



INFOTEAM 2026

# Infor og AI: Status, fremtid og veivalg

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2026-03-16



INDUSTRY SPECIFIC

CLOUDSUITE SOLUTIONS



There is a lot now

AI

Machine Learning

RPA

Headless

Lovable

Claude

Humanoid

Process Mining

GenAI

Low/No Code

Agents

Deep Agents

Orchestration



# The state of AI today

**80%** of AI projects typically don't scale **beyond a PoC**

[CompTIA AI Advisory Council](#)

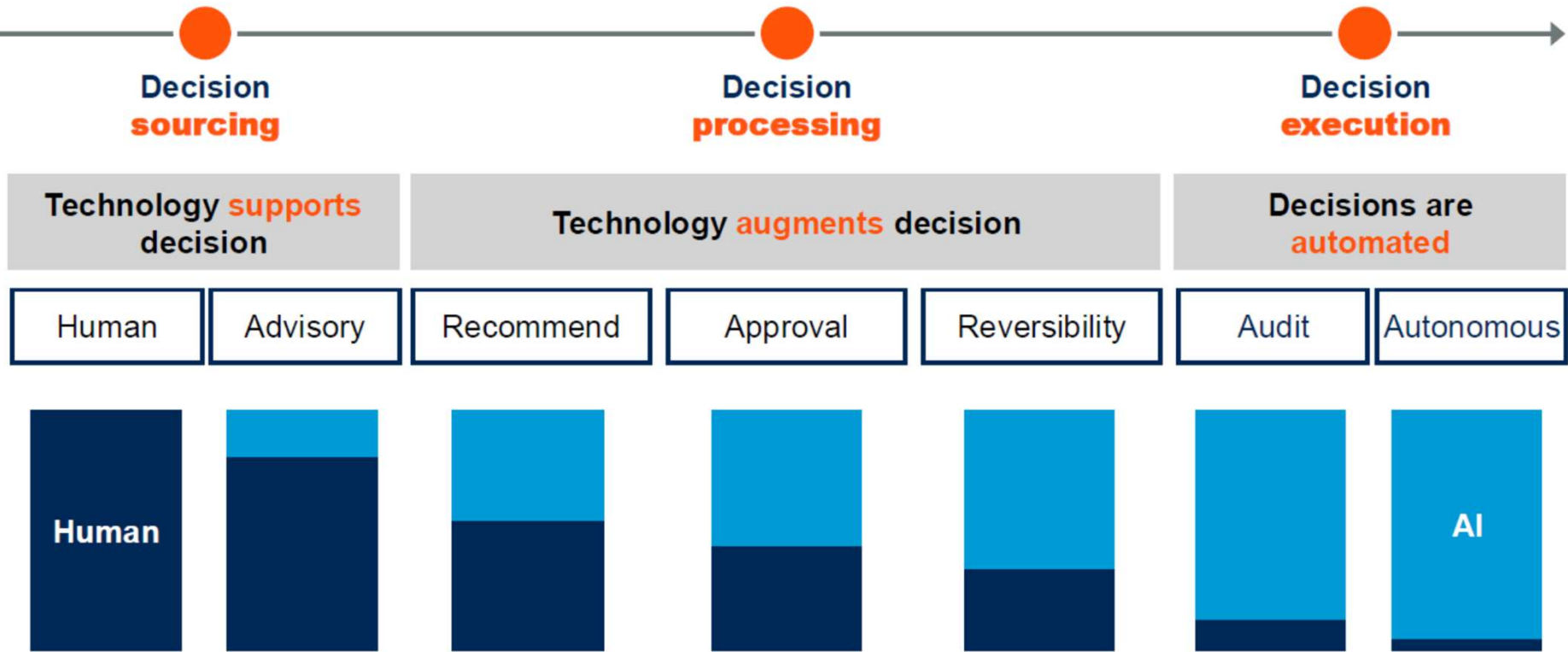
**70%** of the effort involves **change management** and other processes related to people

[Boston Consulting Group](#)

**42%** of C-level executives indicate a critical need for **AI talent** to drive success

[AIIA](#)

