

Infoteam - Den store teknikkdagen 2024

Tekniske nyheter rundt Infor M3 M3CE Overview and Strategy

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January 25, 2024



Agenda

01

Cloud momentum

02

Progress this year

03

What are we working on



Disclaimer

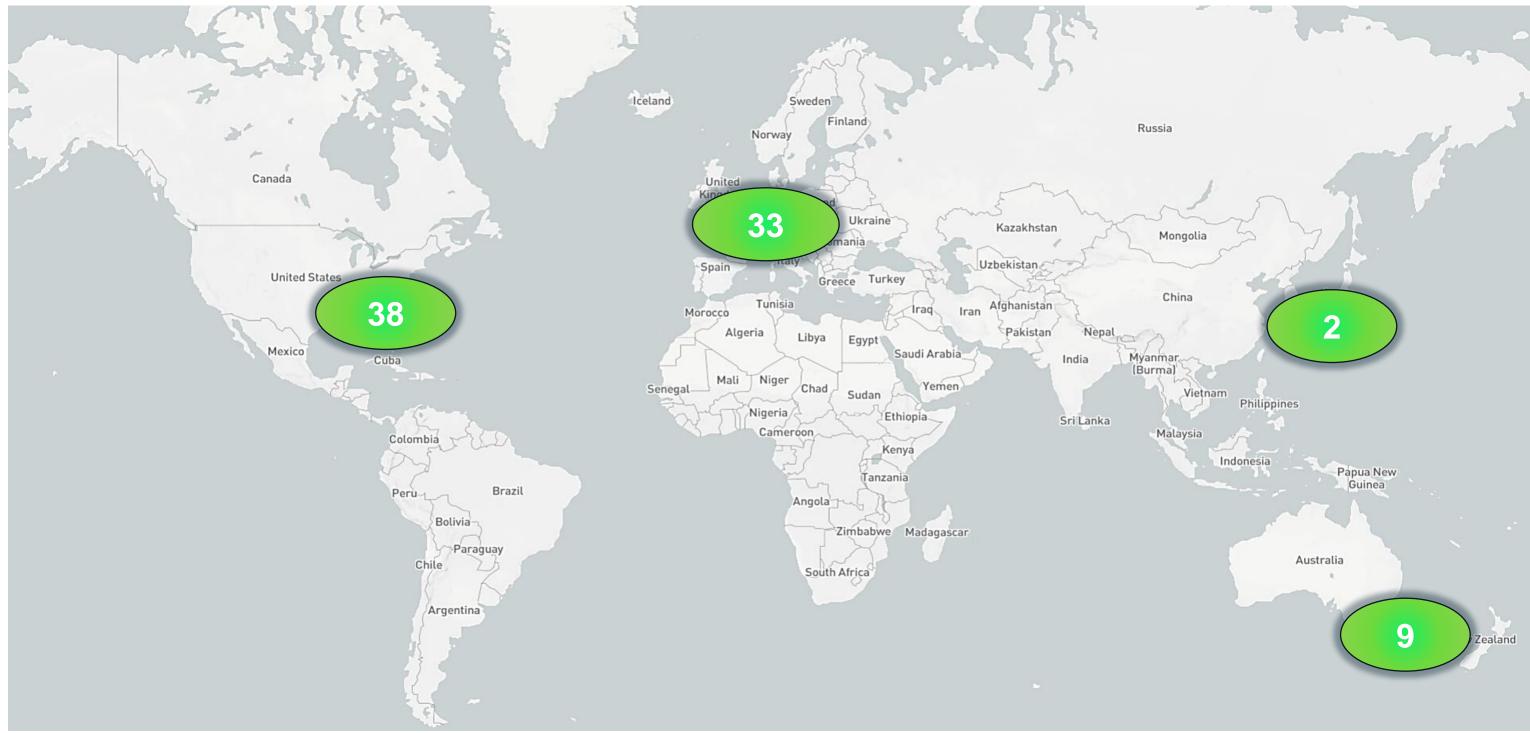
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M3 MT – 82 Cloud customers



