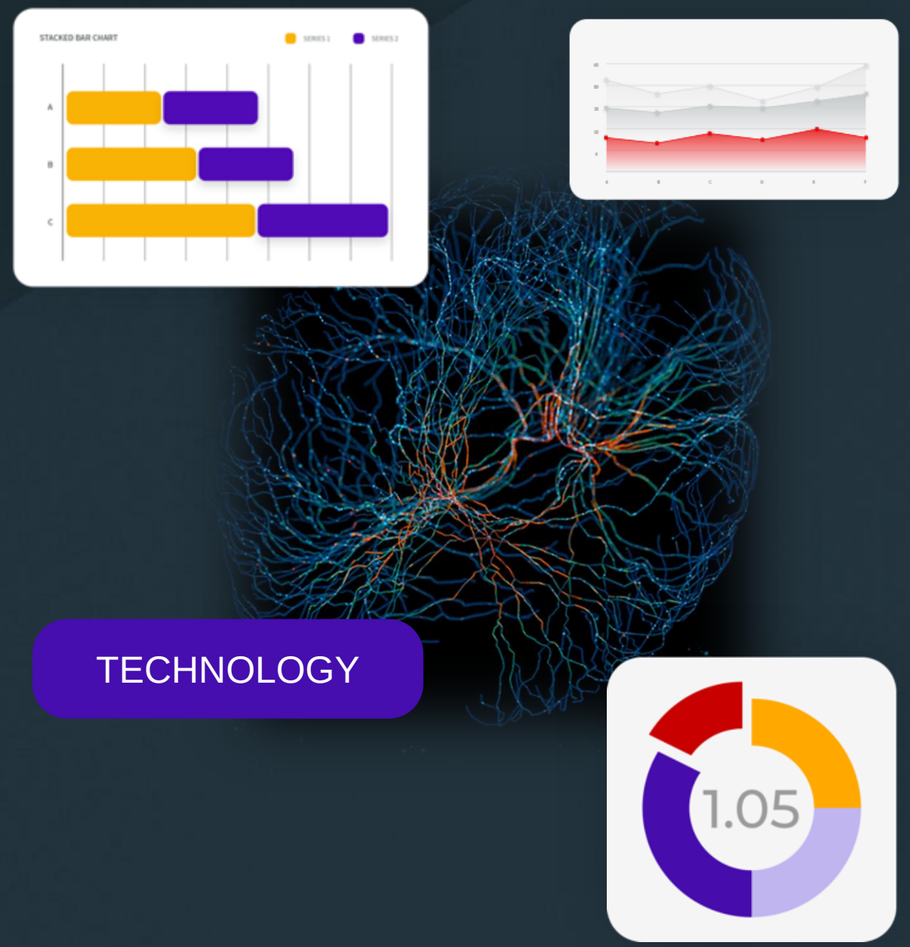
M3 Infoteam
Den store teknikkdagen 2025



February 12 2025

Torbjörn Karlsson, SVP, Software Development
Magnus Tallkvist, Industry & Solution Strategy Director

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Agenda

- Introduction
- Future proof of platform
- Innovation
- Other sessions

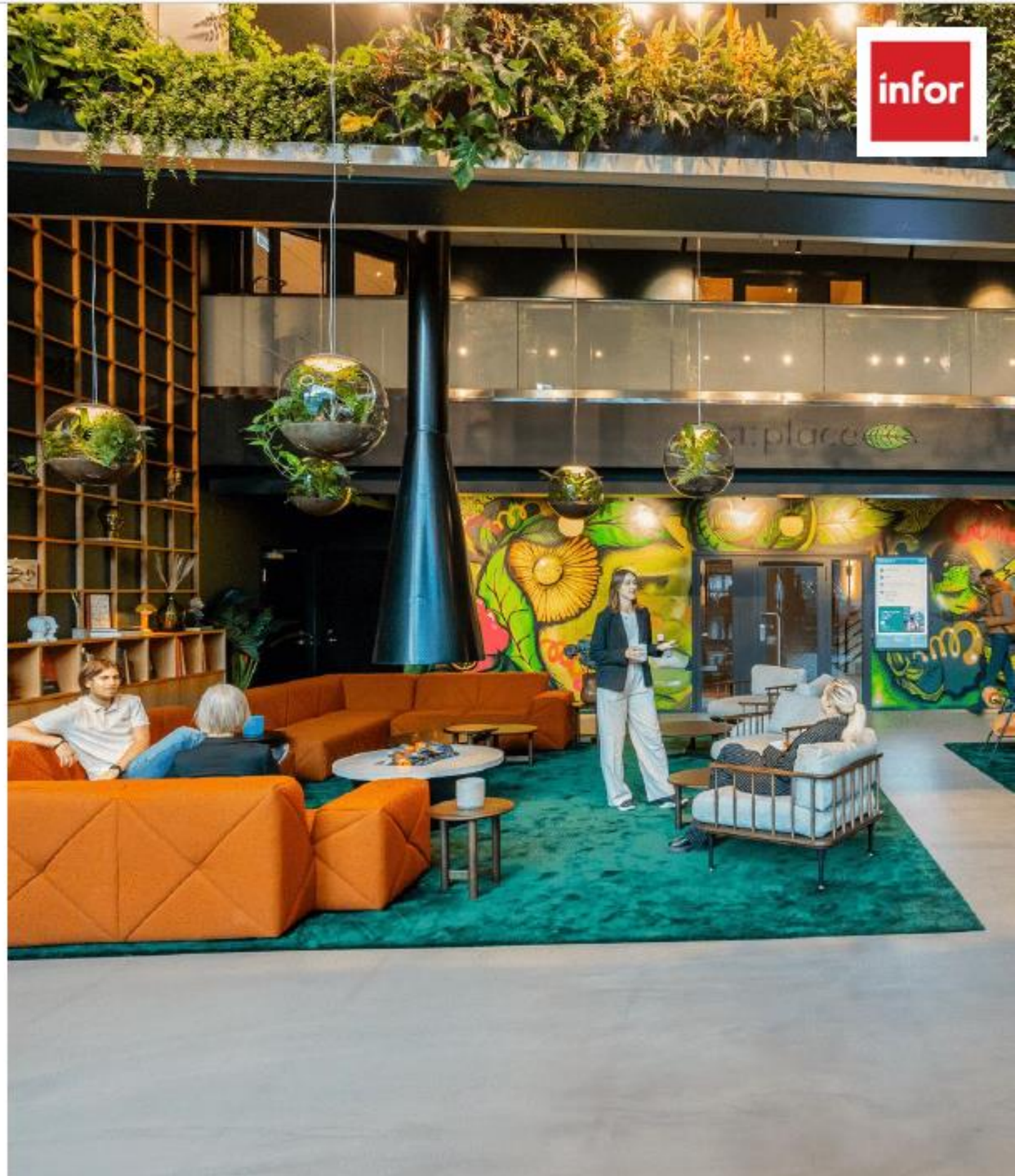
Local footprint

Norway
Oslo
Sandnes
Ålesund
Molde
Trondheim

Finland
Helsinki

Denmark
Copenhagen
Aarhus
Odense
Skive

Sweden
Stockholm
Malmö
Göteborg
Linköping



Future proof platform

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What we've accomplished with M3 Industry CloudSuites

Total cloud customers

Customers provisioned with Infor M3 Cloud

600~

Total countries supported

In core with regulatory and statutory requirements

72

Total integrations supported

Strategic integrations with best-of-breed and 3rd party

30

Features delivered

In the core CloudSuite during the past 12 months

800+

API calls per month

In one region

5.4 Billion

Documents printed

In one region during 1 month

2.5 Million

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Expect better outcome

Industry focus

Rich on 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

- ✓ Automated and dynamic scaling of the cloud platform
- ✓ A fluid solution adopting to everchanging business requirements
- ✓ Support for new and changing operating models

Innovation

Cloud technology platform enabling innovation

- ✓ Automation capabilities (ML/RPA/PI)
- ✓ Leverage generative AI
- ✓ Business optimization
- ✓ Enabling customers to be disruptive and agile

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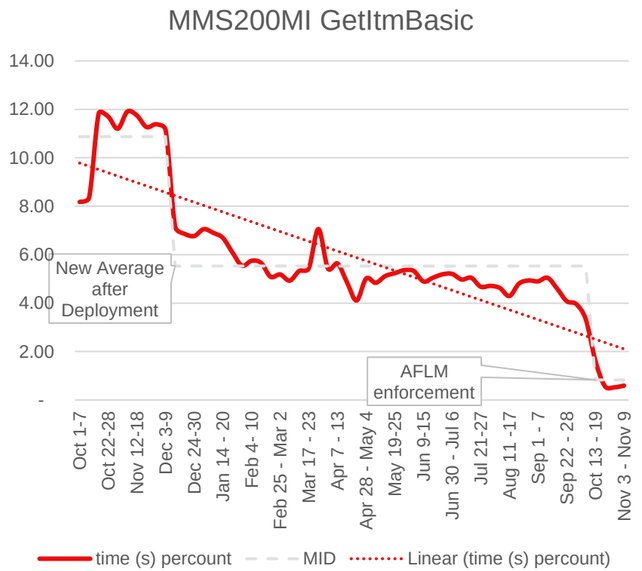
Examples of performance improvements

MMS200MI

- Top 10 API used (seen through Infor monitoring) and called several million times per day
- Pro-active performance/code investigation
  - General improvements
  - Introduce "All fields setting" for information seldom used but adds a lot of response time
  - Result is reduced response time from average 10.9s/call to 0.8s/call (Average time cross production tenants)



Db cache

- On-prem used "smart cache". Not suitable for cloud
- New cache technique introduced in cloud
  - Global cache – Eliminates Db reads but does not reduce response time
  - Local job cache – Drastically reduces response time
- Negative cache introduced (October/November 2024)
  - Used when a record is not found
  - Can give drastic improvements for selected jobs

