

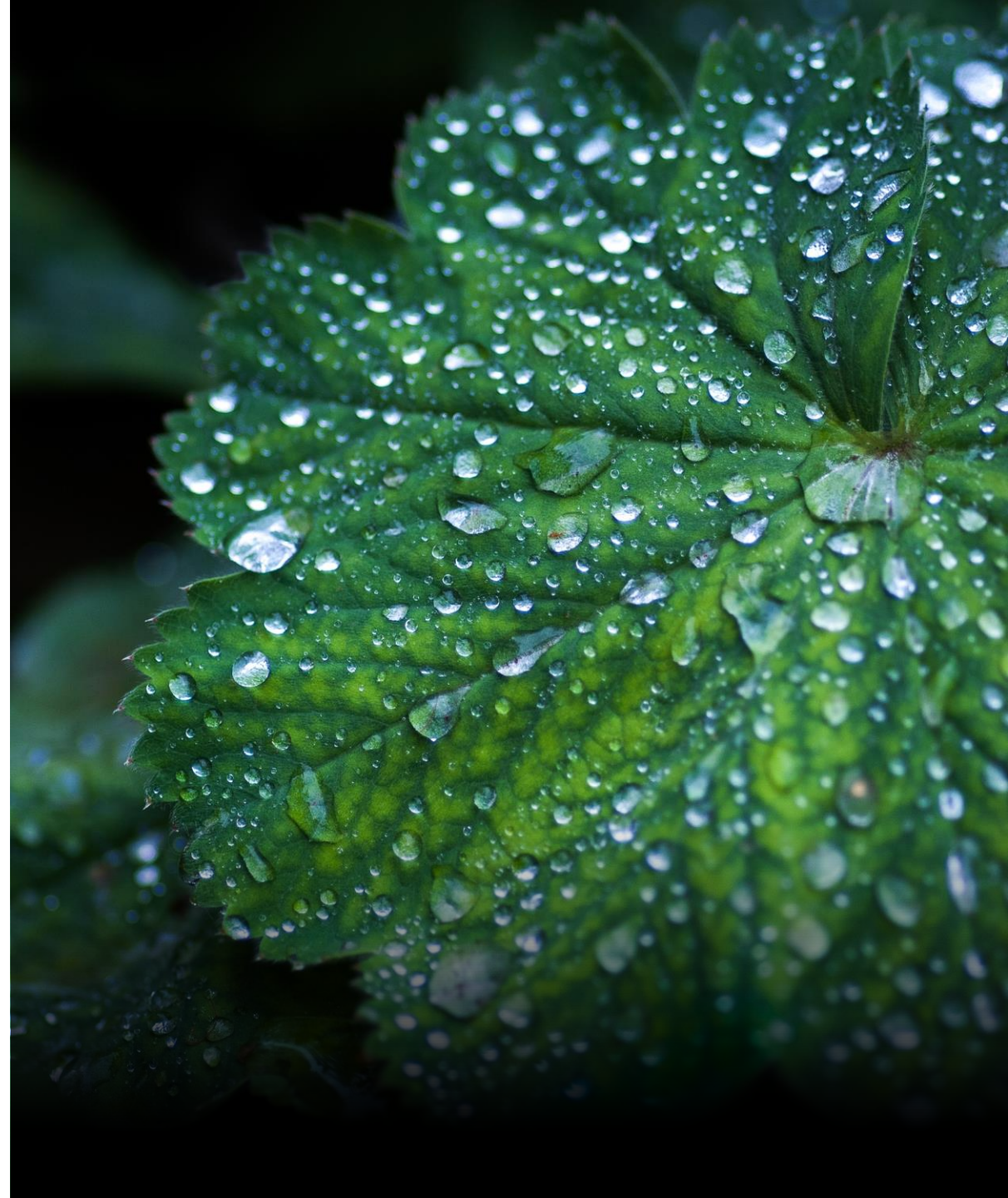
Application Management - to the Next Level

Elevate Efficiency in the M3 On-Premises
Operations and Operations in the Cloud-Endless
Possibilities

Morten Vinge-Maigaard Sales Executive Columbus

Agenda

- Columbus Global set-up
- Portfolio of Services
 - Governance & Service Delivery
 - Solution Support
 - Solution Optimization
 - Monthly Update Management
 - Solution Operation
 - Solution & Integration Monitoring
- Round up



Columbus Globally

Digital transformation for a better tomorrow



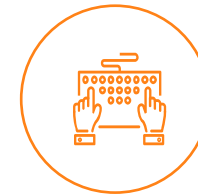
30

Years of in-depth industry, technology, and process experience



5000+

Enterprise & Large SMB customers worldwide in various industries

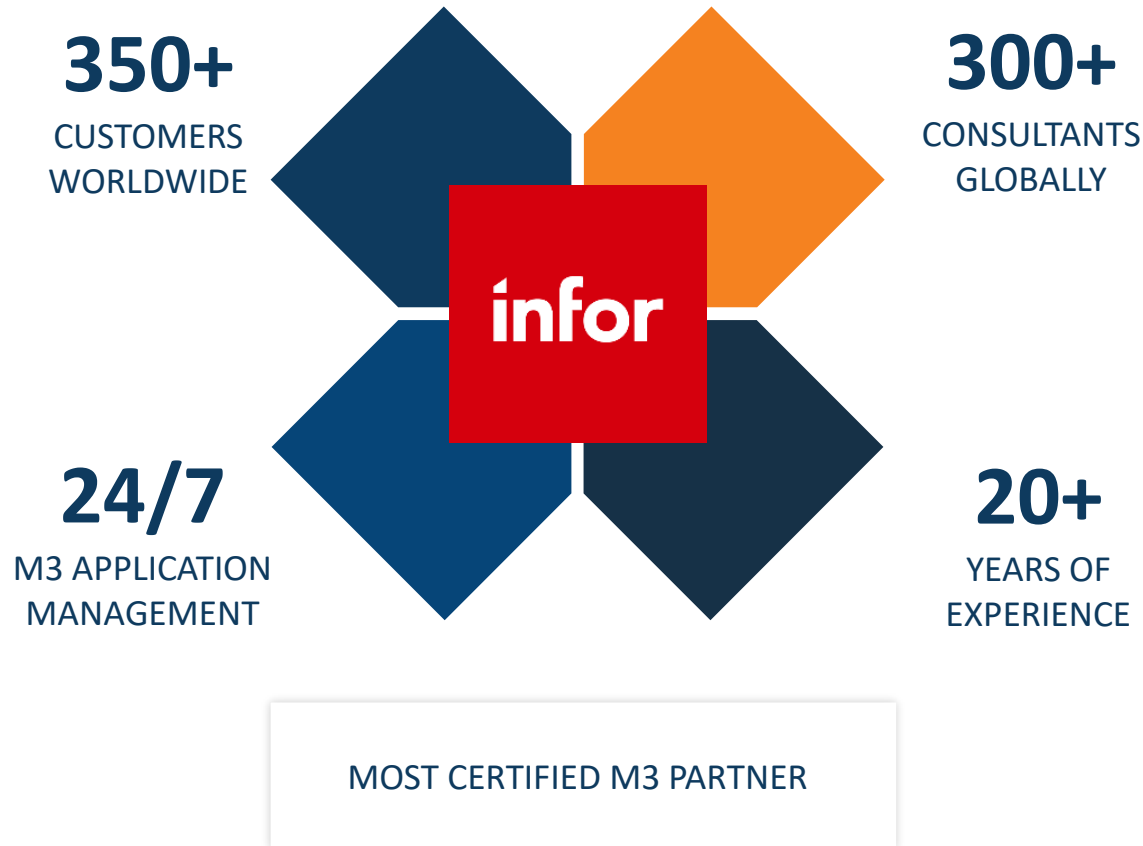


9,000

Business-critical application implementations

- Columbus is a global digital advisor and IT consulting company
- Part of NASDAQ Copenhagen stock exchange since 1998
- The largest independent Infor M3 partner worldwide

Strong partnership with Infor



The largest independent Infor M3 partner in the world



Gold Channel Partner



Alliance Partner

Global partner network



&



Our focus industries



Some of our Infor M3 customers globally



Global capacity - local presence



Presence
10 countries & languages

Availability
multiple time zones

Coverage
global resources

It's more than “keeping the lights on”