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27/11/2019

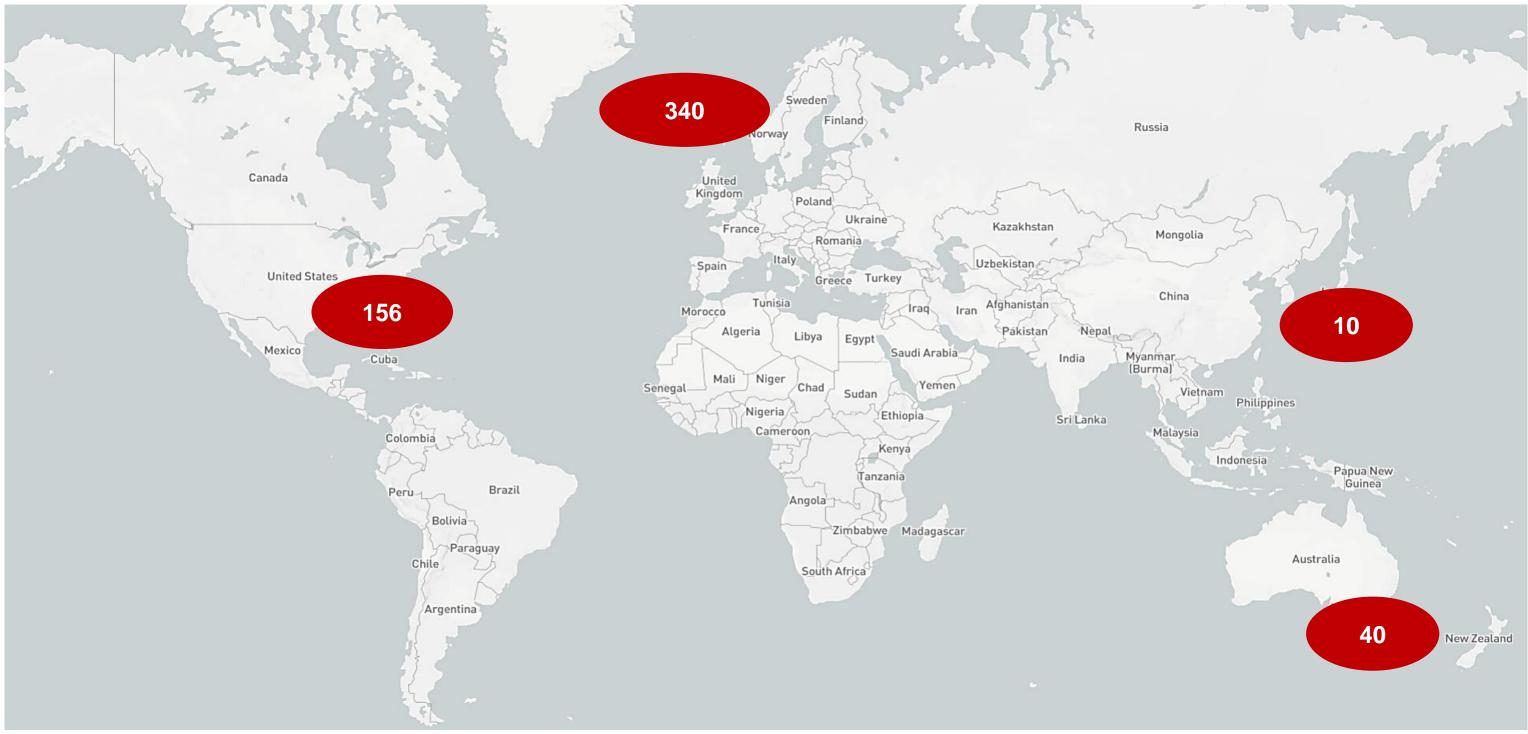
M3 MT – 276 Cloud customers



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2021/12/21

M3 MT – 546 Cloud customers



Nordic Customers - M3 CloudSuite (MT)



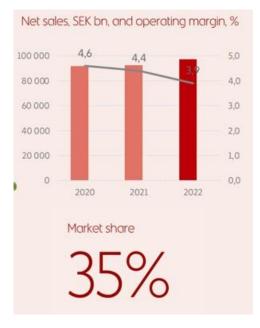
ICA Sverige at a glance



ICA Gruppen's operations are broken down into

ICA Sverige Rimi Baltic Apotek Hjärtat ICA Fastigheter ICA Banken

ÍCA Sverige Net Sales 2022, MSEK



* Transferred to FTE



Close to **9**000 Employees* in ICA Sverige

About 50 000 People work in the retailer-owned ICA stores



The Industry Cloud Company

Expect better outcome in Cloud

Industry focus Up to date Rich of industry specific Evergreen solution with capabilities and content: industry specific updates: Last mile functionality State of the art security and technology • Preconfigured end-to-end Continuously improved solution business performance Prescriptive implementation ٠ New functionality injected Industry documentation silently into the cloud

Agile

A DNA of speed and agility:

- A fluid solution adopting to everchanging business requirements
- Enabling customers to be disruptive and agile
- Support for new and changing operating models

Operate

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Innovation

Cloud technology platform enabling differentiation and innovation

- Strong decision support
- Automation capabilities (ML/RPA/PI)
- Business optimization
- No/low/full code development capabilities

Differentiate

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We as Nutreco are able to deliver a digital solution for our business, by leveraging from the proven state of the art technology, which is taken care of by Infor and focus on delivering the value"

Erik Beckers, CIO of Nutreco

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In distribution, we are highly dependent on technology. Previously, it was hard to scale as fast as we needed when we had a sudden growth spike. But now with our multi-tenant cloud solution, we are ready to scale and go."

Andrew Bennett, CEO, Vallen Asia

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We can stay ahead of our competitors through being **more agile** in responding to new trends, collaborating on a new idea and launching these on the shop floor quickly because our processes are being more efficient today."

Nina Hjalmarsson, Supply Chain Director/CIO Kiviks Musteri

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As our business rapidly expands, APP Group needs to have a modernized IT foundation to grow and scale effectively. Our investment in Infor's ERP and supply chain solutions will help **provide the transformation** our organization needs to drive agility, improve our time to market for new products and expand globally." Donna Lisk, Chief Financial Officer, APP Group

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In meeting the needs of our market, it's imperative that we have the agility to be able to respond quickly to trends in order to capitalise on new opportunities, and ultimately maximise sales."

Per Svensson, IT Director Cloetta

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Infor's cloud solution will help unify all aspects of our business by providing integrated workflows and full visibility across the organization to more efficiently and proactively service our customers." Kim Cordell, VP of Information Technology at Wajax

