



CLOUDSUITE SOLUTIONS

Integrated AI – Enabling Smarter Decisions

ML, GenAI & AI Assistant



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M3 Product Development

March 2025

Agenda

01 Definition AI

02 Understanding LLMs

03 Trends & Opportunities

04 Demo

05 Implement std AI content in M3

06 What's next

Disclaimer

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AI Definitions



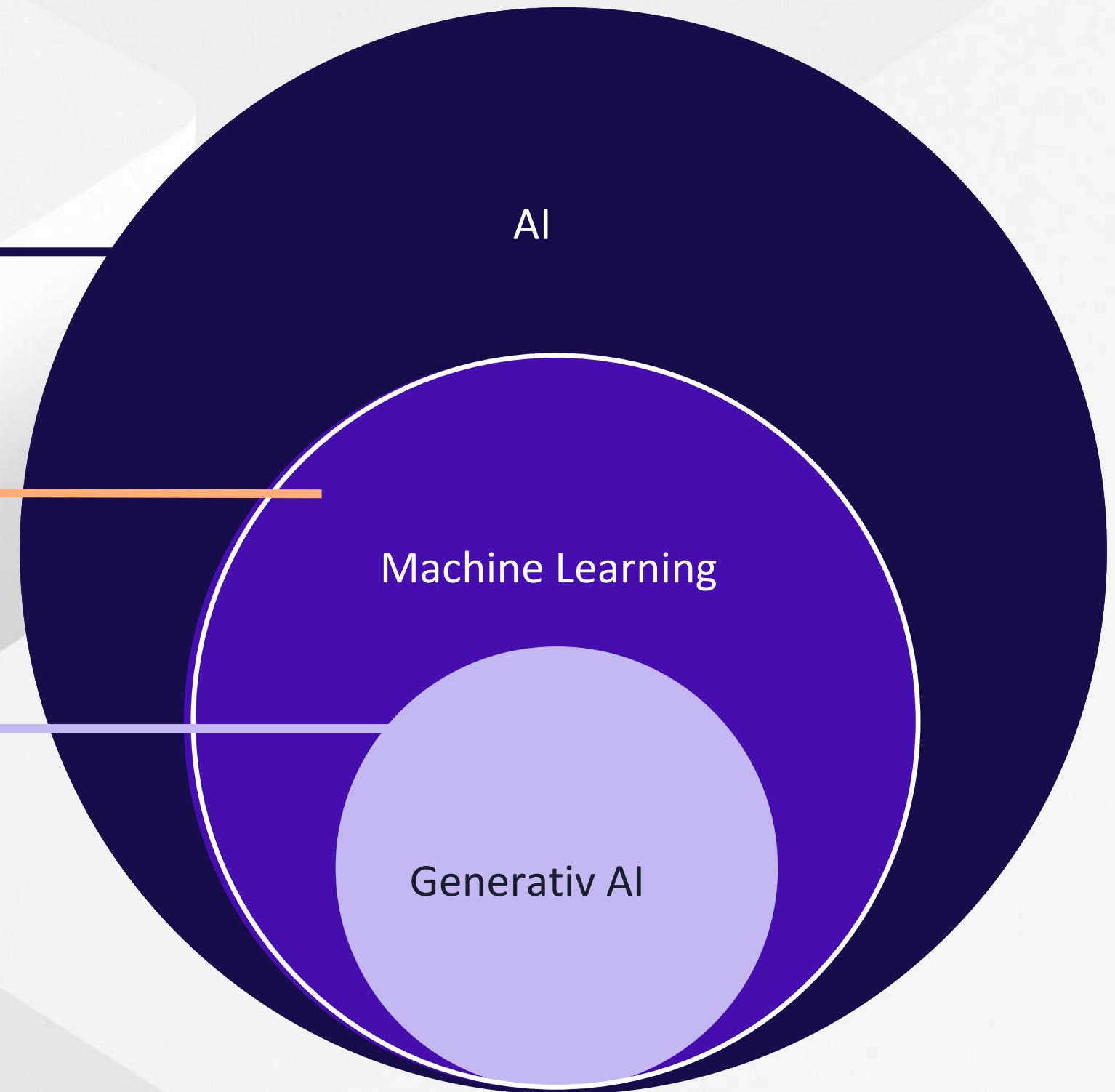
AI definitions (simplified)

- A technology that enables machines to mimic human thinking and decision-making.
- It uses data and algorithms to perform tasks that typically require human intelligence, like recognizing speech, understanding text, or playing games

- Subset of artificial intelligence (AI) that focuses on developing algorithms that allow computers to learn from data.
- It involves creating models that can learn patterns and make predictions or decisions without being explicitly programmed to do so.

