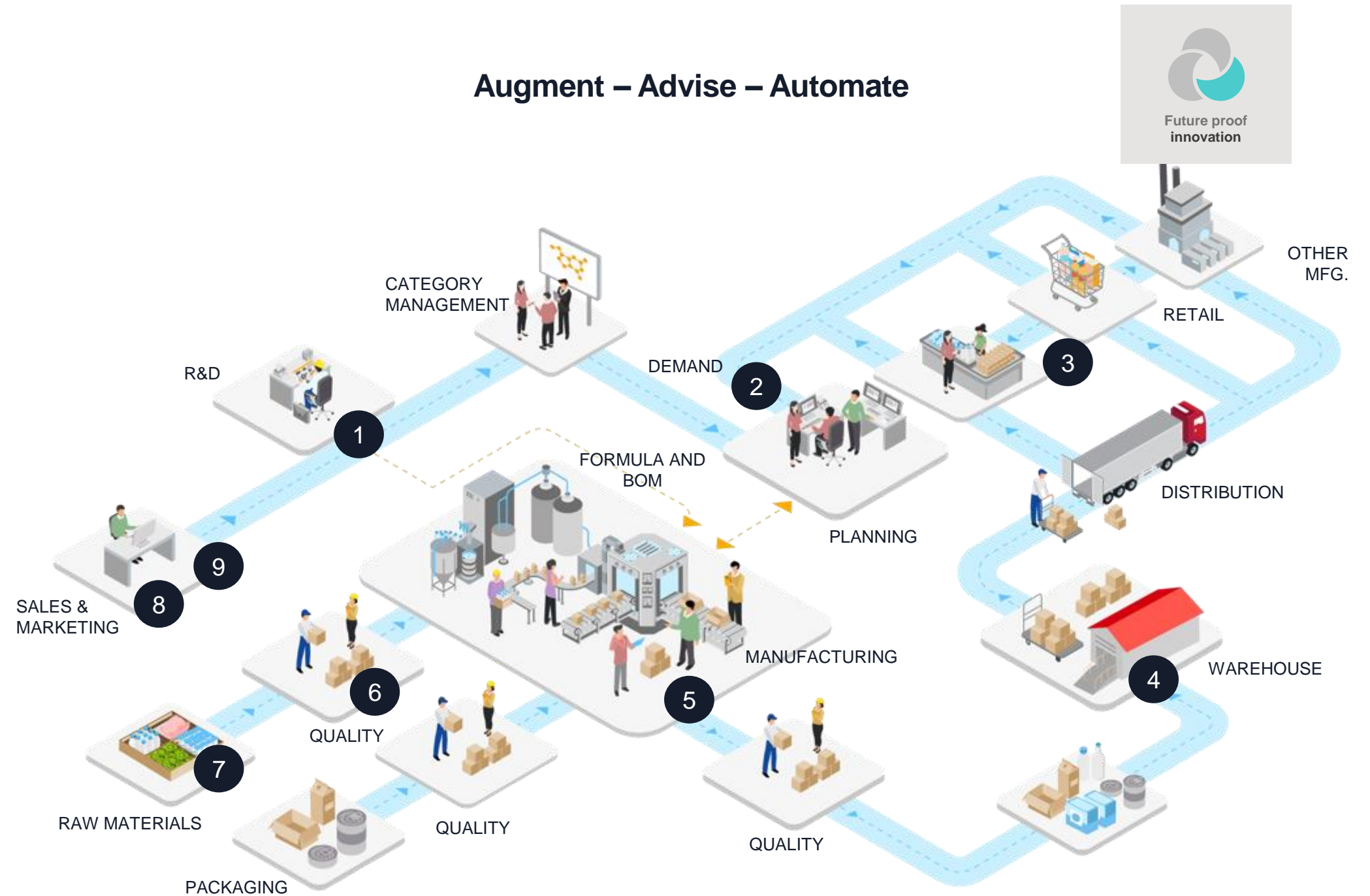
Example use cases at work and how to leverage Infor Data Science services

Drivers for artificial intelligence



AI innovation use cases

1. Optimizing formulations and BOMs
2. Predict demand considering weather forecasts
3. Capturing proof of delivery from email with robotic process automation (RPA)
4. Digital assistant providing inventory information and holding suspect goods using voice
5. Optimizing machine settings to maximize yield and quality with IoT and AI
6. Checking ingredient quality using computer vision
7. Purchase order approval with workflow automation
8. Anomaly detection
9. Product and price recommendation





Machine Learning Showcases

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.



Machine Learning Showcases

Quality and yield maximization use case

Amalthea leverages the power of Infor's platform technology to improve cheese yield, quality and consistency despite the unpredictability of milk, resulting in:

- 7x times faster to identify yield deviations
- €500K annual savings for every 1% increase in yield
- More accurate target yields for better quality and yield
- 10 hours per week time saving in data collection and analysis

Under 90 days of effort to deploy.

