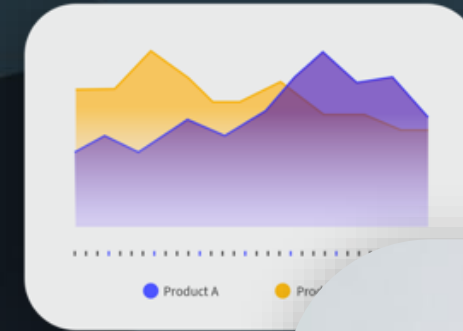# infor

INDUSTRY SPECIFIC

Infoteam 20250318

AI og ML-modeller i Infors Cloud Suites med kundeeksempel fra EA SMITH

CLOUDSUITE SOLUTIONS

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Sr. Consultant @ Infor

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Avdelningsledare @ EA Smith

Agenda

01

Introduction

02

Infor Augmented Intelligence Services

03

**EA SMITHs Pricing Project**

04

Q&A

Disclaimer

The information presented in this presentation serves as a general roadmap and is subject to change at Infor's sole discretion. While we strive to provide accurate and up-to-date content, the details of enhancements, features, and functionalities may evolve over time. This presentation does not constitute a commitment to deliver any specific functionality and should not be relied upon as a final representation of the solution. For the most current and official information, please refer to the applicable Release Notes and other supporting documentation. Infor makes no guarantees regarding the completeness, accuracy, or applicability of the material provided.

An ERP in the cloud
The final destination on the journey
or
Just the starting point on an adventure

Drive continuous value
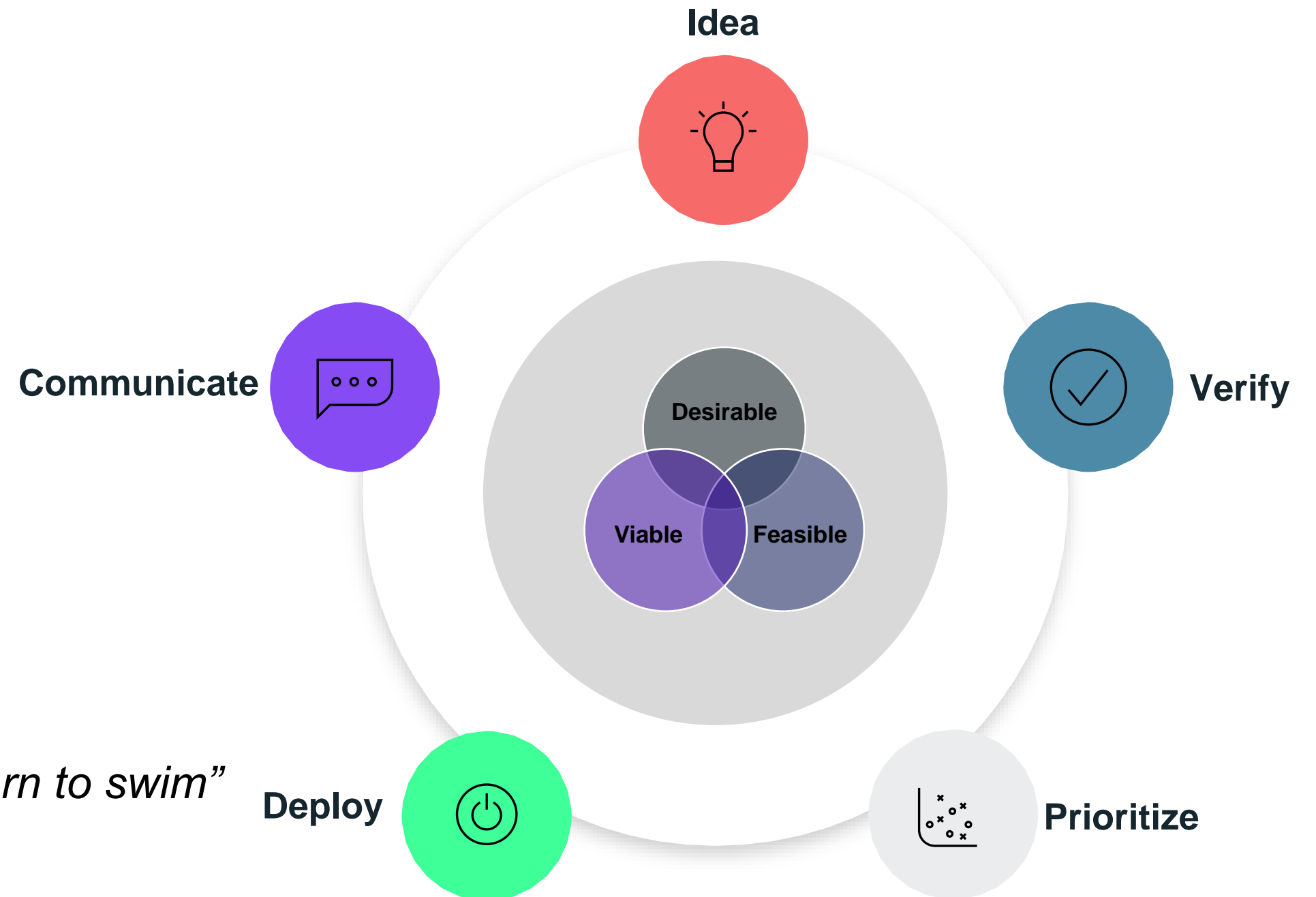# by connecting the power of business and digitalization
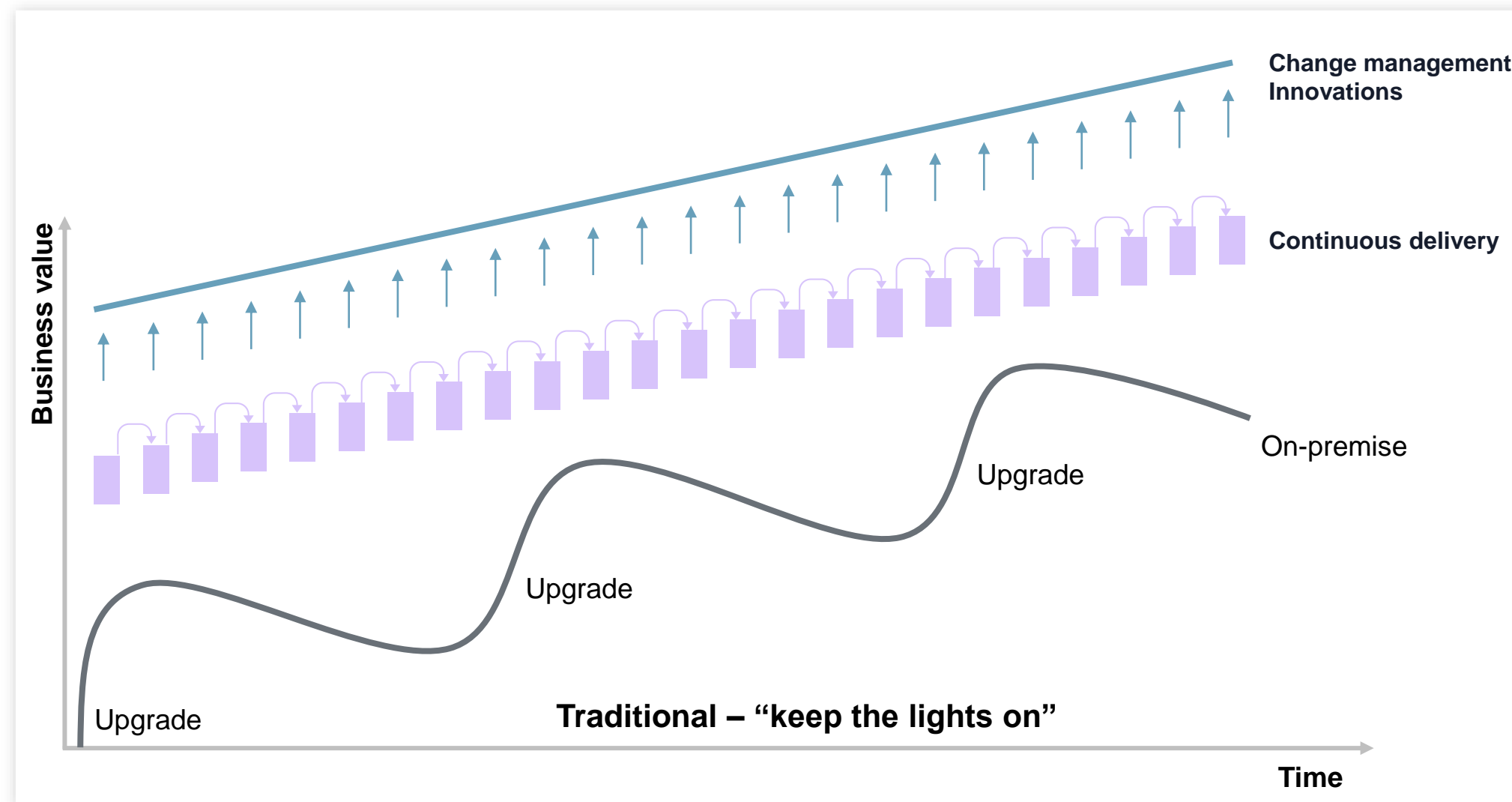
Innovation