Well-defined services with mature processes and implemented best practices

97%

Of our customers decides to renew their agreement

95

Consultants globally dedicated to M3 Operation

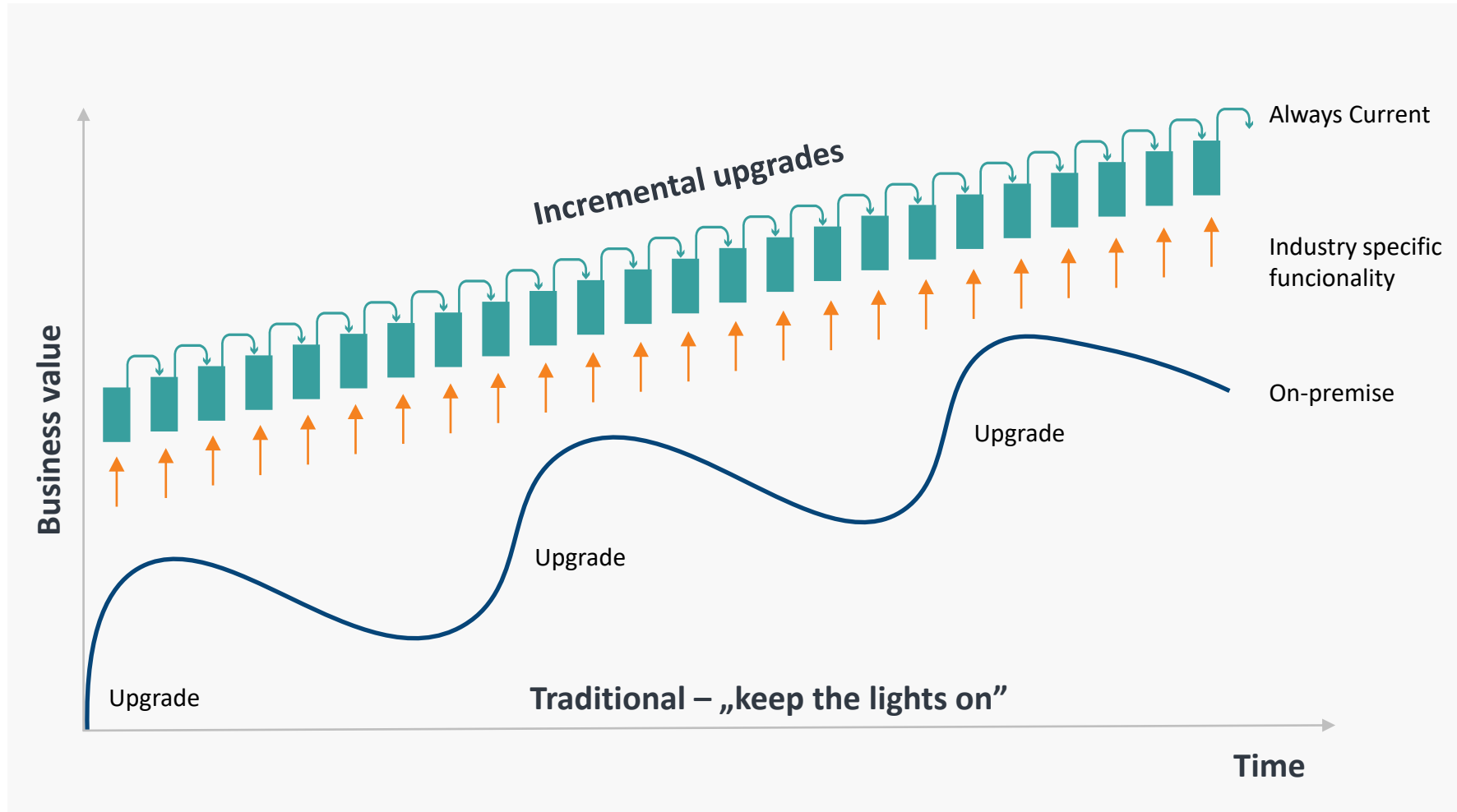
17 years

of average experience on M3 support consultants



Modular pricing model and single point of contact

Operation in the Cloud



Solution Evolve
Gain business advantages
with new functionality

Impact Management
Minimize risks disruption

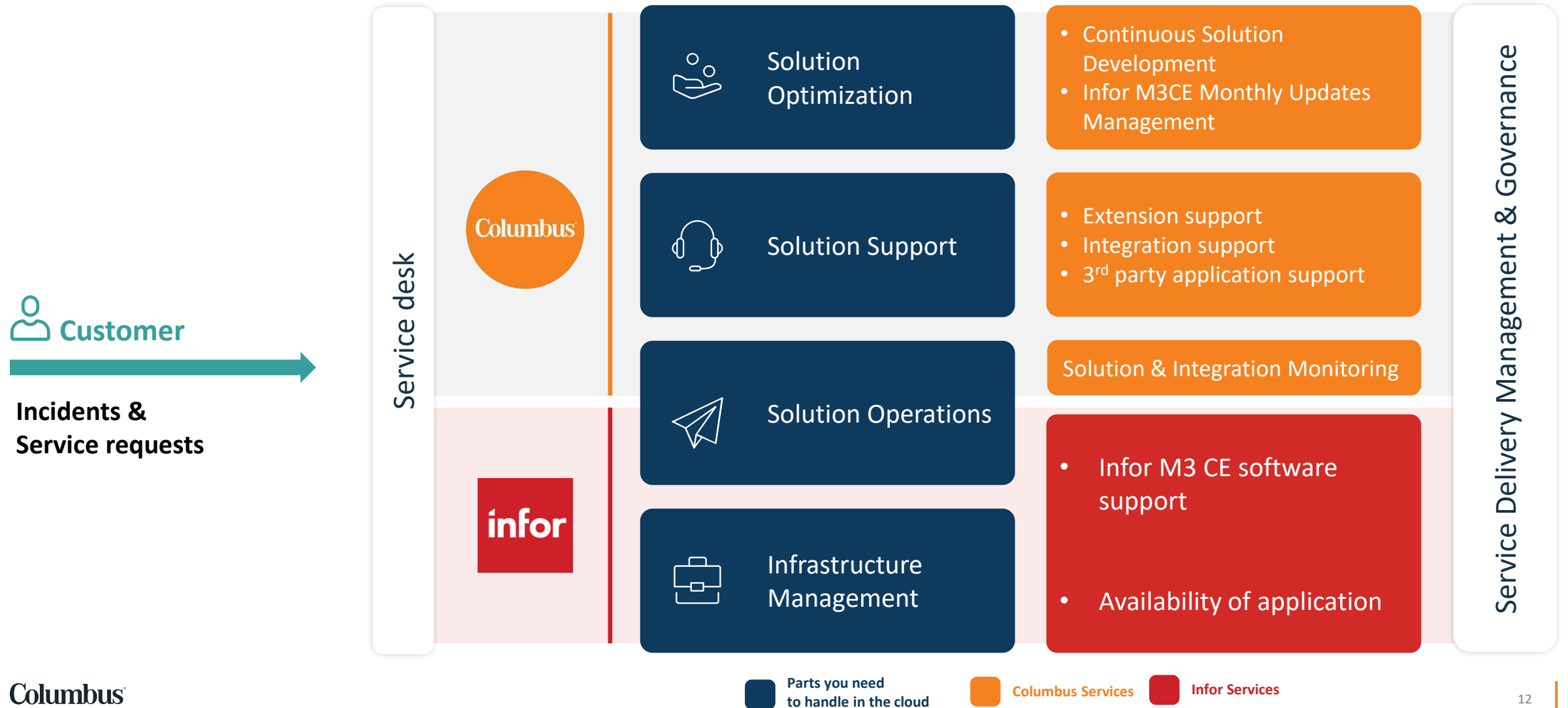


**2 updates
per year!**

Portfolio of our services

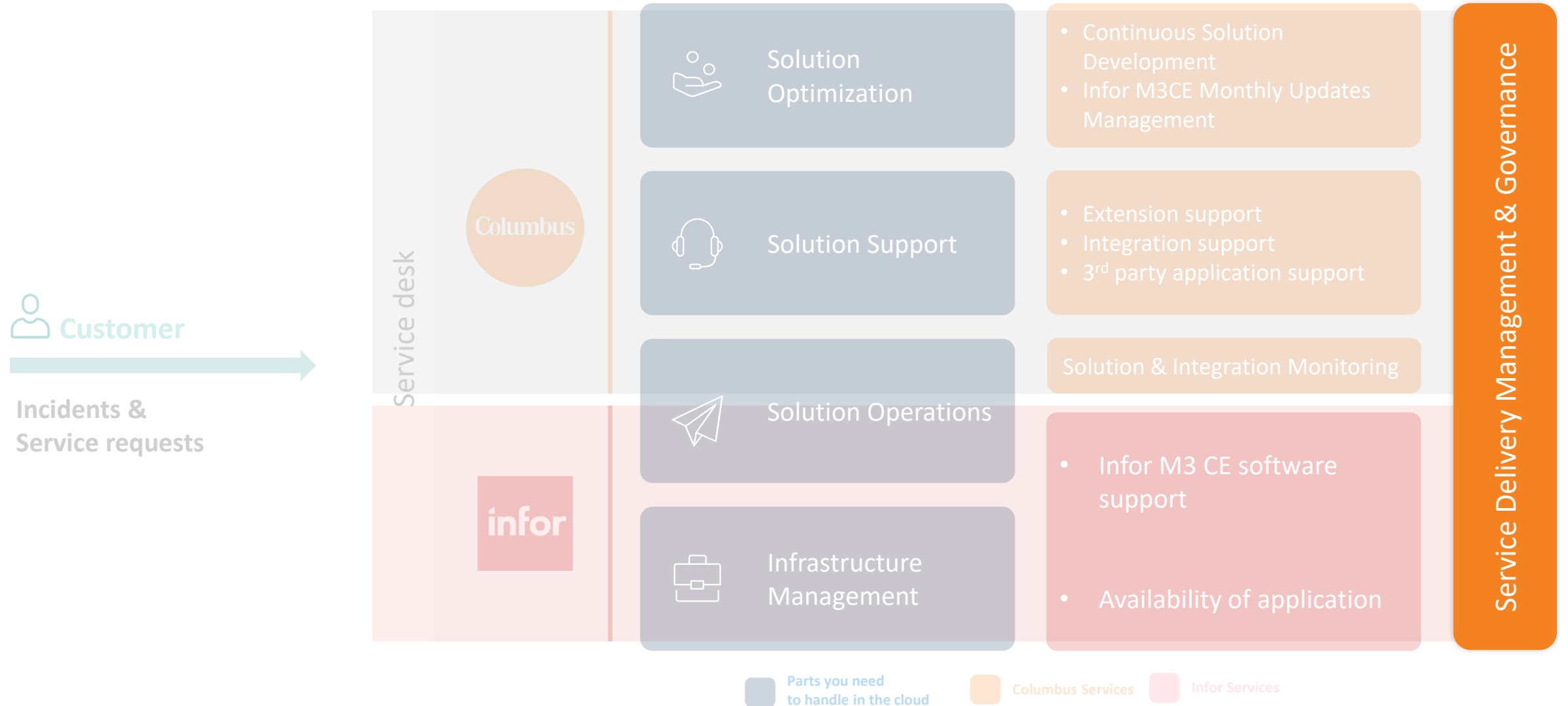