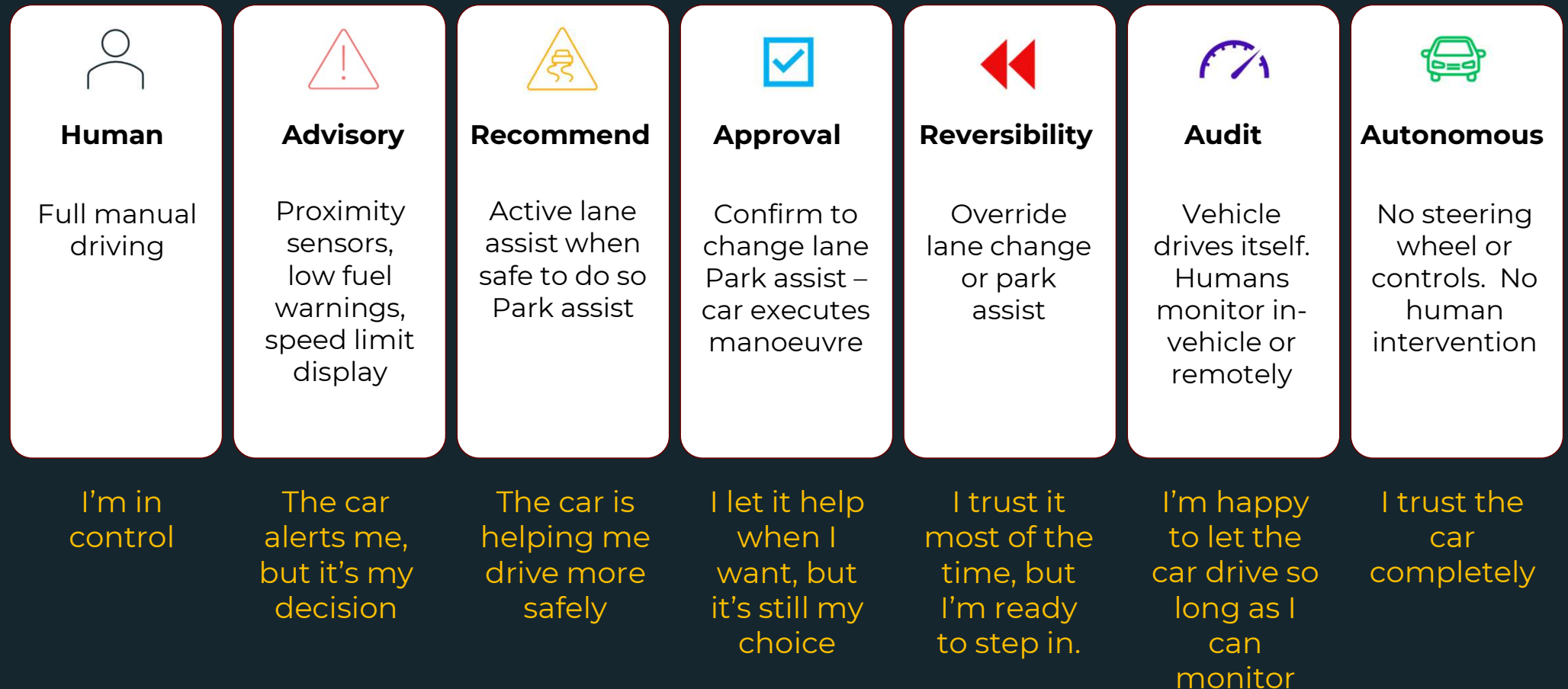
# The 7 Levels of Human-AI Decision Delegation



Gartner

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# AI and automation journey





Autonomous  
Uber operating in  
Atlanta  
Sep 2025

# AI and automation journey



# AI and the autonomous enterprise



# AI and automation journey – for enterprise applications



## People

Full manual control and execution

Run all transactions and processes manually



## Advisory

Insights based on historical and real time data

Analytics and alerts to trigger actions



## Recommend

Recommendation based on AI for the person to take action on

AI augmented decision-making



## Approval

Advance recommendations augmented and automation of standard tasks

More advanced Human AI decision-making and use of agents



## Reversibility

Increased degree of automation and use of more advanced agents

Sophisticated agents orchestrate AI to automate, but still an ability to override



## Audit

Agents sorting out nearly all tasks. Human actions on deviation and alerts

I'm happy to let Agentic AI run my business as long as I can monitor and intervene