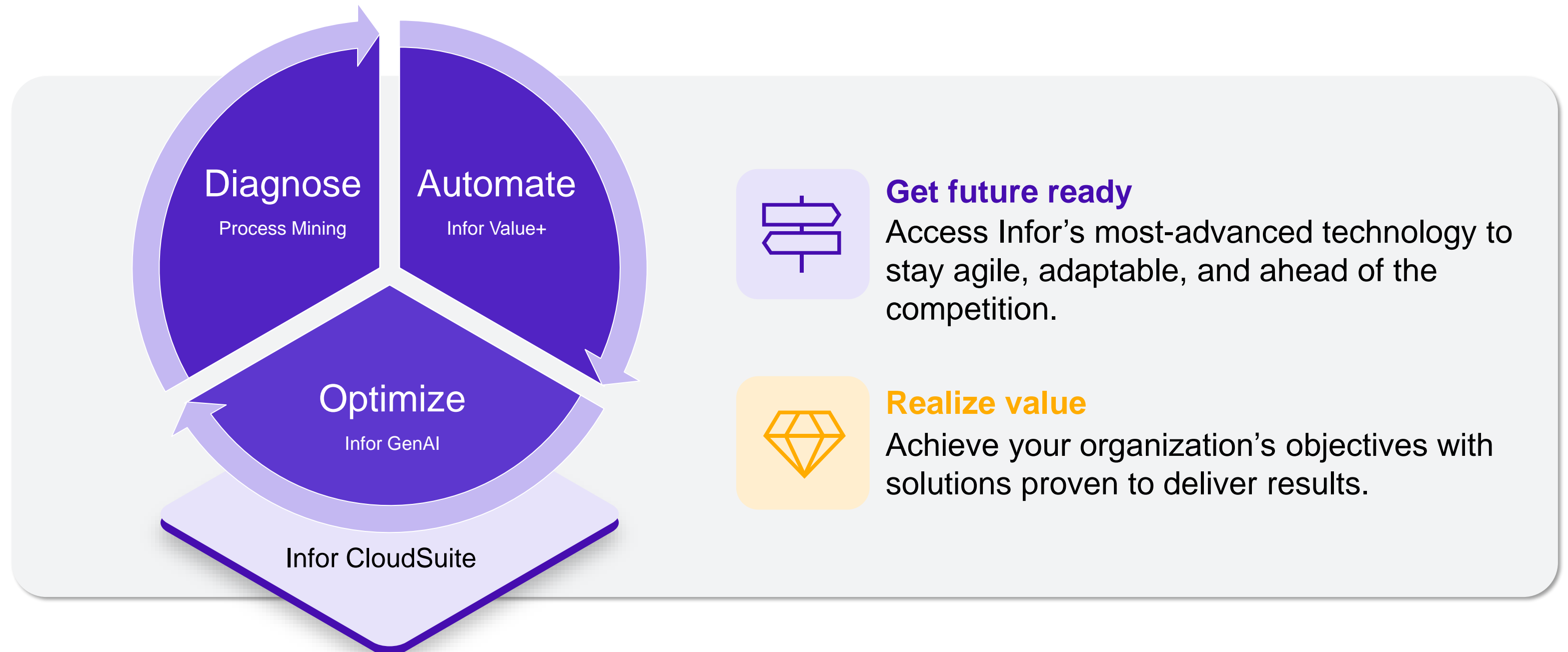**Innovation – Hard work based on structured approach**

