Infoteam - Den store teknikkdagen 2024

Tekniske nyheter rundt Infor M3

M3CE Overview and Strategy

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January 25, 2024

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Agenda

01

Cloud momentum

02

Progress this year

03

What are we working on

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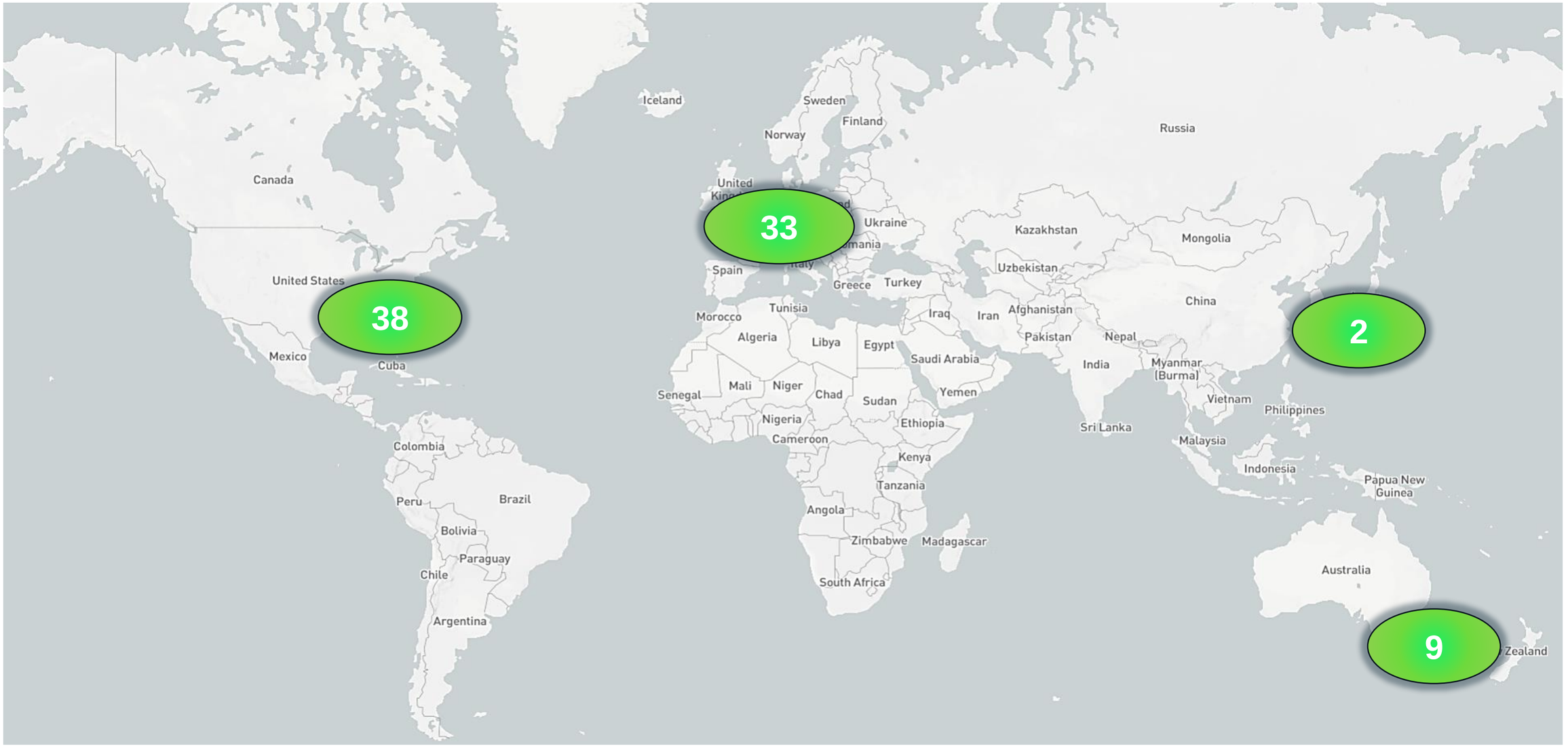
M3 MT – 82 Cloud customers



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M3 MT – 276 Cloud customers

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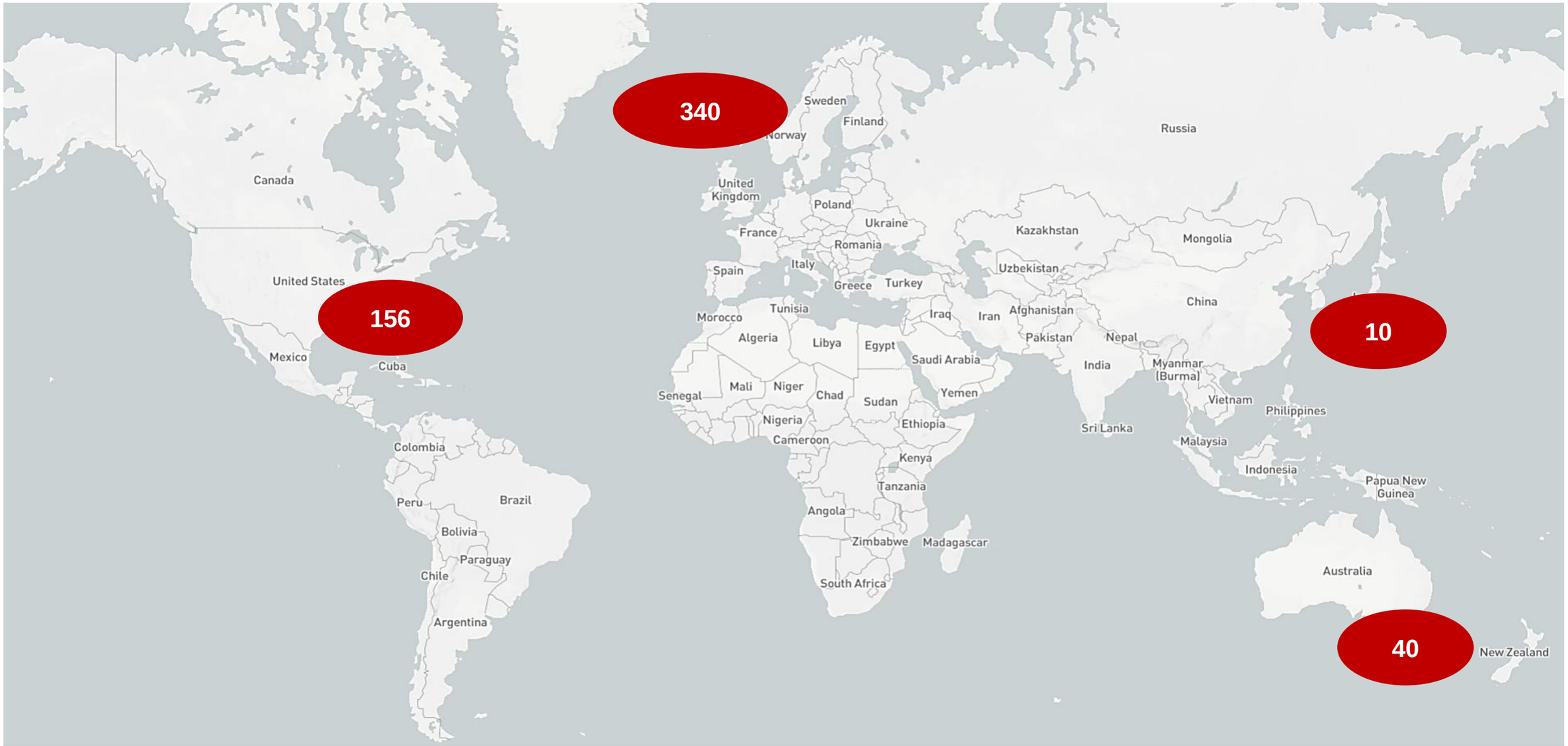
M3 MT – 546 Cloud customers



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Nordic Customers - M3 CloudSuite (MT)

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ICA Sverige at a glance

1 267

Retailer owned ICA stores
in 285 of our 290 Swedish communities.

CEO ICA Sverige
Eric Lundberg

ICA Gruppen's operations are broken down into

ICA Sverige
Rimi Baltic
Apotek Hjärtat
ICA Fastigheter
ICA Banken

ICA Sverige Sales 2022

97,3 Mdkr

ÍCA Sverige Net Sales 2022, MSEK

Close to

9 000

Employees* in ICA Sverige

About

50 000

People work in the
retailer-owned ICA stores

** Transferred to FTE*

Expect better outcome in Cloud

Industry focus

Rich of industry specific capabilities and content:

- Last mile functionality
- Preconfigured end-to-end solution
- Prescriptive implementation
- Industry documentation

Up to date

Evergreen solution with industry specific updates:

- State of the art security and technology
- Continuously improved business performance
- New functionality injected 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

Innovation

Cloud technology platform enabling differentiation and innovation

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

Operate → 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

"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

"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

"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

"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

"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

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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

Organizations are often forced to "stitch together" multiple applications, resulting in a fragmented and fragile enterprise architecture

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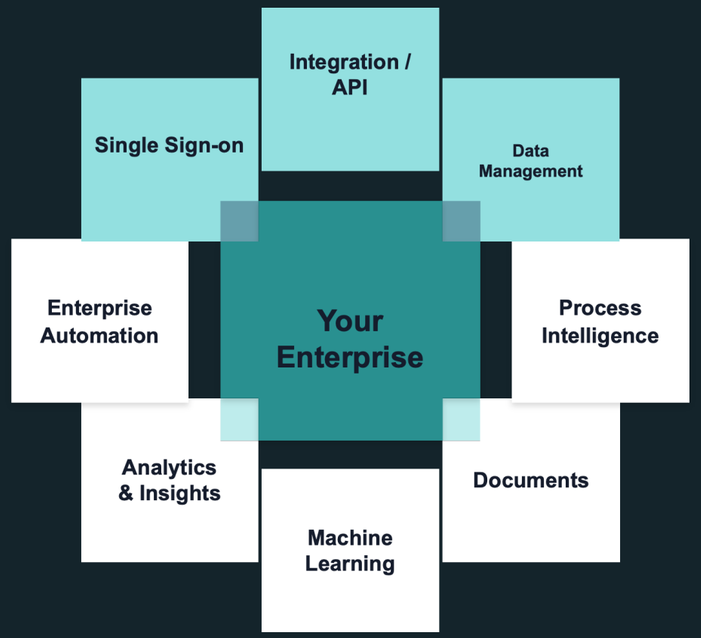
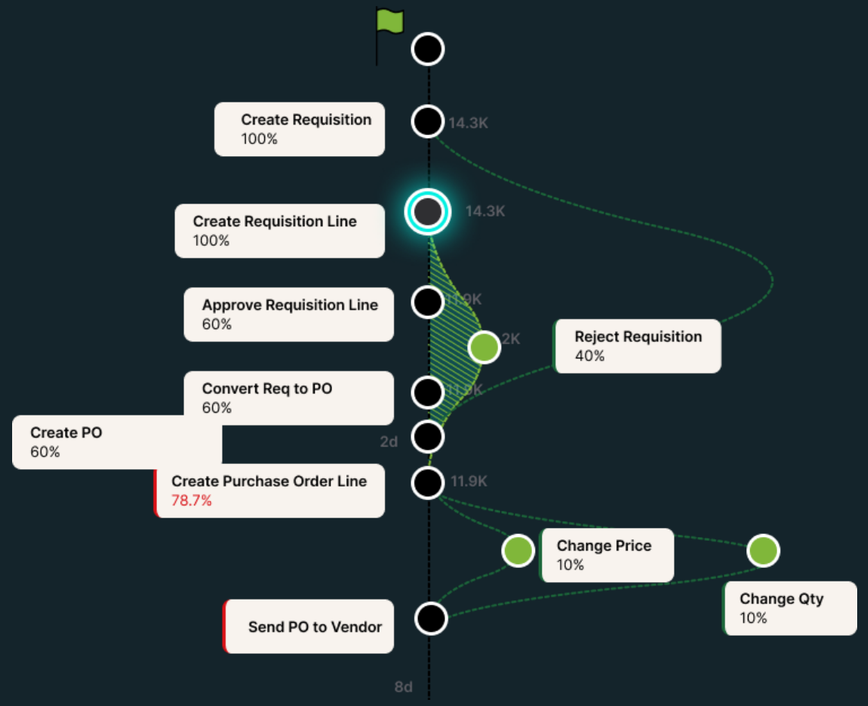
Infor solution