Changed API metadata cache

- Improved all API response times

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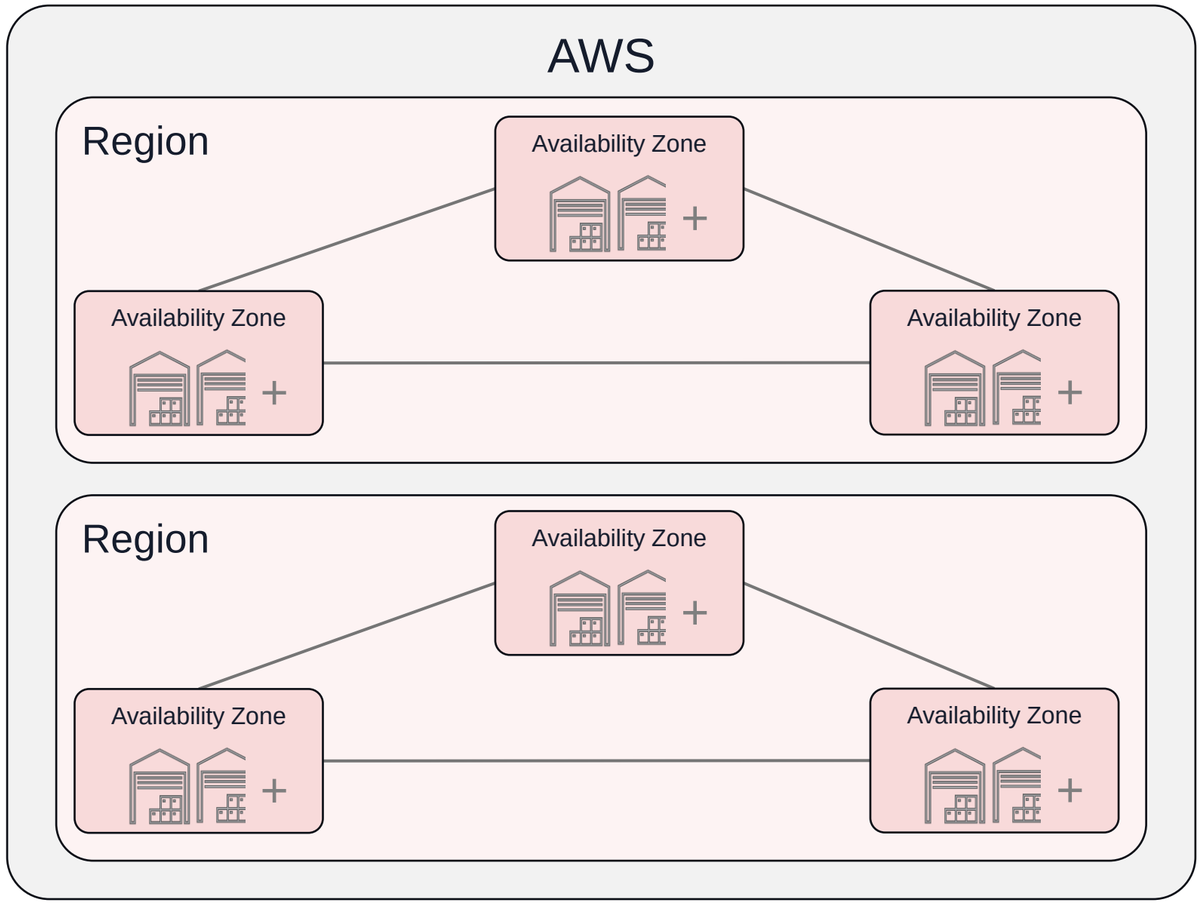
SaaS model: Multi-Tenant architecture

Each AWS Region is completely independent of each other and consists of multiple physically separate Availability Zones (AZ)

Each AZ is cluster of data center's (DC), with each DC having an independent & redundant infrastructure – servers, power, cooling, networking, physical security, …

Each AZ is geographically isolated and connected through very high bandwidth and ultra low latency links



(Note: simplified configuration for illustrative purposes only)

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Purpose-built solutions

Industry-specific applications

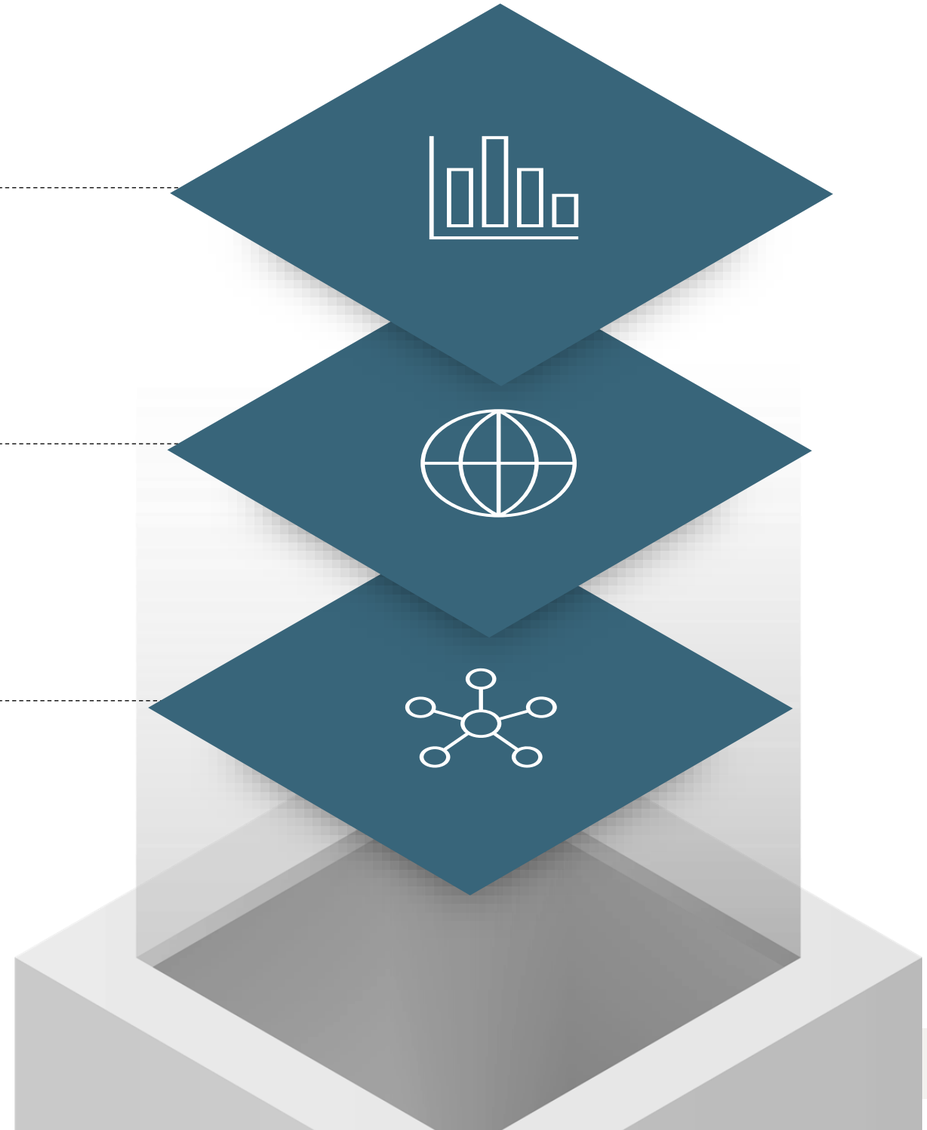
- Fully integrated core ERP suite
- Supporting edge applications i.e. PLM, WMS, CPQ, HCM etc
- Consumer-grade user experience

Digital business platform

- Integration and interoperability
- Common data fabric
- Visualization of data and insights
- Business process automation
- Extensibility for new applications

Multi-tenant cloud infrastructure

- Partnership with AWS global network
- Resilient and scalable architecture
- Secure and compliant protection
- Evergreen innovation and improvement



Infor SaaS Service Enablement

Dev Ops

- Cloud provisioning and monitoring portal
- Cloud enablement/architecture guidance to development teams
- Automated provisioning, monitoring and patching tools
- Standardisation and selection of Cloud tools
- AWS Centre of Excellence
  - AWS architecture standards and tools

Cloud Operations

- Deploying new environments for customers
- Managing Cloud environments for customers
- Performing updates
- Delivering automation
- Environment issue resolution

Information Security Office

- Alignment to best practices for security governance
- Significant investment in security controls
- Independent 3rd party assessments to provide unbiased security posture review
- Standardisation of secure development practices
- Compliance focus on industry, U.S. and international standards

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Infor SaaS: Transforming infrastructure management

Software

- Applications

Platform

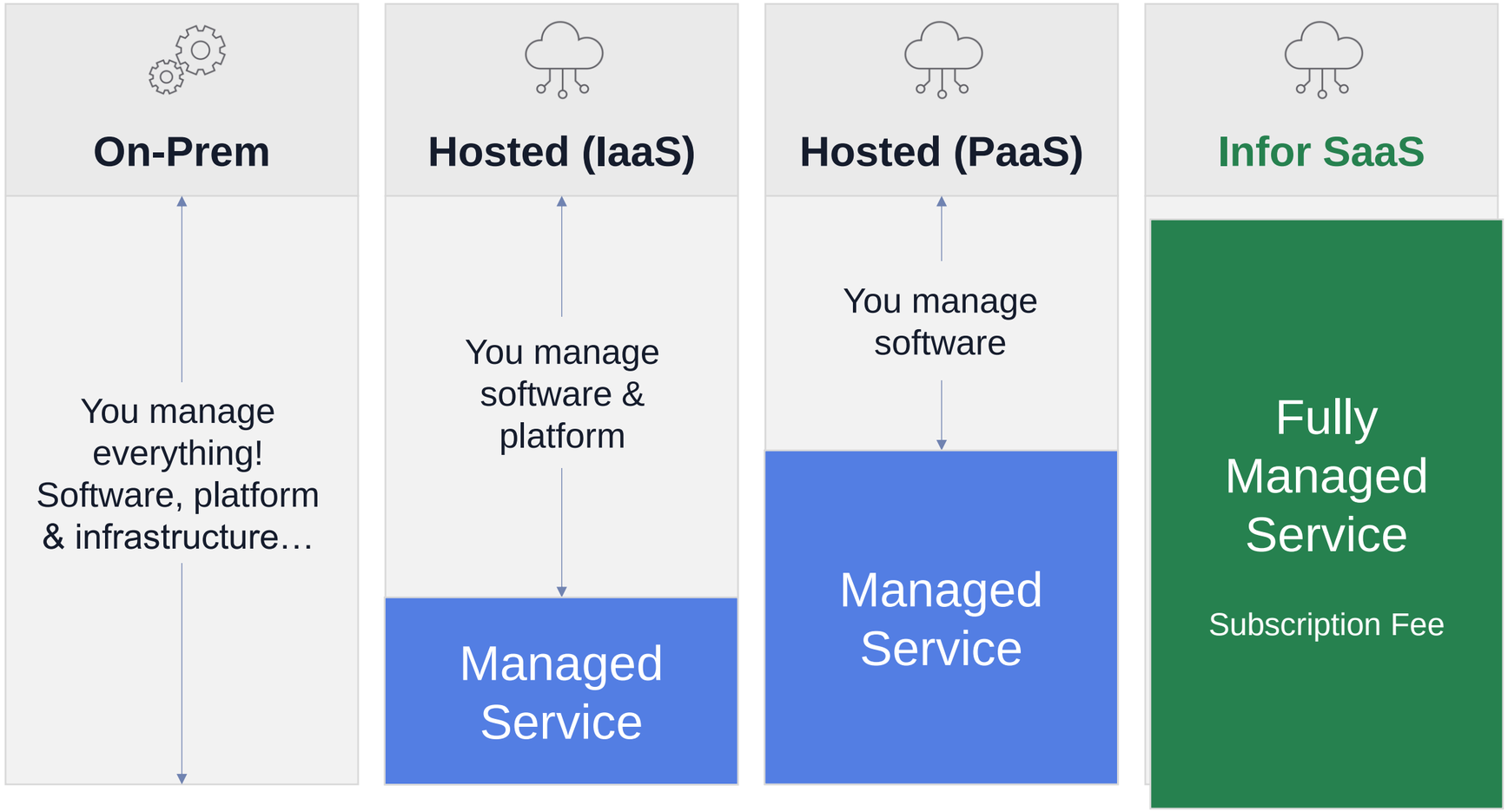
- Operating Systems
- Databases

Infrastructure

- Compute, storage, security, networking, virtualisation…

Cost

- IT Resources
- License Fees



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Powered by the leading cloud platform