1. Identify opportunities and prioritize
2. Deploy and run
3. Lessons learned and value confirmation

"Jump into the water is the only way to learn to swim"

Idea

Communicate

Verify

Deploy

Prioritize

Desirable

Viable   Feasible

Infor Velocity Suite

A package of solutions and services that makes process innovation easy and impactful

Diagnose
Process Mining

Automate
Infor Value+

Optimize
Infor GenAI

Infor CloudSuite

Get future ready
Access Infor's most-advanced technology to stay agile, adaptable, and ahead of the competition.

Realize value
Achieve your organization's objectives with solutions proven to deliver results.

Drive the business forward with Infor Industry AI

Infor Industry AI for every user, any industry

Enhance decisions with AI insights & optimization
Predictive and prescriptive AI

Accelerate hyperproductivity across workflows
Embedded GenAI workflows

Automate end-to-end business processes
AI, Integration, Automation

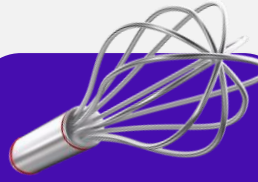## Across all Infor CloudSuites

Aerospace & Defense

Automotive

Manufacturing

Food & Beverage

Fashion

Distribution

Public Sector

Healthcare

Powered by Infor OS Platform, enabled by Amazon Web Services

Infor Augmented Intelligence Service

AI-driven insights, built for the business. No data science team required.
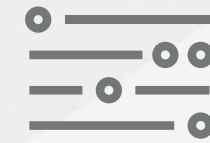
Explore
the potential of AI, together

From initial scope to continuous adoption, we partner with you to discover where AI can drive the business forward, in just 90 days.

Unlock
deeper insights without the overhead

Gain unparalleled accuracy in decision-making with our AI and data experts supporting your digital transformation.

Optimize
work with AI-driven automations

Enhance efficiency across Infor and non-Infor workflows seamlessly connected and automated, one use case at a time.

Unlock deeper insights without the overhead

Know the highest impact use cases with our readiness assessment

Improve customer experience

Customer churn
Product recommendations
Order anomaly detection
Duplicate orders
Reorder point optimization
Win loss prediction
and more...

Drive operational efficiency

Inventory optimization
Inventory rebalancing
Spare parts management
Vendor grading
Service recommendations
Smart work orders
and more...

Reduce asset costs

Asset health predictions w/ IoT
Outlier detection
Scrap reduction
Packaging optimization
Yield optimization
Recipe optimization
and more...

Predict future demand

Financial forecasting
Cash flow forecasting
Sales forecasting
Demand planning
Budget planning
and more...

Optimize price

Margin analysis
Product cross-sell and upsell
Strategic pricing analysis
Contract recommendations
and more...

Manage labor efficiency
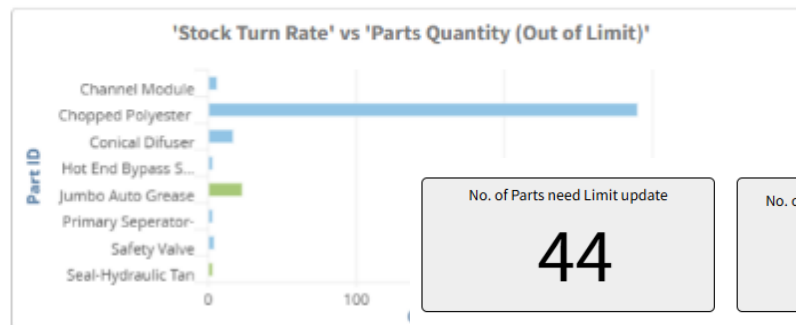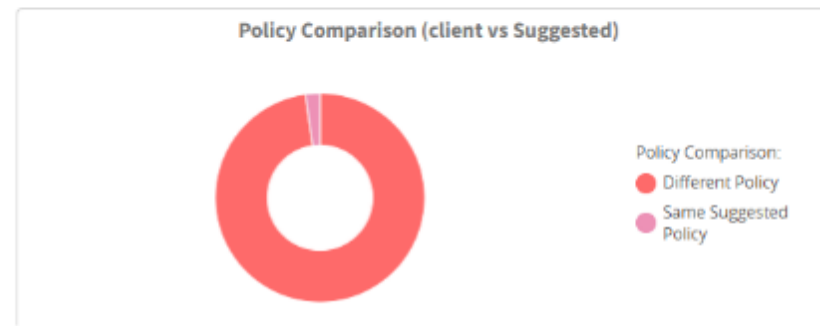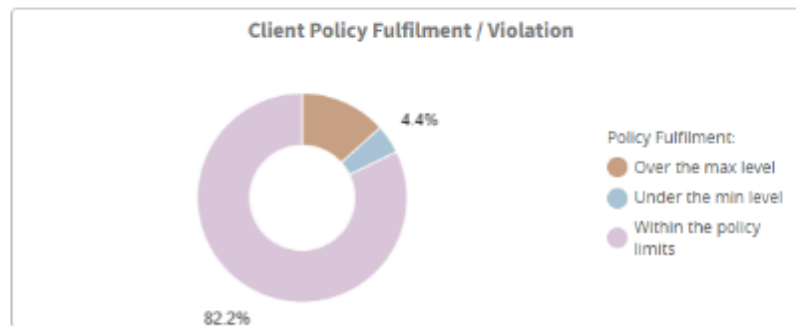
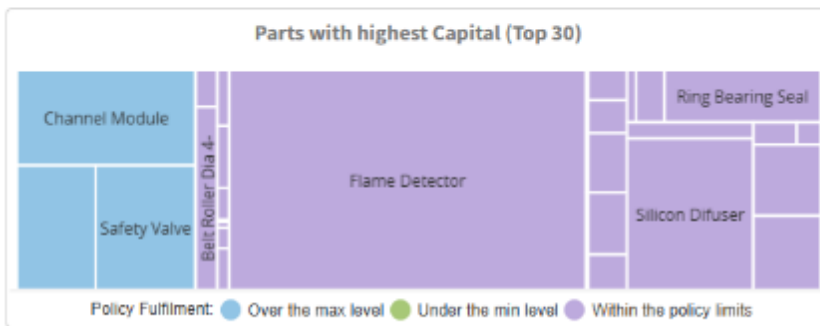Labor forecasting
Employee churn
Timesheet anomalies
Employee retention
and more...