Beyond applications **Dilemma for CIOs**

Key challenges

Complexity and cost with multiple vendors

Need to maintain different skillsets

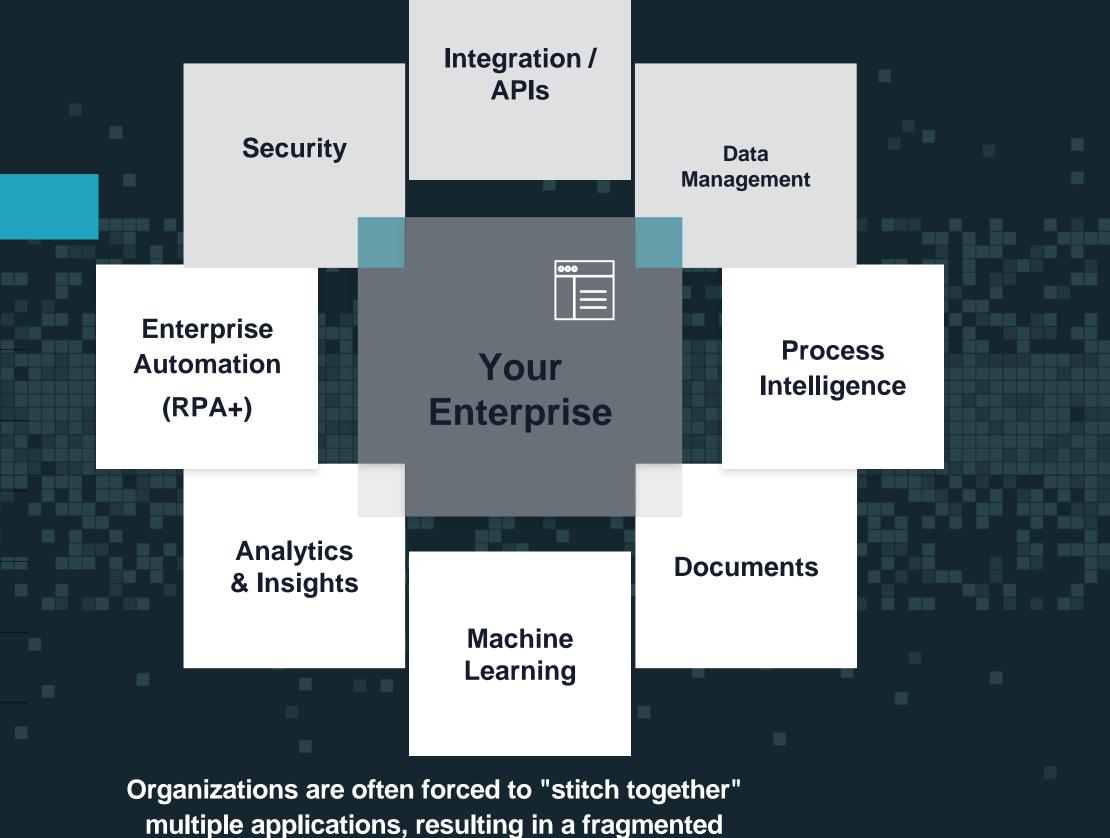
"Forever" integration & maintenance work

Dealing with multiple clouds

Security challenges

Fragmented user experience

and fragile enterprise architecture

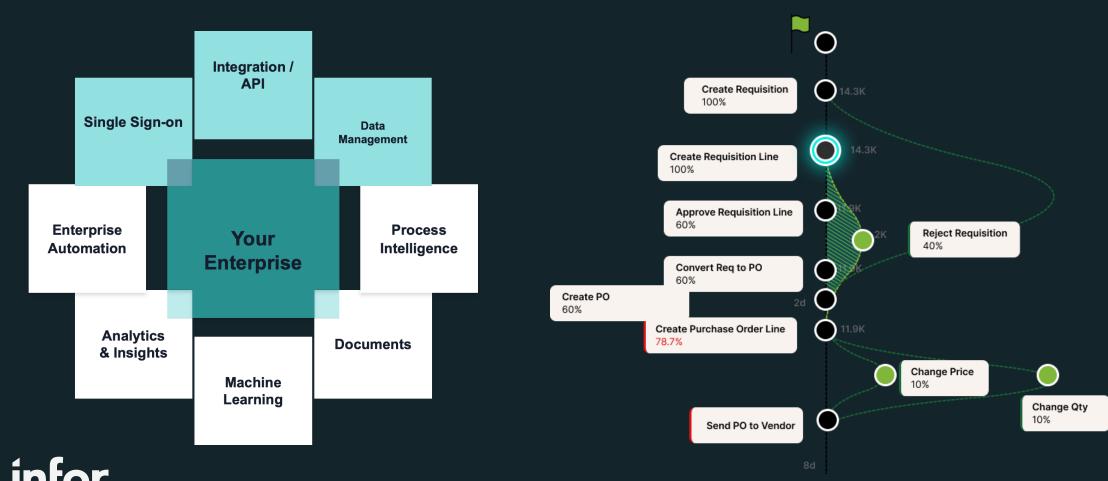


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Infor solution

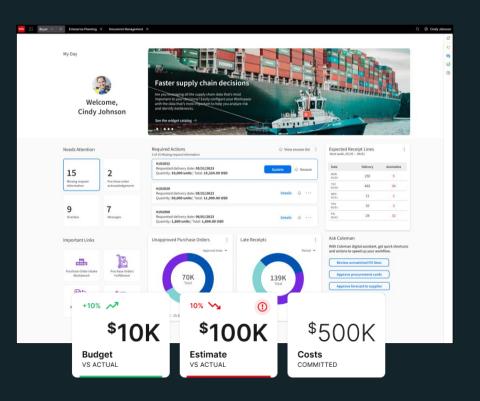
One Integrated Platform

Composable **Processes**



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Automation / Intelligence / **Productive**



M3 Experience Designer

Creating a tailor made M3 user experience

Any industry, any process, any user

M3 Experience Designer is a tool, not a one-off application. We support all our focus industries, any customer process, any user.

Our users

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- M3 Development, building new standard applications
- Services organization and partners
- Customers IT, development resources, power users ٠
- Application end users •

Integrated part of the standard M3 user interface

Customer get, not only the customizable standard user tailor made applications for their specific needs.

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interface, but also a fully integrated toolset that let them build

M3 Experience Designer

"The Experience designer is intuitive and easy to use. We have moved from developing applications to configuring them!

Our users are happy with the applications we have created so far, now we can bring information from different areas into one screen / application."