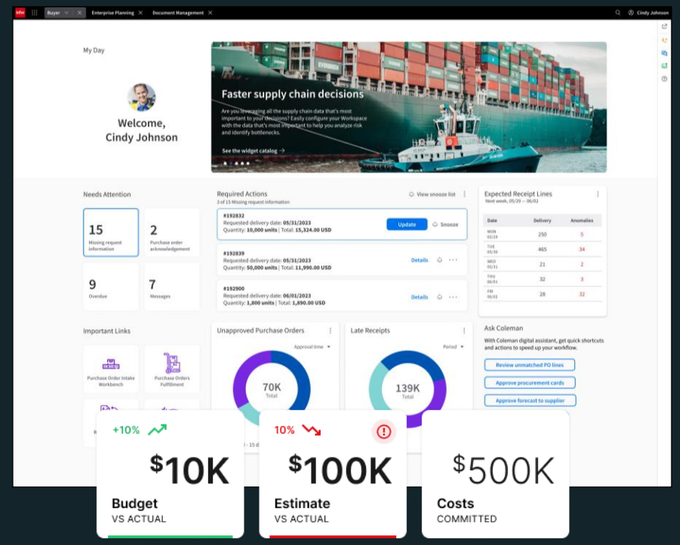
One Integrated Platform

Composable Processes

Automation / Intelligence / Productive







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M3 Experience Designer

Creating a tailor made M3 user experience

Any industry, any process, any user

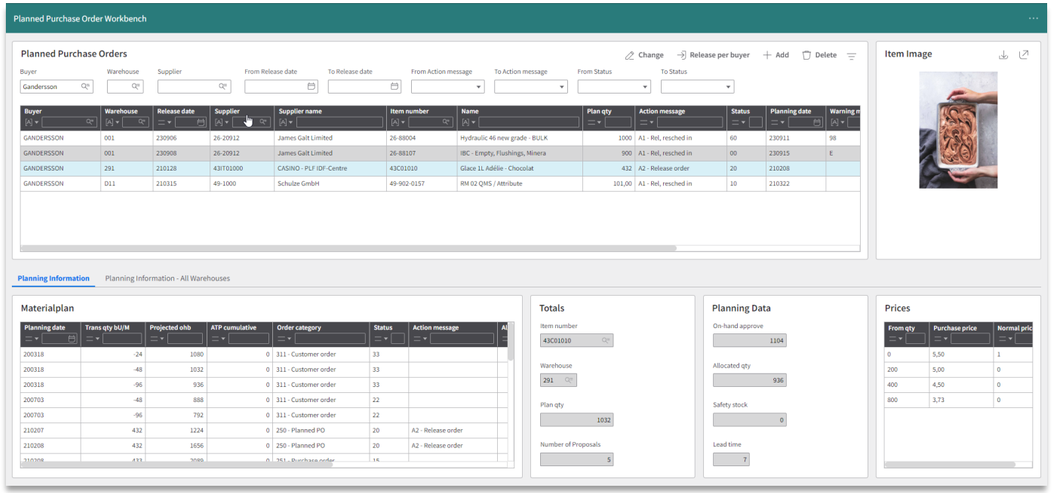
M3 Experience Designer is a tool, not a one-off application. We support all our focus industries, any customer process, any user.

Our users

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

Integrated part of the standard M3 user interface

Customer get, not only the customizable standard user interface, but also a fully integrated toolset that let them build tailor made applications for their specific needs.



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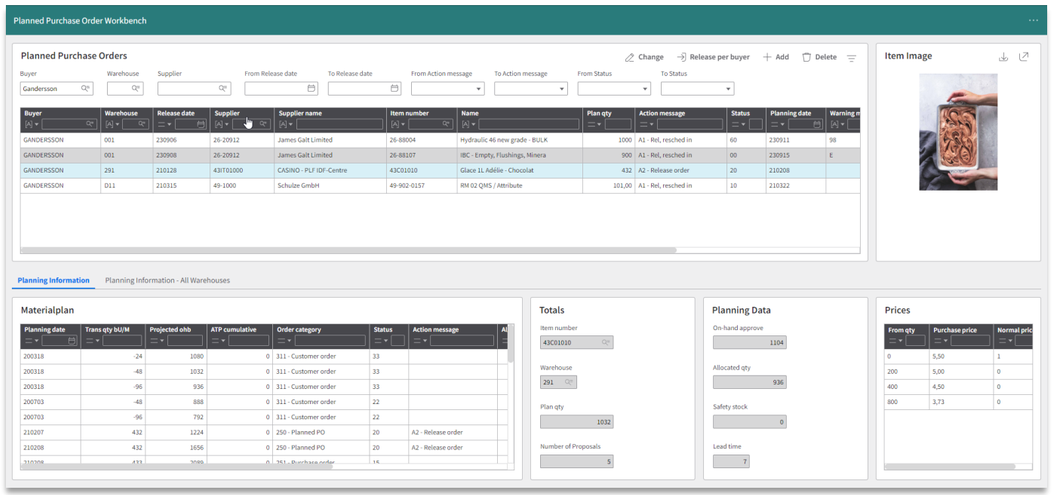
M3 Experience Designer

“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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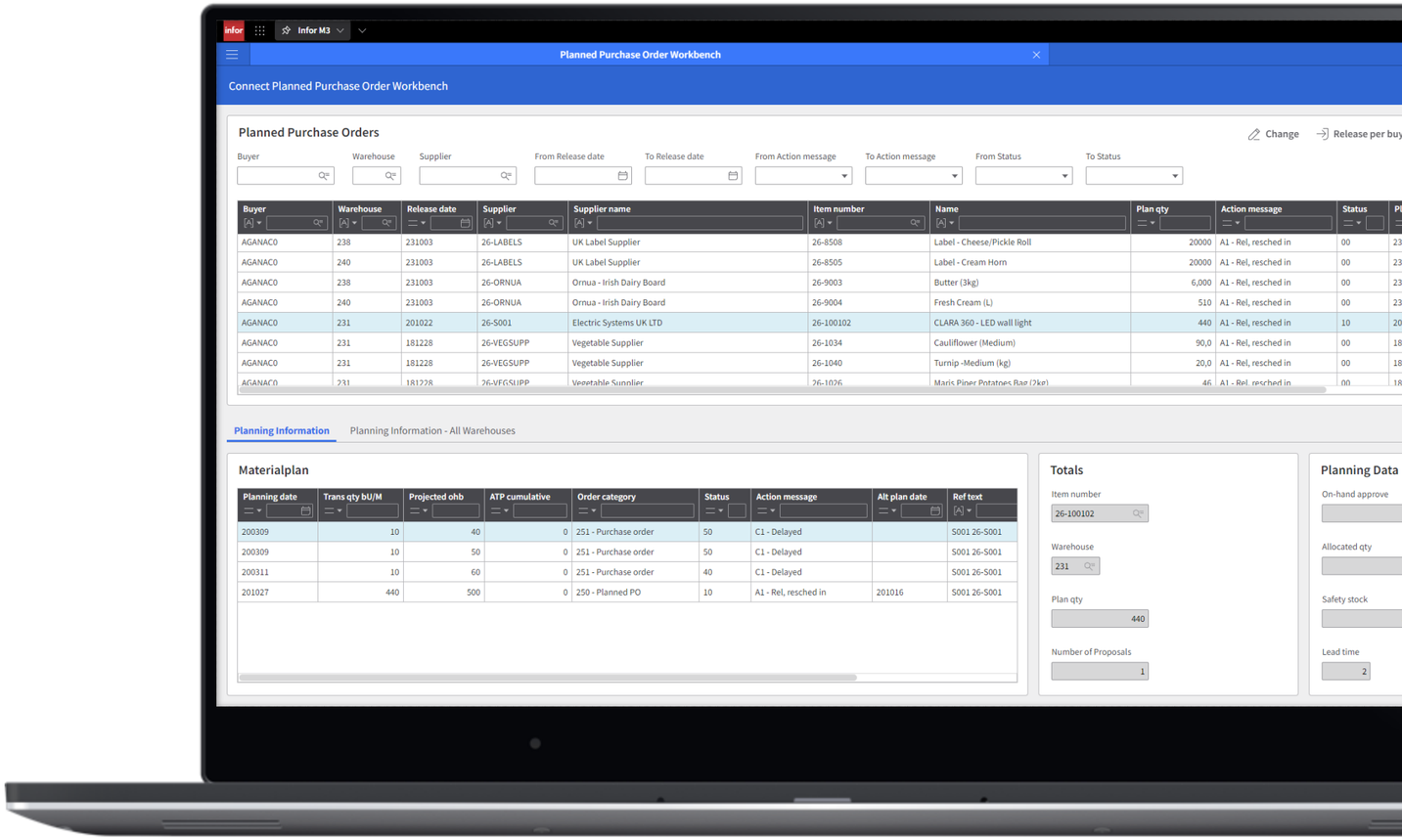
- M3 Experience Designer

What´s next? (April)

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



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Planned Purchase Order Workbench Cond Styles

Planned Purchase Orders

Change | Release per buyer | Add | Delete

Buyer: GANDERSSON Gunilla Andersson | Warehouse | Supplier | From Release date | To Release date | From Action message | To Action message | From Status | To Status

arehouse	Release date	Supplier	Supplier name	Item number	Name	Plan qty	Action message	Status	Planning date	Warning message	Warning messa
01	240119	26-20912	James Galt Limited	26-88107	IBC - Empty, Flushings, Minera	900	Release	00	240127	Price missing	98
31	240122	26-HEYGATE	Heygates Flour	26-9011	Flour (kg)	20000	Release	00	240130	Price missing	98
91	210128	43IT01000	CASINO - PLF IDF-Centre	43C01010	Glace 1L Adélie - Chocolat	1000	Release	20	210208		
91	210128	43IT01000	CASINO - PLF IDF-Centre	43C01010	Glace 1L Adélie - Chocolat	500	Release	20	210208		
91	210312	43IT01000	CASINO - PLF IDF-Centre	43C01010	Glace 1L Adélie - Chocolat	48	Release	20	210323		
91	210312	43IT01000	CASINO - PLF IDF-Centre	43C01010	Glace 1L Adélie - Chocolat	96	Release	20	210323		
11	210315	49-1000	Schulze GmbH	49-902-0157	RM 02 QMS / Attribute	102,00	Release	10	210322		

Item Image

Planning Information | Planning Information - All Warehouses

Materialplan

Planning date	Trans qty bU/M	Projected ohb	ATP cumulative	Order category	Status	Action message	Alt plan date
200703	-96	792	0	311 - Customer order	22		
210207	500	1292	0	250 - Planned PO	20	A2 - Release	
210207	1000	2292	0	250 - Planned PO	20	A2 - Release	
210208	433	2725	0	251 - Purchase order	15		
210301	-168	2557	0	311 - Customer order	22		
210318	24	2581	0	251 - Purchase order	40		
210318	48	2629	0	251 - Purchase order	40		
210318	96	2725	0	251 - Purchase order	40		