Infor

Enhanced insights to support decision making

Predictive insights considering inventory policies and demand

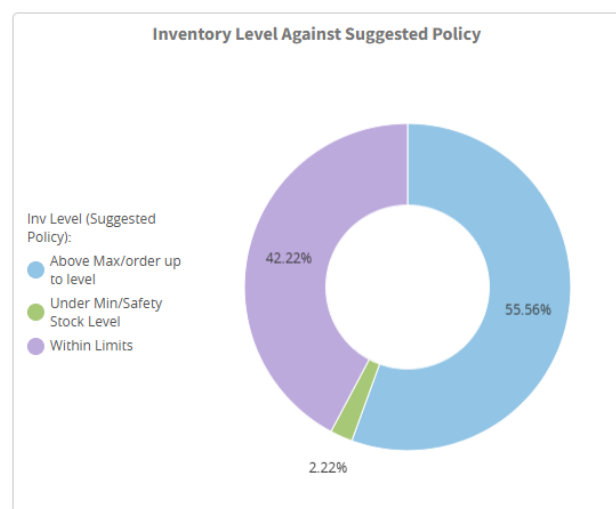Prescriptive insights on recommendations to improve policies/cost

Recommendation systems for products

Cross-Sell Recommendations

21709 - Silverline Brick Jointer
Confidence 89%
Drivers : Promotion (P000003) & 26620, 20119

44632 - Red Bricks 10 x 5 x 3
Confidence : 56%
Drivers : 26620, 20119

35221 - 10'' Brick Trowel
Confidence : 43%
Drivers : 26620, 20119

Up-Sell Recommendation Test

41057 - Upsell Window2
Price : 0.00
Confidence : 55%

12701 - Upsell Window3
Price : 0.00
Confidence : 54%

12029 - Upsell Window5
Price : 0.00
Confidence : 51%

Personalized Settings

Settings

Widget Title

Business Rules

Product Image

Configure Display

Price
Always

Margin
Never

Availability
Always

Confidence
Always

Drivers
Always

Cancel   Save

1-Click addition Order

Products (3)

41057 - Upsell Window2
Line #: 1
Quantity: 55.00
Price: 0.00
Unit: 1

26620 - Test Controllers 1
Line #: 2
Quantity: 1.00
Price: 0.00
Unit: bx

20119 - Test Controller 4
Line #: 3
Quantity: 1.00
Price: 0.00
Unit: bx

Net Amount   0.00

Edit Lines

Collect Payment

AI-driven inventory optimization

Turning data into insights for operational efficiency

Business Value

| Streamline Resource Allocation | Increase Customer Satisfaction | Optimize Inventory Costs |

KPIs

| Total Inventory $ Value | # of Total Units | # of Distinct Parts Violating Policy | % Change in Holding Costs | % Change in Avg. Inventory |

Insights

| How can we reduce excess inventory? | How can we improve production planning? | How can we improve service levels? | Where can we reduce holding costs? | Where can we reduce lost sales? |

Data

| Historical Orders | Product Attributes | Customer Characteristics | Pricing & Promotions | Calendar / Event Information | Marketing Decisions | External Influences |