- Generative AI is an advancement in AI that goes beyond traditional machine learning. Instead of just learning from data, it's capable of creating new data.
- Gen AI models can generate new content, such as images, text, music, or even entire realistic scenarios.

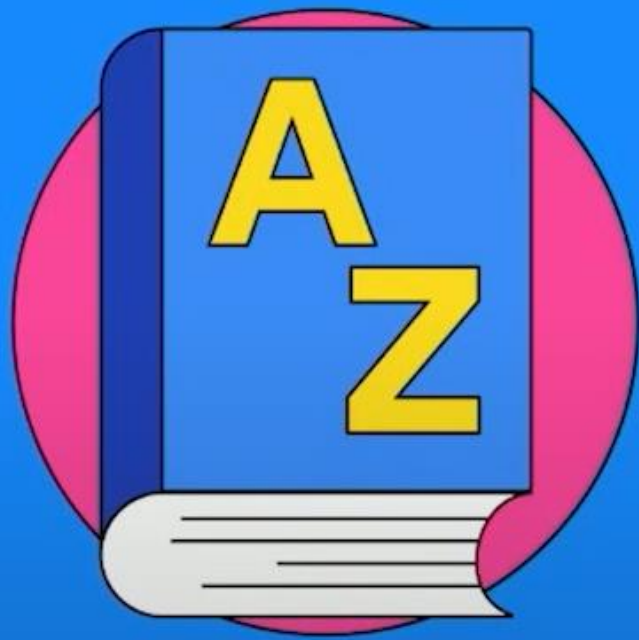
In simple terms, machine learning learns from **existing data to make predictions or decisions**, while **generative AI goes a step further by creating entirely new content based on what it has learned from the data.**



Understanding LLMs



How does an LLM work?



1. Ace
2. Amazing
3. Appreciative
4. Aromatic

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·
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·

- 599 998. Zany
599 999. Zebra
600 000. Zinc

Spotify | June 2023

Stolen from Gustav Söderström, Co-President at Spotify

How does an LLM work?

“hey how are you?”

25 30 5 75

1. Ace
2. Amazing
3. Appreciative
4. Aromatic

.
. .
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. .
. .

599 998. Zany
599 999. Zebra
600 000. Zinc

Spotify | June 2023

Stolen from Gustav Söderström, Co-President at Spotify

How does an LLM work?

“are ...?”

5

are: **you** 5%

are: **they** 5%

are: **things** 5%

are: **fine** 5%

.

are: **animals** 0.1 %

.

Sum(rows) = 100%

5 : **75** 5%

5 : **42** 5%

5 : **97** 5%

5: **67** 5%

.

5: **234** 0.1 %

.

Sum(rows) = 100%

This is called a “2-gram” in ML-lingo

Spotify | June 2023

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How does an LLM work?

“how are ...?”

30 5

how are: **you** 50%

how are: **they** 30%

how are: **things** 5%

how are: **fine** 0.1%

.

how are: **animals** 0.1 %

.

Sum(rows) = 100%

30 5 : **75** 50%

30 5 : **42** 30%

30 5 : **97** 5%

30 5: **67** 0.1%

.

30 5: **234** 0.1 %

.

Sum(rows) = 100%

This is called a “3-gram”

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How does an LLM work?

“Hey, how are ...?”

25 30 5

hey how are: you	70%
hey how are: they	5%
hey how are: things	10%
Hey how are: fine	0.1%
.	
hey how are: animals	0.1%
.	

Sum(rows) = 100%

25 30 5 : 75	70%
25 30 5 : 42	5%
25 30 5 : 97	10%
25 30 5: 67	0.1%
.	
25 30 5: 234	0.1 %
.	

Sum(rows) = 100%

This is called a “4-gram”

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Temperature!



“how are they?”

30 5 42

how are: **you** 50%

how are: **they** 30%

how are: **things** 5%

.

.

how are: **animals** 0.1 %

.