Totals

Item number: 43C01010 Glace 1L Adélie - Chocolat

Warehouse: 291 PLF LE PONTET. 11/291 - France

Plan qty: 1644

Number of Proposals: 4

Planning Data

On-hand approve: 1104

Allocated qty: 936

Safety stock: 0

Lead time: 7

Prices

From qty	Purchase price	Normal pric
0	5,50	1
200	5,00	0
400	4,50	0
800	3,73	0

Customer Overview GA Cond (designing)

Search

Sort by: Select Field

0030000005
Status: 12 - Incorrect values
Responsible: FLEMIK0

ABCD Audio Visual
103985
Status: 12 - Incorrect values
Responsible: CLACOL0

ABCD Audio Visual
103986
Status: 20 - Approved
Responsible: GANDERSSON

Abbott Limited
26-0001
Status: 20 - Approved
Responsible: ORASMUSSEN

Womack's - Head Officeyou
26-0100
Status: 20 - Approved
Responsible: COUJAN0

Womack's - Salford
26-0101
Status: 20 - Approved
Responsible: TKARLSSON

Womack's - Solihull
26-0102
Status: 20 - Approved
Responsible: COUJAN0

Womack's - Farnborough
26-0103

Womack's - Salford

26-0101

Telephone no 1	Country	Status
0161 457 8563	GB	

Overview | Open Orders | Invoices | Financial Details | Contact Information | Price Simulation

Open Orders

Add customer order

CO no	Req delivery dt	Lowest status	Highest status	CO type	CO stop	Customer's ord	Warehouse	Responsible	Delivery method	Total gross	Total net	Currency
4003112950	180904	33 - Allocated	77 - Invoiced	261	0		231	RALBRE0	003	12,26	11,76	GBP
4003117778	210216	44 - Picking list	44 - Picking list	26J	0	PO-63657-97	231	RALBRE0	003	14,67	14,67	GBP

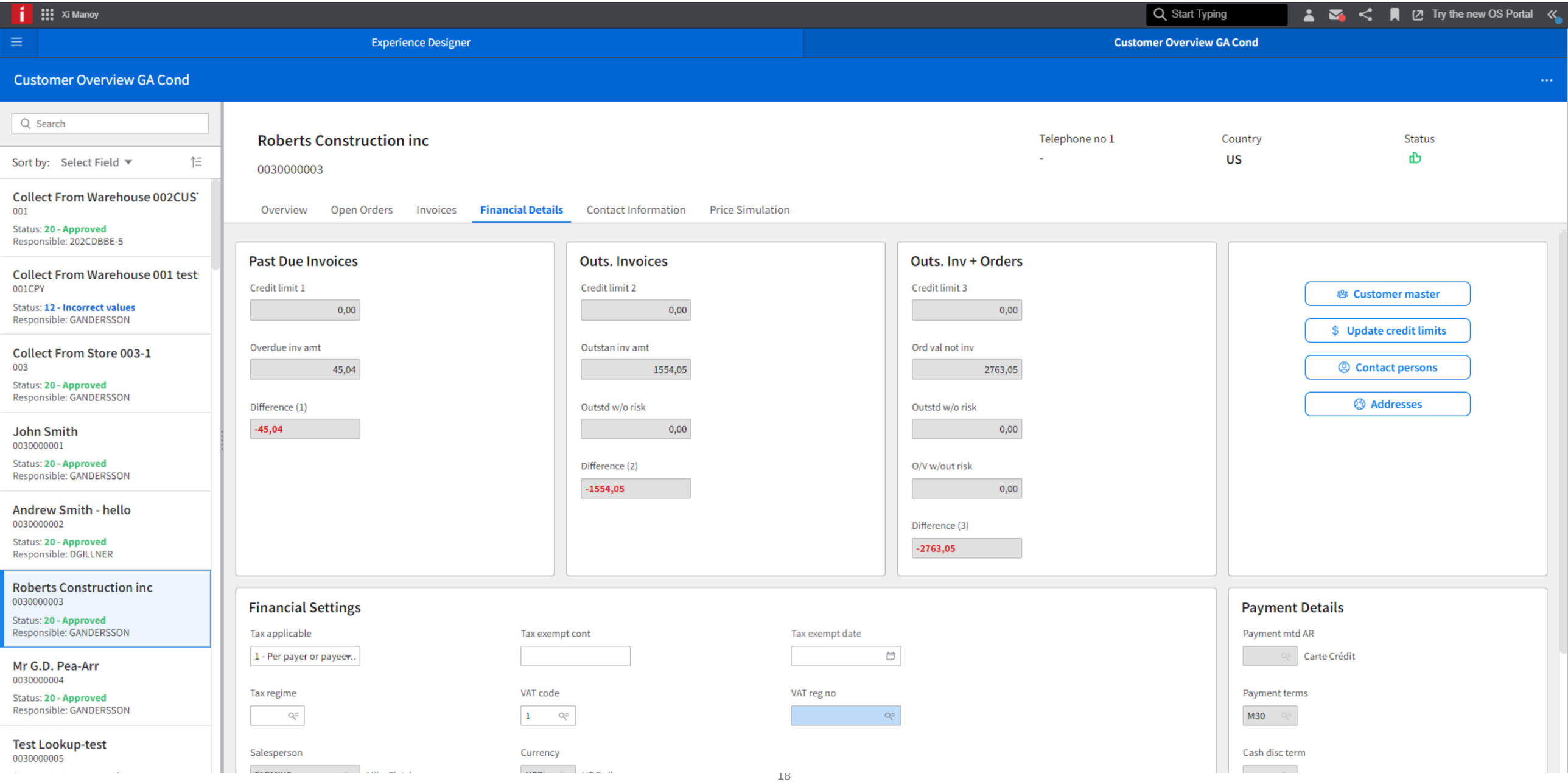
Order Lines

Update order lines

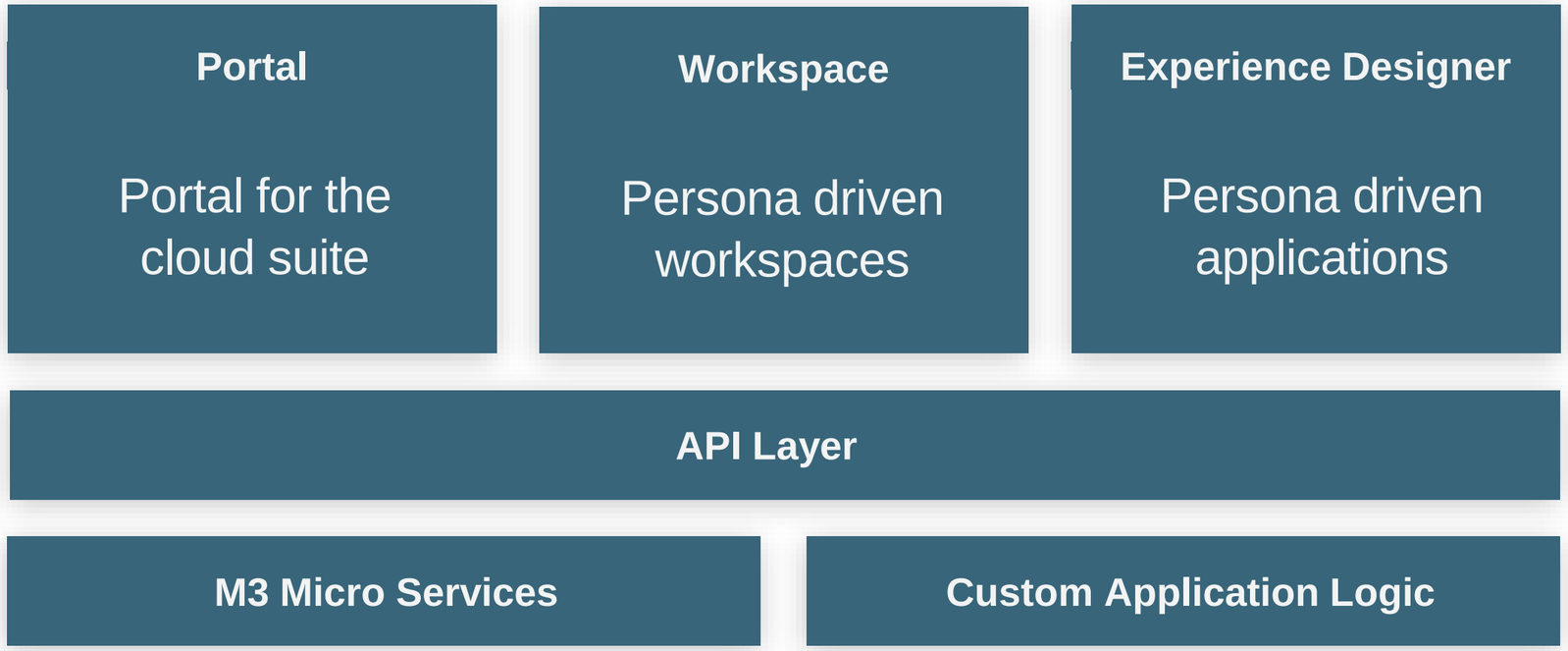
Order line no	Line suffix	Item number	Name	Order qty bU/M	Highest status	Req delivery dt	War
1	0	100000502	Plasterboard 12.5mm 1800X800SQ	3	44 - Picking list	210216	231

Materialplan

Planning date	Trans qty bU/M	Projected ohb	ATP cumulative	Order category	Stat
200428	-3	305	0	311 - Customer order	33
200605	-1	304	0	311 - Customer order	33
201110	3700	4004	0	250 - Planned PO	10
210215	-3	4001	0	311 - Customer order	44
210319	-16	3985	0	311 - Customer order	33


Xi Manoy
Start Typing
Try the new OS Portal
Experience Designer
Customer Overview GA Cond
Customer Overview GA Cond
Search
Sort by: Select Field
Collect From Warehouse 002CUS
001
Status: 20 - Approved
Responsible: 202CDBBE-5
Collect From Warehouse 001 test
001CPY
Status: 12 - Incorrect values
Responsible: GANDERSSON
Collect From Store 003-1
003
Status: 20 - Approved
Responsible: GANDERSSON
John Smith
0030000001
Status: 20 - Approved
Responsible: GANDERSSON
Andrew Smith - hello
0030000002
Status: 20 - Approved
Responsible: DGILLNER
Roberts Construction inc
0030000003
Status: 20 - Approved
Responsible: GANDERSSON
Mr G.D. Pea-Arr
0030000004
Status: 20 - Approved
Responsible: GANDERSSON
Test Lookup-test
0030000005
Roberts Construction inc
0030000003
Telephone no 1
-
Country
US
Status
Overview
Open Orders
Invoices
Financial Details
Contact Information
Price Simulation
Past Due Invoices
Credit limit 1
0,00
Overdue inv amt
45,04
Difference (1)
-45,04
Outs. Invoices
Credit limit 2
0,00
Outstan inv amt
1554,05
Outstd w/o risk
0,00
Difference (2)
-1554,05
Outs. Inv + Orders
Credit limit 3
0,00
Ord val not inv
2763,05
Outstd w/o risk
0,00
O/V w/out risk
0,00
Difference (3)
-2763,05
Customer master
Update credit limits
Contact persons
Addresses
Financial Settings
Tax applicable
1 - Per payer or payee
Tax exempt cont
Tax exempt date
Tax regime
VAT code
1
VAT reg no
Salesperson
Currency
Payment Details
Payment mtd AR
Carte Crédit
Payment terms
M30
Cash disc term