Predict the future with confidence

Forecast intelligence

Labor Allocation — Predict future labor needs

Financial Forecasting — Build accurate budgets and financial plans
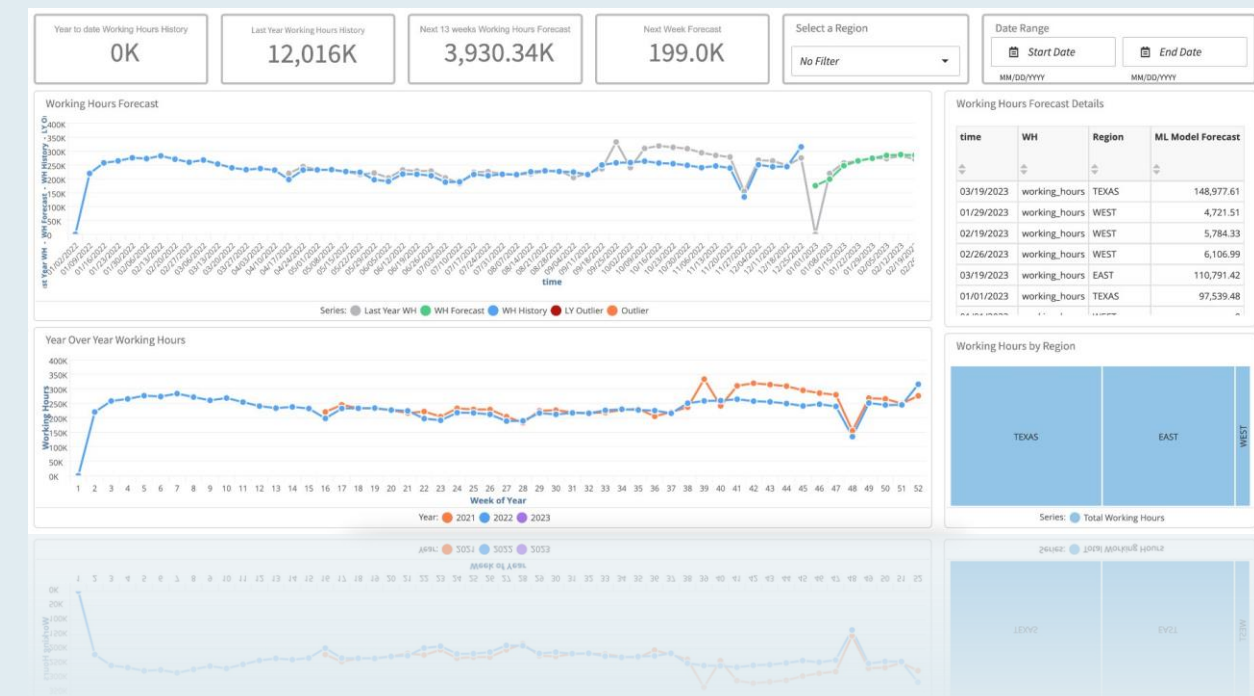
Sales Forecasting — Reduce lost sales and excess inventory

Demand Planning — Forecast orders and reduce inventory holding costs

Labor Allocation - Working hours forecast

infor

AI-driven demand forecasting

Turning data into insights for future demand

Business Value	Improve Forecast Accuracy	Increase Customer Satisfaction	Optimize Inventory Levels

KPIs	% Change in Forecast Accuracy	% Change in Customer Orders Fulfilled	% Change in Revenue Lift	% Change in Inventory Turnover	% Change in Holding Costs

Insights

How accurate are our current forecasts?	How can we improve production planning?	How can we improve customer loyalty?	How quick can we respond to market changes?	How can we build more accurate budgets & plans?

Data

Historical Orders	Product Attributes	Customer Characteristics	Pricing & Promotions	Calendar / Event Information	Marketing Decisions	External Influences

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Let's explore the potential of AI together

Infor approach to Science as a Service

Data Review
Subscription

Data is key to successful ML implementations

- Understanding what is available and what is not in data
- Map interface to data and validate business rules
- Review solution functionality and perform gap analysis

System Setup
Subscription

Use Case implemented driven from data available

- Setup solution in non-Prod and get user feedback
- Perform limited widget configuration as requested by user feedback
- Perform model tuning and enhancements as identified in gap analysis

Maintenance and Expansion
Subscription

Implement support and adoption while identifying next opportunities

- Define approach / expectations for model maintenance / ongoing business value realization
- For multiple solution subscription continue process of value discovery and setup in 3-month iterations.

How do we get started?

Investment in digitalization strategies is made difficult because of challenges in understanding what data is available and useful to support business priorities. Most companies struggle to justify the upfront and long-term costs without clear business case for the investment. In three to four weeks, Infor's **Data readiness package** helps take the guess work away from your investments.
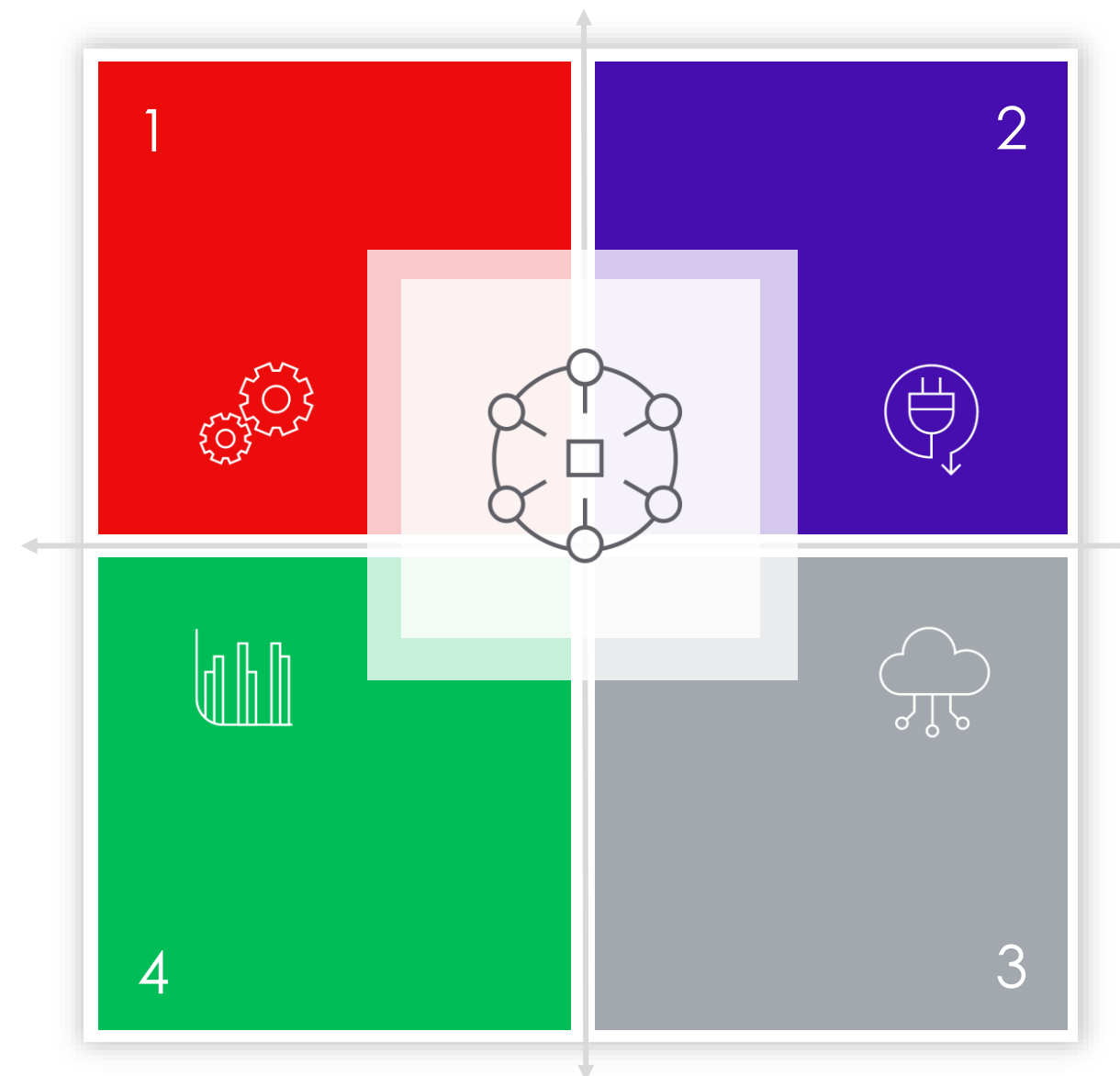
Opportunities