"Experience designer är helt rätt väg för framtiden. Innan det började pratas om detta så såg jag stora utmaningar på detta området eftersom vi haft våra mashups, och skulle de behövts ersättas med SDK som kräver programmerare"

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M3 Experience Designer ٠

What's next? (April)

- Conditional styling
- Custom Input fields
- Auto select first row
- Button/Link component •
- Group pane component ٠
- Open app with default values

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Experience Designer

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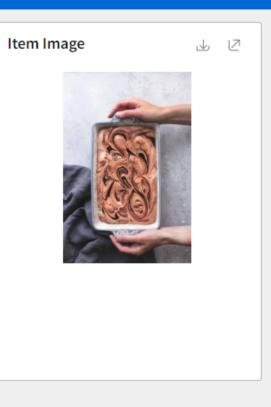
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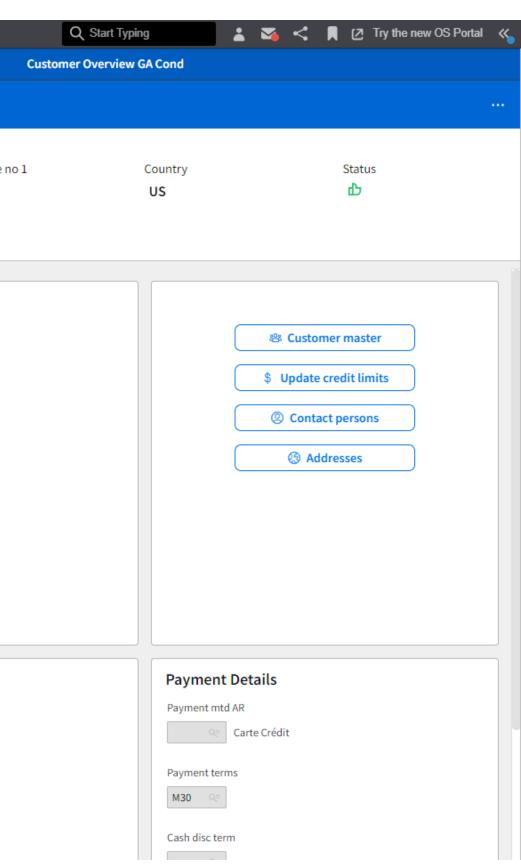
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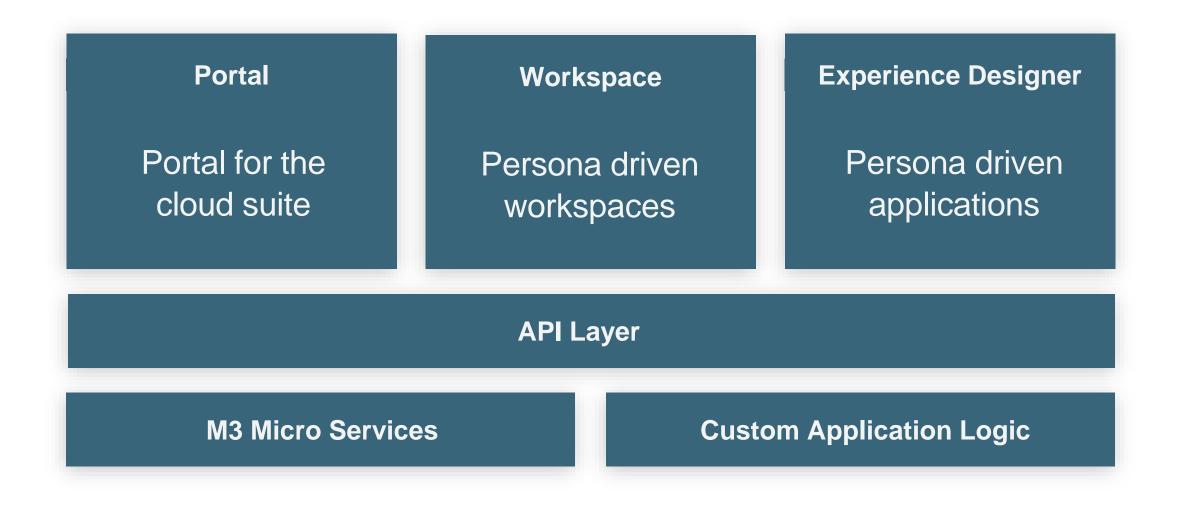
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UX Direction





Enabling hyper-productivity for the end user

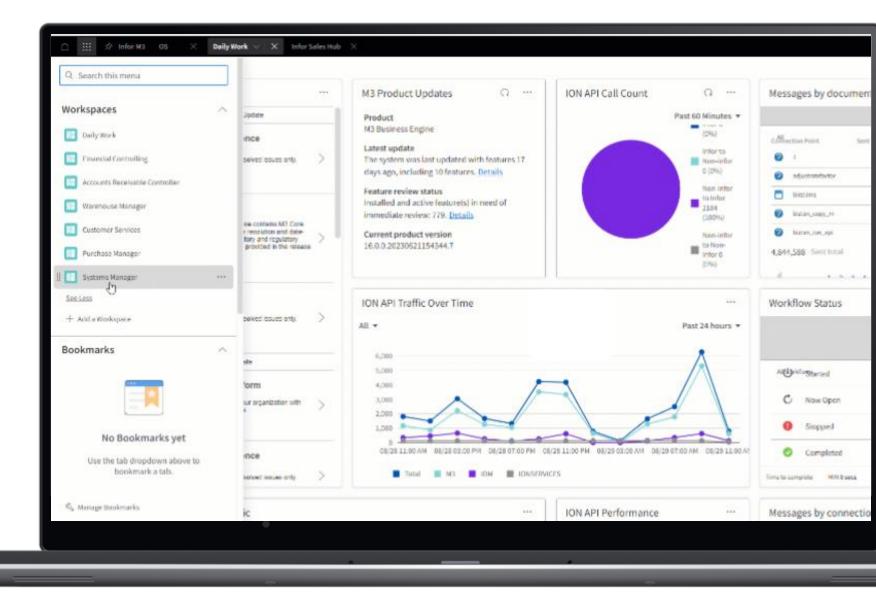


Improved CloudSuite navigation

 Users can now navigate between applications, workspaces etc more easily using the OS Portal. Select applications via the menu and jump between open applications, workspaces etc via tabs

Configurable Workspaces

 Users can leverage robust Workspaces configurability options, so they have the ideal place to start and end their day in their Infor CloudSuite



Enabling hyper-productivity for the end user

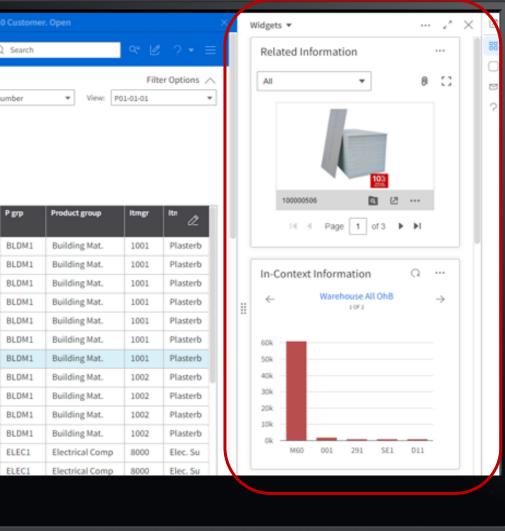


Expanded contextual capabilities with Smart Panel

• Users can take advantage of expanded contextual capabilities, so widgets and Workspaces feel dynamic and specific to them

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Platform **New widgets for Open Al ChatGPT integration**

Two new widgets are published that provides users with an initial integration with ChatGPT.