Why AWS + Infor is different

Pace of innovation and R&D

Leveraging AWS' $20B+ R&D investment, Infor focuses on building industry-specific capabilities

Security and compliance

AWS supports 143 security and compliance certification, more than any other cloud provider. All 117 services that store customer data offer the ability to encrypt that data

World-class infrastructure

Fully optimized to run in the cloud (3x more energy efficient than median data centers)

Unmatched global coverage

Infor solution available in 10 worldwide regions with 27 total availability zones for 99.95% uptime

What this means for you

Industry driven value

AWS' world class infrastructure and solution provider ecosystem enables Infor to deliver evergreen cloud solutions and faster time to market for new features

Secure peace of mind

World class security provides accuracy, integrity, and availability of business data that enables you to meet compliance requirements with confidence

Optimized applications

Cloud computing environment with the highest-quality global network performance and strong sustainability credentials

Scalability & resiliency

A global partnership built on combined capabilities enables our customers to leverage robust industry solutions with the highest performance and resiliency

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October 2024 Highlights

User Experience

- Improved Experience Designer & Applications
- New Infor OS role-based workspaces
- New workspace backgrounds

Generative AI

- 5 new use cases for M3 industries
- For example:
  - Create Item Text & translations
  - Service performance guidelines

Infor OS

- Process Mining
- Out of the box insights
- New UI for One View
- Streaming pipelines for snowflake destination
- Kafka Connector
- ION process data to Data lake
- Global Packages

Sales and Logistics

- Item Restrictions
- Order returns by delivery
- Integration to Infor Omni-channel Campaign Management

Environmental, Social and Governance (ESG)

- Environmental and product-based taxes and emissions
- ESG Strategy Planning module

Financials

- Shared service – job scheduling
- Approval rule book
- New authorization process for expense invoices

Manufacturing & Purchasing

- GLT – Data Lake publishing
- Certified 3rd party MES for protein
- CPW & IPW enhancements
- E-signatures for Service functions

Planning

- Demand Forecasting
  - Certification for all M3 Industries
  - New Product Introductions

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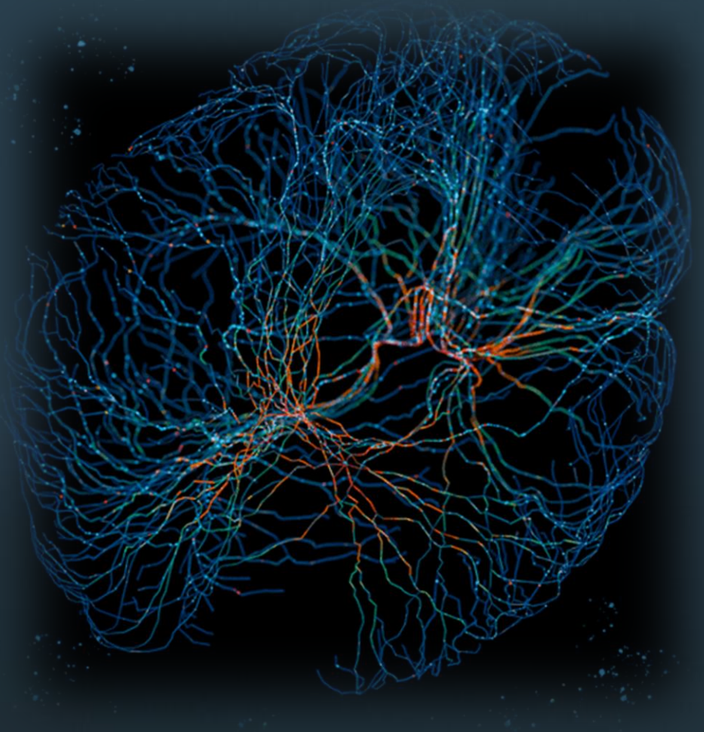
Innovation



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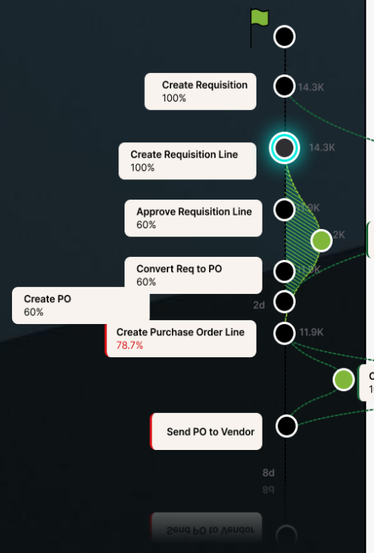
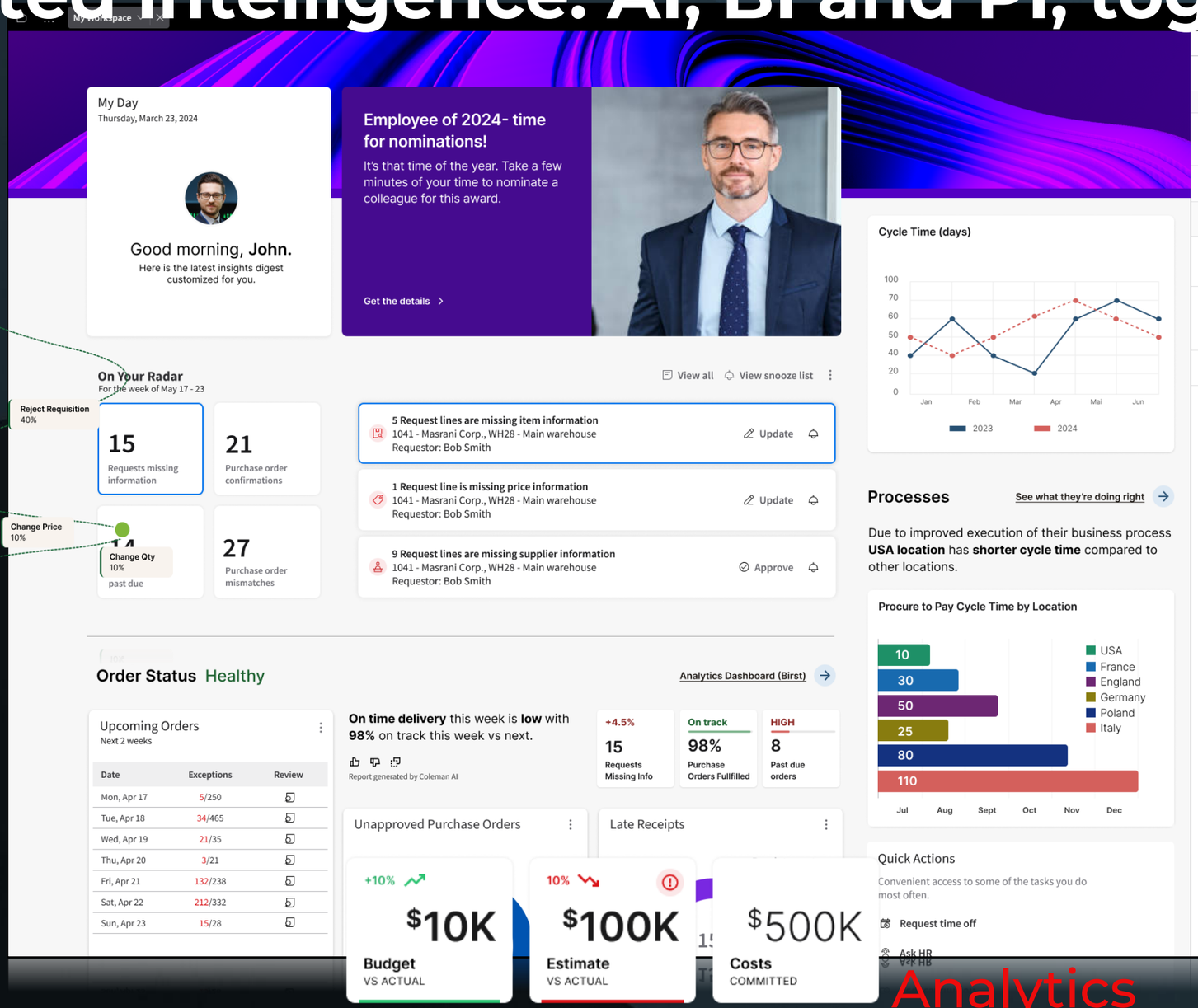
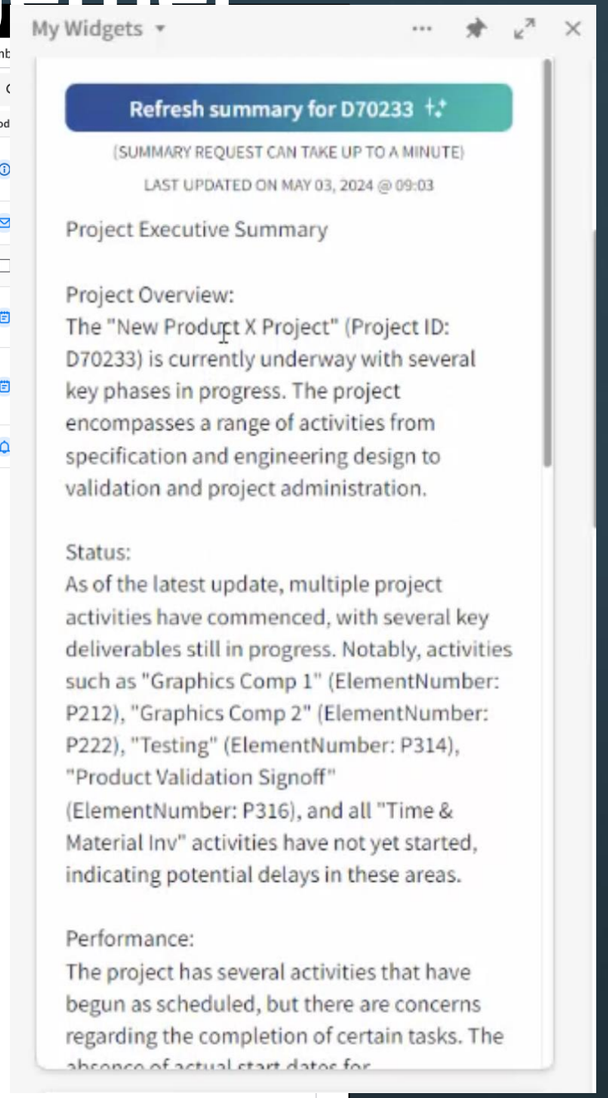
Connected intelligence: AI, BI and PI, together