Engage the Infor Team to work with stakeholders to capture strategic business problem statements.
Requires a set of meetings to create a prioritized list of business problems to focus on.

Data

Do you have high quality data to support your business challenges?
What are the gaps that need to be prioritized. Infor Team will provide insights on your business operations quickly.

Improved decisioning

Infor Team can collaborate to help quantify approximate potential benefits and impact.
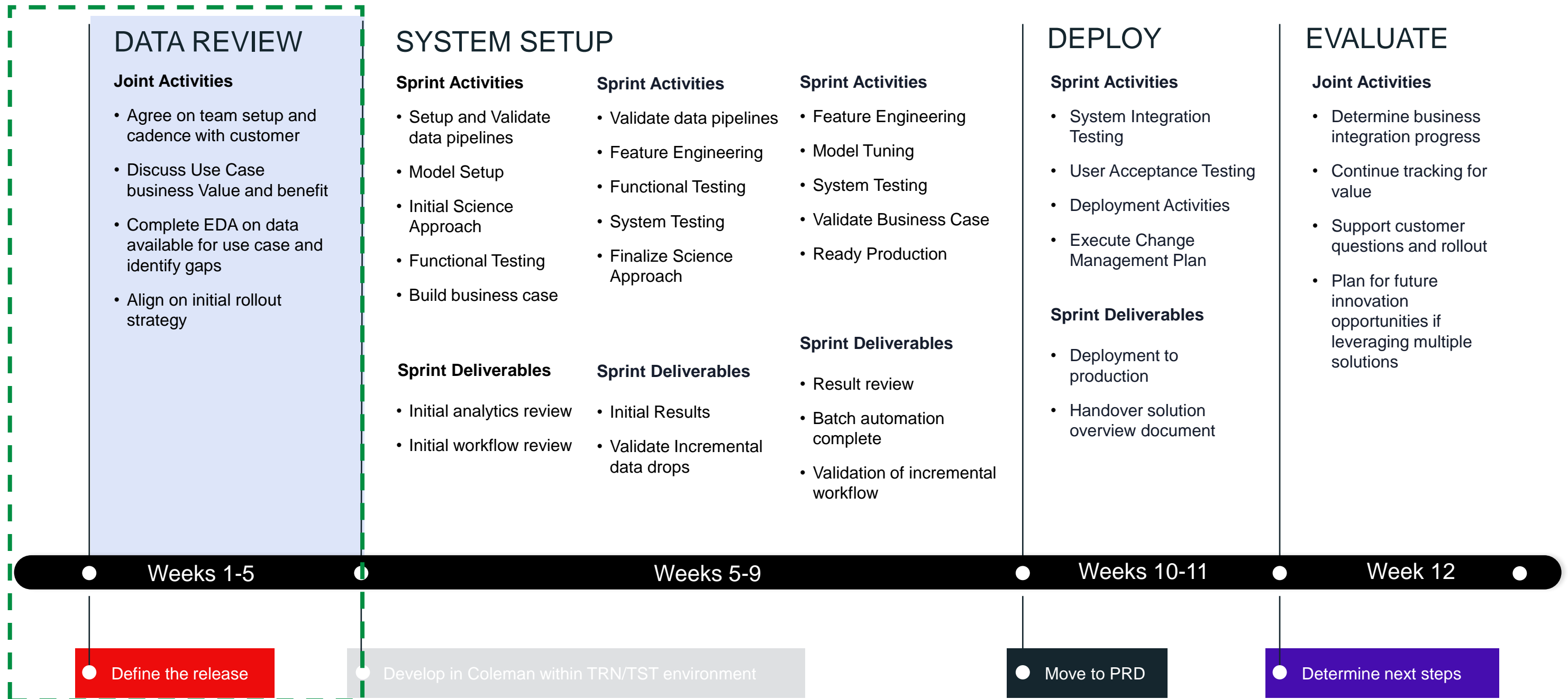Data and ML/Optimization driven business decisioning can be transformative to your business.

Desired outcomes

Determine what business problems can be addressed based on data available.
Would you have better visibility to efficiency, cost savings or insight to your customer strategy?