- An in-context widget for Business Partner Review is that helps render instant insights using ChatGPT.
- 'Ask ChatGPT' widget that can pull information on any business context data using a custom prompt.

1	Custom	er. Open						×	ChatGPT • ··· ,
((9	5					۹	৫ ৫ ?- ≡	≣	Business Partner Review
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US	MN	St Paul	Contact 1	MANSALES	MANSALES1		0-Not blocked		ZEELANDIA is a Dutch-based company that specializes in
US	MN	St Paul	Contact 1	MANSALES	MANSALES1	Y10000	0-Not blocked		the production of high-quality food ingredients. It is a
US	CA	Sacramento	Contact 1	MANSALES	MANSALES1	Y10000	0-Not blocked		leading supplier of bakery ingredients, dairy products, and
US	СТ	Hartford	Contact 1	MANSALES	MANSALES1	Y10000	0-Not blocked		other food ingredients to the food industry. The company is
US	IL	Chicago	Contact 1	MANSALES	MANSALES1	Y10000	0-Not blocked		committed to sustainability and is certified by the BRC Global Standard for Food Safety. ZEELANDIA is also a
US	MI	Detroit	Contact 1	MANSALES	MANSALES1	Y10000	0-Not blocked		member of the Sustainable Food Trade Association.
US	IL	Chicago	Contact 1	MANSALES	MANSALES1	Y13000	0-Not blocked		
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IE			Payer Contact 1	MANSALES		Z00010	0-Not blocked		Prompt is "What kind of products does [[.Object1.key1]] make?" You will get the preview as "What kind of products does Infor make?"
US	MN	St Paul	Contact 1	MANSALES	MANSALES1		0-Not blocked		

Value

- Chat GPT

infor

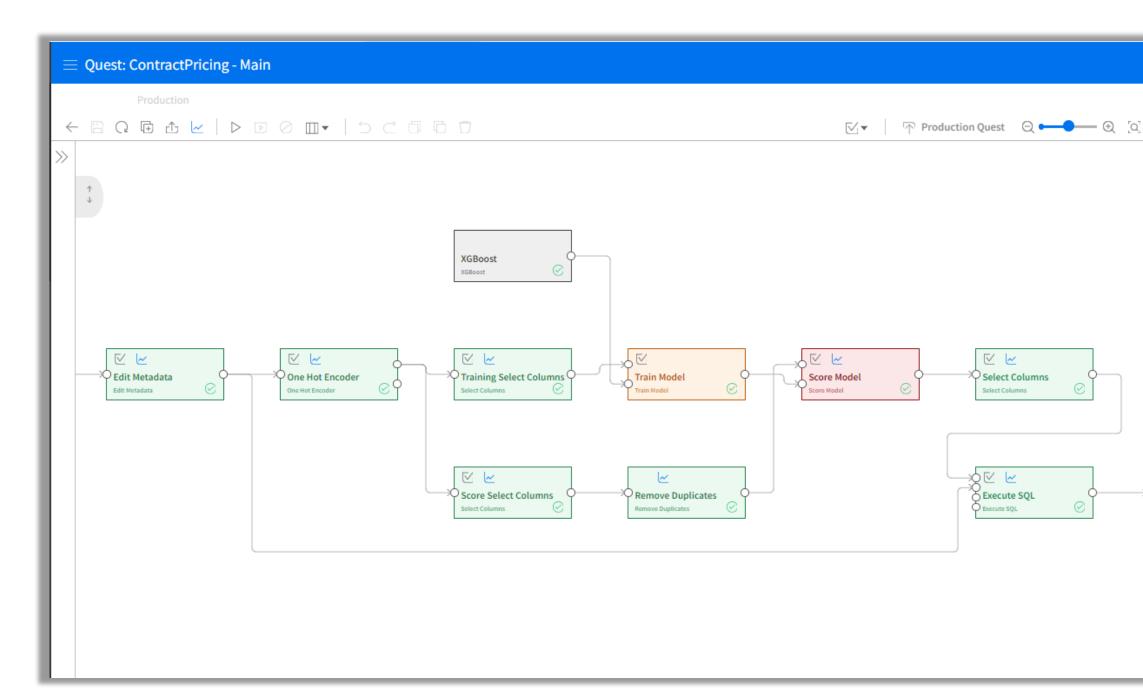
Simple, easy to use entry point for technologies such as LLMs and

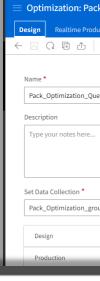
Sourcing the power of internet in a business context

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Artificial Intelligence – Machine Learning

- Used within a business process to ٠ help with better decision making where a decision is similar to past decisions that were made
- Use large amounts of data for ٠ Mathematical-based predictions; with answers provided incontext.
- Used within a business process to • help with better decision making . Examples are:
 - Discount on a CO Line
 - Classification of a Customer (A/B/C)
 - Upsell & Cross-sell products
 - Production Yield improvements





Cancel

Infor OS

Artificial Intelligence - Optin

- Used within a business process to help with better decision making – where the decision is not similar to past decisions that were made
- Use small amounts of master-data combined with transactional data to make recommendations of how to proceed.
- Example is: •
 - Warehouse Packing Optimisation •