UX Direction



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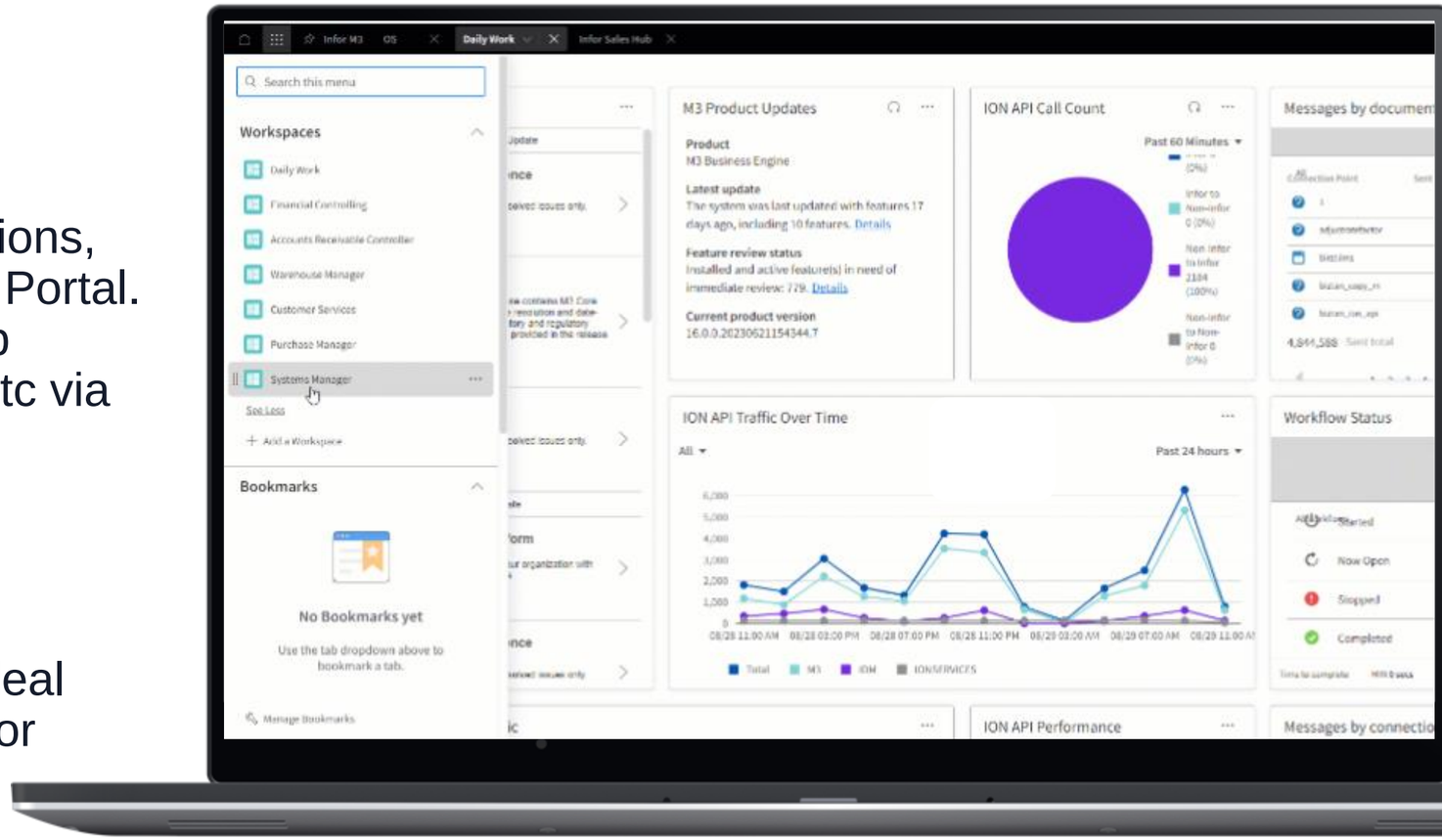
Enabling hyper-productivity for the end user

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



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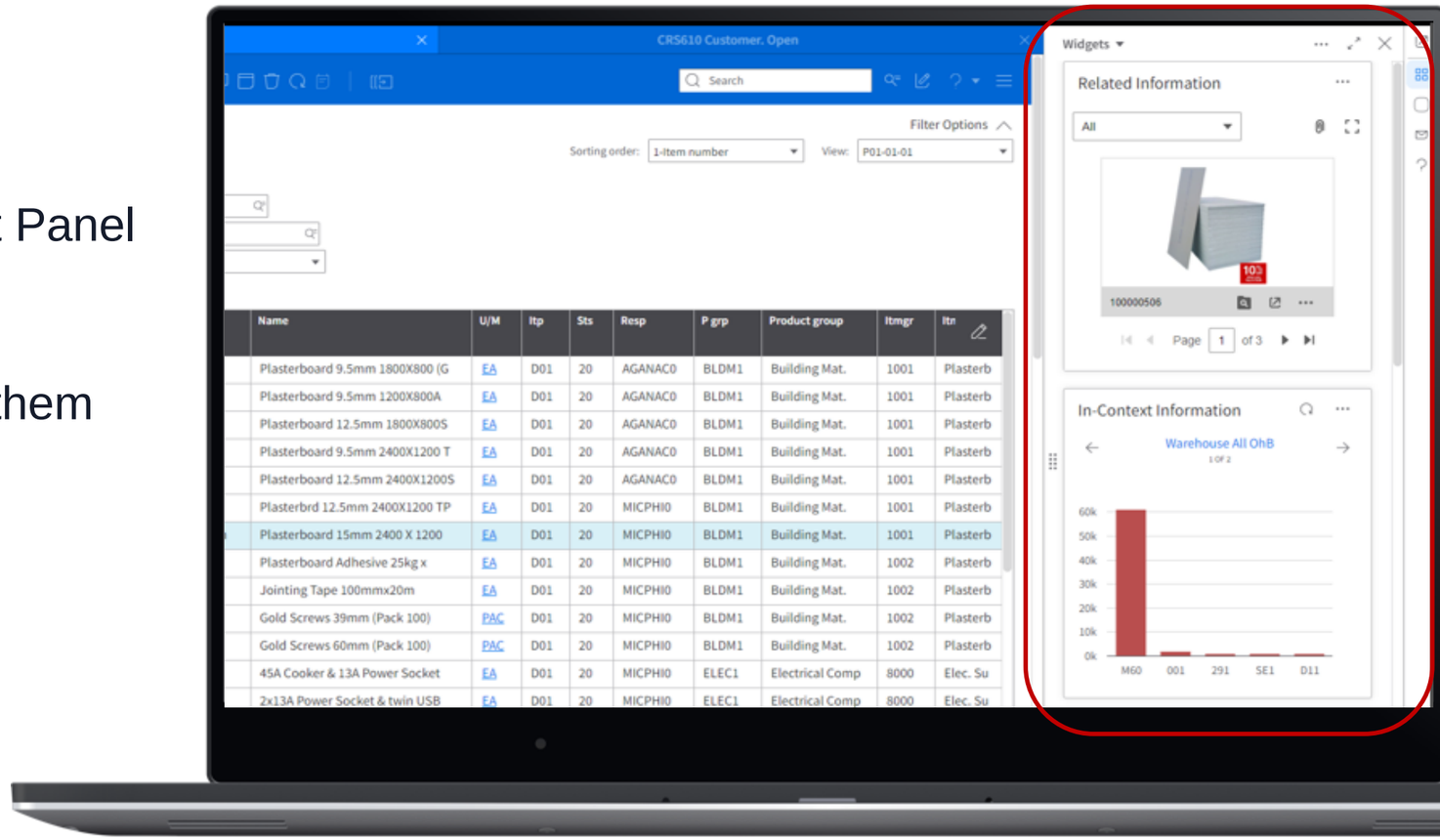
Enabling hyper-productivity for the end user

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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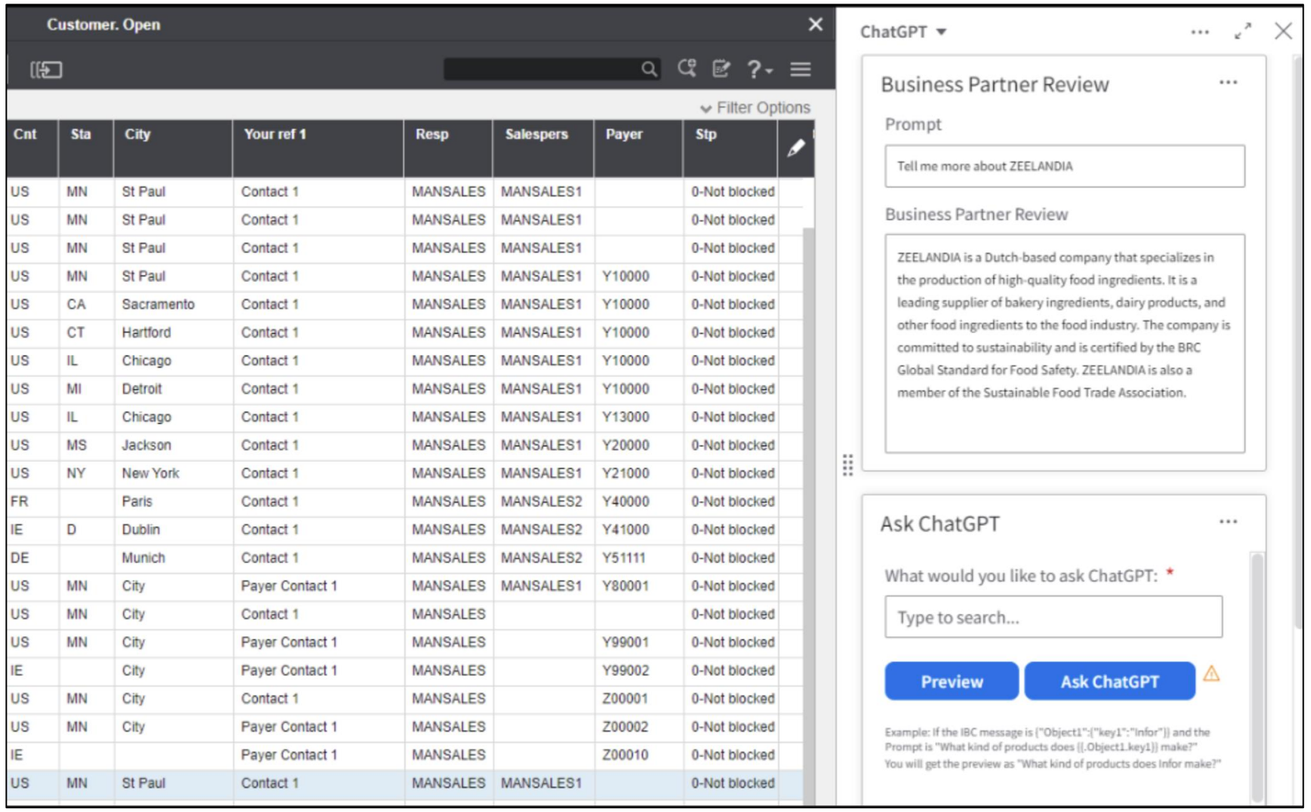
Platform

New widgets for Open AI 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.