Process Mining





Gen AI

Analytics

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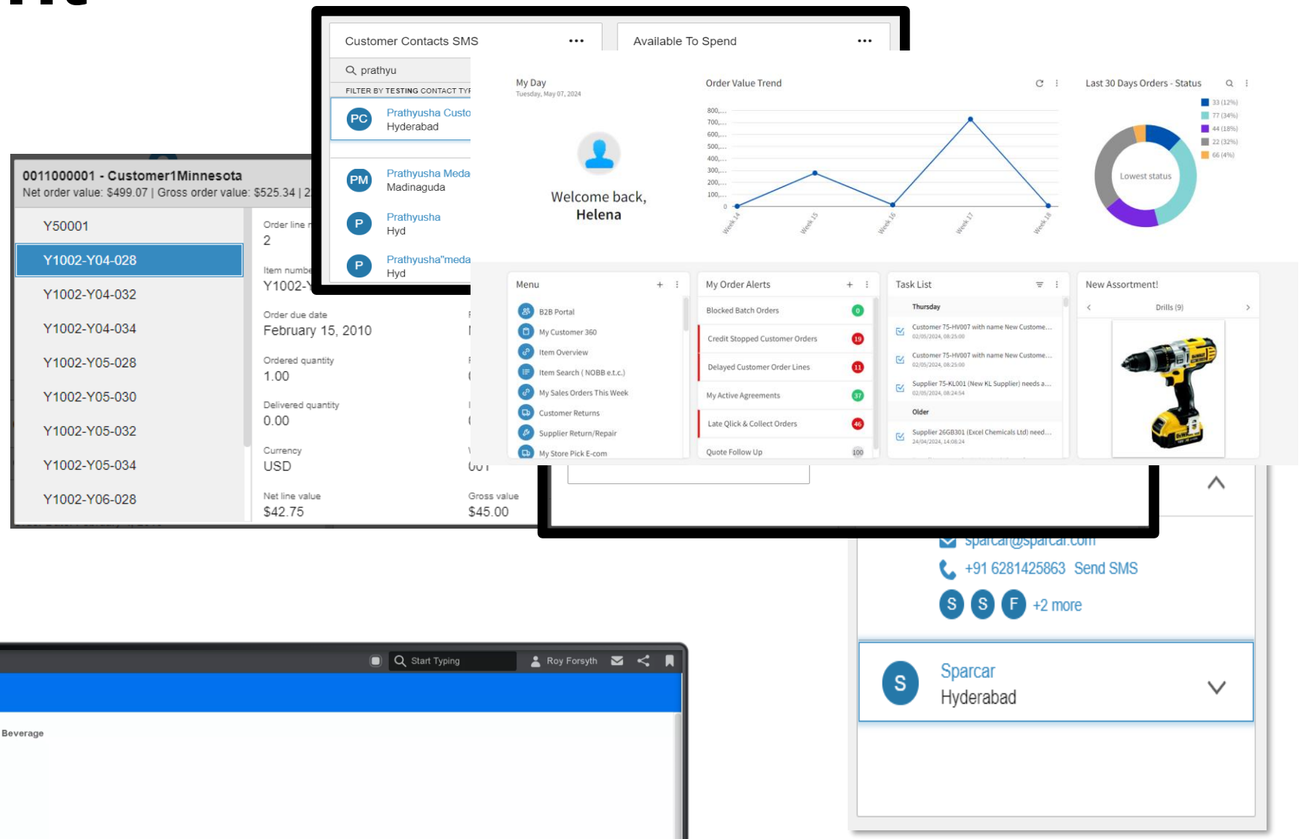
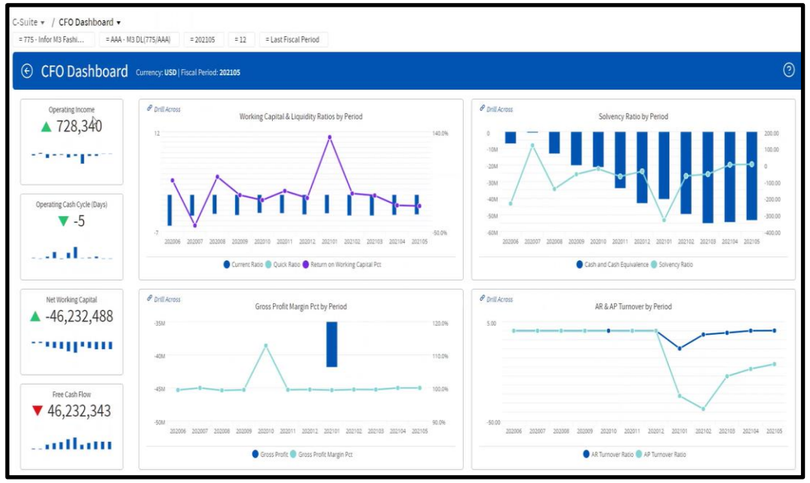
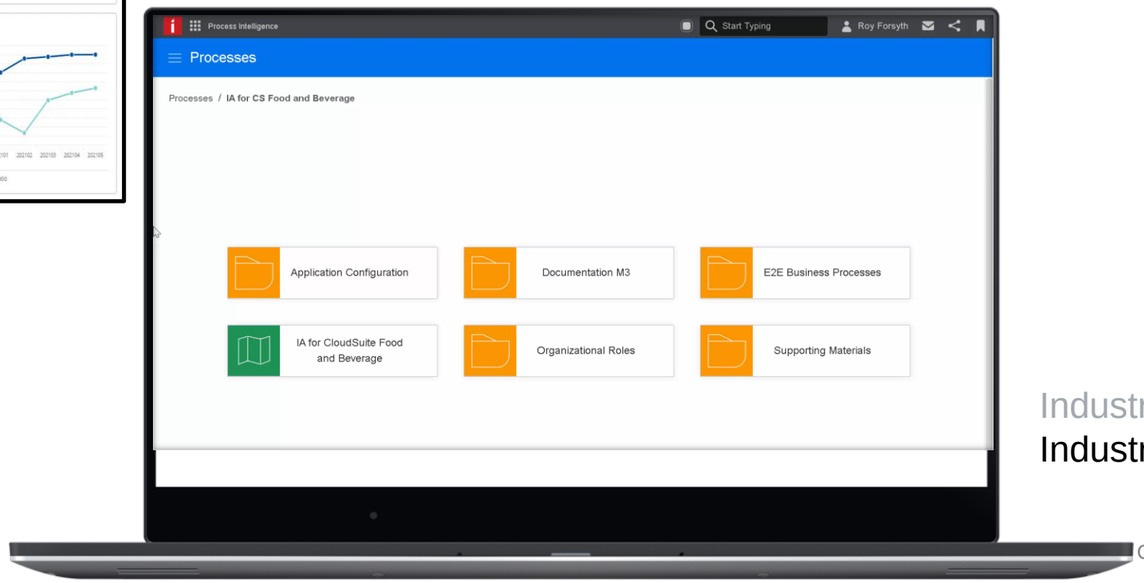
Industry focus – content

Industry Content
Workspaces & Widgets



Industry Content
C-Suite and Industry Analytics





Industry Content
Industry Processes

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Infor Industry AI

Unleash productivity

Predict future demand

Improve customer experience

Drive operational efficiency

Reduce asset costs

Optimise pricing and margins

Manage labour efficiency

Artificial intelligence built to fit in the flow of your work

Generative AI embedded for hyper productivity

Infor GenAI

Predictive and prescriptive AI with guided decision support

Infor Augmented Intelligence Service

AI-enabled automations for end-to-end business processes

Enterprise Automations

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Innovation

AI = Augemented Intellegence

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Some business specific usecases

Customer and product analysis	Employee churn	Inventory control tower
Margin and contract recommendations	Inventory rebalancing	Duplicate orders/quotes
Cross sell and upsell	Inventory optimization	Outlier detection
Strategic sell	Spare parts management	Timesheet anomalies
Financial forecasting	Service optimization	Production process modelling
Labor forecasting	Predictive quality	Duplicate parts detection
Anomaly detection	Smart work orders	Budget planning
Customer churn	Automated work orders	Cash flow forecasting
Asset health	Recipe management	Ingredient optimization

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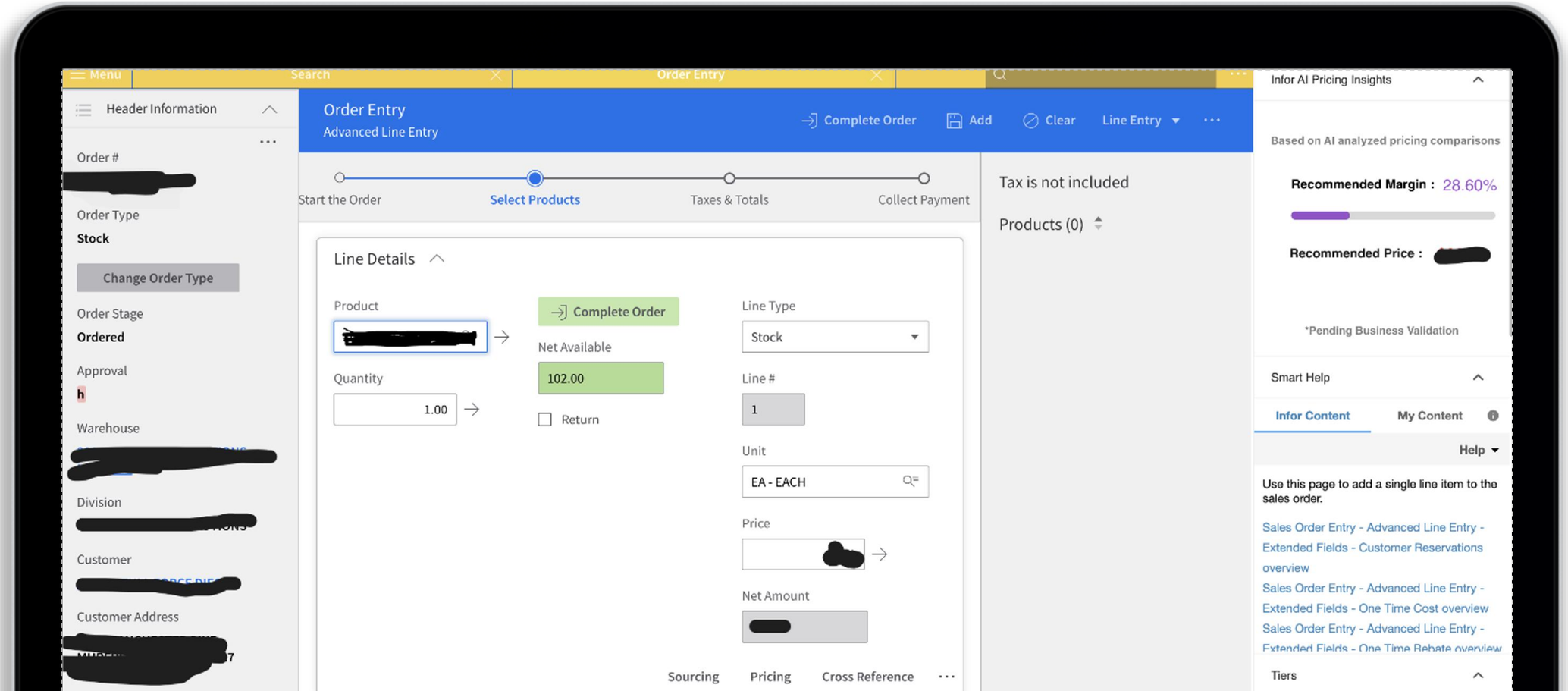
Price recommendation