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		100000512	Jointing Tape 100mmx20m	2		
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		100000512	Jointing Tape 100mmx20m	3		
	Package 3: Package Type YT1-0	100000501	Plasterboard 9.5mm 1200X800A	1		
		100000511	Plasterboard Adhesive 25kg x	1		
		100000512	Jointing Tape 100mmx20m	3		
		100000513	Gold Screws 39mm (Pack 100)	4		
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		100000512	Jointing Tape 100mmx20m	3				
	Package 3: Package Type YT1-04	100000501	Plasterboard 9.5mm 1200X800A	1				
		100000511	Plasterboard Adhesive 25kg x	1				
		100000512	Jointing Tape 100mmx20m	3				
		100000513	Gold Screws 39mm (Pack 100)	4				
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		100000511	Plasterboard Adhesive 25kg x	1				
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					24			

infor

Pack Items

The AI Evolution

Prescriptive & Predictive AI

Deep learning models with supervised and unsupervised learning that produce prescriptive and predictive outcomes



Automated machine learning is applying the ML models to solve real-world problems using automation.

Neural networks

Type of ML process that teaches computers to process data like a human brain

Α

Simulation of human intelligence by machines and computer systems

Machine Learning

Branch of AI where machines learn like humans using data and algorithms, gradually improving its accuracy





Generative Al

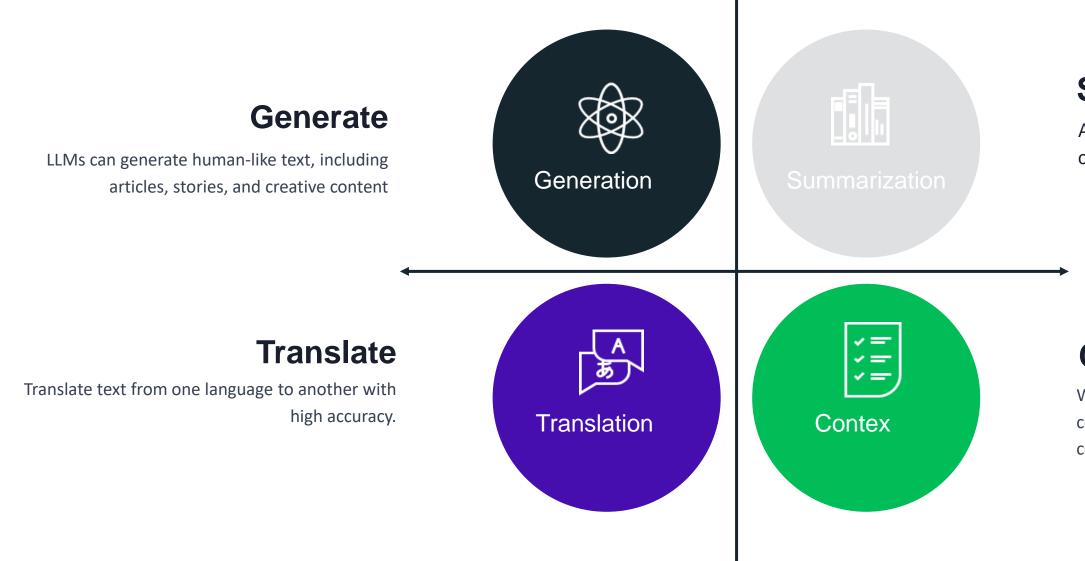
Foundational models that can generate high-quality text, images, and other content based on the data they were trained on.

WINS

Words Images Numbers Sounds

Product Overview (planned for 2024) Large Language Model

Models trained on large text datasets coming from all kinds of data sources



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Summarize

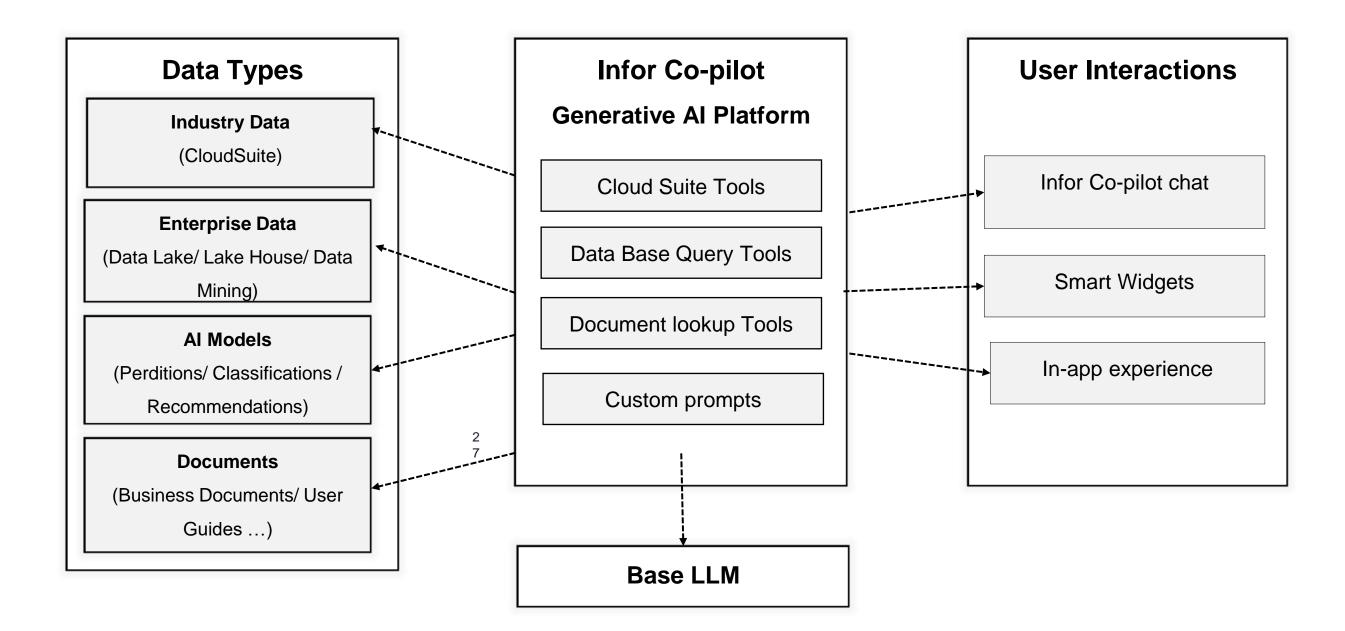
Automatically condense long texts into shorter, coherent summaries.