.

.

Sum(rows) = 100%

This is called “sampling”

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Trends & Opportunities



AI & ML Trends Transforming ERP

ERP the core of business operations

- ✓ It is all about the data!

The power of industry specific AI

- ✓ Shift from general AI to specialized industry specific AI

Overall

- ✓ Embedded AI & ML
- ✓ Predictive Analytics & Prescriptive AI
- ✓ Generative AI for Decision Support
- ✓ Trust & Explainability

AI & ML Trends Transforming ERP

Rise of Conversational Interfaces

- ✓ Conversational UIs key for experience and productivity
- ✓ Users expect intuitive, natural language interactions

Context-Aware Systems

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

Vision: Turning conversations into business clarity

An AI-powered experience through the AI Assistant

Procure to Pay – Process Insights

Process Conformance

Process Benchmarking between Sites

Case Explorer

My Day
Tuesday, Feb 28, 2024

Welcome back, Paul

Orders by Month

Total Order Statuses
341 Planned, 189 Filled

Customers

Customer #	Order #	Type	Amount
2300	65	Standard	34302.00
2300	66	Regular	19087.79
2300	66	Standard	13457.00
2300	70	Regular	37954.00
2300	72	Regular	4004.00
2300	73	Regular	2091.00
2300	74	Regular	2091.00

Customer A/R

ALR Credit: 1000000.00
Sales: 35841.00

Predicted Jobs

19 Predicted Jobs, 9 Alerts

16 Predicted Jobs, 16 Alerts

Predicted Jobs

19 Predicted Jobs, 9 Alerts

16 Predicted Jobs, 16 Alerts

Equipment Health Check

Equipment Health Check

give me a summary of work order 0006006409.

It seems I am currently unable to access the work order summary tool. You might want to check the tool's status or permissions. If there's anything else I can assist you with, please let me know!

Tool History_en_GB

Create a firm work order for item ROB 001 with lot number 333 4444. Use service PRED1 and service type 002.

A firm work order has been created successfully with the following details:

1. Work Order Number: 0006006488
2. Product: ROB 001
3. Lot Number: 333 4444
4. Service: PRED1
5. Service Type: 002

Would you like to add a technician to this work order?

Tool History_en_GB

Yes please, add VWILBORG.

Technician VWILBORG has been successfully added to work order 0006006488. If you need any further assistance, feel free to ask!

Tool History_en_GB

tell me more about agreement DEMO AGR

Here is the summary of agreement DEMO AGR:

Basic Information:

1. Agreement Type: PM
2. Customer Number: 00000004
3. Facility: BB1
4. Status: 20
5. Description: Golden agreement - prio 1
6. Valid From: 2022 01 01
7. Valid To: 2026 12 31
8. Responsible: Viktoria Wilborg
9. Currency: USD
10. Agreement Reference: Tina Turner
11. Order Reference: Viktoria

Equipment Covered:

1. Equipment ID: ROB 001
2. Serial Number: 122 334N
3. Valid From: 2022 01 01
4. Valid To: 2023 12 31

Agreement Pricing Conditions:

Service	Product Number	Start	Suffix	Valid From	Valid To	Description	Lease	Amount
1				2022-01-01	2023-12-31		0	0.00
4				2022-01-01	2023-12-31		0	0.00

Vision: Turning conversations into business clarity

An AI-powered experience through the AI Assistant

Natural Language Interface Simplify interactions with M3 through natural language. Instead of navigating complex menus and forms, the user can ask questions or give commands in a way that feels intuitive and conversational.

Flow-driven Navigation The AI assistant should guide the user through step-by-step process flows, where each step is presented when relevant, making it easier to use for less experienced users.

Proactivity and Predictiveness Must anticipate needs by analyzing history, user behavior, and data from M3. It should suggest the next step in a process or automatically draw conclusions based on previous actions.

Context Awareness Should understand and adapt to the user's current workflow, offering relevant information and functionality based on the task they are working on.

Personalization The AI assistant should tailor the interface and functionality based on the user's role, tasks, and preferences. This makes the system more efficient and relevant for each individual user.

Interactive Visualization and Analysis Drive a dynamic and visually appealing interface by generating dashboards and real-time analytics directly tailored to the user's needs, helping them make decisions based on AI-driven insights.