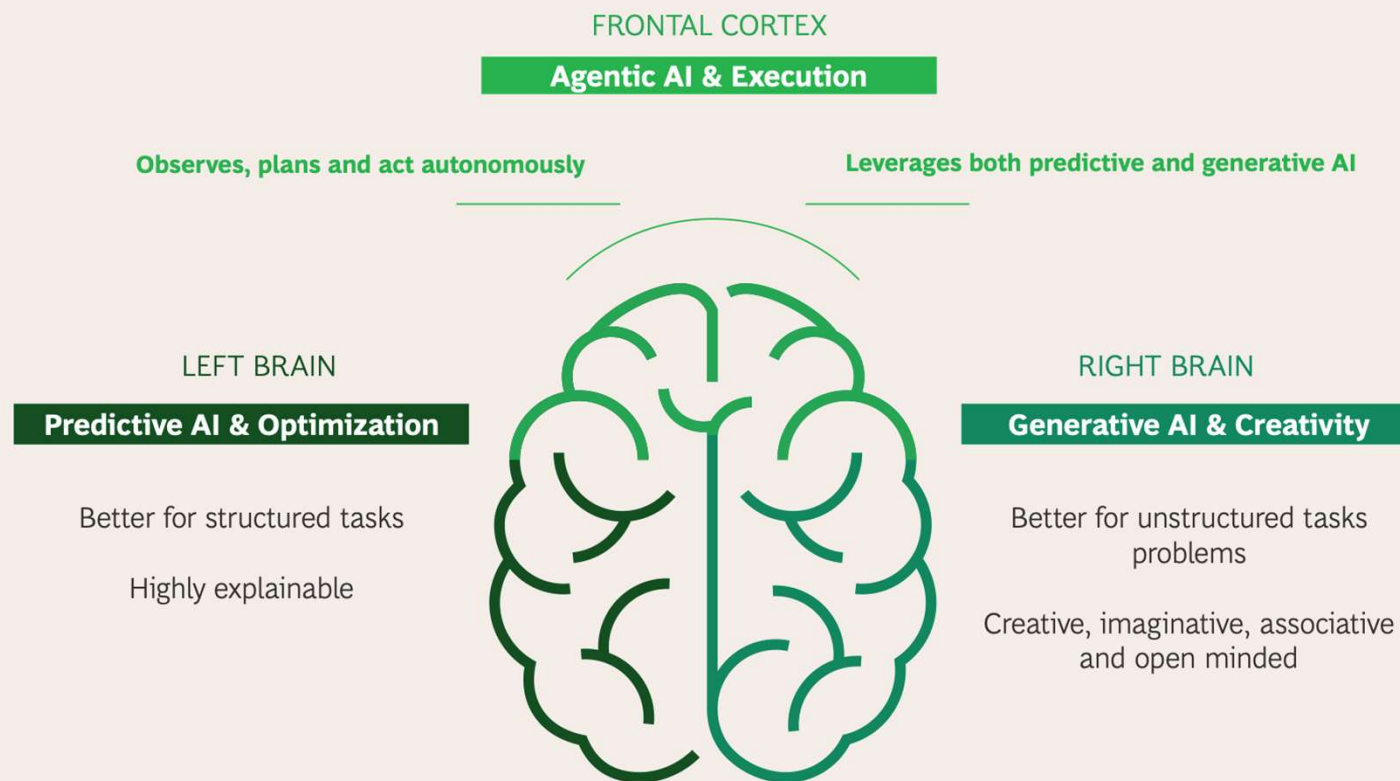
## Autonomous

Fully automated and runed by agents. No human intervention

Autonomous and self healing ERP and business applications

# AI – A way to define it

Agentic AI is the Executive Function that Connects Predictive and Generative AI





Topics to consider

Data Quality

API's

Security

Token Consumption

Agent Architecture

Governance

The "new" shadow IT

Data Density

# The foundation

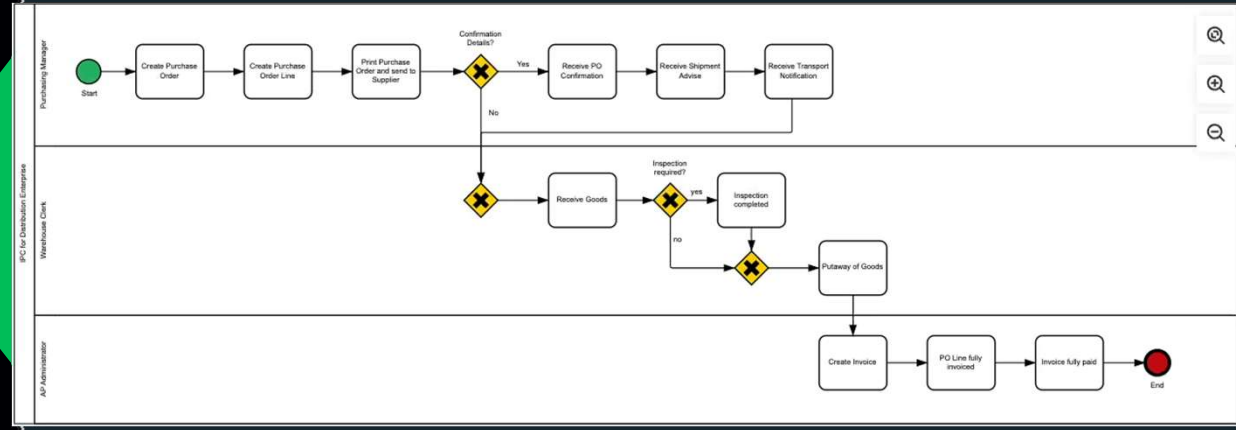
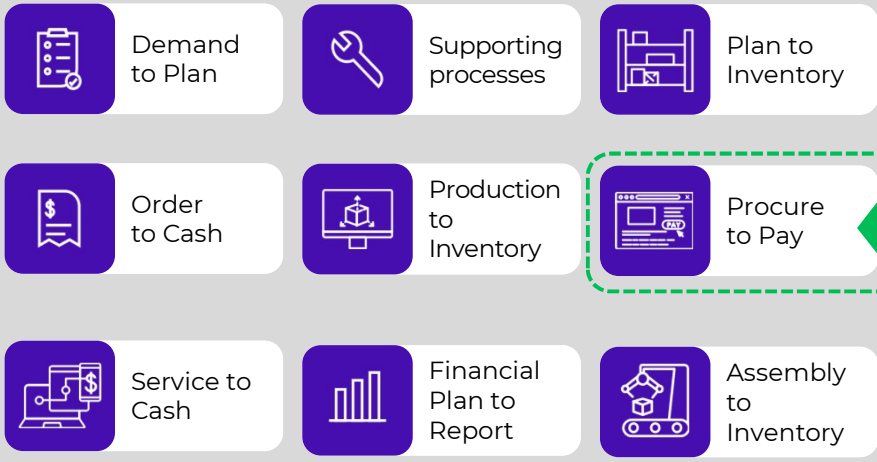


# It is about data

- Data Volume
- Data Quality
- Data Density



# ...and processes...



# ..and Headless Principles

*In simpler terms, the “head” (user interface) is decoupled from the “body” (core ERP functionality), allowing companies to create custom front-end experiences (such as web portals, mobile apps, or other interfaces) while leveraging the ERP’s robust backend services via APIs (Application Programming Interfaces).*

- **API-first architecture**
- **Flexible frontend development:**
- **Scalability and agility**
- **Omnichannel support**
- **Agentic support**