Contextualize and Analyze

Within a sentence or paragraph, LLMs analyze the context of a given word or phrase to generate coherent and contextually relevant text.

Infor Copilot | Product Overview (planned for 2024)

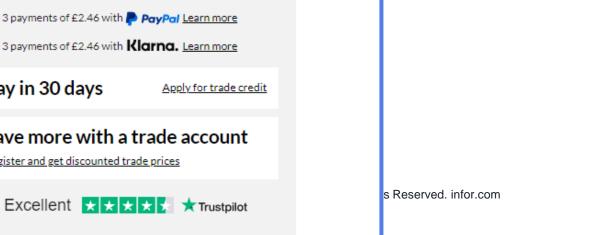
Gen Al Platform



https://materialsmarket.com/products/12-5mm-knauf-wallboard-square-edge-plasterboard-1800mm-x-900mm

🔼 12.5mm Knauf Wallboard Square 🗙 🕂 materialsmarket.com/products/12-5mm-knauf-wallboard-square-edge-plasterboard-1800mm-x-900mm What are you looking for? Search Building Adhesives & Plasterboard & Timber & Doors & Gardens & Screws & Insulation Fixings Drylining Sheet Materials Joinery Landscaping Sealants Home > Plasterboard & Drylining > Plasterboard > Knauf Plasterboard > Knauf Wallboard 12.5mm Knauf Wallboard Plasterboard Square Edge 1800mm x 900mm Specification O Reviews Ð ***** • View Product Reviews Manufactured from the highest quality gypsum, 12.5mm Knauf Plasterboard Wallboard comprises a gypsum core sandwiched betw two high-quality paper liners, the ivory face of which is suitable for taping and jointing. Sometimes referred to in the industry as "ba 12.5mm Knauf Wallboard boards" due to their small size, these 12.5mm Square Edge plasterboards are 1800mm x 900mm (or 6 x 3 in ft), making them easy to and install. At 12.5mm thick, these boards are the range's most popular plasterboard thickness. However, there's much more to the Square Edge Plasterboard their size. 1800mm x 900mm Let's check the specs: Plasterboard is easy to score and snap for quick and snappy installation URN: 2001027 Can be fixed using screws or by dot and dabbing with plasterboard adhesive - for best performance, use in conjunction with Kna jointing compounds, metal systems and finishes £7,38 inc. VAT Cost-effective choice for reducing noise transmission, particularly airborne sounds such as speech Suited for partitions, linings and ceilings - versatile application range 5 per m2 Ideal for a plaster finish or for direct decoration including painting 12.5mm Knauf Wallboard Plasterboard (1800mm x Thermal Conductivity: 0.19 W/mK 900mm) is a cladding component with a square edge profile perfect for textured finishes/undecorated Make 3 payments of £2.46 with PayPal Learn more applications that require basic fire, structural and... Make 3 payments of £2.46 with Klarna. Learn more Read full Product Description Pay in 30 days Apply for trade credit Get each sheet for £7.01 when you buy a BULK SAVING Save more with a trade account pallet of 80 Register and get discounted trade prices

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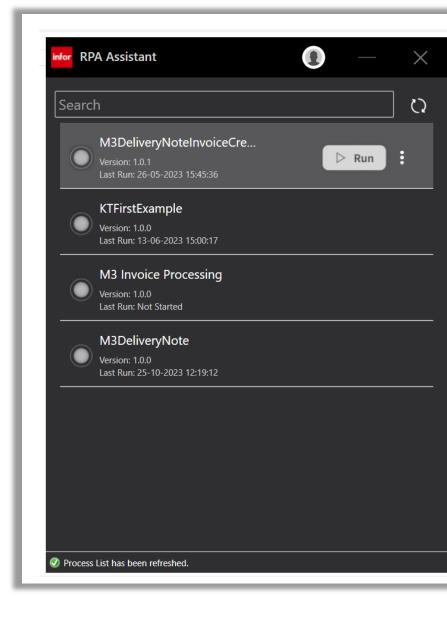


Infor OS

Infor RPA and Document Scanning

- Tool to help "move data around"
- Good usecases are taking data from outside CloudSuite and bringing it inside
 - Digitize paper / pdf Supplier Invoice and map to M3 APIs
 - Scan Delivery note for Signature and book Proof-of-Delivery using M3 APIs
 - Remove pdf from email and add as Customer Order in M3 using APIs

The RPA tool can also use M3 Screens to add data if no APIs are available.



← M3DeliveryN	lotelnvoid	eCreation		
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USER				
homepageUrl				
			Save	

Four initiatives to support our customer



01

Sustainability improvement & reporting

A strategy management system that support our customers transformation to a sustainable business.

02

Sustainability taxes

A tax generator that by configuration can calculate, report and account for sustainability taxes

03

Product sustainability declaration

Changes in M3 to hold sustainability attributes per item. Capture for materials and components, added own impact by allocation from company totals. Used in prices list, business documents and processes.

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04

Process changes

Sustainability will I have impact on existing process and these changes are described in this section.

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30

Sustainability Management (planned for 2024)

Application purpose

Help organizations effectively collect, manage, analyze, and communicate their sustainability-related data and performance.

A strategy tool to provide a clear picture of:

- How the organization affects different areas related to sustainability.
- How the organization is working with sustainability.

Vision, strategy, implementation, execution and follow up.