How We Complement Infor Standard Operation



Governance & Service Delivery

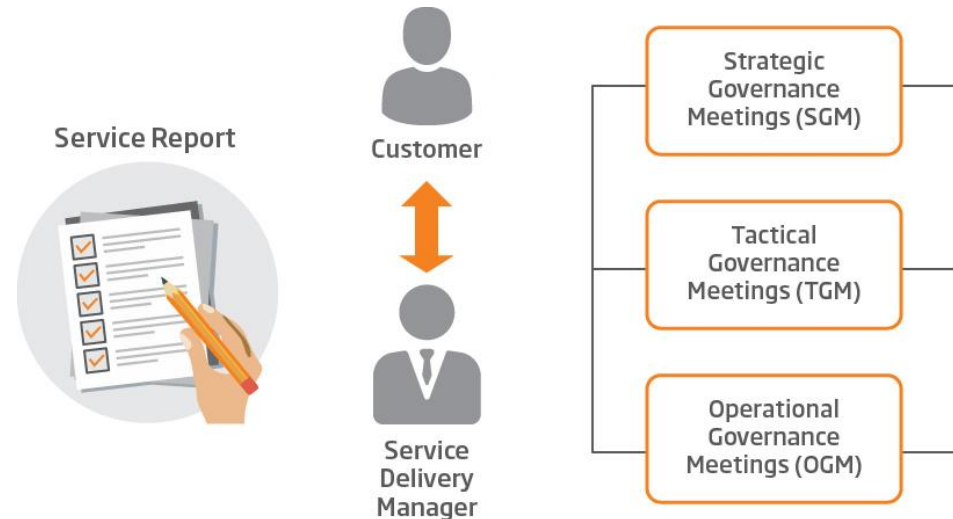
How We Complement Infor Standard Operation



Service Delivery Management and Governance

Key Features

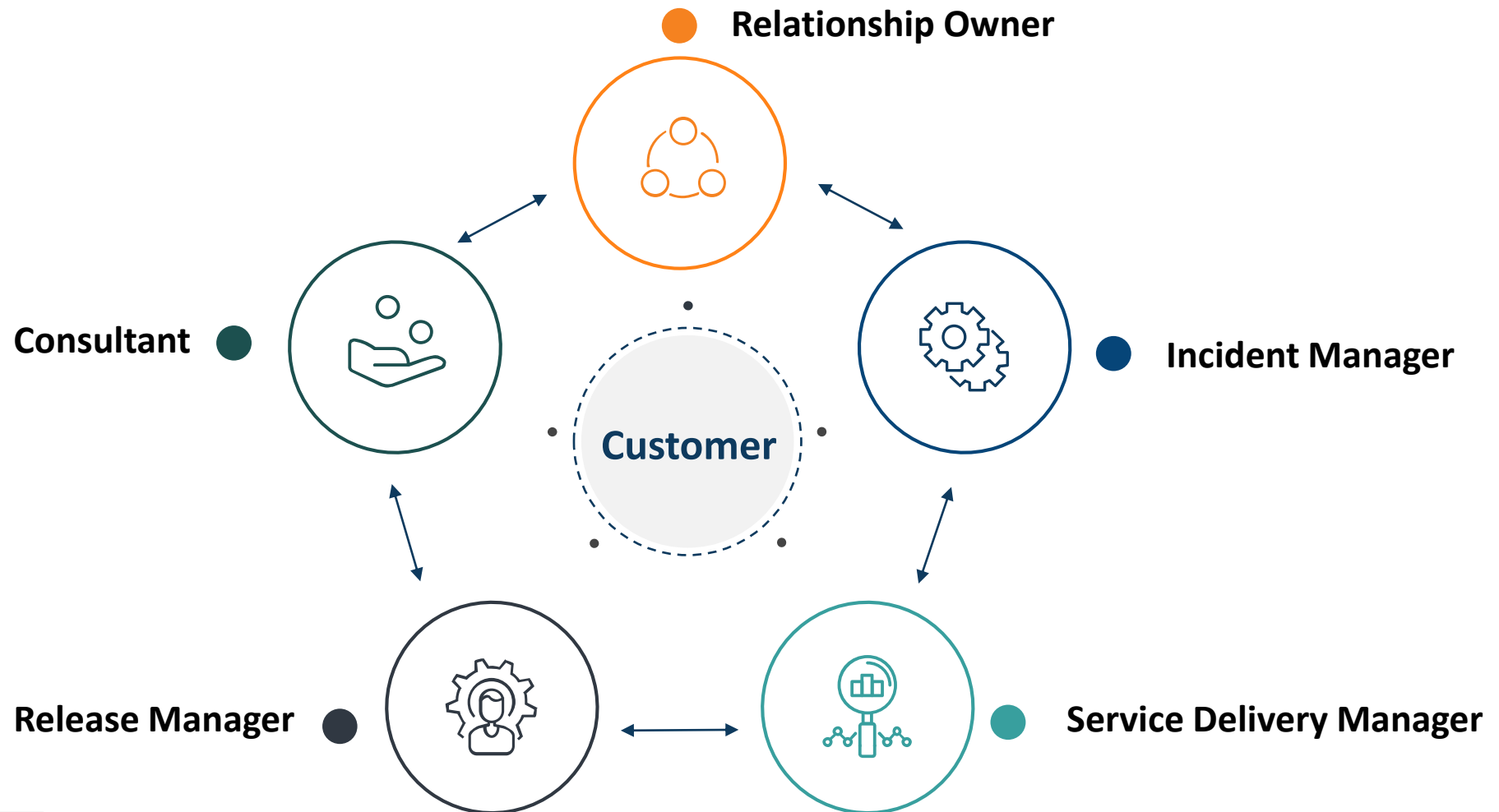
- Regular meeting structure to address all levels of collaboration
- Proactive recommendations of improvements to the solution and operations
- Reporting on the total performance of the delivery
- Single point of contact for all changes to the partnership
- Challenged on potential improvements of solution and operations
- Governance model based on ITIL framework
- Escalation point