Process Automation Should be able to automate repetitive or administrative tasks, such as invoicing, orders, or inventory updates.

Integration of Voice Should be integrated with voice control (<https://inforwiki.atlassian.net/browse/GAISUP-48>).

General GenAI trends to keep track of

The disruptive arrival of deepseek

- ✓ Deepseek – a new model from China that disrupted the market
- ✓ Claimed to have been developed at a significantly lower cost compared to competitors
- ✓ Despite lower costs, it reportedly performs at the same level as GPT

The rise of research Agents

- ✓ Strong trend: AI-powered research agents from major players
 - ✓ OpenAI: Deep Research
 - ✓ Google: Gemini Deep Research
 - ✓ Open-source solutions
- ✓ Uses advanced reasoning models to search, analyze, and summarize sources

The evolution of reasoning models

- ✓ AI models that "think" through problems independently
- ✓ Prioritize deliberation over speed, leading to better results
- ✓ Searches can take 3 to 30 minutes depending on complexity
- ✓ Advanced systems combine different models for speed and accuracy

Hallucination reduction – a breakthrough?

- ✓ AI hallucination rates are rapidly improving
- ✓ Google Gemini 1.5 Pro: Hallucination rate of 6.6%

infor ✓ Google Gemini 2.0 Flash: Hallucination rate reduced to 0.7% (based on external benchmarks)

Demo



Infor Industry AI

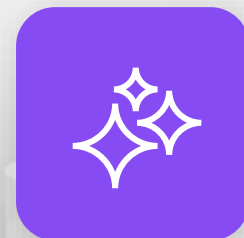
Powered by Infor OS Platform.

Solutions



Infor GenAI Assistant

Conversational assistance to manage, track, and analyze business performance



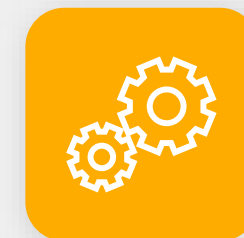
Infor GenAI Embedded Experiences

Smart widgets for assisted text generation, analysis, translation, & summarization



Infor Augmented Intelligence Service

Predictive and prescriptive AI-driven insights with guided expertise



Infor Value+ Solutions

Pre-built enterprise automations integrating AI, RPA, and IDP

- Invoice Processing
- Vendor Performance Insights
- Cross Sell Recommender
- Buyer Advanced Workspaces
- And more