1
2
4
3

Augmented Intelligence Service

Typical Timeline

DATA REVIEW

Joint Activities

- Agree on team setup and cadence with customer
- Discuss Use Case business Value and benefit
- Complete EDA on data available for use case and identify gaps
- Align on initial rollout strategy

SYSTEM SETUP

Sprint Activities

- Setup and Validate data pipelines
- Model Setup
- Initial Science Approach
- Functional Testing
- Build business case

Sprint Deliverables

- Initial analytics review
- Initial workflow review

Sprint Activities

- Validate data pipelines
- Feature Engineering
- Functional Testing
- System Testing
- Finalize Science Approach

Sprint Deliverables

- Initial Results
- Validate Incremental data drops

Sprint Activities

- Feature Engineering
- Model Tuning
- System Testing
- Validate Business Case
- Ready Production

Sprint Deliverables

- Result review
- Batch automation complete
- Validation of incremental workflow

DEPLOY

Sprint Activities

- System Integration Testing
- User Acceptance Testing
- Deployment Activities
- Execute Change Management Plan

Sprint Deliverables

- Deployment to production
- Handover solution overview document

EVALUATE

Joint Activities

- Determine business integration progress
- Continue tracking for value
- Support customer questions and rollout
- Plan for future innovation opportunities if leveraging multiple solutions

| Weeks 1-5 | Weeks 5-9 | Weeks 10-11 | Week 12 |

- Define the release
- Develop in Coleman within TRN/TST environment
- Move to PRD
- Determine next steps

Time investment from customer

PROJECT SPONSOR

- Drives the project vision, ensures proper resources are assigned
- Typical FTE: As needed

BUSINESS USERS

- Specify solution requirements & participate in design workshops
- Authority to make decisions related to the project execution
- Empowered to make process and policy decisions, including deliverable signoffs
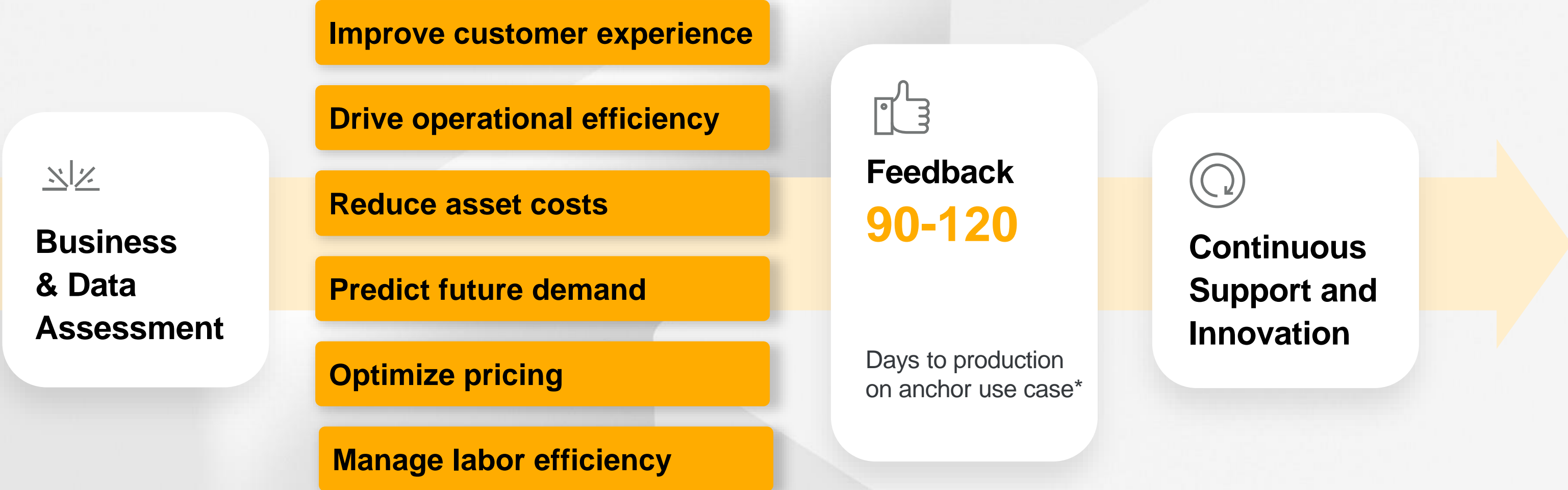- Business process & organization design
- Typical FTE: 1 hour / week

TECHNOLOGY LEAD

- Works closely with the Business Manager to extract necessary data to solve business problem
- Qualified to work with data warehouses, manipulate data feeds
- Prepare data to deploy Coleman Quest by collaborating with System Integrator
- Typical FTE: 1 hour week plus time to address questions on data where needed

❑ 1-hour weekly meetings with business and IT to evaluate use case is our preferred cadence

❑ Additional effort/time may be required from customer if they have special requirements

Explore the potential of AI, together

Accelerate time to value with our data science as a service approach

Business & Data Assessment

Improve customer experience

Drive operational efficiency

Reduce asset costs

Predict future demand

Optimize pricing

Manage labor efficiency

Feedback

90-120

Days to production on anchor use case*

Continuous Support and Innovation

* Assumes leveraging available solutions

Expected roles included in subscription

We take care of the **insight generation**

So you can focus on **taking action**

Program Chair
Identify the business need and opportunity

Solution Architect
Create technical design of the implementation

Solution Manager
Design solution to meet requirements

Data Scientist
Performs data analysis, verification, model setup and tuning

Data Engineer
Setup and test data flow for model execution

Improve customer experience

Drive operational efficiency

Reduce asset costs

Predict future demand

Optimize price

Manage labor efficiency

Key take aways

Infor is no longer a pure ERP company – we're an innovative Industry Cloud company.

AIS helps you get started with advanced AI/ML models without having to hire the expertise to your company.

How to get started?