Customer Value

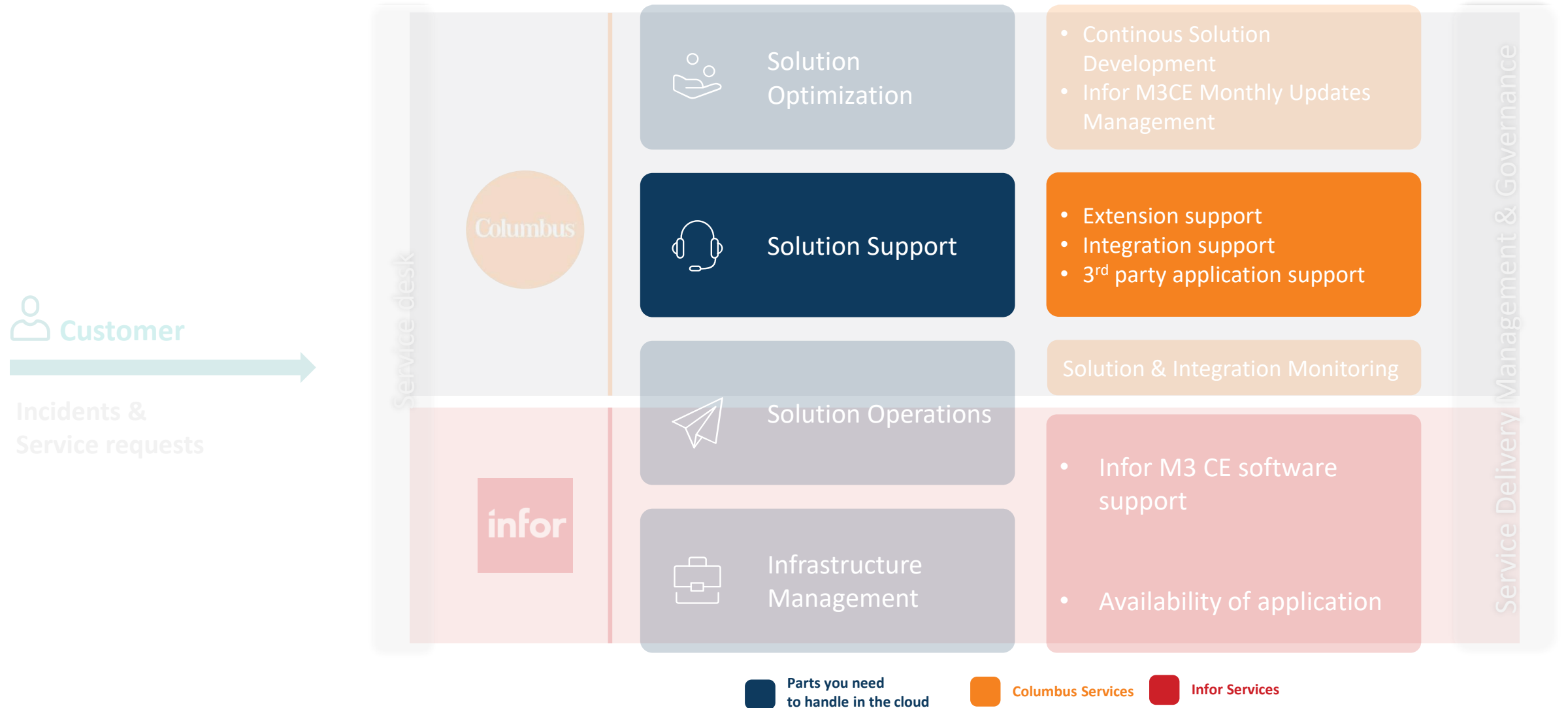
- Your access to all Columbus services – single point of partnership
- Customer ambassador in Columbus
- Traceability and follow-up on all contractual aspects

Engagement model

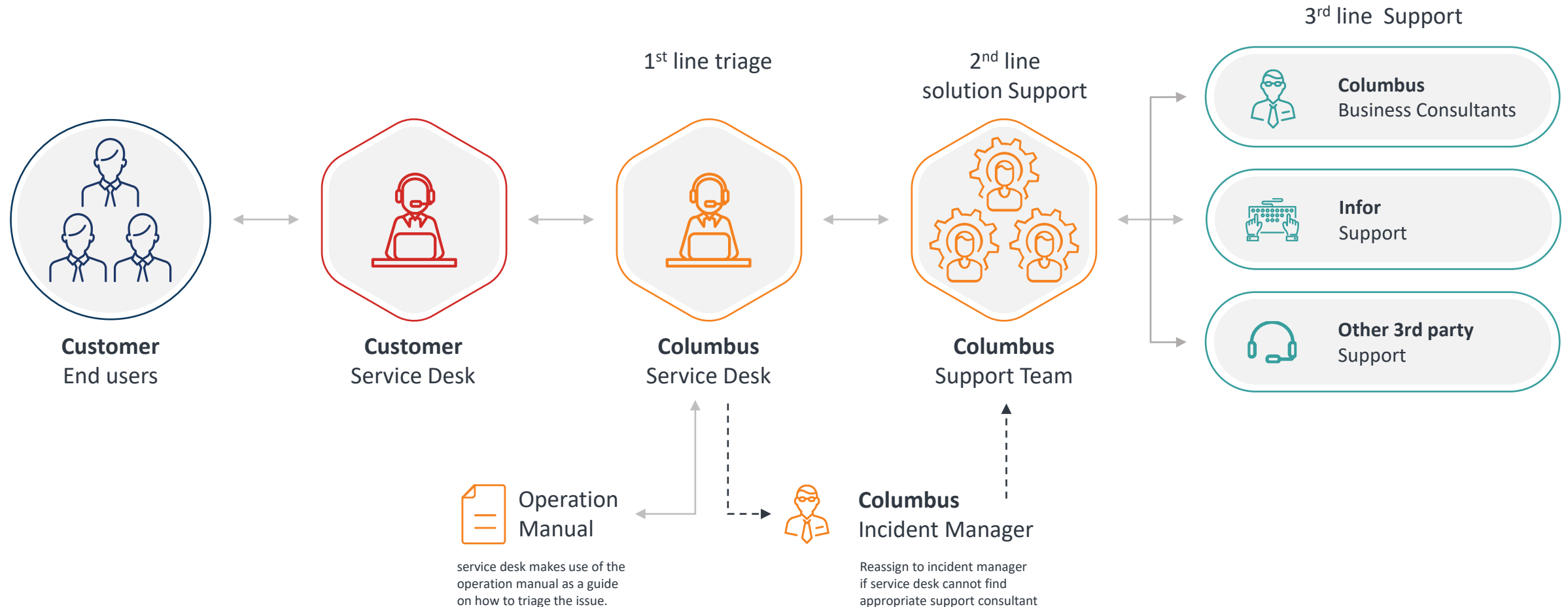


Solution Support

How We Complement Infor Standard Operation



Solution support – Incident management



Our definition of severities

Severity	Definition
1 Critical	<ul style="list-style-type: none"> Critical system, key application outage with critical impact on sever delivery Total loss of production service to entire customer set Impact one or more service levels commitments Revenue or delivery schedule impact
2 High	<ul style="list-style-type: none"> Key component, application is down, degraded, or unstable. Potential critical impact on service delivery. Service performance degraded; service delivery impact. Partial Customer set affected
3 Medium	<ul style="list-style-type: none"> A component, minor application in procedure is down, or unusable, or difficult to use. Some operational impact but no immediate impact on service delivery Service outage but alternative workaround available Problems that degrade service but not delivery of service Potential exposure to ability to deliver of service Remote customers affected Procedure not critical to customer is unusable No impact to service. No production affected Individual remote customer affected
4 Low	<ul style="list-style-type: none"> Development need that is known in advance and can be planned Service outage but alternative known workaround available Cosmetic error No impact to service. No production affected.