Technology

Infor GenAI

Generative AI service enabled **by Amazon Bedrock.**

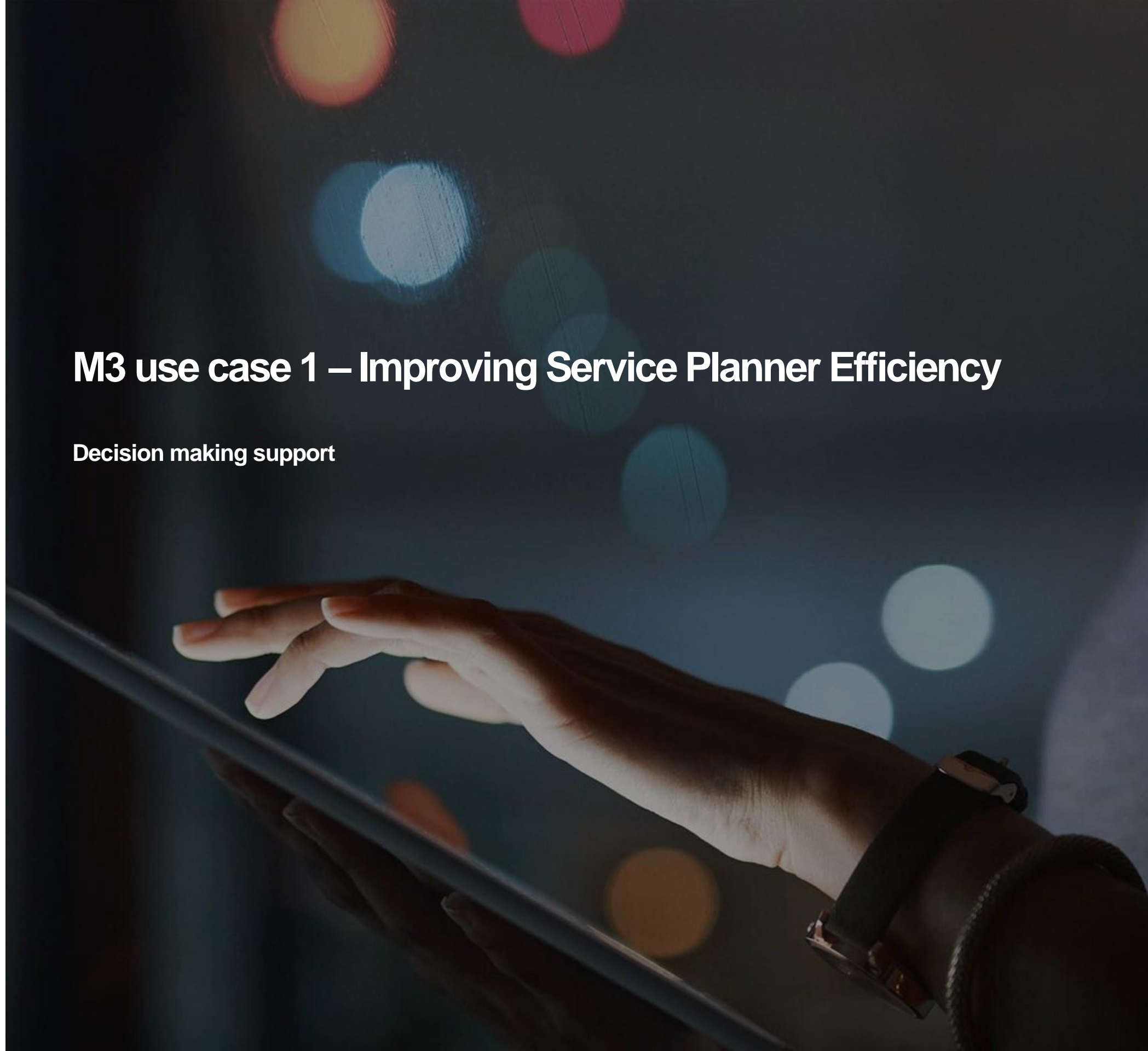
Infor Artificial Intelligence

Machine learning modeling enabled **by Amazon SageMaker**

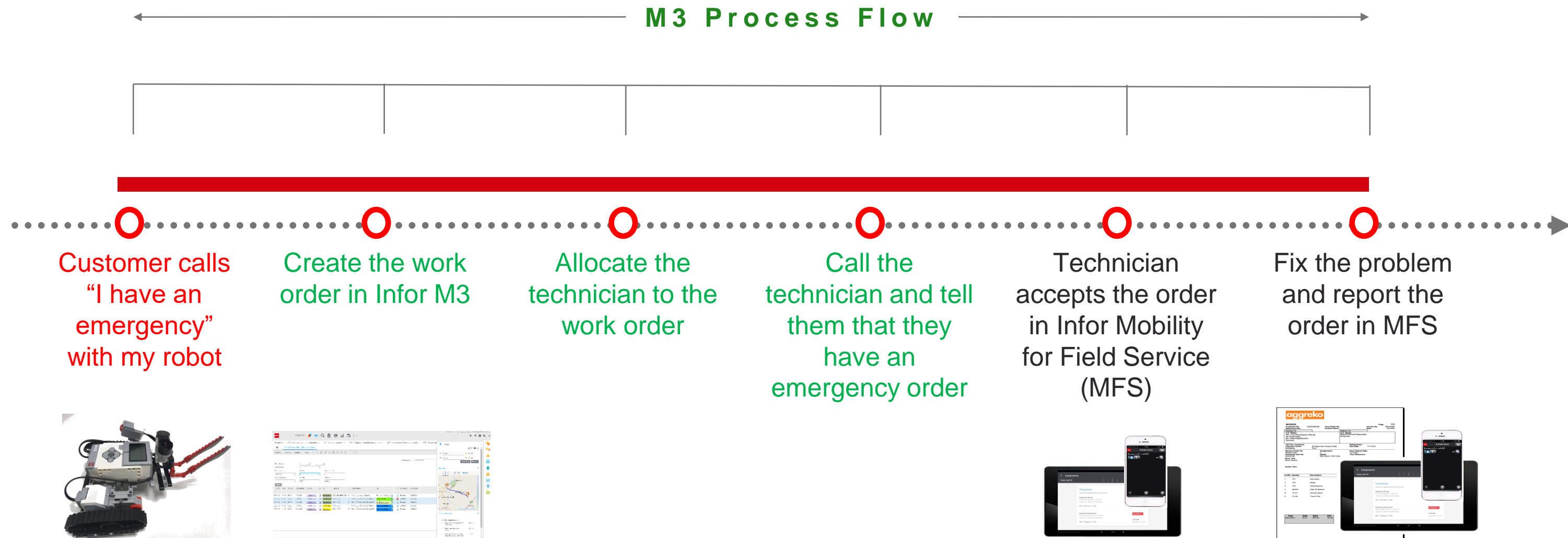
Demo

M3 use case 1 – Improving Service Planner Efficiency

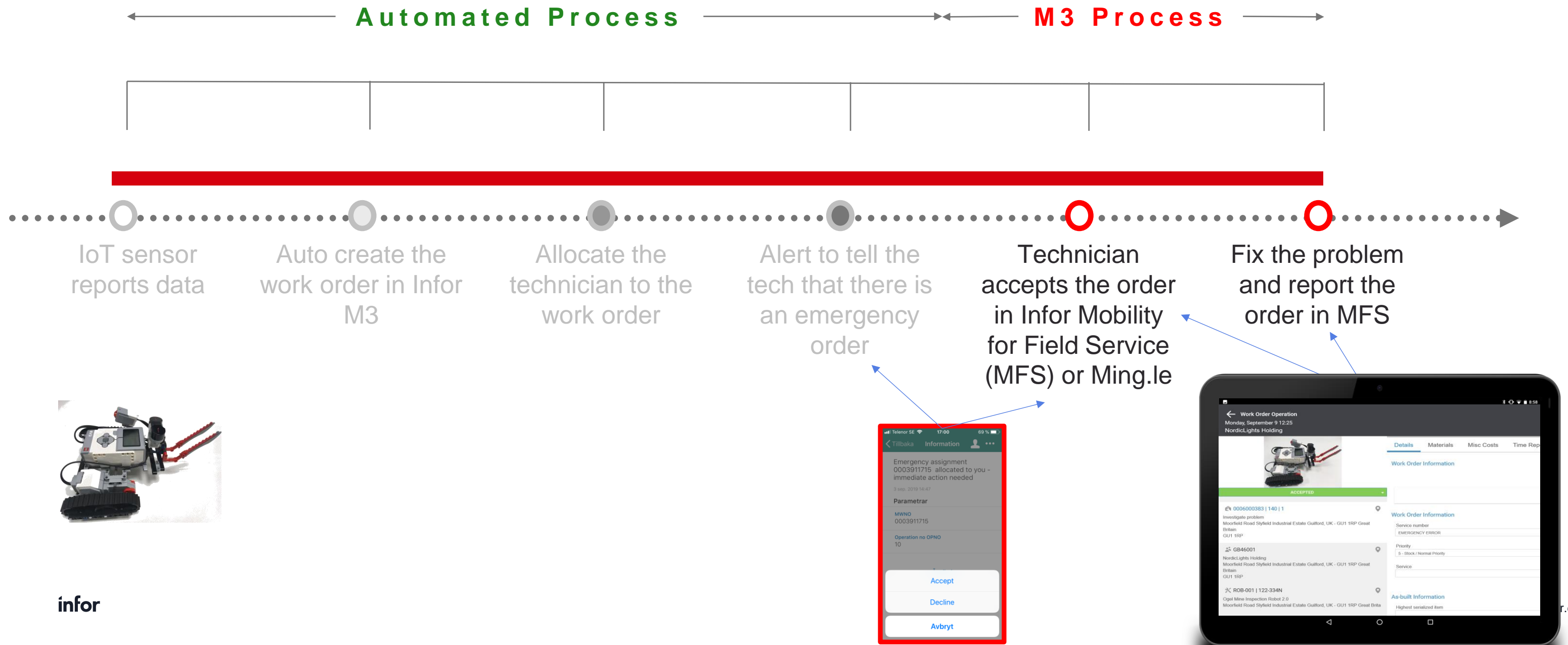
Decision making support



Field Service Process - traditionally



Field Service Process - with IoT



Use case

Predicting equipment service needs

Business opportunity

Global dealer in mining service and supply wishes to provide exceptional customer service by lowering overall cost of ownership of its equipment.