Value

- Simple, easy to use entry point for technologies such as LLMs and Chat GPT
- Sourcing the power of internet in a business context

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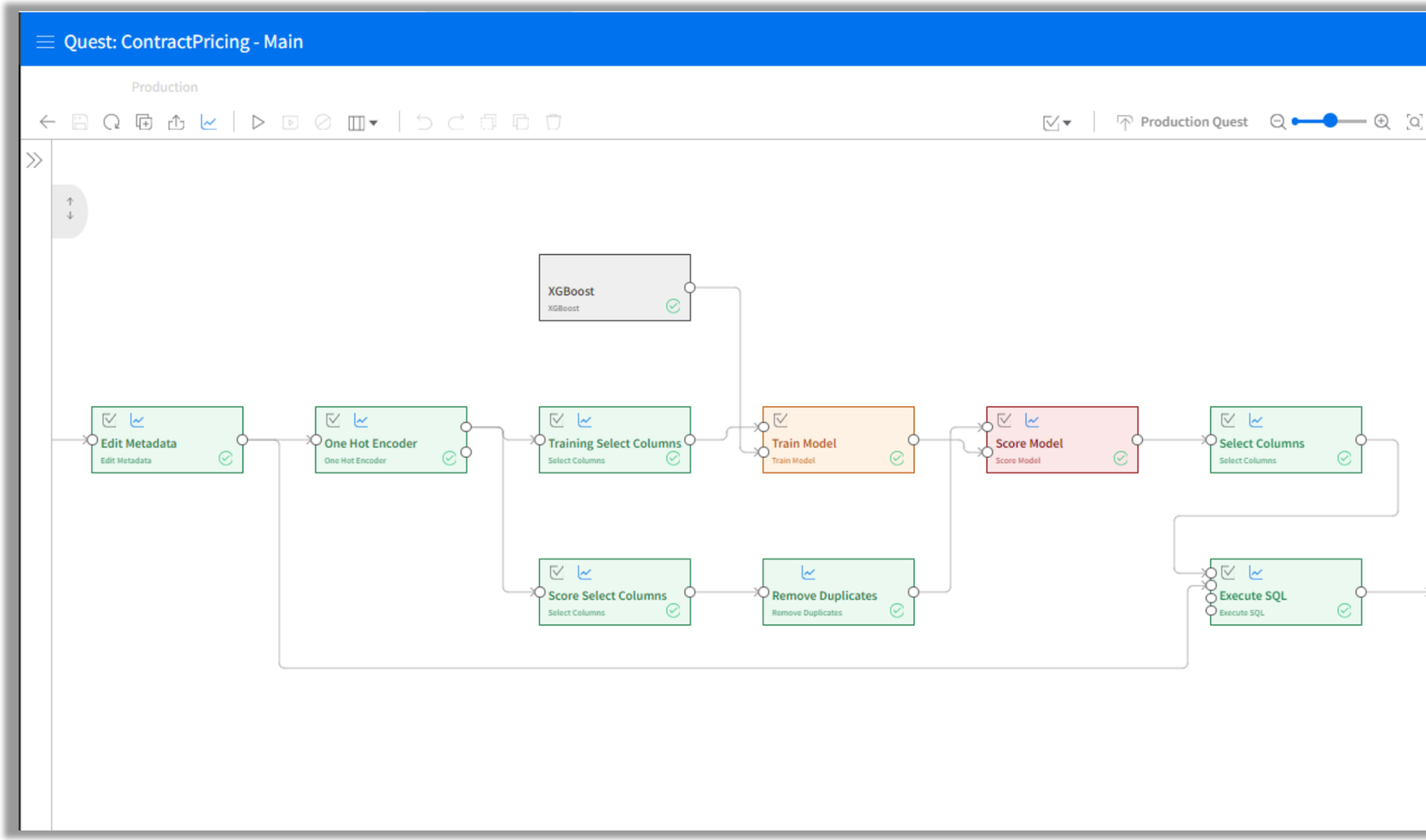
Artificial Intelligence – Machine Learning

- Used within a business process to help with better decision making – where a decision is similar to past decisions that were made

- Use large amounts of data for 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



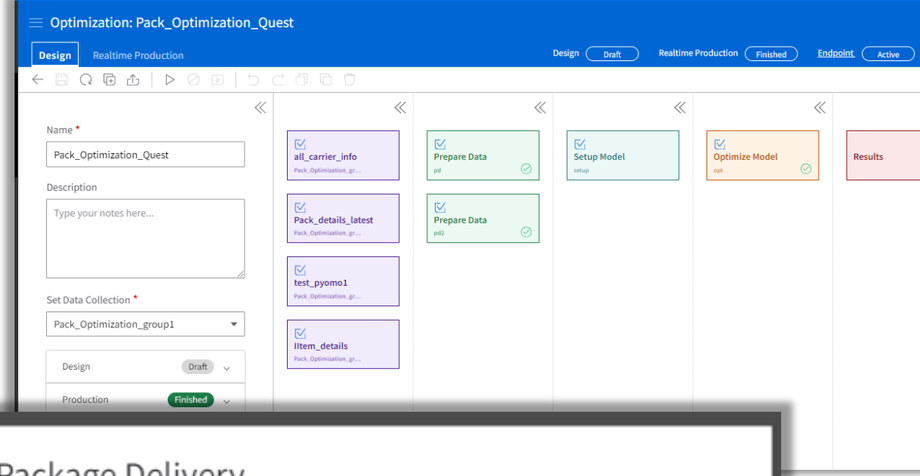
Infor OS

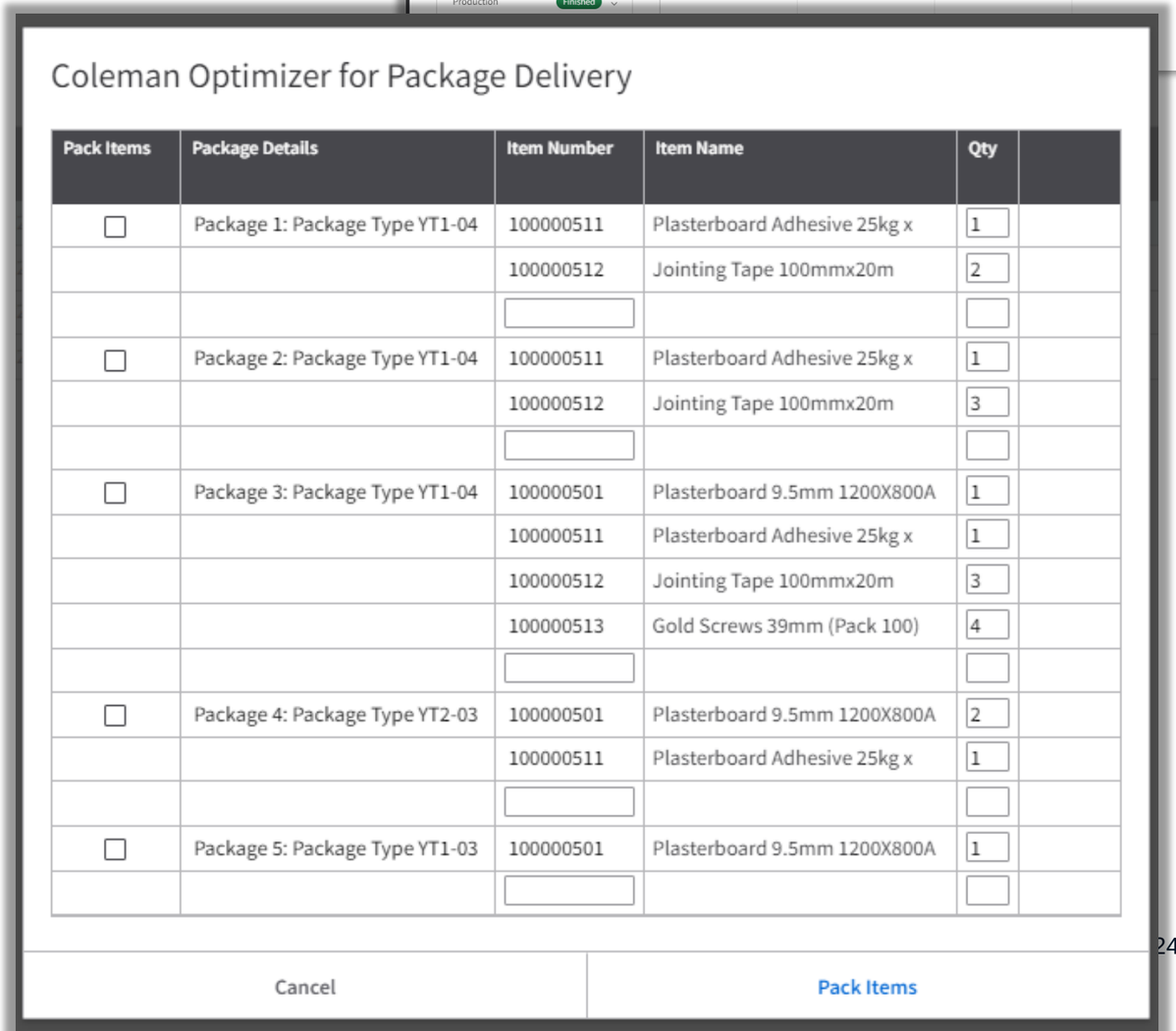
Artificial Intelligence - Optimization

- 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.

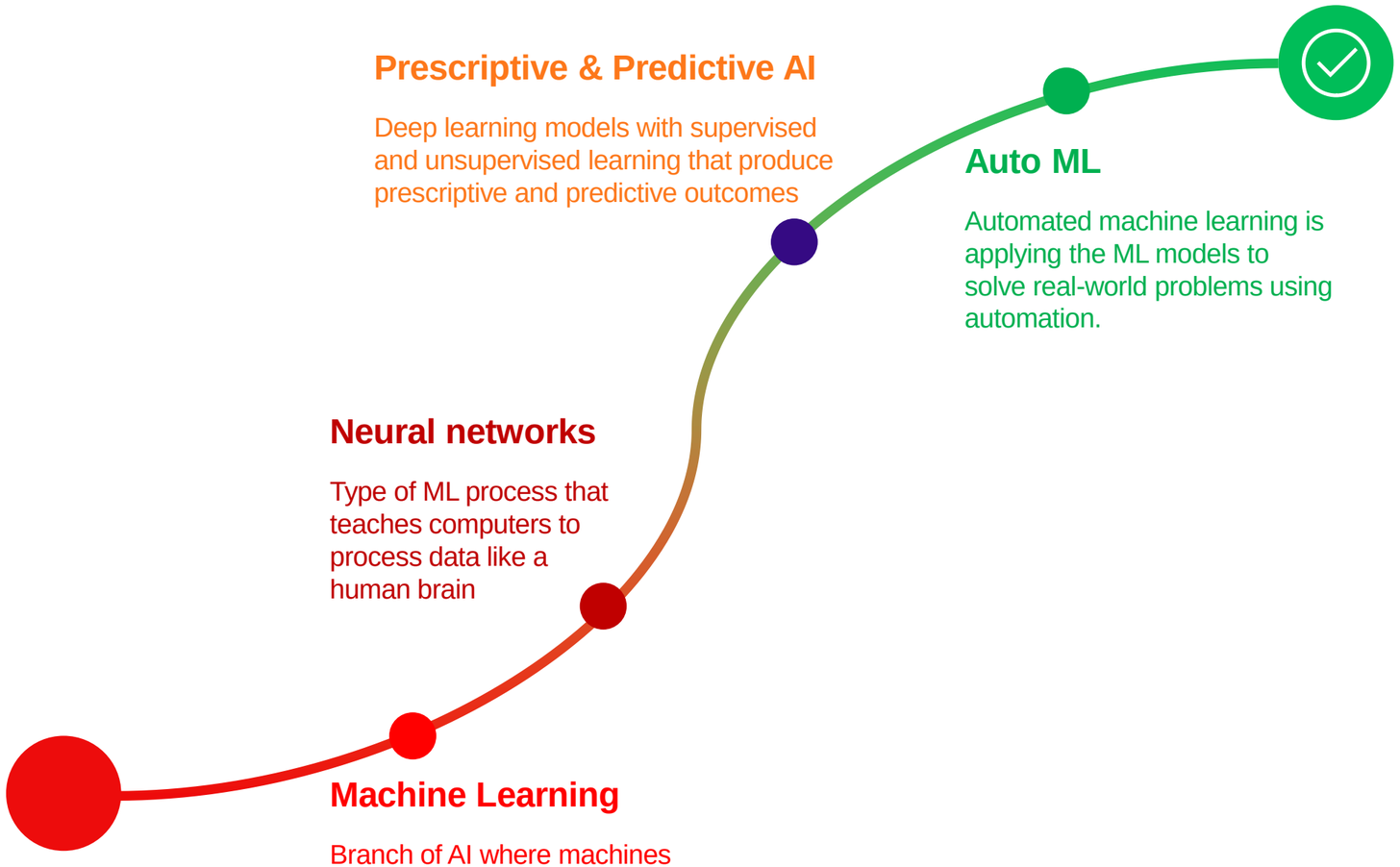
- Example is:
  - Warehouse Packing Optimisation