In context widgets

- Margin bands
- Recommended Price
- Competitor pricing



Innovation

Generative AI

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Item Details

10000055

100000555
P'board 14.5mm 2400X1200 TP
Gyproc Plasterboard Tapered Edge 2400 x 1200 x 14.5mm

100000552
Plasterboard 14.5mm 1800X800 S
Gyproc Baseboard Square Edge 1800x800 x 14.5 mm

100000553
Plasterboard 8.5mm 2400X1200 T
Gyproc Plasterboard Tapered Edge 2400 x 1200 x 8.5mm

100000554
P'board 14.5mm 2400X1200 S
Gyproc Plasterboard Square Edge 2400 x 1200 x 14.5

100000550
Plasterboard 8.5mm 1800X800 SQ
Gyproc Baseboard Square Edge 1800x800 x 8.5 mm

100000556
Plasterboard 18mm 2400X1200 TP
Gyproc Plasterboard Tapered Edge

Open Orders by Item

Search order number

100000553 - Plasterboard 8.5mm 2400X1200 T
Total order quantity: 0.00
Total allocated quantity: 0.00

Assisted Text Authoring

100000553 - Plasterboard 8.5mm 2400X1200 T
Gyproc Plasterboard Tapered Edge 2400 x 1200 x 8.5mm

Generate

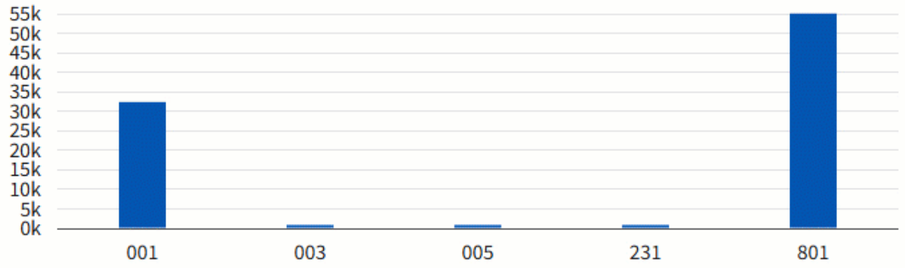
Introducing the Plasterboard 8.5mm 2400X1200 T, a versatile and essential building material that will transform your space. Crafted with precision, this high-quality plasterboard boasts a thickness of 8.5mm and dimensions of 2400mm x 1200mm, making it the perfect choice for a wide range of construction projects. Whether you're renovating, remodeling, or building from scratch, this plasterboard offers a smooth, durable surface that is easy to work with and can be seamlessly integrated into your design. With its superior strength and exceptional performance, this plasterboard is a must-have for any serious DIYer or professional contractor. Elevate your building experience with the Plasterboard 8.5mm 2400X1200 T, the ultimate solution for your construction needs.

Price and Availability

Search

100000553
Plasterboard 8.5mm 2400X1200 T
Net Price : 4.3300 USD

Available quantity per warehouse



Related Items

Search related item number

100000505
Plasterbrd 12.5mm 2400X1200 T
5.05 EUR (118 ATP)
Interchangeable with rule

100000506
Plasterboard 15mm 2400 X 1200
5.05 EUR (480 ATP)
Interchangeable with rule

100000511
Plasterboard Adhesive 25kg x
11.01 EUR (ATP)

Alternate Supplier Visibility

Search

100000553 - Plasterboard 8.5mm 2400X1200 T

SDA **Saint-Gobain Denmark A/S**
Lead Time: 0
From Qty: No agreements
Purchase Price: 77.00 DKK
Agreement: No agreements

MCS **MBS Construction Supplies A/S**
Lead Time: 0
From Qty: No agreements
Purchase Price: 38.00 EUR

Project. Open

Actions | Options | Related | Tools | Search

Filter Options

Sorting order: 1-Project number

Status - 99

Proj template | Proj mgr | Proj type IK2

Customer

Apply | Proj. Elem. | Proj. Chk Lst | Partners | Documents | Chk Lst Mon. | Scheduling

Proj no	*	Description	Pl sdt	Pl fdt	L St Elem.	H St Elem.	Proj. Sts	*	Pos no	Customer	Proj mgr	Name	
K00140													
K00140		Customer Projects			Open	Started	Proj. - Started		10000		KERJER0	Jeroen Van Kerr	
K00142		Customer Projects			Open	Started	Proj. - Started		10000	Rushden Lake Shopping Centre	KERJER0	Jeroen Van Kerr	
K00143		Customer Projects			Started	Started	Proj. - Started		10000	Rushden Lake Shopping Centre	KERJER0	Jeroen Van Kerr	
K00144		Customer Projects			Open	Started	Proj. - Started		10000	Rushden Lake Shopping Centre	KERJER0	Jeroen Van Kerr	
K00145		Customer Projects			Open	Started	Proj. - Started		10000	Rushden Lake Shopping Centre	KERJER0	Jeroen Van Kerr	
K00146		Customer Projects			Cancelled	Cancelled	Proj. - Cancelled		10000	Rushden Lake Shopping Centre	KERJER0	Jeroen Van Kerr	
K00147		Customer Projects			Open	Started	Proj. - Started		10000	Rushden Lake Shopping Centre	KERJER0	Jeroen Van Kerr	
K00148		Customer Projects			Open	Open	Proj. - Open		10000	Rushden Lake Shopping Centre	KERJER0	Jeroen Van Kerr	
K00149		Customer Projects			Open	Open	Proj. - Open		10000	Rushden Lake Shopping Centre	AGANAC0	Nachiket Agawek	
PH0001		Installation BRF Solrosen			Cancelled		Proj. - Not Open		10000		HERPAT0	Patrik Herrlin	
PL.0001		Customer Projects			Open	Started	Proj. - Started		10000	Customer Joe	ALENIK0	Nikolaus Alexop	

Display

Elevate employee work

Ask questions and get instant answers

Compare vendor contracts

Generate project summaries

Identify project activities that are delayed or on a critical path

"What time does my shift start next Monday?"

Your shift on Monday, May 15th, 2024 starts at 9:00 AM and ends at 5:00 PM. You have a scheduled break from 12:00 PM to 12:30 PM.

"How are these contracts different?

Response
Here is a high-level comparison of the two personal protective equipment contracts: Both contracts are with established manufacturers (SupplyRight and ProtectOne) to supply various masks, gowns, and shields.

The SupplyRight contract has a broader range of products including isolation gowns, while the ProtectOne contract focuses more on N95 masks in different sizes.

The SupplyRight contract generally has lower base costs for comparable items – many products are priced 20-40% less than the same or similar items from ProtectOne. For example, SupplyRight's standard surgical masks are $72.60 per case vs $126.49 per case…

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Infor GenAI Innovations

In pipeline or DELIVERED

GenAI Embedded in Process & Distribution Industries
- Tailored Service Guidelines Creation
- Assisted Text Authoring for Item Descriptions
- Project Executive Summary
- Product Attribute Generation
- Product Advisor – Support Guide Generation
- Project Concept Generation

GenAI Embedded in Industrial Manufacturing Industries
- Project Executive Summary
- Contract Performance Executive Summary
- Business Process Email Translation
- Approval Checklists Generation
- Product Summary Report
- Report Summary
- Scheduled Reports Creation
- Item Promotion Letter Generation
- Multi-lingual Forms

GenAI Embedded in Services Industries
- Assisted Text Authoring across all Rich Text Fields
- Purchase Order Handling Instructions Generation
- Job Description Generation
- Professional Goals Generation
- Email Generation

GenAI Embedded in Cross-Industry Applications
- Warehouse Facility Review Report
- Warehouse Start of Shift Report
- GRC Violation Summary
- GRC Mitigation Comment Generation
- GRC Mitigation Summary

UPCOMING*

GenAI Assistant for
- Business Objects in Process and Distribution
- Business Objects in Industrial Manufacturing
- Business Objects in Services
- Business Objects in Cross-Industry Applications

GenAI Document Q&A
- Product Guides
- Release Highlights
- Product Roadmaps
- Lifecycle Policies
- Employee Policies
- Knowledge Base Articles
- And more…

GenAI Embedded in Cross-Industry Applications
- Birst
- Enterprise Performance Management
- Robotic Process Automation
- Intelligent Open Network
- Document Management
- Document Processor
- Workforce Management

GenAI Embedded in Process & Distribution Industries
- Notes Summarization
- Work Order Report
- Contract Comparison
- Parts Recognition
- Product Search
- Dunning Letters Creation
- Item Guidelines Creation
- And more…

GenAI Embedded in Industrial Manufacturing Industries
- Material Review Reports
- CARs Text Authoring
- Dunning Letters Creation
- Vendor Contract Comparison
- Vendor Contract Summary
- And more…