Our standard SLA

Service Level can always be adjusted for each customer's unique business requirements.

The table below shows Columbus Standard Support SLA:

Severity	Response time	Service level Response time	Resolution time	Service level Resolution time
1 Critical	1 hour	90%	8 hours	90%
2 High	2 hours	80%	2 Business days	80%
3 Medium	8 hours	75%	5 Business days	75%
4 Low	2 Business days	75%	10 Business days	75%

Scope in Solution Support

Service hours



Mon-Fri
08:00-17:00

Support objects



M3CE, M3 13.X
Document Management,
Analytics & Reporting,
ION, MEDIUS, PLM,
ECT

Covered facilities
& language



Norway, Denmark
English

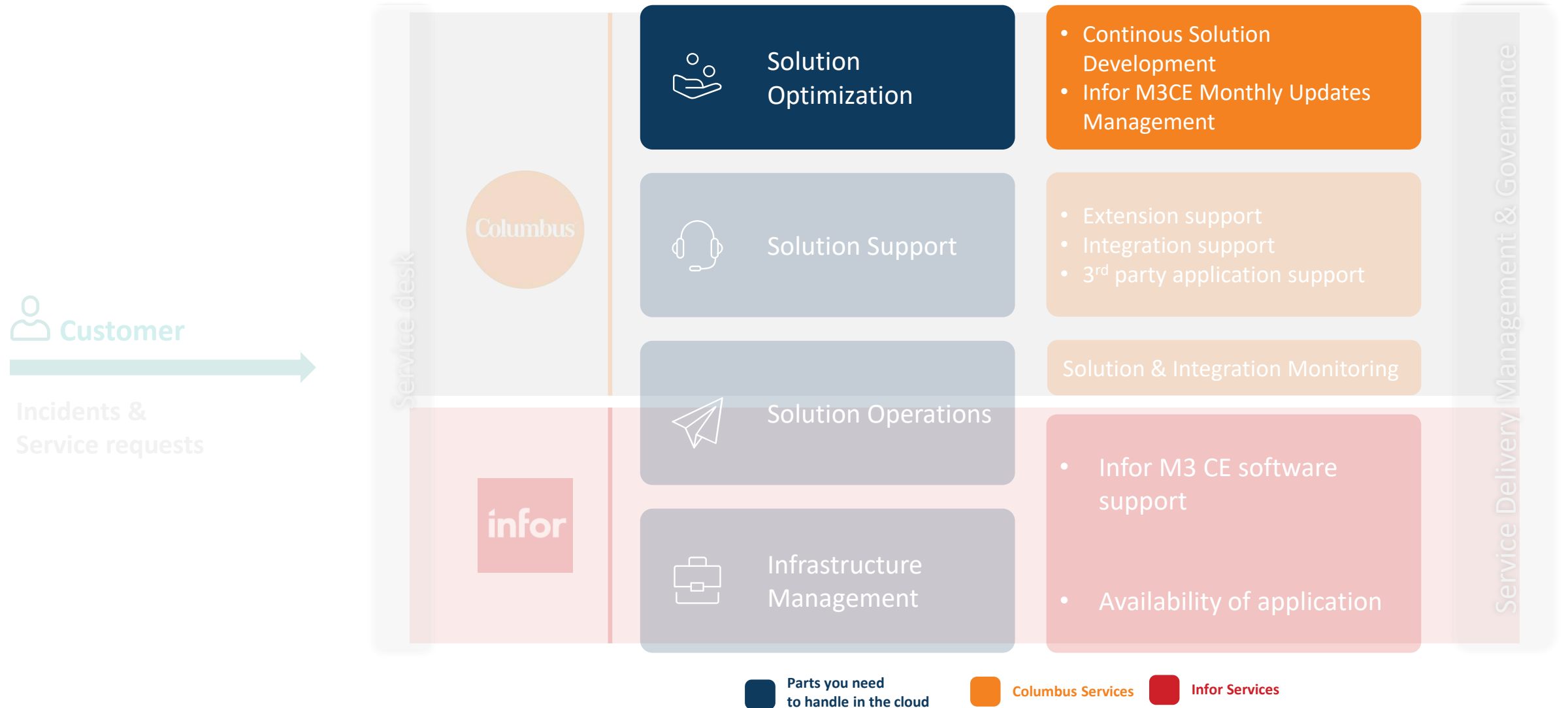
SLA level



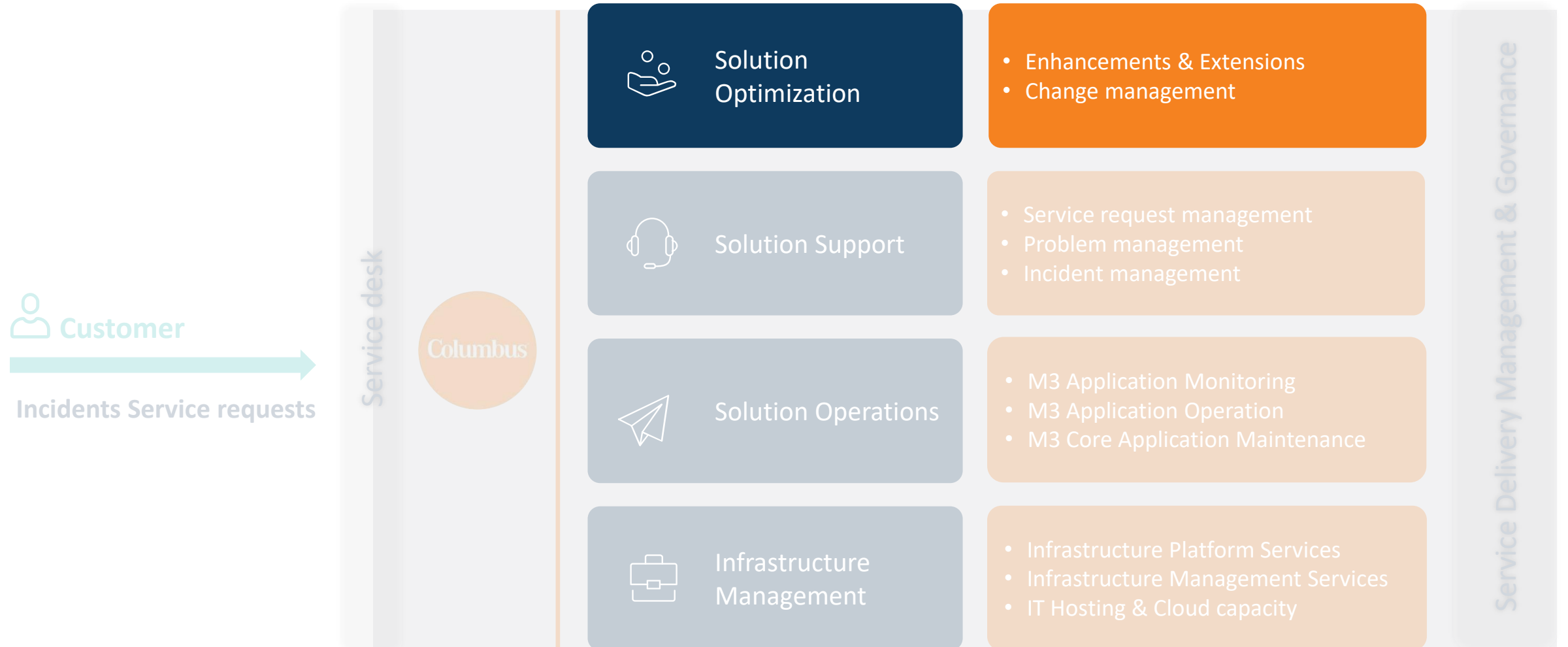
Response time
Resolution Time

Solution Optimization

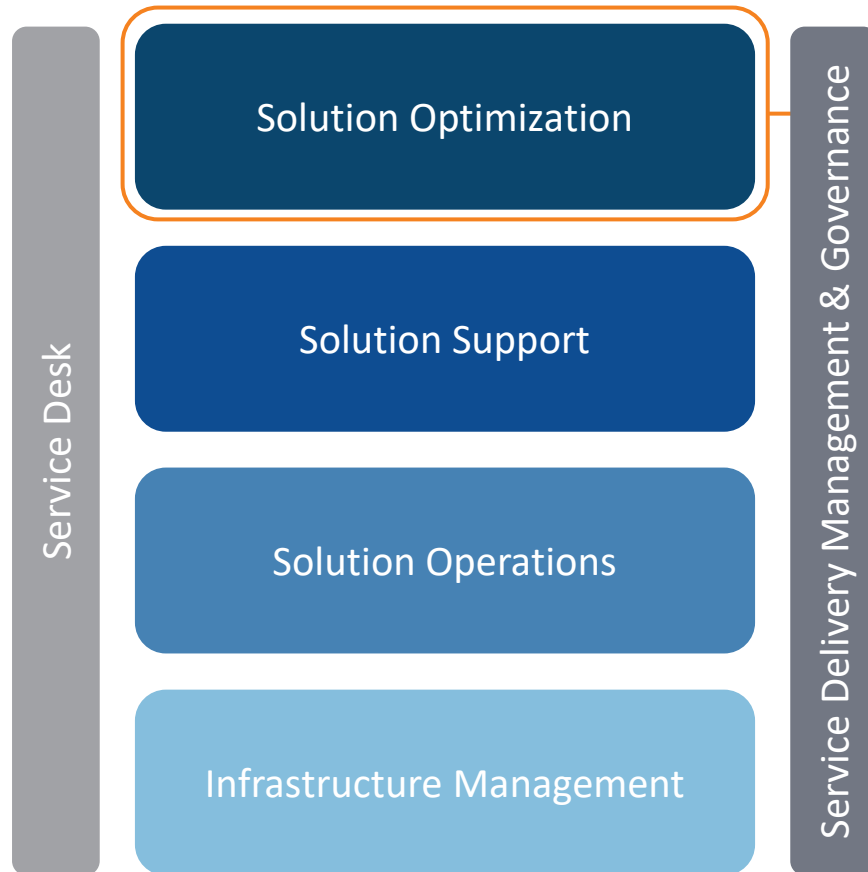
How We Complement Infor Standard Operation



Portfolio of our services



Solution Optimization



Solution Optimization

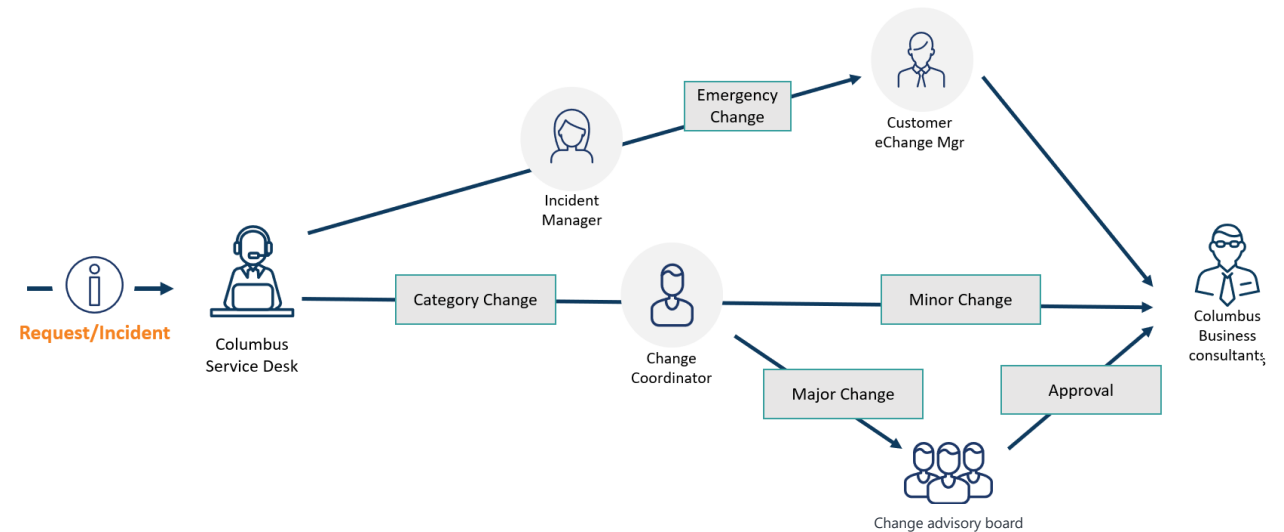
- **Change Management:** Business and IT driven change management. Requirements from business and Adaptation to IT change through defined change management process. Participate in Change board.
- **Release Management:** Stability of production environment guaranteed through well structured release planning and deployment. Review and planning of Cloud suite news.
- Service requests and business development projects.
- Advisory services

Solution Change Management

Changes handled in a controlled yet agile manner to minimize disruptions

Key Features

- Structured change process based on ITIL ensuring efficient and prompt handling of changes
- Impact analysis of changes before decision and implementation
- Change prioritization and clear decision governance
- Evolves your business in accordance to your needs



Customer Value

- Control over change process, transparency of costs
- Change log updated and prioritized
- Solution documentation always up to date
- Emergency change process