Generative AI (planned for 2024)

The AI Evolution



AI

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

Neural networks

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

Prescriptive & Predictive AI

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

Auto ML

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

Generative AI

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

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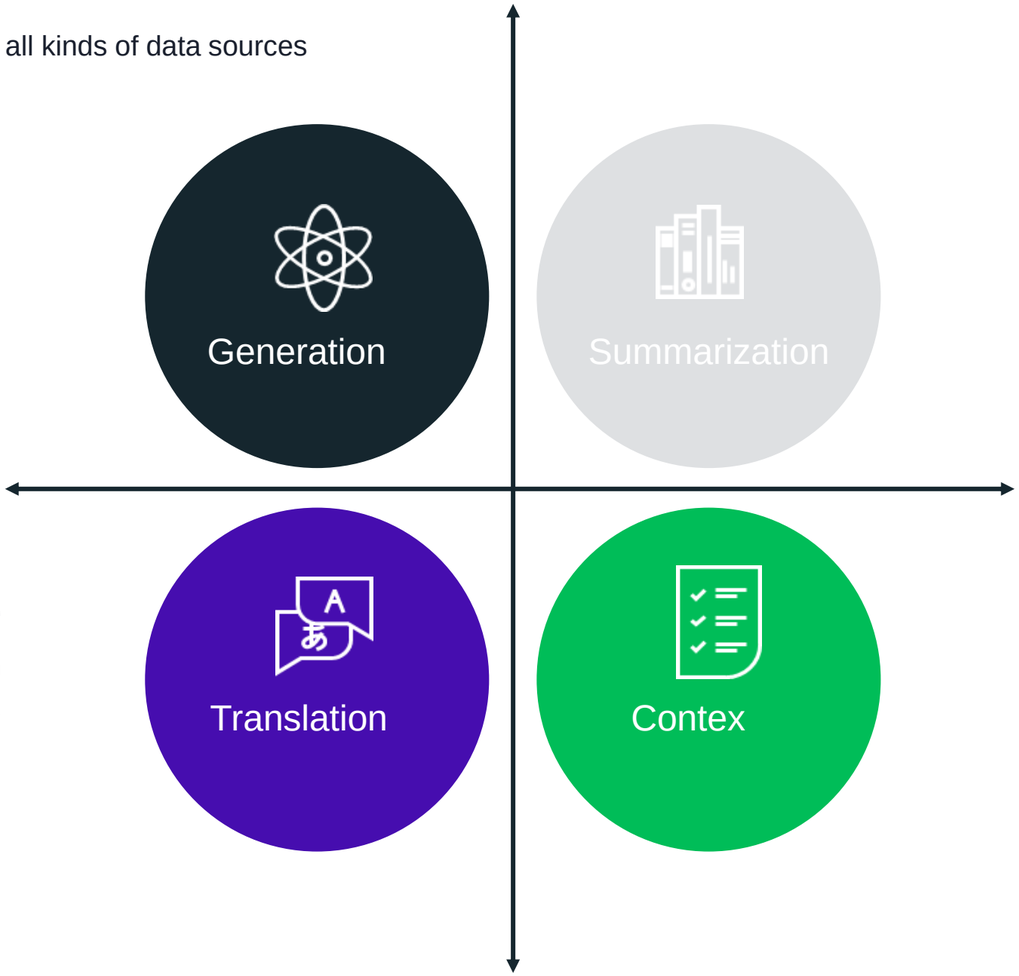
Product Overview (planned for 2024)

Large Language Model

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

Generate

LLMs can generate human-like text, including articles, stories, and creative content



Summarize

Automatically condense long texts into shorter, coherent summaries.

Translate

Translate text from one language to another with high accuracy.

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.

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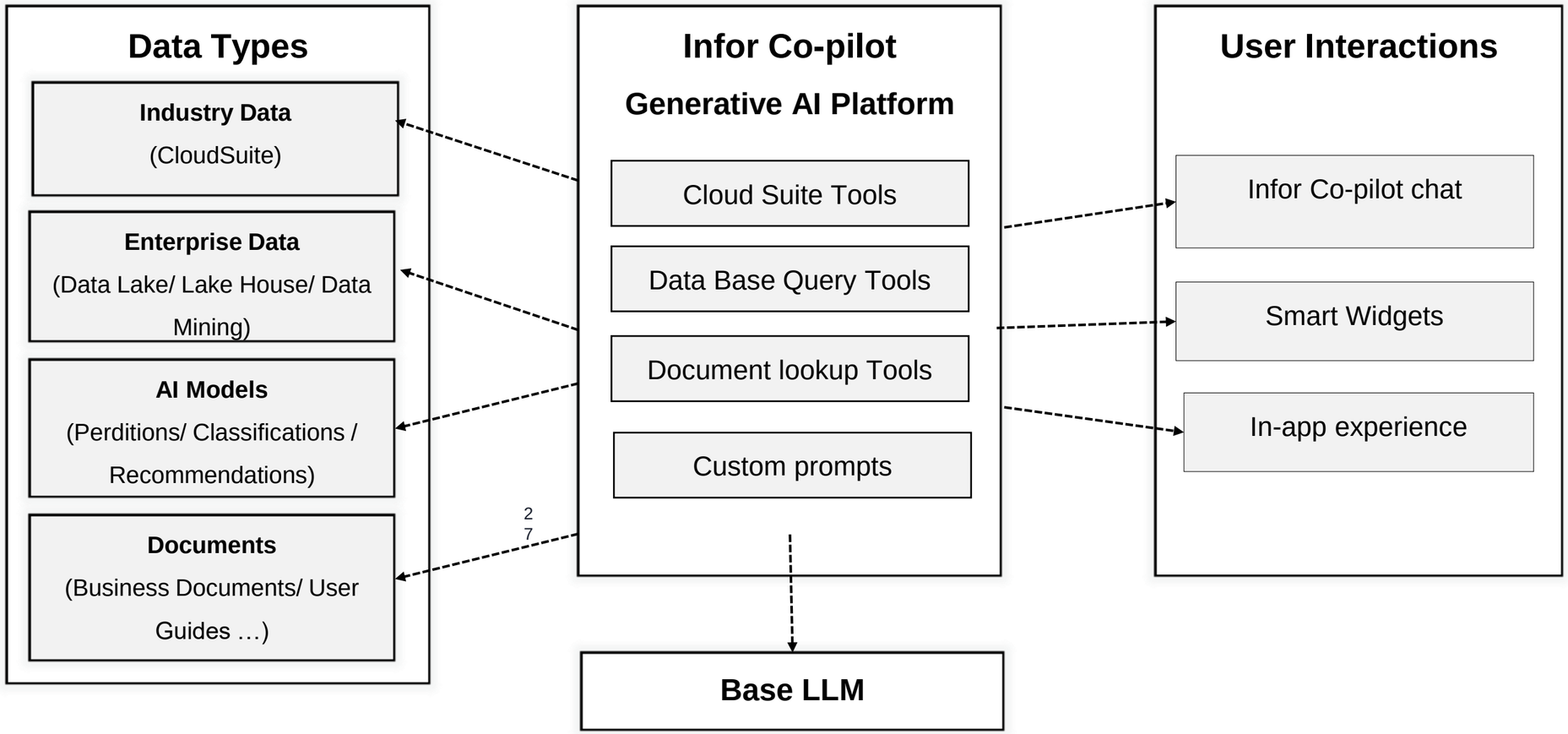
Gen AI Platform



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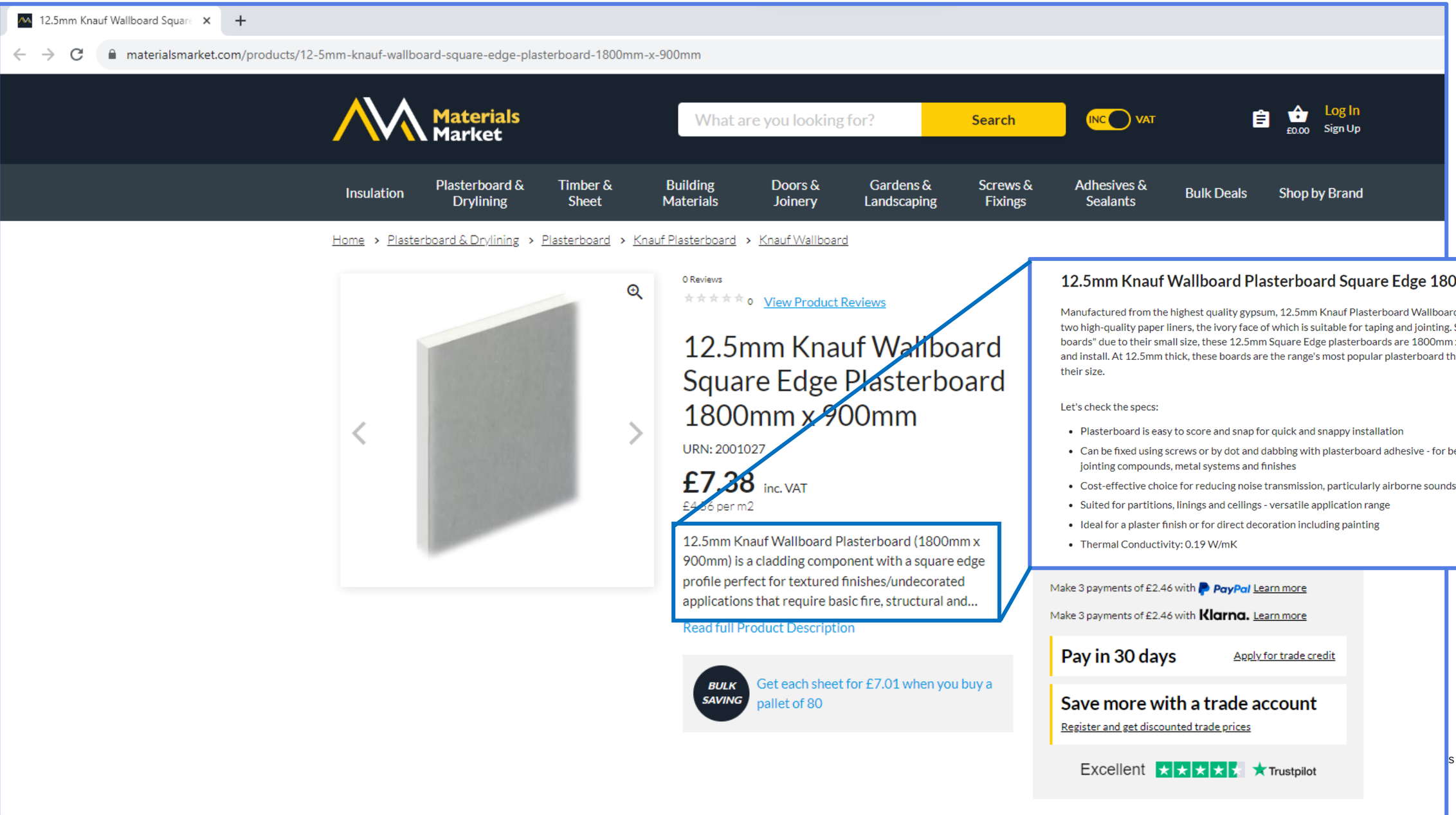
As a Manufacturer – in F&B PLM or PLM for Fashion (planned for 2024)