GenAI Embedded in Services Industries
- Billboard Smart Search
- And more…

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Innovation

Hyperautomation

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Manual tasks are time-consuming and detract from higher-value work

manual steps to pay an invoice

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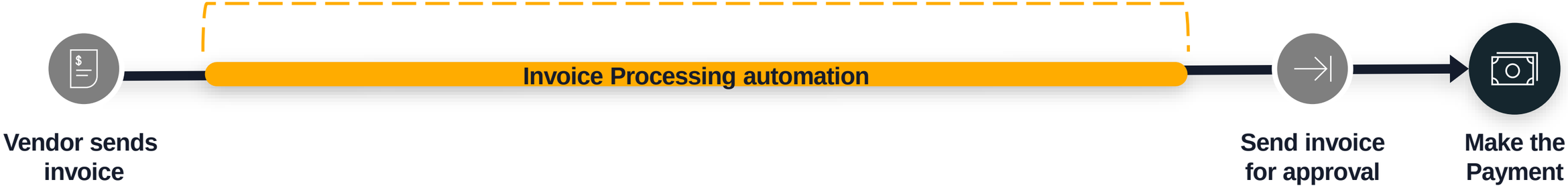
Invoice Processing automation removes manual tasks and improves productivity

72%

productivity improvement by removing manual steps



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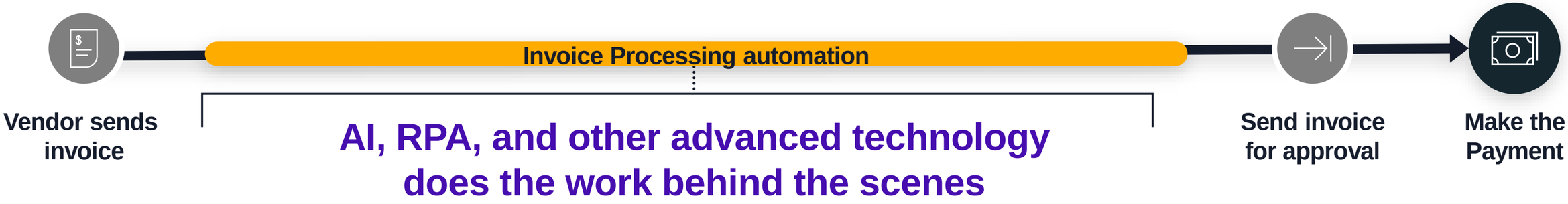
AI and RPA make invoice processing faster and more accurate



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Innovation

Process Mining

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The state of Process Mining

By 2025, more than 60% of large enterprises will adopt process mining technologies, up from approximately 20% in recent years.

Gartner Magic Quadrant for Process Mining 2024

40% of enterprises apply process mining to identify cost-saving opportunities and streamline financial processes.

The Forrester Wave™: Process Mining Platforms

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Infor process intelligence

Immediate process insights

Identify process inefficiencies

Improve customer experience

Drive process efficiency

Reduce cycle times

Flexible pricing

Automate processes

Infor Process Intelligence

Process insights in record time, available exclusively for Infor CloudSuites

Actionable process insights

Transformative efficiency

Optimized business processes

Infor Process Review

- Take advantage of included industry specific business process models covering standard solution capabilities, integrated with Infor CloudSuites

Infor Process Modeler

- Extend the Industry specific business process model with your own content
- Improve the adoption of the organization’s documented processes

Infor Process Mining

- Gain unparallel visibility into business processes in record time
- Bridge gap between process models and actual process execution
- Optimize business process operations based on empirical data

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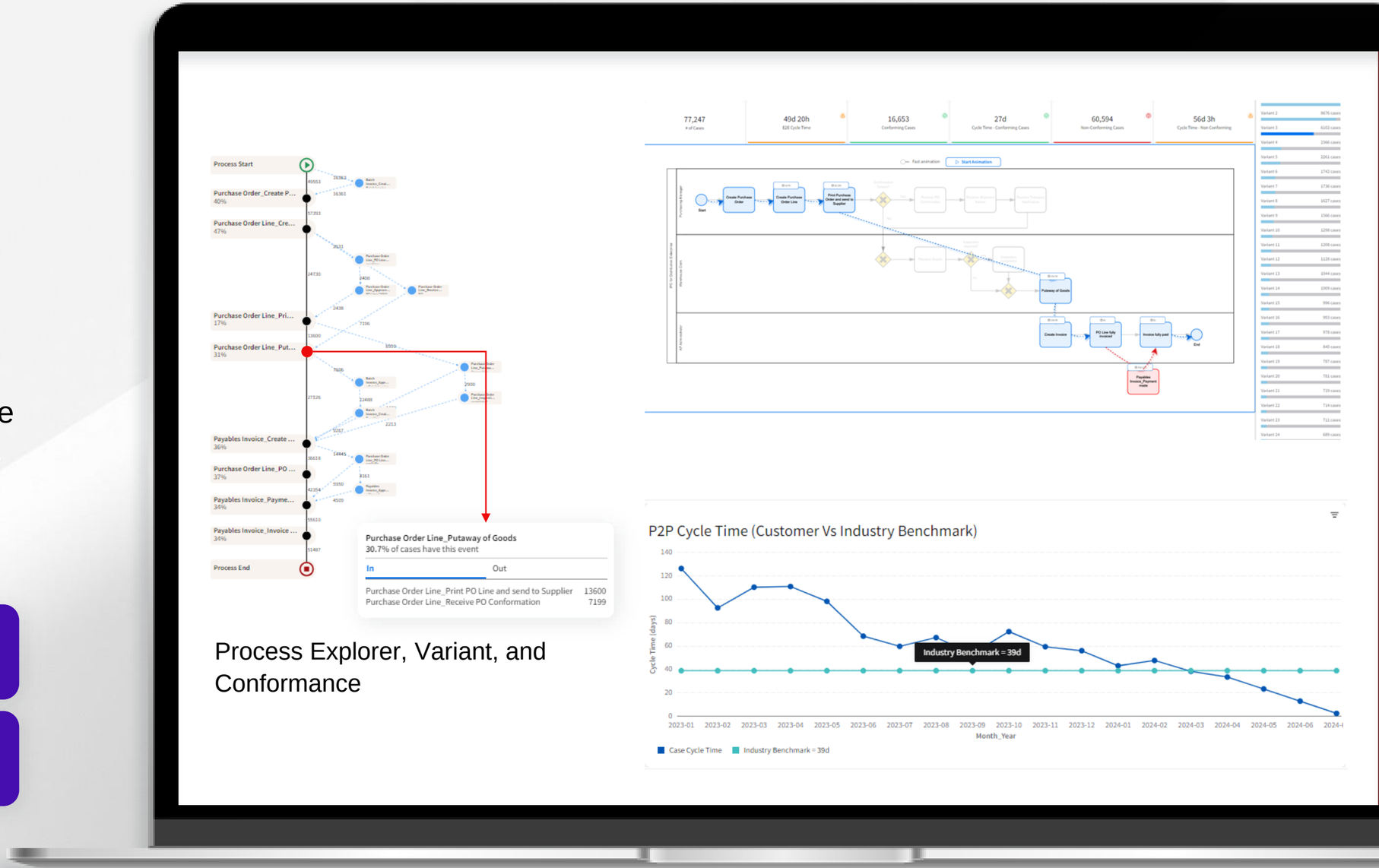
Infor Process Mining

For all industry specific processes

Understand process accuracy, mitigate hang-ups, and configure workarounds to maximize the CloudSuite value.

- Improve actionability
- Modern look and feel



Process Explorer, Variant, and Conformance

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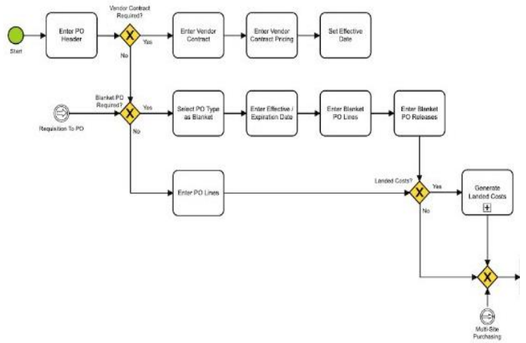
Process insights in record time

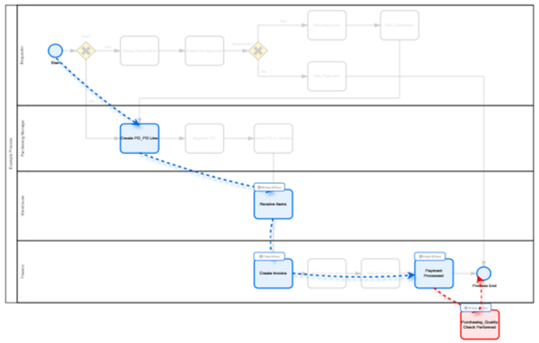
Process discovery

Gain deep insights into your operational processes and explore how they are executed with precision



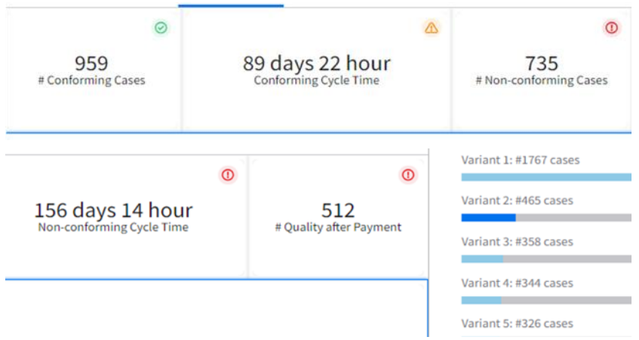
Uncover non-conforming variants

Uncover process inefficiencies by identifying non-conforming variants that diverge from your standard process model