Reach out to Advanced Services:

Hallgeir Øvrebust - hallgeir.ovrebust@infor.com
Isaac Eriksson – Isaac.Eriksson@infor.com

Or talk to your local:

Client Partner or Sales Executive
Jonas Johansson - jonas.johansson@infor.com

INDUSTRY SPECIFIC

Infor OS Platform

EA SMITH
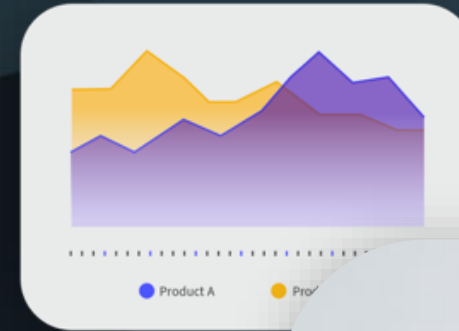
CLOUDSUITE SOLUTIONS

Solution Overview: Core Functionality

Product and Customer Segmentation
We group products into clusters and then measure how customers have interacted with the clusters.

Historical Analysis
Based on historical data the solution calculates recommended margin(upper & lower levels)

Price Recommendation
Recommended margins in combination with real-time cost data from M3

Behind the scenes

Product Clustering:

- Group products into clusters based on:
  - Total Cost, Total Margin & No Orders.

Customer Inteaction Metrics:

- Analyze customer behavior by calculating tot Revenue per product cluster.

- Transform these revenue values into features in datasets.

ML Integration:

- Uses the clustered data in order to calculate Recommended Margin.

- Output: A pricing report that is utilized by the widget.
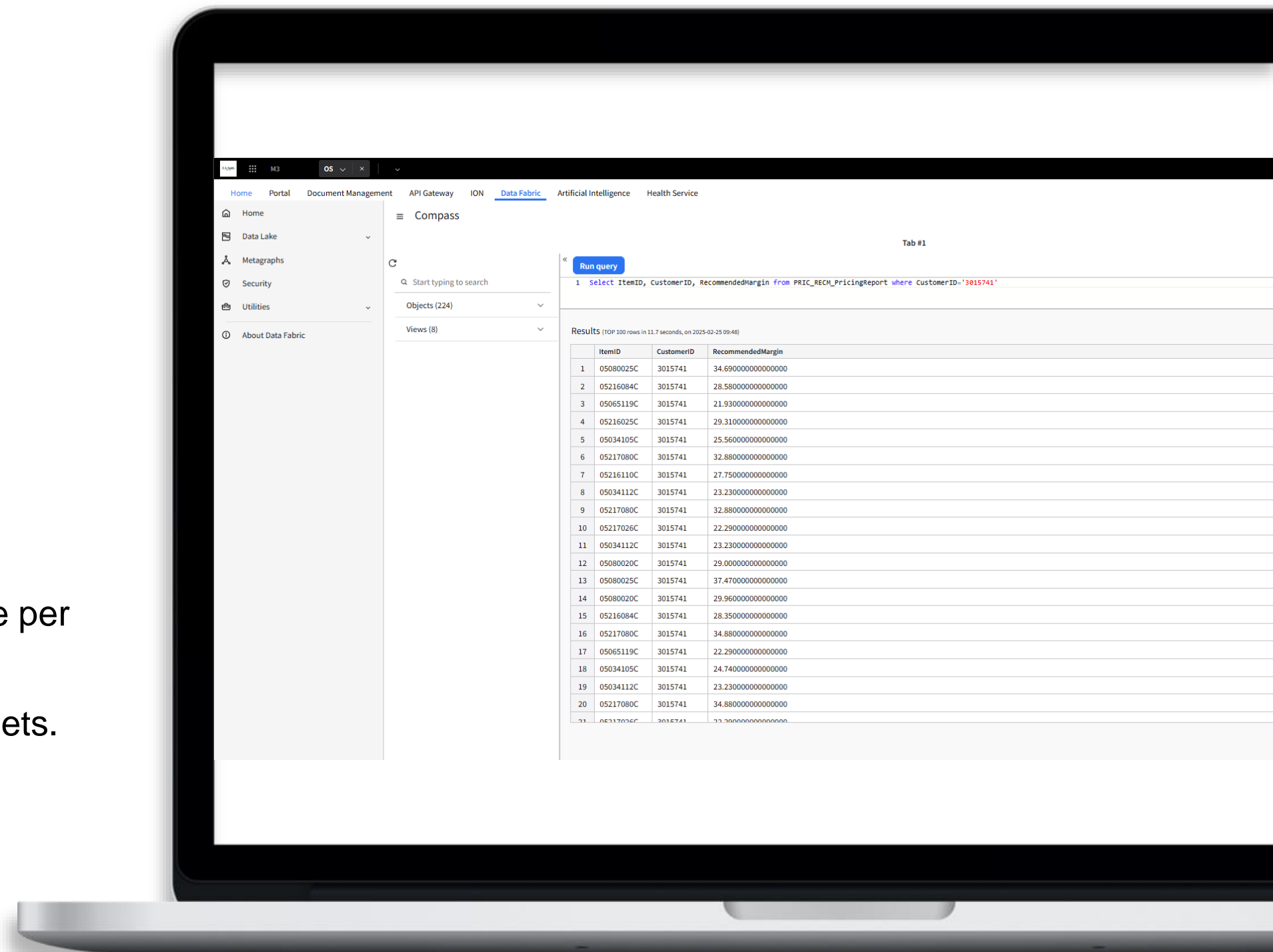
Price Recommendation
In context Widget

Margin Bands
Visualized range based on historical data.
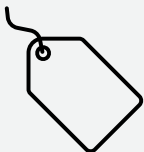
Recommended Price
Price engines recommended margin + Cost from M3.
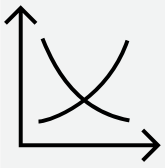
Fastmarkets
Commodity price change from period to period.

EA SMITH - AI

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Thank you

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

infor.com