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



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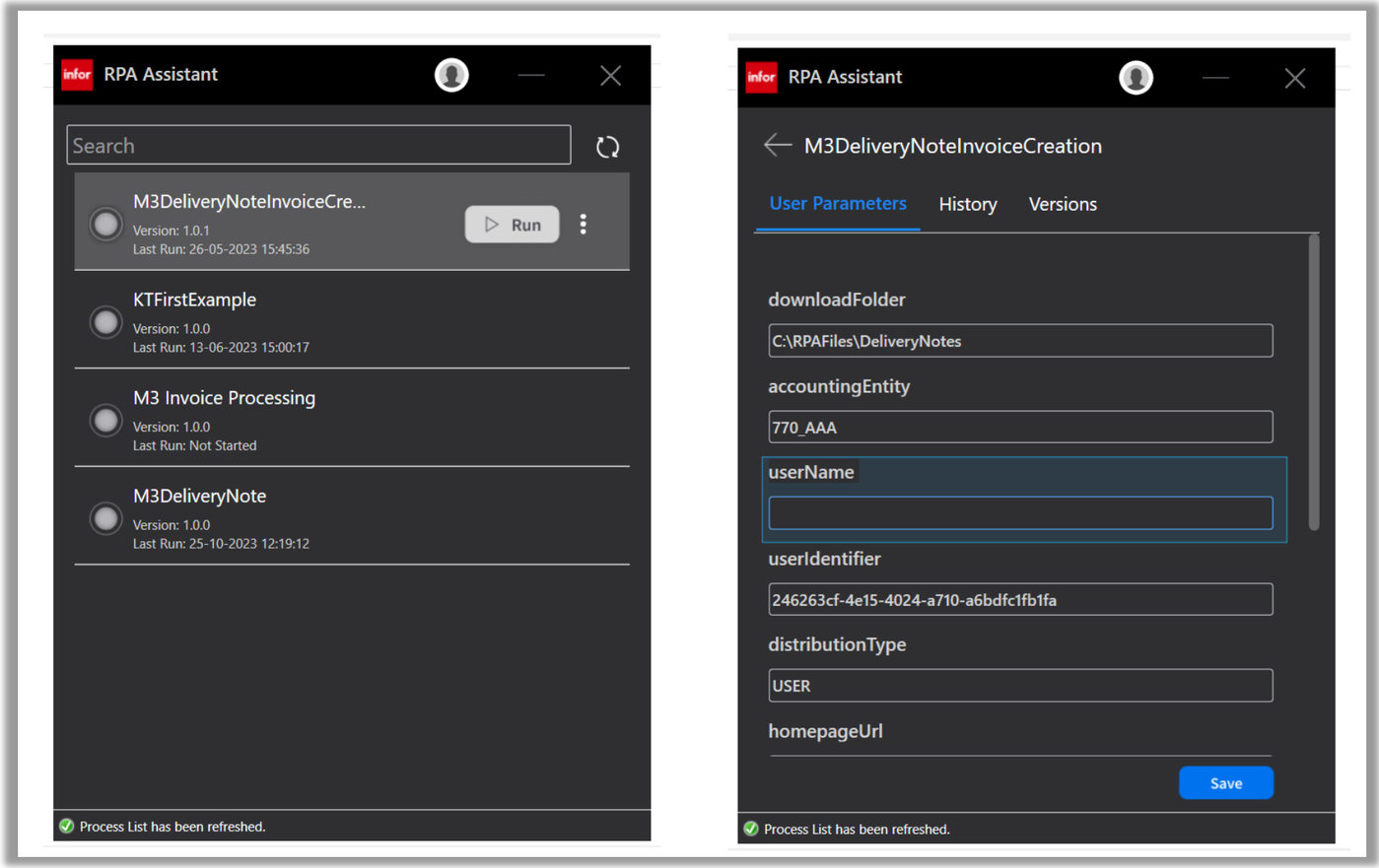
Infor RPA and Document Scanning

- 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.



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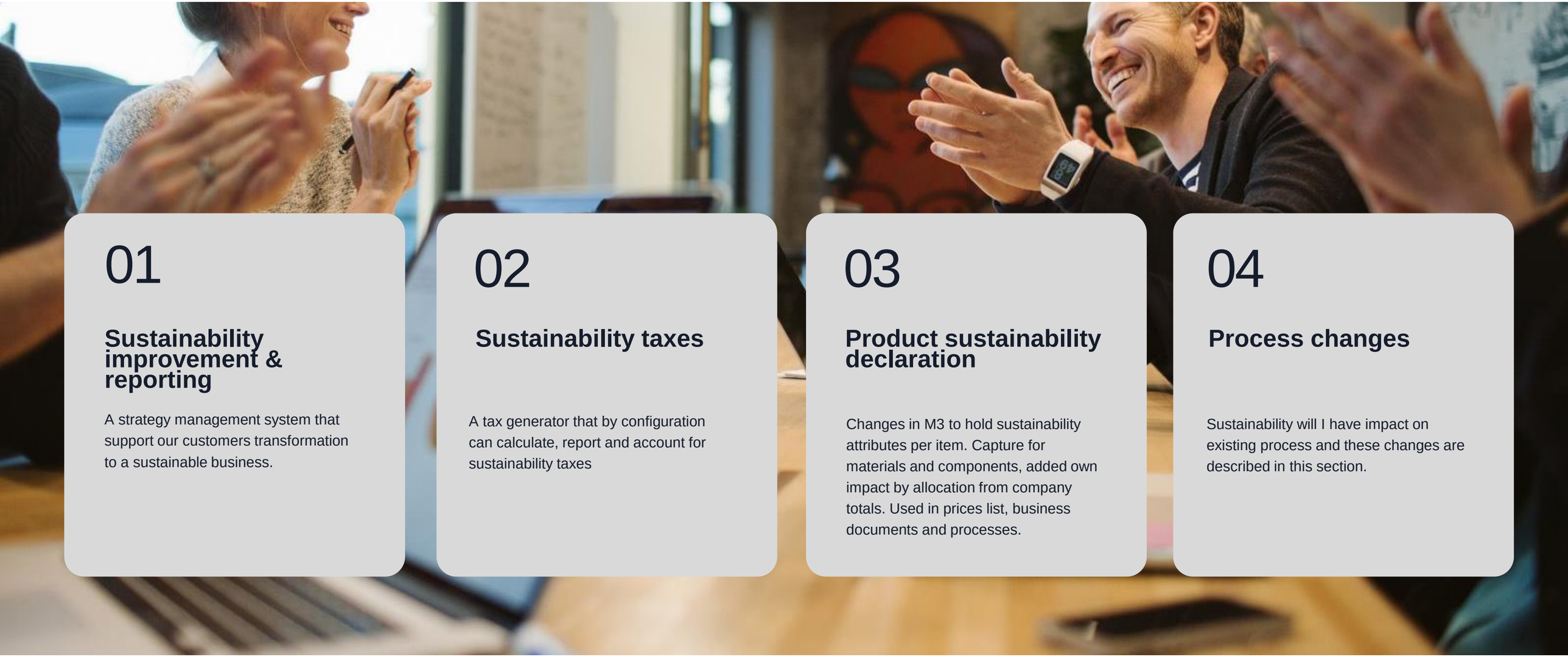
Four initiatives to support our customer



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.

04

Process changes

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

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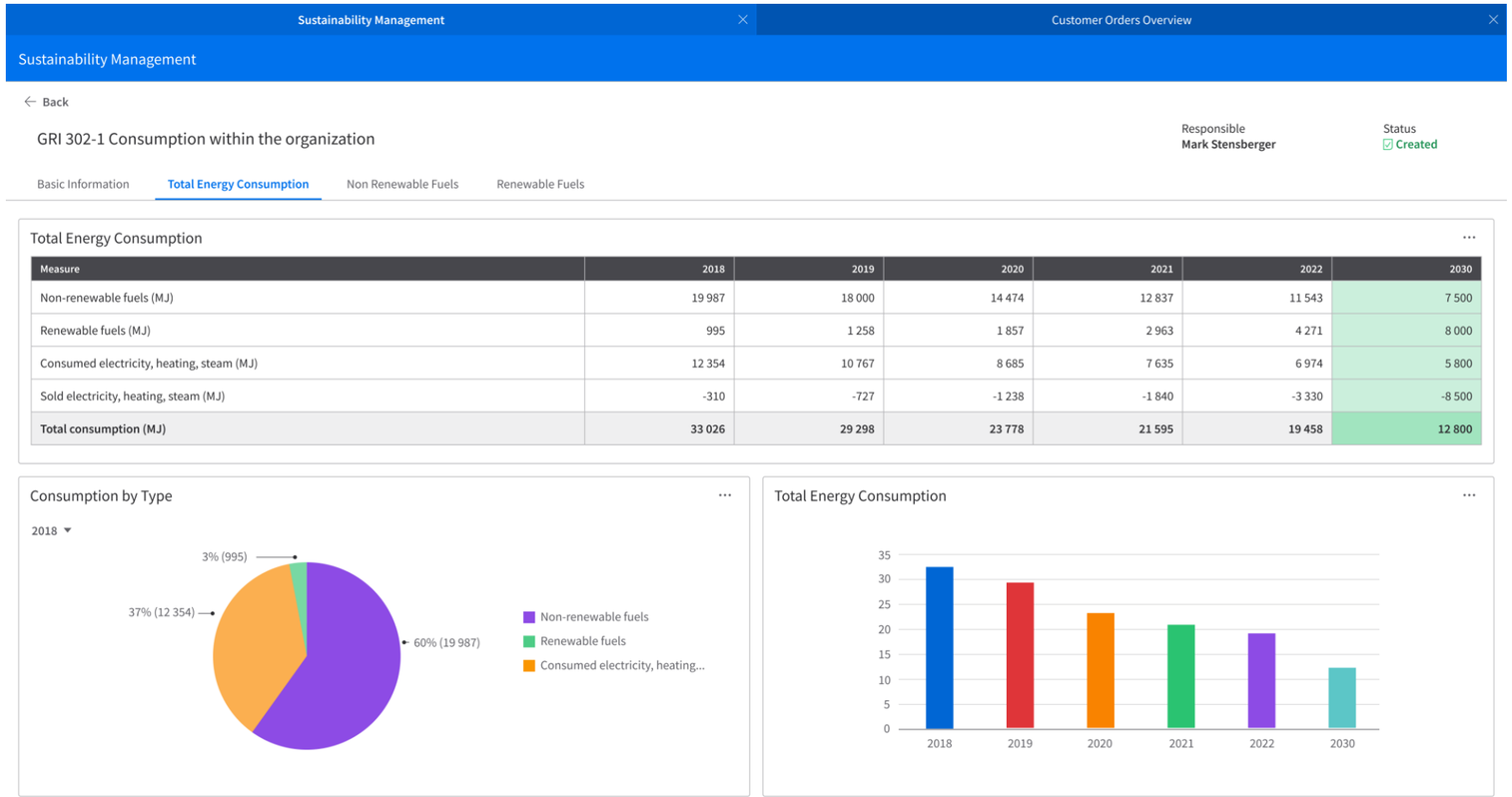
Sustainability Management (planned for 2024)