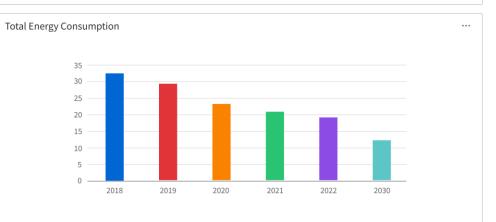
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Customer Orders Overview

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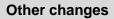
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10 767	8 685	7 635	6 974	5 800
-727	-1 238	-1 840	-3 330	-8 500
29 298	23 778	21 595	19 458	12 800



Overview of the four subprojects



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Procurement

Construction / Recipe changes

Production changes

Supplier assessments

Sustainability improvement & reporting

Objective

Support our customer transformation to a sustainable world

Mission

Provide a new module for strategi support, that allows our customer to

- Create strategies to realize the transformation. (OKR principle; Objective and key results)
 - Define and follow-up activities
 that create the wanted
 transformation
 - Manage KPI to be used in the sustainability reporting.

The first strategy to be supported is "Sustainability improvements" 🧶 Zeelandia



Integrated Sustainability Report 2019



aggreko

Greener Power in Construction

Subainability insights from field truth conducted by Aggrelic and Sir Robert McAlpine





M3 Foundation, cloud storage and admin

Administration Tools

01

Administrative tools

Overview of M3 BE Administrative tools, walkthrough of some features delivered during last year, also information on some future roadmap items.

Today at 10.00

infor

Experience Designer Experience Designer Administrati.. **Business Engine Configuration D. Business Engine Data Management Business Engine Field Audit Trail Business Engine Files Business Engine Interactive Prog...** Business Engine Jobs Business Engine Logs Cloud File Transfer Agent Admini.. **Configuration Management** Data Lake Publisher **Event Analytics Rules** Event Hub

H5 Administration

M3 Function Search Administration

M3 Metadata Publisher

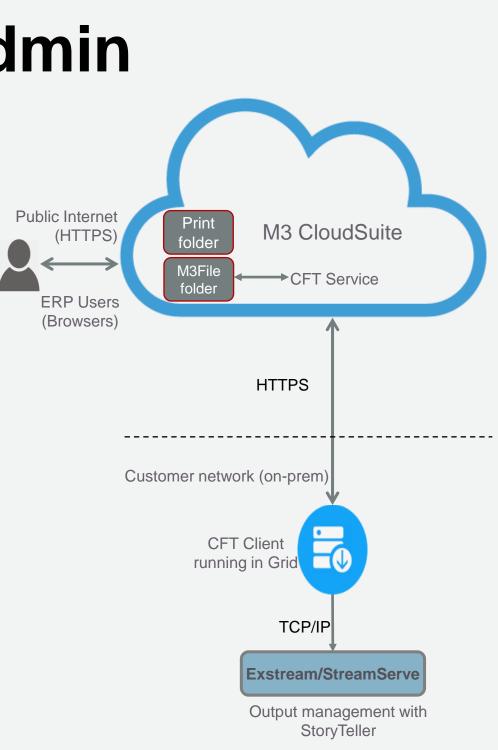
M3CE About

02

CFT Cloud Storage

When was CFT Cloud Storage introduced, retention policy for files saved in Cloud, when is CFT Client still needed.

Move Tenants to Cloud Storage?





MAF Teknikdagarna

Integration in M3 cloud

Whe now

Common mistakes we se in cloud

Today at 11.00

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What we want to do to get even better

Where we are

Configuration Management

Configuration Management is a tool that allow configurations to be copied from one tenant to another. This functionality is cross CloudSuite i.e., M3, Infor OS, ...

The information exported from one tenant is referred to as a local package and can be applied to all tenants of a customer. A package can be created in TST and then deployed both in TRN and PRD tenant.

Today at 13.00

infor

Select Organization Description Name 400_AAA \mathbf{v} (A) 🗸 (A) 🔺 4000IPROI - OIPROI OIPROI Business Engine Configuration 400 FAPIBH - FAPIBH FAPIBH + API - Application Programming Interface 97 BPPMPD - Milestone Milestone chain + COP - Customer Order Processing CRS - Cross Application Services ACLHED - WC Header Warranty Claim Custom list (CMS010) + Custom list MI (CMS015) ACLSPC - WC Spec Warranty Claim + Language (CRS010) ACLVER - WC Version Warranty Claim Sorting option (CRS021) + Sorting Order (CRS022) ACUORL - ACUORL ACUORL Delivery method (CRS070) + Payment terms (CRS075) ADOCREPORT - Adhoc Adhoc Report + Place (MMS008) AD VEHICULE - AD Vehi. AD Vehicule + ENV - System Environment Managemer + FAS - Fixed Assets AH_MPLINE - Purchase Purchase Price + MNU - Company, Division, User, Sys La AH_OSASTD - Order stat Order statistics + POP - Purchase Order Processing + RGR - Report Generator AH_OSBSTD - Order stat. Order statistics + SEC - Security Management + SST - Sales Statistics and Performance API CCUCON01 - Conta. Contacts + RTM - Rental Agreements ARLCOLOOKLIR Custo Customor ordo + TPL - Transportation Management .∎ + WHM - Warehouse Management

Configuration Management

+ Data Lake Publisher

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		10/3/2017 02:00:00	FLEMIK0	1 tag
1		9/16/2020 02:00:00	BORMAR0	1 tag
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n Specificat		3/8/2021 01:00:00	RALBRE0	
Version		3/8/2021 01:00:00	RALBRE0	
		10/11/2017 02:00:00	ANDOYV0	
		7/2/2020 02:00:00	BRUHER0	
		9/27/2017 02:00:00	QUIXAV0	1 tag
History		8/14/2020 02:00:00	BORMAR0	1 tag
		2/2/2017 01:00:00	BODJOA0	1 tag
		2/2/2017 01:00:00	BODJOA0	1 tag
		8/11/2021 02:00:00	GANDERSSON	
rlookun		11/30/2021 01:00:00	MOVEY	•
Page 1	of 37 🕨 🕨		25 Re	cords per page 🔻



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