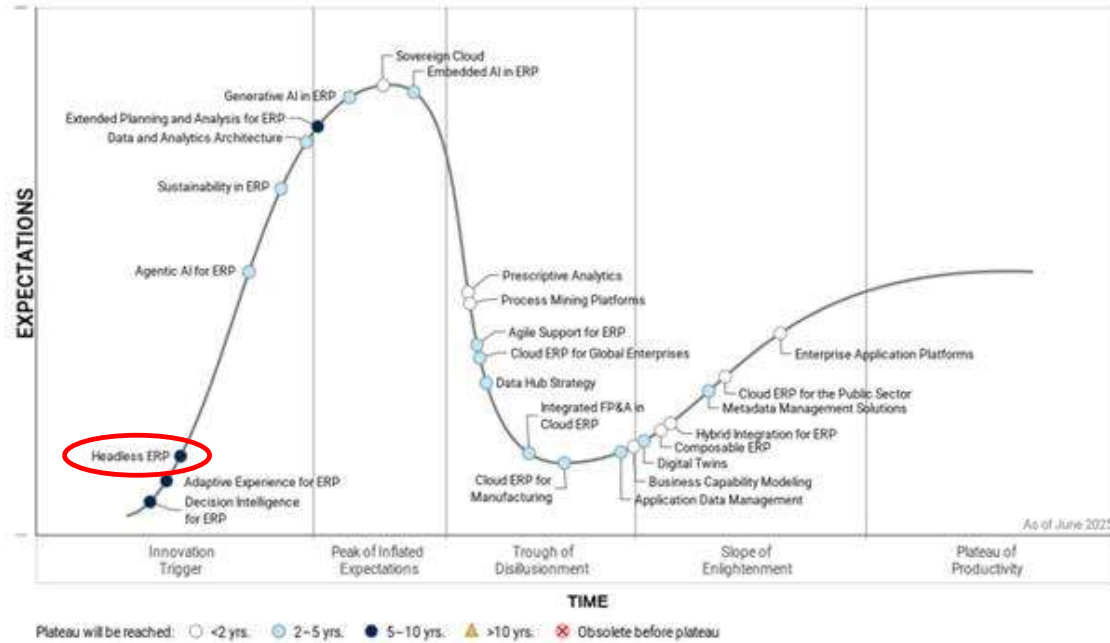


# Hype Cycle for ERP

Gartner

Figure 1: Hype Cycle for ERP, 2025

Hype Cycle for ERP, 2025



# Evolution of the Architecture

## Monolithic

Simple monolithic architecture

## Layered

Separation of layers into n-tier architecture

## API First

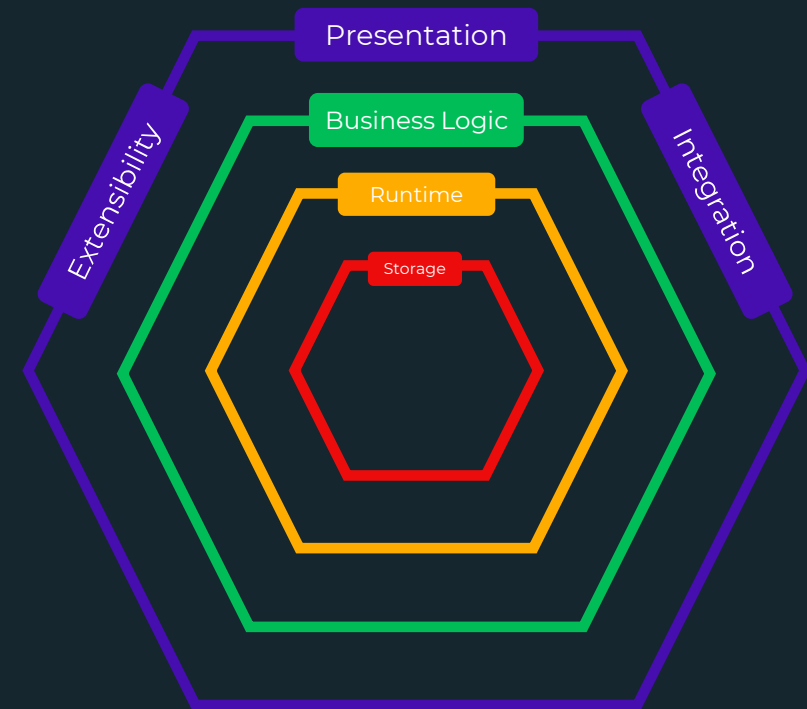
Strategic shift towards API-first approach

## Headless Core

Multi-dimensional layering for an evolutionary platform

# Layered Hexagonal Architecture

- Foundation of an evolutionary platform
- Layer decoupling
- Rules vs. Innovations
- Continuous insights



# A Headless Approach

API Architecture – Business driven

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Integration

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Extensibility

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AI/ML

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User Experience

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Infrastructure

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Data

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Generic / Purposeful REST APIs by modular/microservice platform

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Centralized Integration Platform enabling Process Orchestration and RPA

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XtendM3 / BaaS / Low-code / No-code solutions

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Augmented & Embedded approach to have practical value-driven use

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Experience Designer / Workspaces

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MT Cloud & Container Native Approach

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Central Data Fabric with integration back to product, AI, GenAI and others

# Workspaces – An example of our approach on UX

The screenshot displays a comprehensive workspace dashboard with the following components:

- Left Sidebar (Process Mining):** A vertical flow of process steps with completion percentages: Create Requisition (100%), Create Requisition Line (100%), Approve Requisition Line (60%), Convert Req to PO (60%), Create PO (60%), Create Purchase Order Line (78.7%), Change Price (10%), and Send PO to Vendor.
- Header:** "My Day" for Thursday, March 23, 2024, and a notification for "Employee of 2024- time for nominations!" with a photo of a man.
- My Radar:** A central dashboard with key metrics: 15 Requests missing information, 21 Purchase order confirmations, 1 Change Qty (10% past due), and 27 Purchase order mismatches.
- Request Alerts:** A list of issues such as "5 Request lines are missing item information" and "1 Request line is missing price information" for Masrani Corp.
- Order Status Healthy:** A table of "Upcoming Orders" with columns for Date, Exceptions, and Review.
- Analytics Dashboard:** Key performance indicators including "On time delivery" (98% on track), "On track" (98%), and "Past due orders" (8).
- Financial Summary:** Three cards showing Budget VS ACTUAL (\$10K), Estimate VS ACTUAL (\$100K), and Costs COMMITTED (\$500K).
- My Widgets (Right Panel):** A summary for project D70233, including a "Project Executive Summary", "Project Overview" (New Product X Project), "Status" (multiple activities in progress), and "Performance" (concerns regarding task completion).

Process Mining

Analytics

Gen AI

# M3 Experience Designer – Another Headless consumption

## A new M3 user interface capability with:

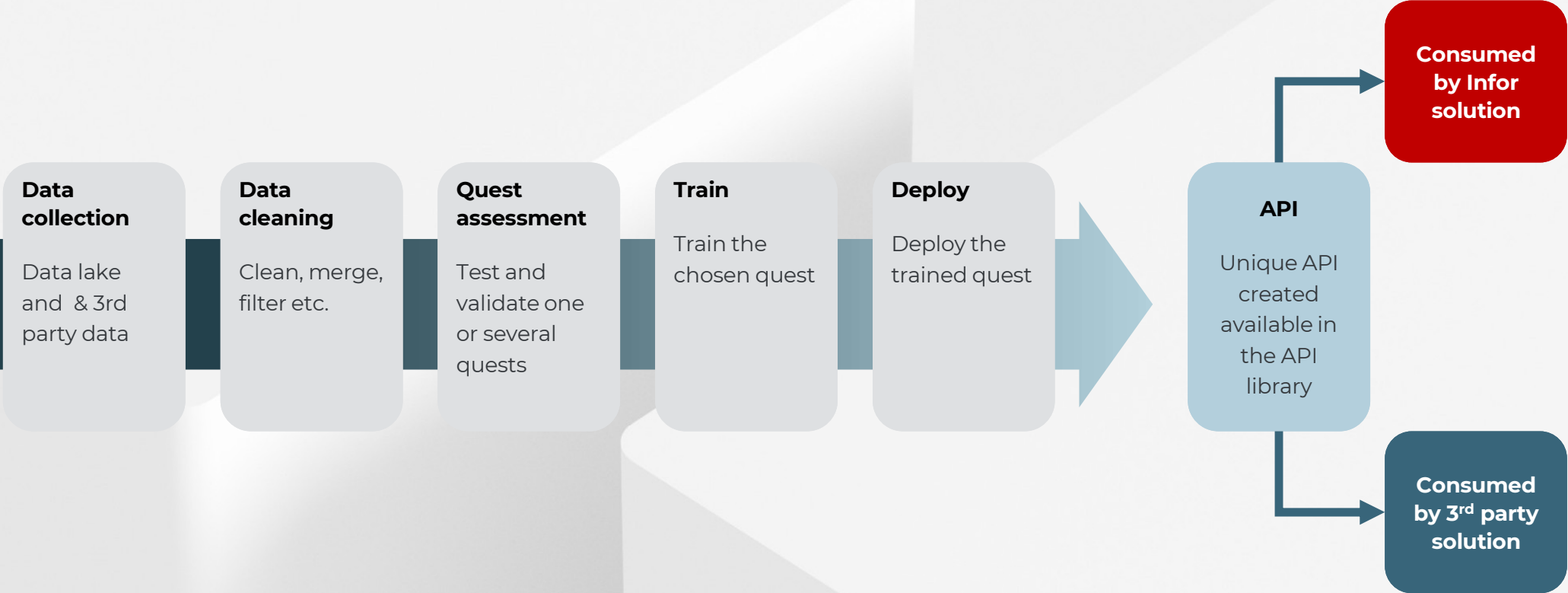
- New cloud architecture
- Stateless and decoupled
- Responsive design
- Role based processes across M3 functions
- Fully configurable down to field level
- Embedded UX design tooling
- Coexist with current H5 client
- Phased roll out based on processes