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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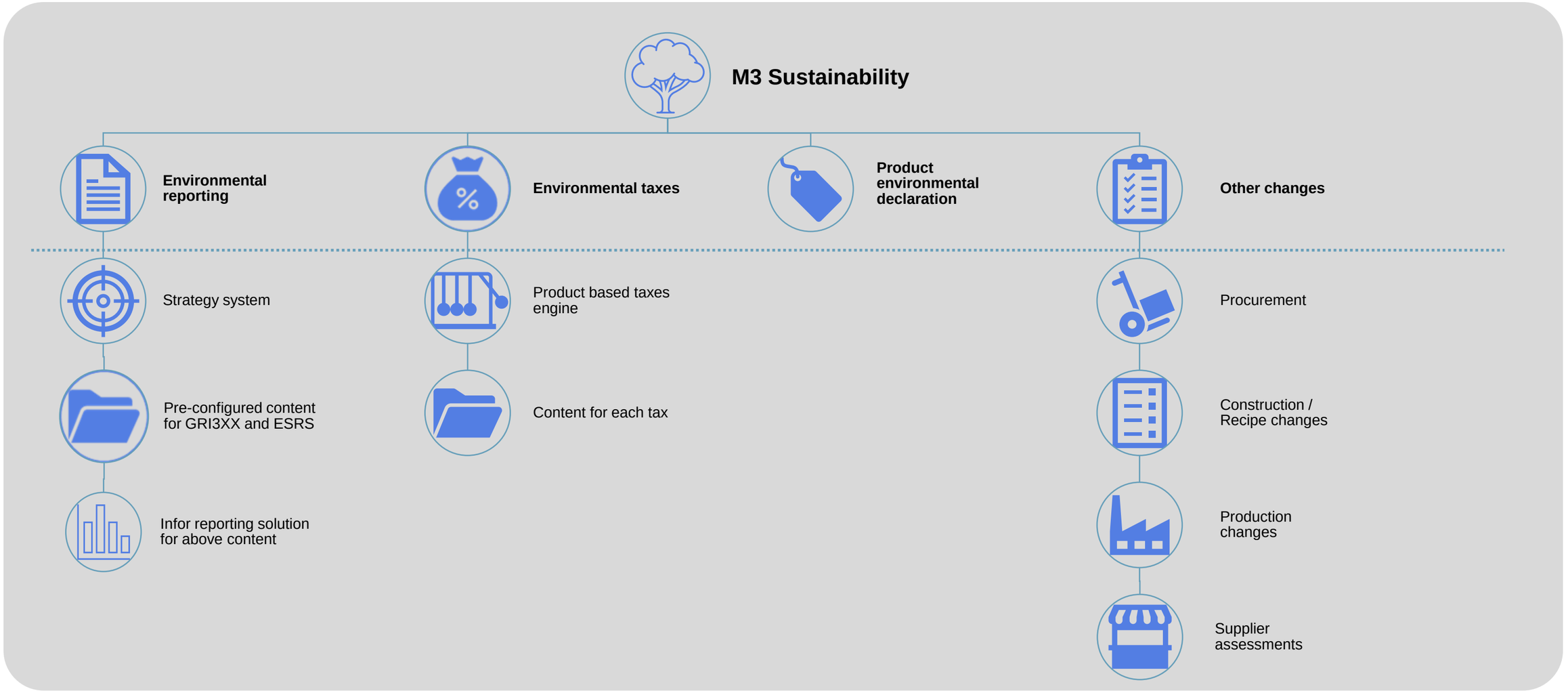
Overview of the four subprojects



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Sustainability improvement & reporting

Objective

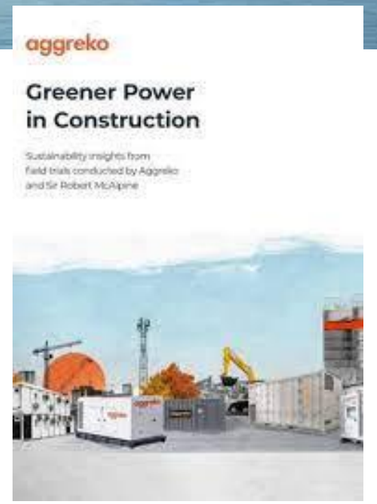
Support our customer transformation to a sustainable world

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”



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Sessions at Teknik dagarna

M3 Foundation, cloud storage and admin

01

Administrative tools

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

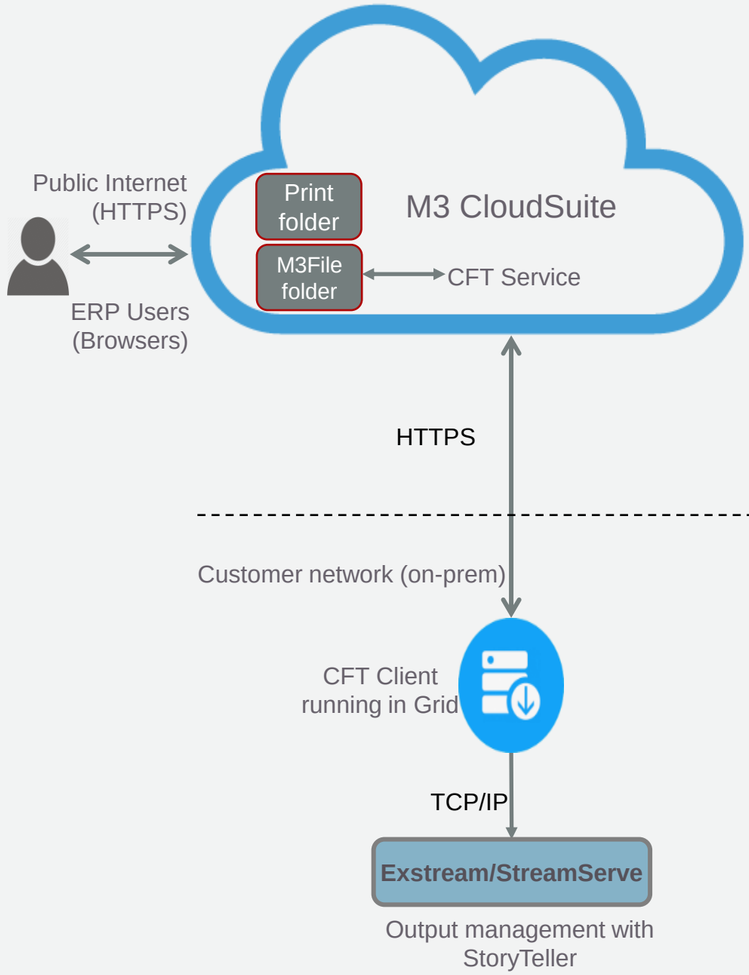
Today at 10.00

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?



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MAF Teknikdagarna

Integration in M3 cloud

What we want to do to get even better

Where we are now

Common mistakes we se in cloud

Today at 11.00

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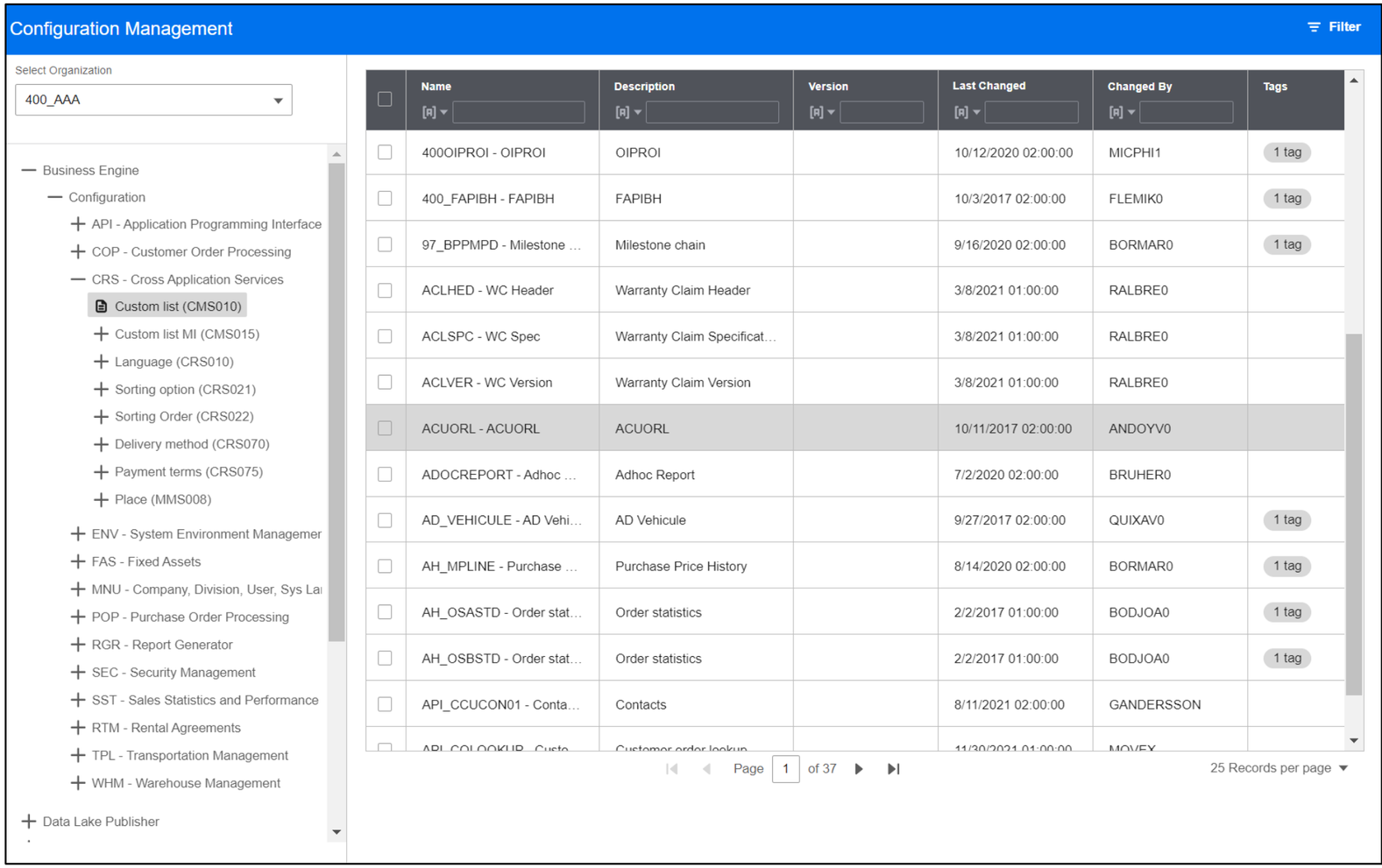
Configuration Management

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



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