Objective

- Avoid service planning based on assumptions and reactive behavior
- Optimized maintenance scheduling based on actual equipment condition and reducing unnecessary service
- Save costs associated with emergency repairs, replacement of major components, and the overall impact of unexpected breakdown and downtime
- Maximize equipment life and uptime

Solution

The Experience Designer application 'Service Planer Insights 2.0' that addresses this challenge by combining traditional ERP data, predictive maintenance insights and Gen AI-driven techniques.

Benefits

By proactively anticipating maintenance and service needs and ensuring consistent and effective service guidelines, this tool empowers service planners to optimize resource allocation and make informed decisions, driving operational excellence and maximizing profitability.

Impact & key results

X %

Maintenance cost reduction*

Y %

Improvement in Demand Forecast*

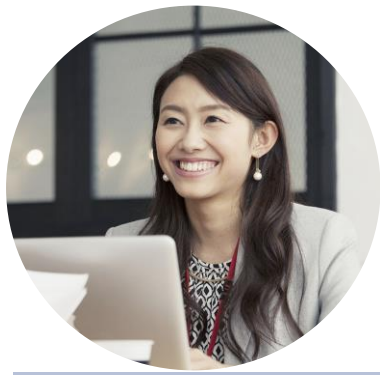
Z %

Maintenance downtime reduction*

Service planning+

* Awaiting validations

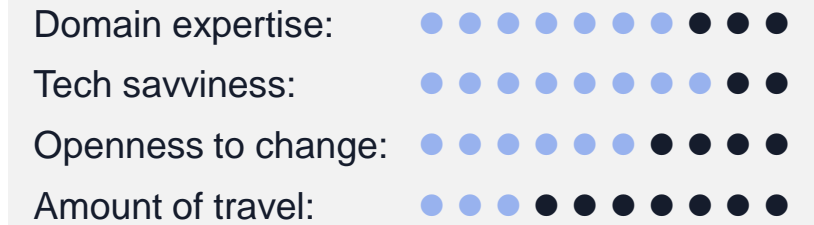




Persona: Service Planner

Anna, service, 5 years of experience

35 years old, female, college graduate, lives in the city



Goals:

1. Efficiently plan and schedule maintenance activities for heavy equipment
2. Contribute to minimizing downtime by ensuring timely preventive maintenance
3. Collaborate with team members to optimize technician allocation and project timelines

Responsibilities:

- Work closely with the Services Manager to create detailed maintenance schedules
- Coordinate with maintenance technicians to plan and schedule preventive maintenance and emergency services
- Monitor equipment performance and report any anomalies or potential issues
- Update and maintain planning software with the latest information

Working environment:

- Mostly works in the office but may occasionally visit project sites
- Utilizes planning software and data analytics tools for daily tasks
- Occasionally works from home on a laptop
- Mostly uses Infor M3

Background story: Anna has been a service planner in a well-known international equipment service provider for the past 5 years. She loves heavy equipment and to keep her house in order. She utilizes those skills to master the service planning process.

Typical day:

- Begins the day by checking her workspace and emails for alerts about urgent updates
- Monitors and works with alerted service orders
- Collaborates with service technicians to plan upcoming tasks and assignments
- Monitors equipment performance data and provides updates interested parties
- Communicates with procurement to ensure the availability of necessary spare parts
- Attends team meetings to discuss project timelines and resource allocation

Ideal experience:

- Previous experience in equipment service and planning roles
- Demonstrate a strong attention to details
- Ability to discover potential risks for equipment uptime
- Familiarity with planning software and data analytics tools
- Basic knowledge of mechanical engineering principles
- Needs to be clear and systematic
- Be able to work on own initiatives and as part of a team

Pain points:

- Work is often reactive instead of proactive
- Dealing with unexpected breakdowns and adjusting schedules accordingly
- Too many last-minute updates
- Hard to get the full picture of equipment performance due data in many different places
- Pressure to contribute to minimizing downtime without compromising quality
- Coordinating with procurement to address delays in spare parts delivery
- Ensuring accurate and up-to-date information in planning software

Demo

M3 use case 3 – M3 GenAI Agents, AI-powered assistants

Decision making support



Demo

M3 use case 2 – Improving Customer Service Efficiency

Decision making support

Solution Overview



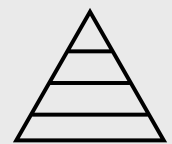
Cross Sell Recommendation

Recommended items in combination with real-time net sales price, margin and availability from M3.