Amalthea

Wonders of milk

Amalthea is the goat cheese producer in the Netherlands selling to more than 35 countries. Each day, Amalthea strives to make the most of the top-quality goat milk that is received from around 50 goat farmers who are members of the Amalthea Cooperative of Goat Farmers. Amalthea's mission is to enhance the lives of consumers, customers and farmers by making delicious and nutritious dairy products in a sustainable way, based on utilizing the richness of goat and cow milk to the full extent.

Challenges with implementing Machine Learning

IT complexity

- Many puzzle pieces from multiple vendors – it easily breaks
- It is complex to integrate AI/ML tools to the data sources they require
- Difficult to scale-up after the prototype phase

Data

- Data consolidation, preparation, and cleansing is mandatory
- Specialized skills required to map data to create scalable results

Skills

- Need visionary subject matter experts from the business that know where the value is
- Limited data science skills available in the business

Cost

- Upfront costs and lengthy execution lead to elusive ROI and time to value
- To provide consistent value models must be maintained (hidden cost)

Enterprise Application Platform



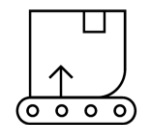
Capabilities as a cloud service

Don't be hold back by IT complexity and focus on business outcomes instead



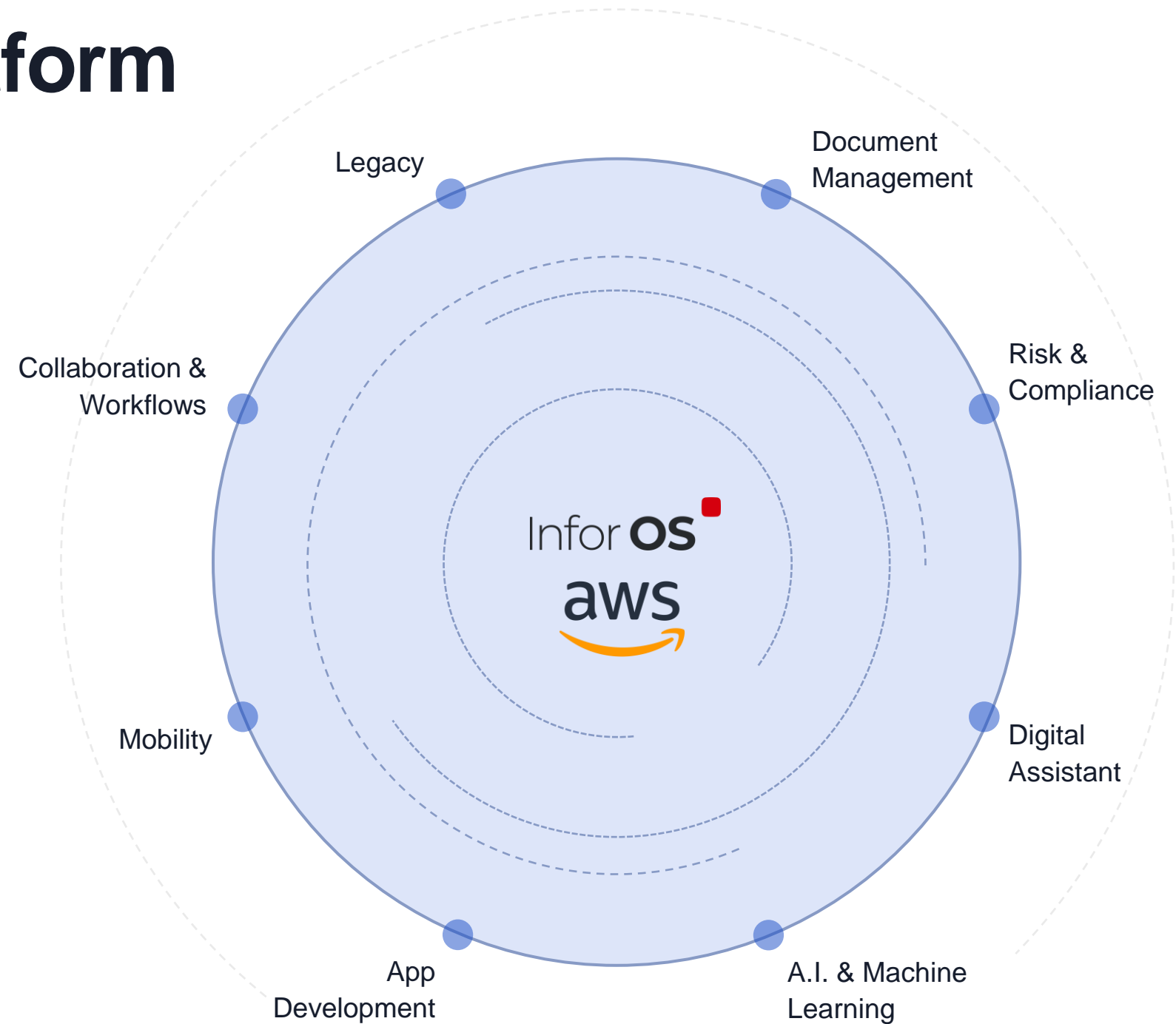
Open

Leverage industry standards, open source and AWS infrastructure to easily expand with new use cases