Identify critical bottlenecks

Streamline operations by pinpointing time-consuming activities in your process



Performance excellence with industry benchmarking

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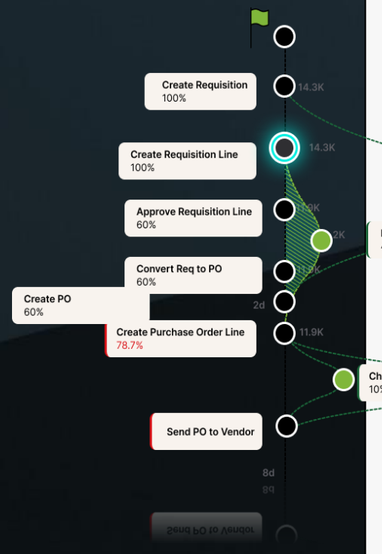
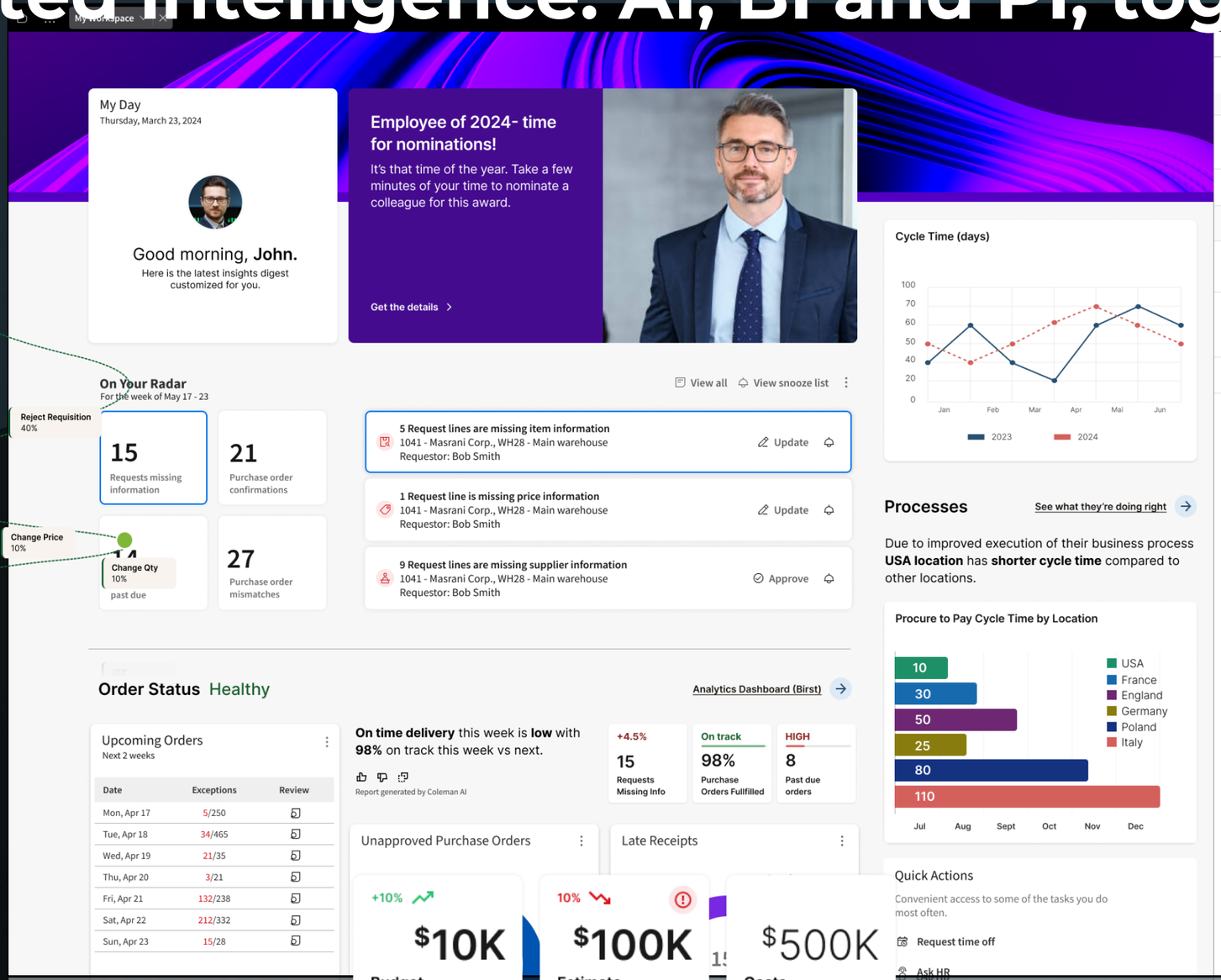
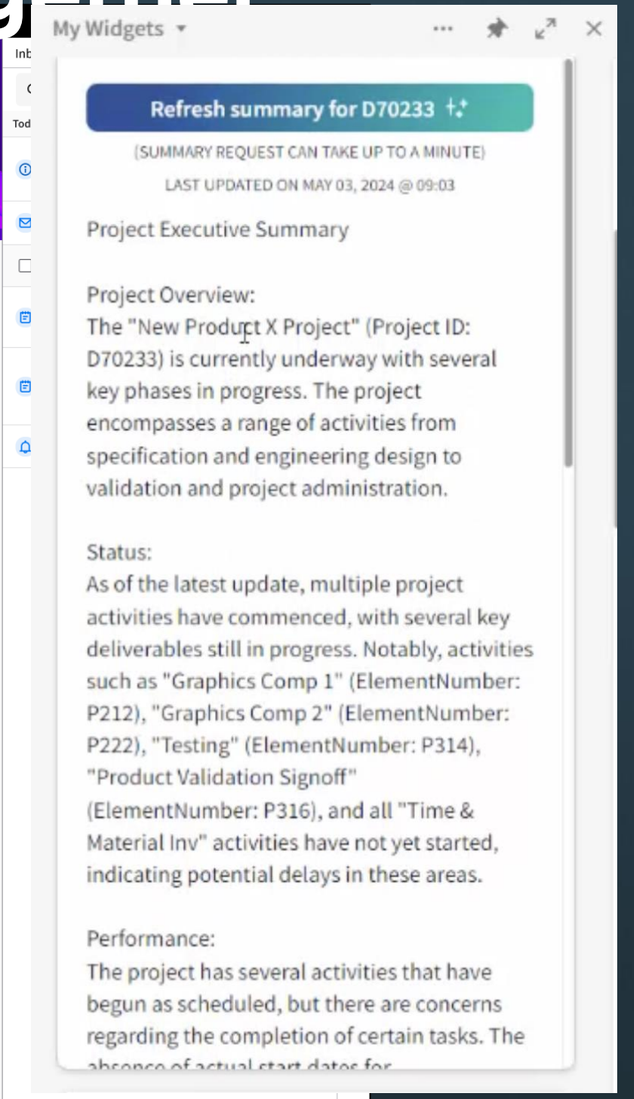
Connected intelligence: AI, BI and PI, together



Process Mining





Gen AI Analytics

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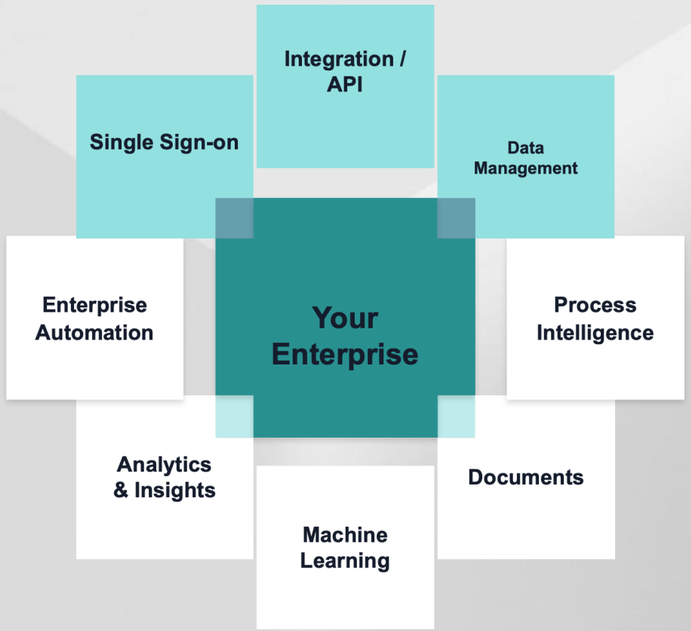
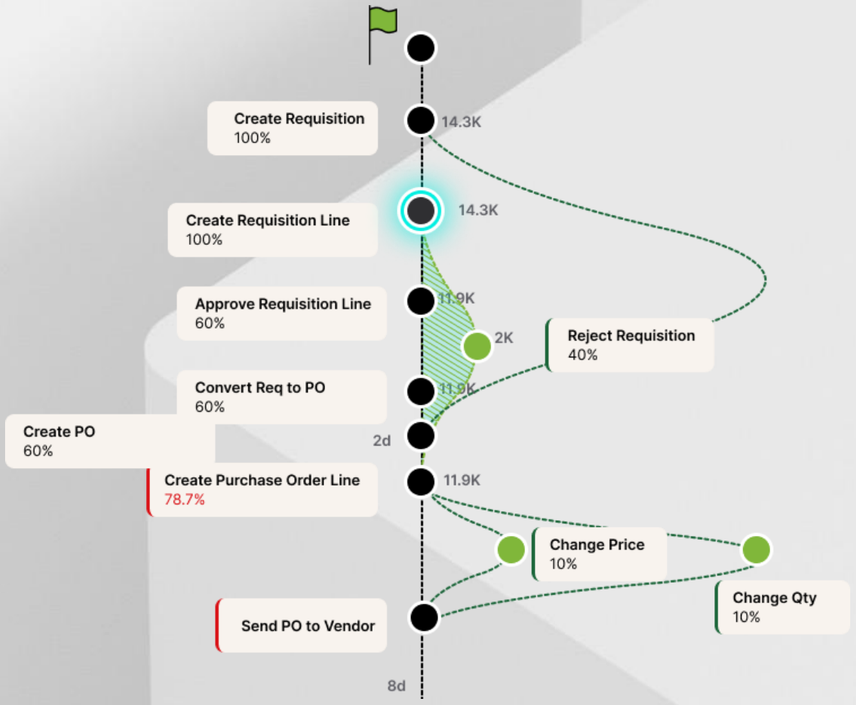
One connected platform