Historical Analysis

Based on historical data the solution calculates cross sell recommendations.



Product and Customer Segmentation

Products are grouped into clusters and then it's measured how customers have interacted with the clusters.



Implement std AI content in M3



Common barriers to adopting AI & advanced technologies

“We don’t know where to start.”



“We don't understand the technology landscape.”



“We don’t have the talent or skillsets to begin.”



Infor Velocity Suite

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

Value+ Solutions: Pre-configured Industry Use Cases



Process Automations

The Industry Cloud Platform: Advanced Technologies



Process Mining



RPA



AI/ML

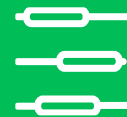


GenAI

Services



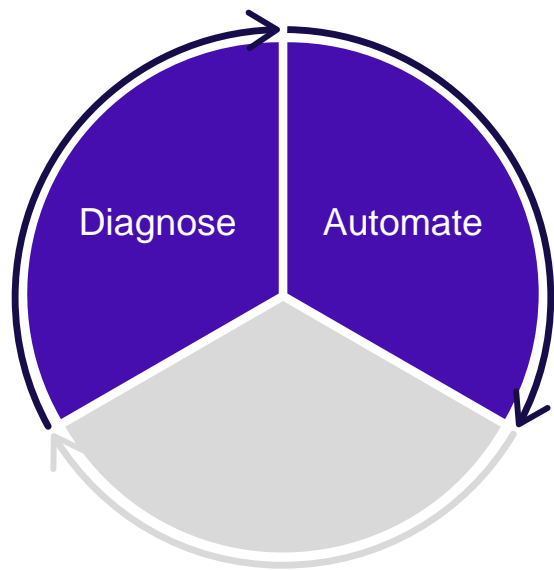
Deployment



Specific Customer
Use Cases



Infor
Managed Services



Infor Value+ catalog of solutions M3

April 2025

Invoice Processing

- Uses AI and RPA to automatically process physical invoices after they are scanned, eliminating manual work for Accounts Receivable.

Vendor Performance Insights

- Uses AI to help Procurement managers evaluate suppliers,

Customer Ordering and Profitability Insights

- Uses AI to help evaluate customer,

Customer Account Creation

- A single place to track all the tasks required to create a customer account and monitor progress.

Cross Sell Recommender

- A widget that recommends products to cross-sell to customers based on what similar customers have purchased making a more tailored recommendation.

Bill of Lading and Proof of Delivery Digitization

- Uses RPA to automate the process of uploading, extracting information, and storing a variety of proof of delivery documents,

Bank Statement Scanning

- Uses RPA to scan digital bank statements, extract transaction data, and match it with internal records such as payments, deposits, and transfers. A

October 2025

Product Recommendations for Upsell within Sales Order

Recommendation for Prescriptive Maintenance service for an Equipment

Items from PDF and PDF viewer (embedded GenAI)

Replacement for a piece of Equipment

Customer classifications

Ingest and Purchase Order-based Certificate of Analysis documents into IDM

Interactive Duplicate Detection at time of Item Creation

Interactive Duplicate Detection at time of Supplier Creation

Vendor Compliance Checks

... and more

Conclusions



Conclusions

AI is now embedded

- ✓ AI/ML/GenAI are no longer separate tools – they are integrated into ERP workflows to drive real-time, smarter decisions.

LLMs enable natural interaction

- ✓ Language models power conversational interfaces and assistants that simplify user experience and support decision-making.

Industry-specific AI creates real value

- ✓ Tailored solutions trained on relevant data unlock operational efficiency and competitive advantage.
- ✓ The future is contextual, decision-driven AI tailored for each sector

AI trends are here now

- ✓ Predictive analytics, prescriptive AI, and agentic assistants are transforming ERP – not in the future, but today.

Adoptable and scalable

- ✓ Standard AI industry content is available – start small, think big, scale fast.

Next steps

- ✓ Evaluate use cases, leverage existing content, and partner with us to innovate at speed.



infor

Thank you

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