Monthly update Management

Update Management - Overview Infor Release Methodology



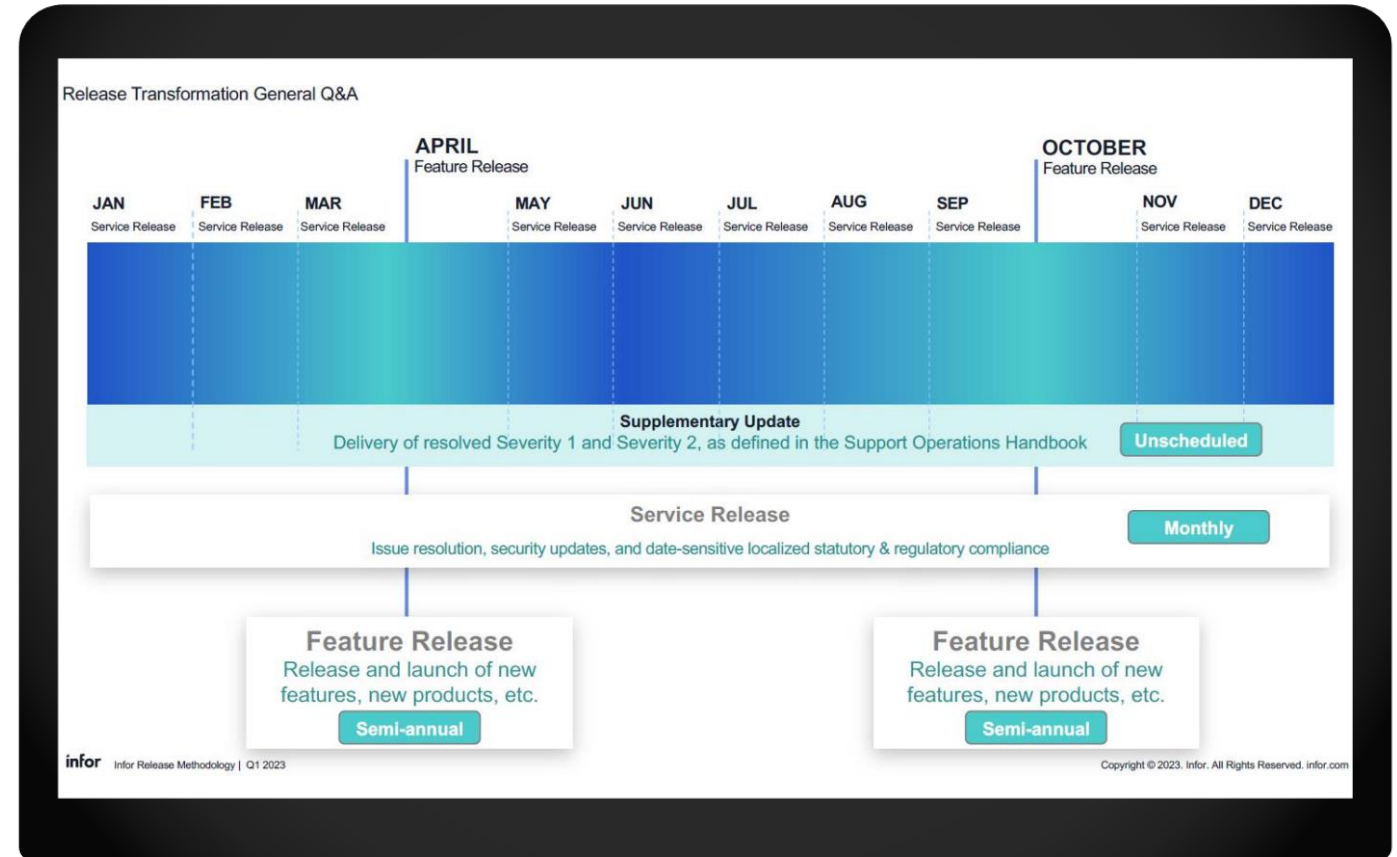
Feature releases in April and October



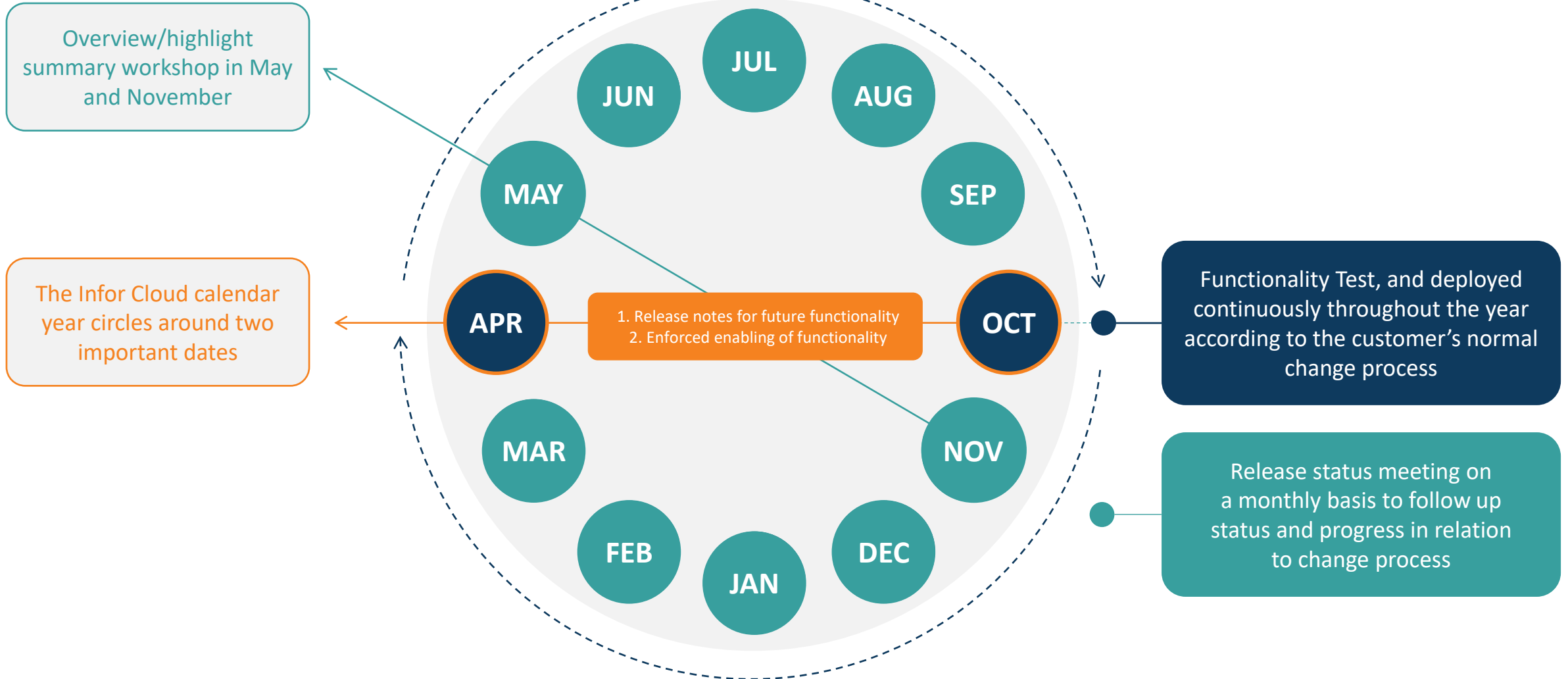
Forced activation dates in April and October



Service releases released continuously during the year (each month)



Update Management - The Important Release Cadence



Update Management - The Team

Columbus Update Management Central team

Central team within Columbus. Not tied to a specific customer. Monitor release notes published by Infor throughout the year. Produce best practice solution & recommendation for release items when applicable. Keep Business consultants and Release Managers up to date about changes. Act as reference point whenever incidents related to updates occur. Provide feedback to Infor as and when needed.

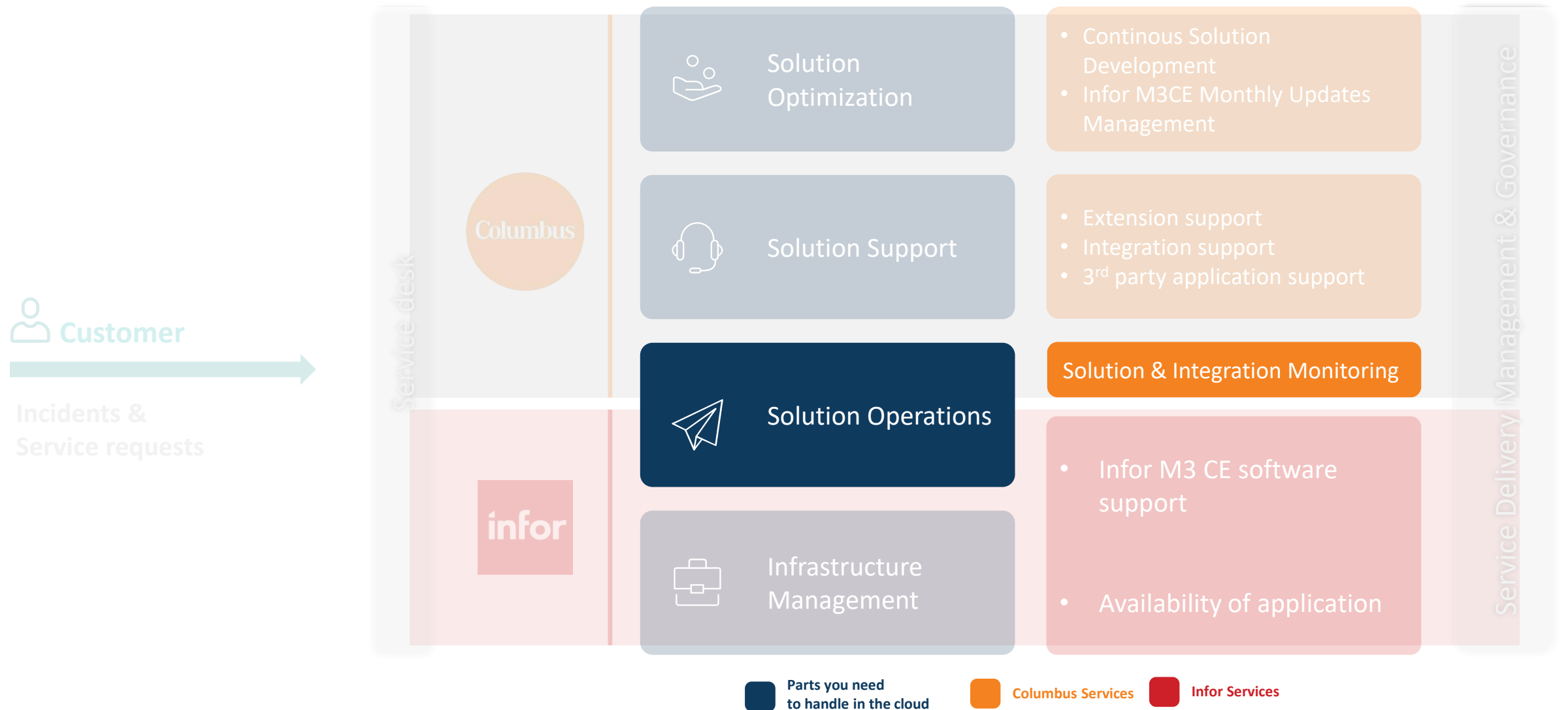
Release Manager

Dedicated to the Customer. Coordinating all activities around Infor release cycle for the specific customer's environment. Coordination of all Release Status meetings.

Solution architect/ Business consultants

Analyses and recommends the Customer of potential new features and functionality. Also recommends actions in relation from a risk/impact point of view.