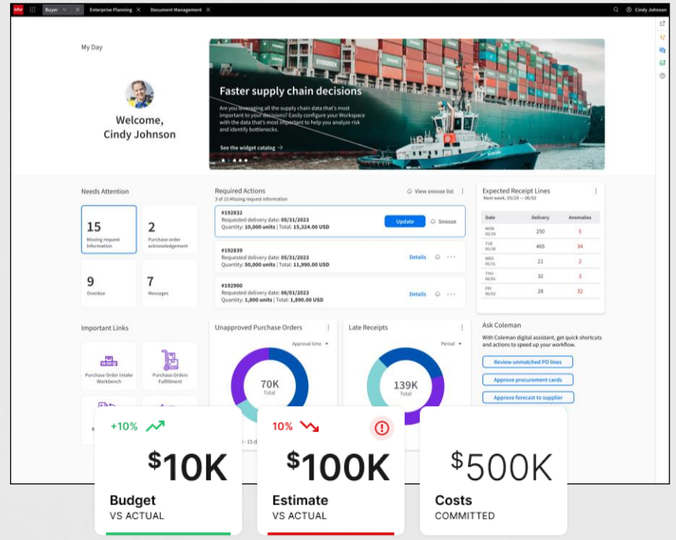
One Integrated Platform

Composable Processes

Automation and experience







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Trends

M3 Development

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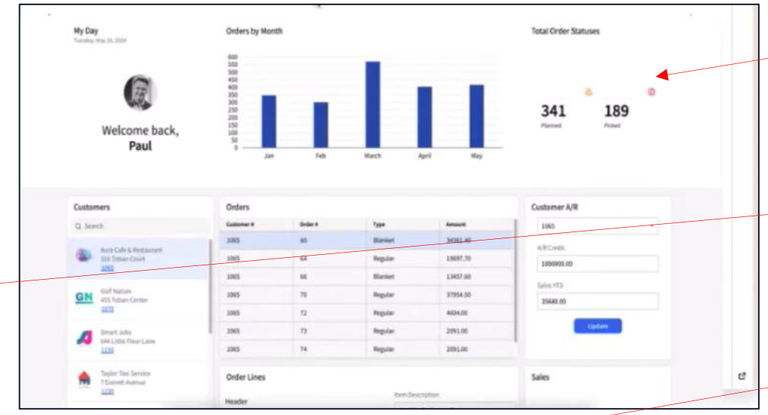
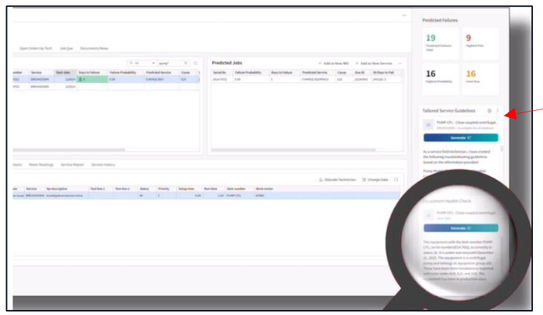
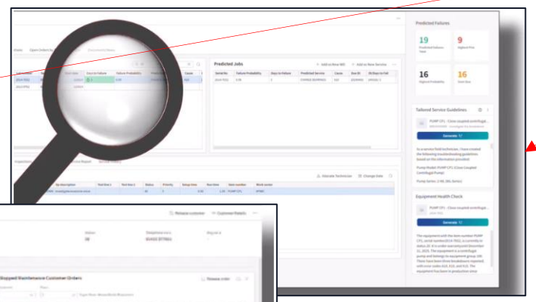
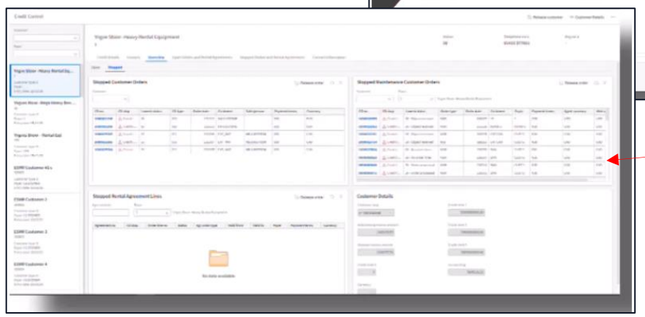
UI Vision: Turning conversations into business clarity

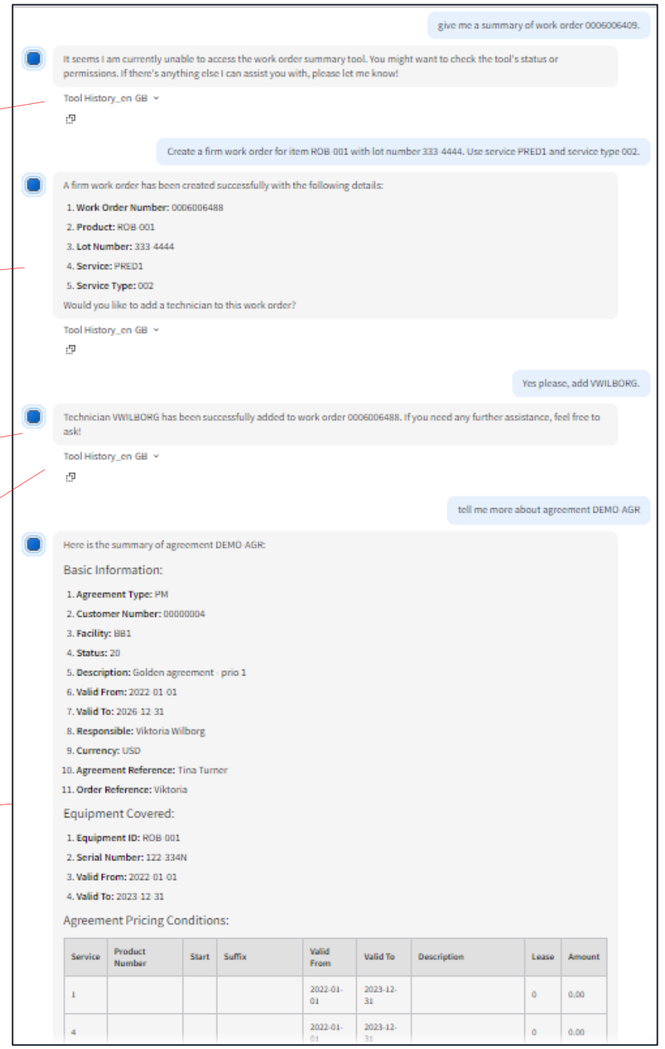
An AI-powered experience trough the AI Assistant











Rise of Conversational Interfaces

Conversational UIs key for experience and productivity
Users expect intuitive, natural language interactions
Adoption of Natural Language Processing (NLP) and Language Models (LM)

Context-Aware Systems and intuitive UI

Conversational UIs to understand and adapt to the context
UIs that handle text, voice, and hybrid interactions
Seamless experience across multiple channels

Predictive Analytics

Integration of machine learning to drive decision making support
Multi-modal experiences

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Innovation building blocks

UX Experience Designer

Micro Services Applications Data Lake AI

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UX

Data Fabric

Teknikdagarna

Integration

Extensibility

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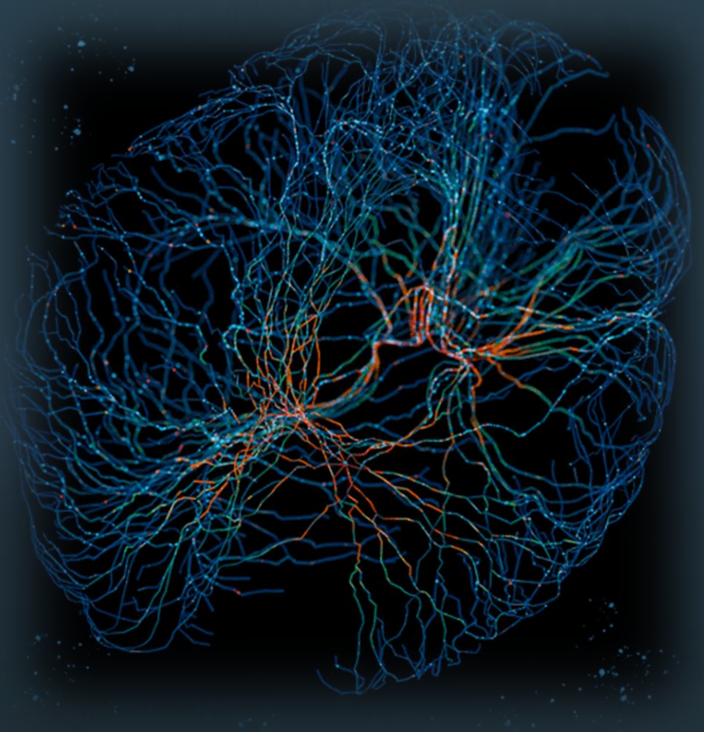
05 - Summarize of Infor session + Q&A



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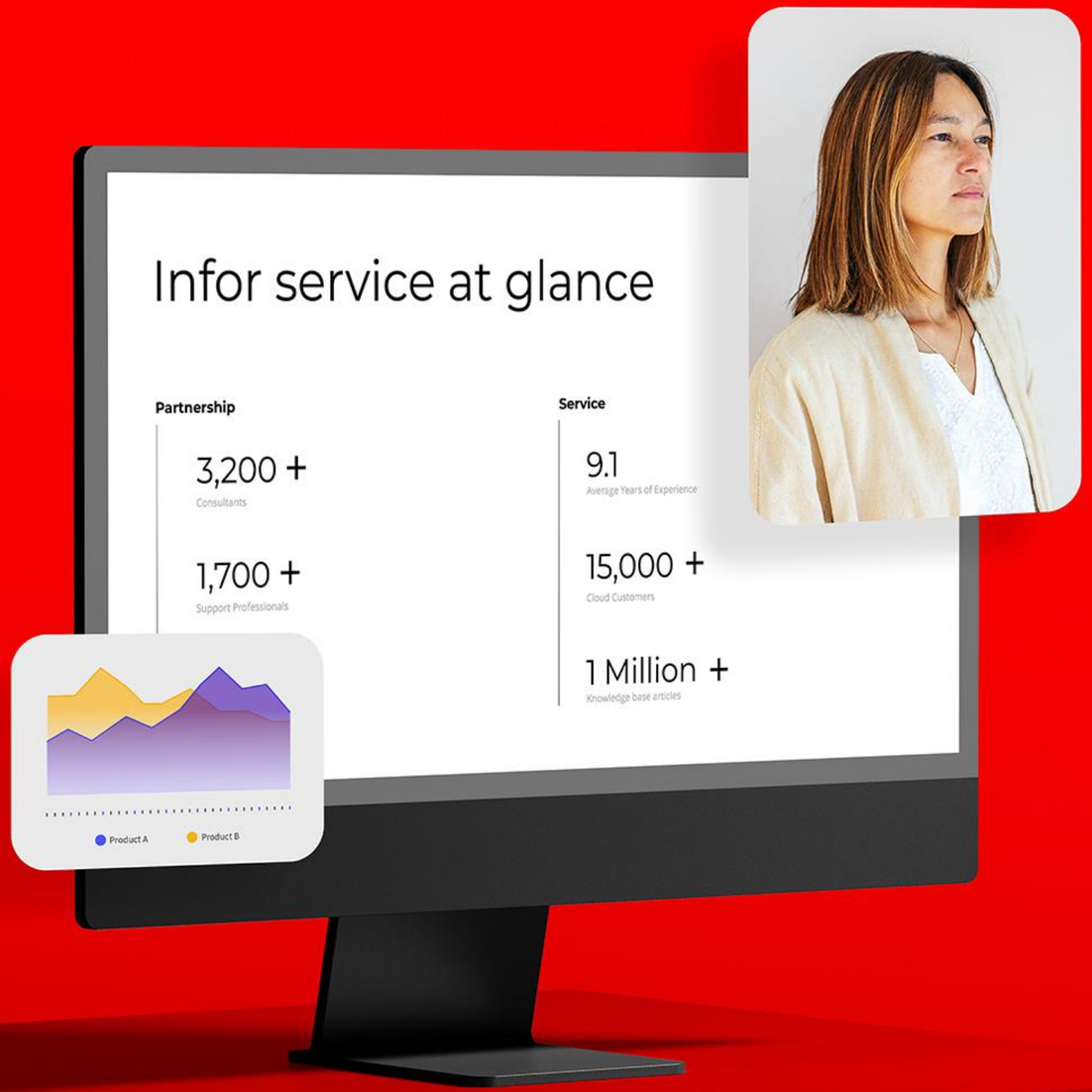

BIG ENOUGH TO MATTER

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SMALL ENOUGH TO CARE

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