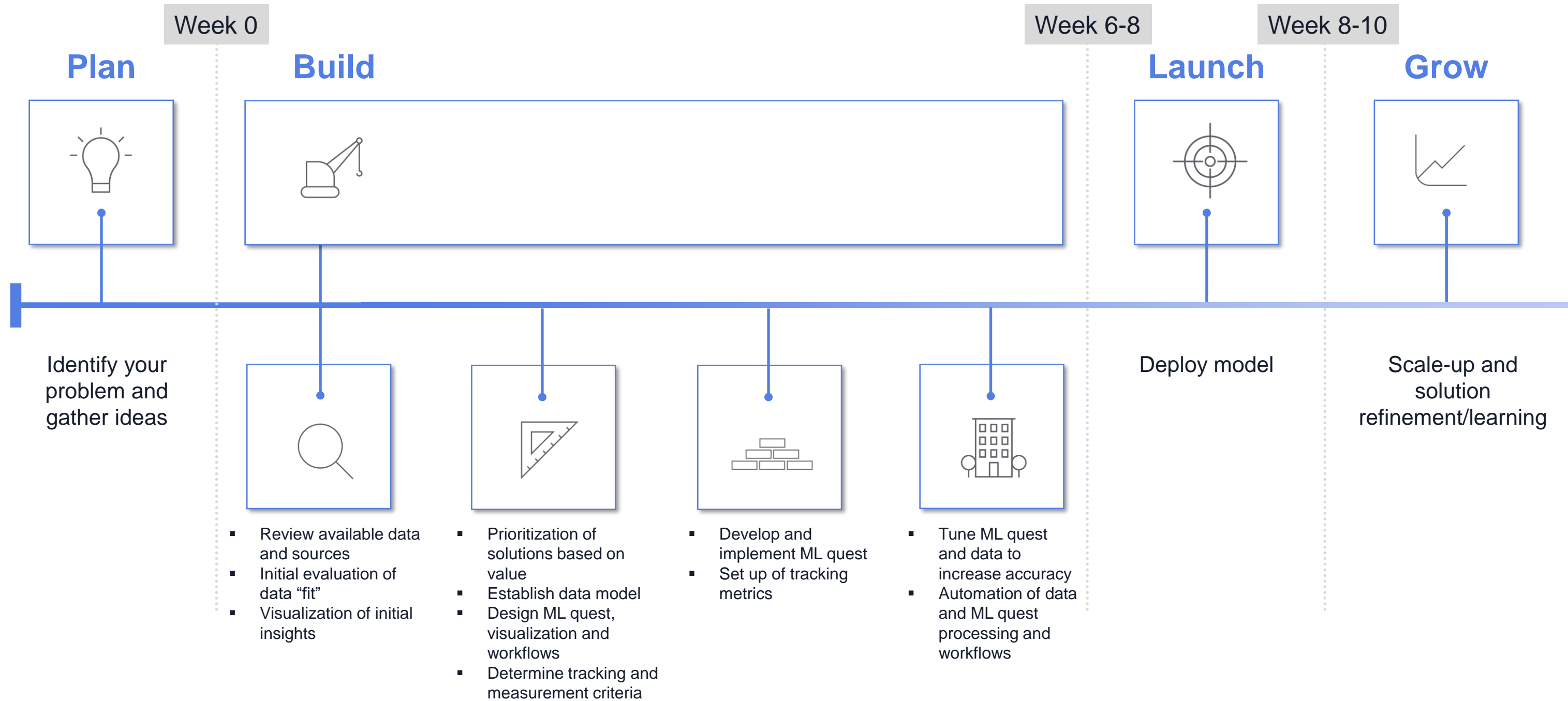


Industry best-practices

Flying start with proven machine learning templates and integrated with industry applications for automated execution



Infor Data Science services approach



Q&A

Wrap-up and Q&A

INFOTEAM Days

Thank you

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

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

infor

Smart. Preconfigured. Modern.

Copyright © 2023. Infor. All Rights Reserved. [infor.com](https://www.infor.com)