How We Complement Infor Standard Operation



Portfolio of our services



M3 Core Application monitoring service

Supports high availability and performance of your system

Key Features

- A service consisting of a sophisticated monitoring tool and professional consultancy services with the goal to maximize the availability of your ERP-solution.
- Application unique checkpoints, developed with Columbus knowledge of how to best operate the environment.
- The possibility to develop customer unique control points.
- A structured documented incident handling process to minimize any disruption to environment.
- Regular service meetings, reporting on incident history, actions, SLA and recommendations.



Customer Value

- High availability for Enterprise environment – Up to 24/7/365 monitoring and incident handling
- Regular reporting of actions and proactive recommendations to further improvements to the operations of the environment.

Application operation

Proactive activities to ensure your ERP system remains steady and healthy

Key Features

- Unique proactive activities for a healthy state of the system
- Includes daily, weekly monthly activities
- Preventive periodic maintenance to assist operations performance
- Regular follow up on activities and observations with Service Management

Performance
review &
Tuning

M3 Database
Administration
& Maintenance

M3
Maintenance
and continuous
housekeeping
activities

Customer Value

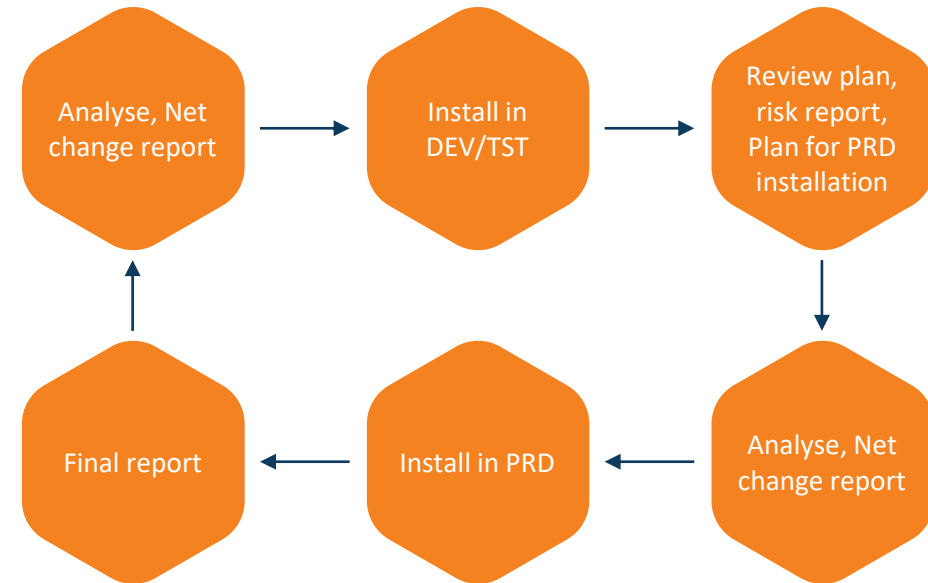
- Ensure maximum availability by working proactive
- Keep your system in a healthy- and steady state
- Regularity in maintenance activities
- Benefit from Columbus deep knowledge of application operation

M3 core Application maintenance

A service where we ensure that your ERP core applications are updated on a regularly basis.

Key Features

- Includes core ERP application that are not dependent on any customer modifications.
- Includes updates of Prod, Test and Dev environments.
- Updates are performed according to predefined Service Windows.
- Includes review of Net Change Report foundation levels.
- Deliver risk analyze document to customer.



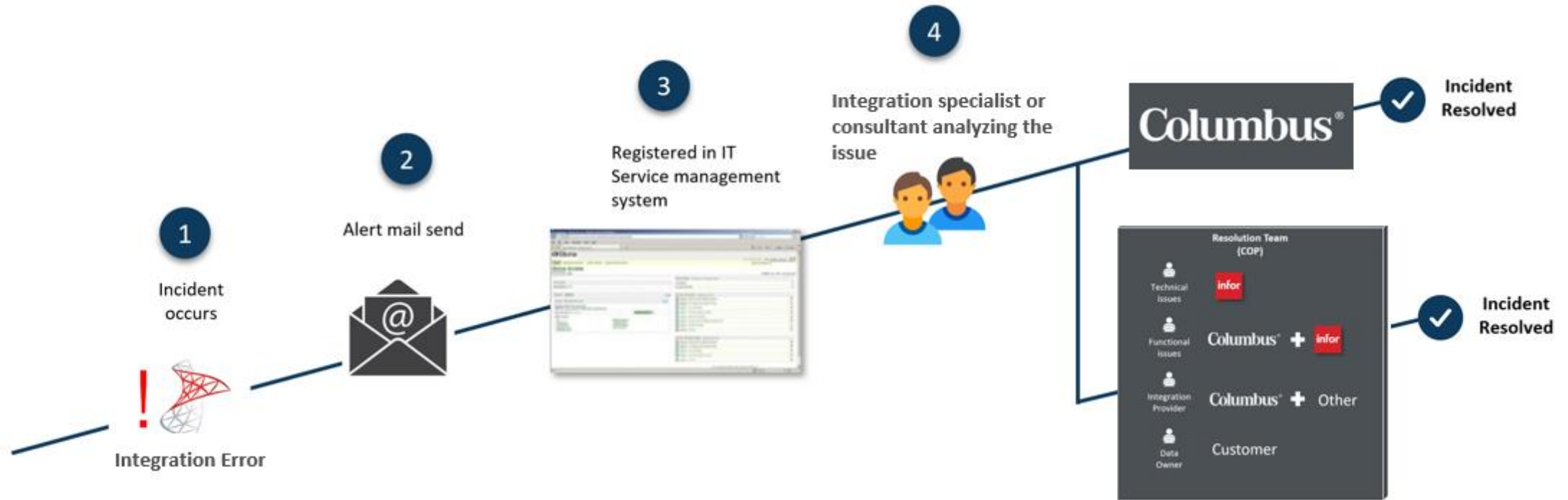
Customer Value

- Continuity in being on the latest releases
- Make sure that the application matches your OS level patching.
- Improved security with continuity in patches
- Cost control with fixed service fee







Monitoring incident handling process



M3CE Solution & Integration Monitoring process map



Proposed Services

		PRICING PRINCIPLES	
 <p>Solution Optimization</p>	<ul style="list-style-type: none"> Continuous Solution Development Infor M3CE Monthly Updates Management 	 <p>Maximise ROI</p>	<ul style="list-style-type: none"> Solution development (change management): T&M Monthly updates: Fixed fee
 <p>Solution Support</p>	<ul style="list-style-type: none"> Extension support Integration support 3rd party application support 	 <p>Operational excellence</p>	<ul style="list-style-type: none"> Fixed fee for service desk based on objects in scope Time bank for solution support & Service delivery management
 <p>Solution Operations</p>	<p>Solution & Integration Monitoring</p>		<ul style="list-style-type: none"> Monthly fixed fee
 <p>Infrastructure Management</p>	<ul style="list-style-type: none"> Infor M3 CE software support Availability of application 		<ul style="list-style-type: none"> Included in Infor subscription

- Startup fee for all services (the cost of time spent for the transition to operations). Size depend on scope
- T&M = Time and Material

Proposed services for your business

PRICING PRINCIPLES



Solution Optimization

- Enhancements & Extensions
- Change management



Maximise ROI

- Solution development (change management): T&M



Solution Support

- Service request management
- Problem management
- Incident management

- Fixed fee for service desk based on objects in scope
- Time bank for solution support & Service delivery management



Solution Operations

- M3 Application Monitoring
- M3 Application Operation
- M3 Core Application Maintenance



Operational excellence

- Monthly fixed fee



Infrastructure Management

- Infrastructure Platform Services
- Infrastructure Management Services
- IT Hosting & Cloud capacity

- Discussed based on your specific requirements

Educational Booster Kit

Online training packages helping your team to learn how to navigate in Infor M3 CloudSuite in an easy way, utilize functionalities, follow best-practices based on our template guidelines and ultimately - prepare for life in the cloud.

Instructions Short videos Exercises Trainings Questionnaire

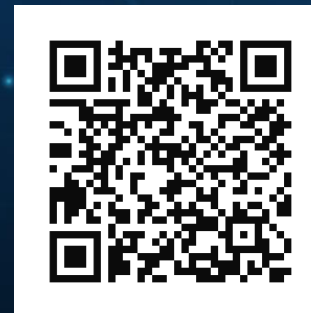


Test yourself

Participate in training sessions

Complete exercises

Learn more!



Listen to the recordings





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Thank you

Columbus[®] | Once you
know how...