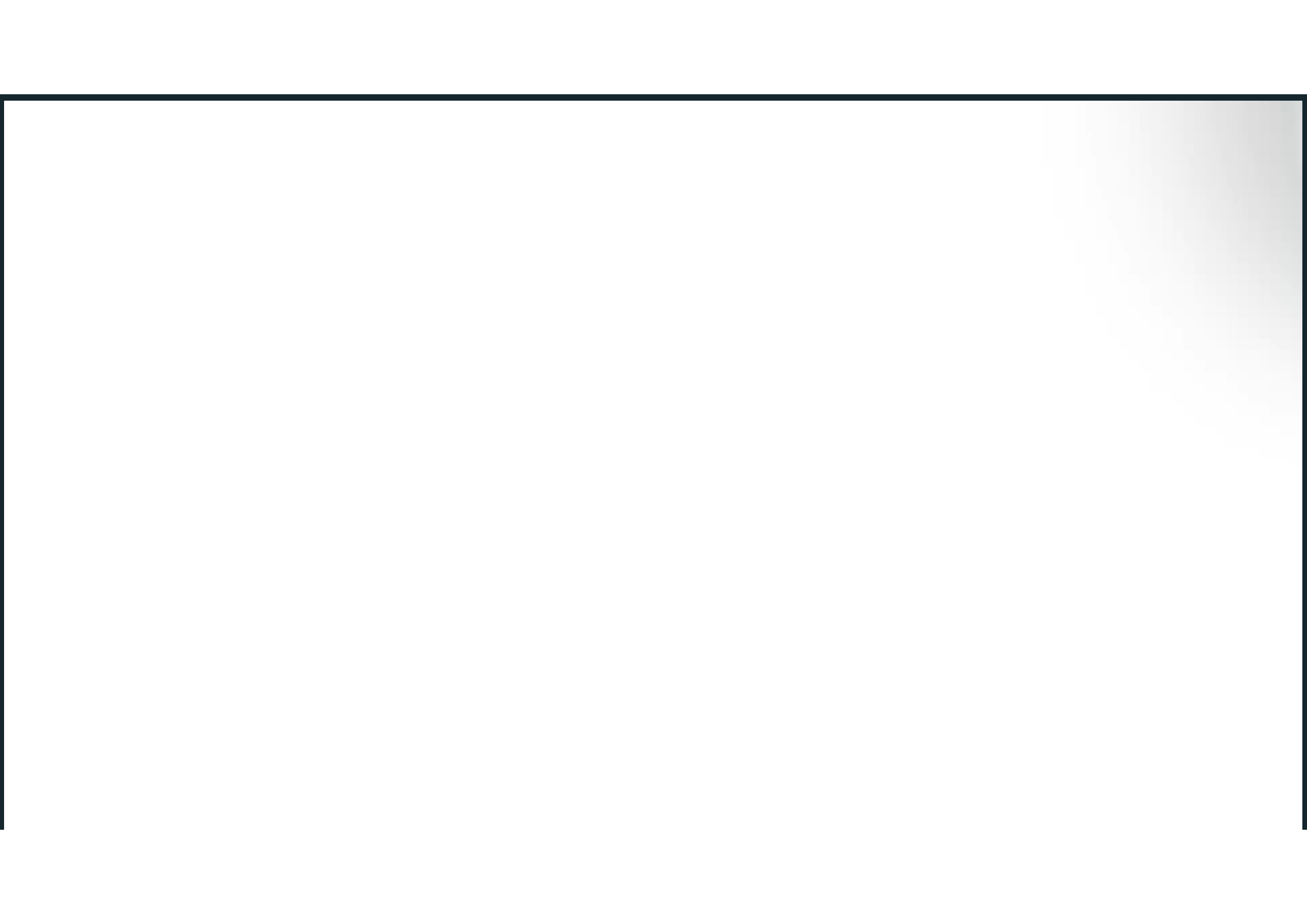


The screenshot displays the M3 Experience Designer interface, which is a modern, responsive web application. It features a clean, blue-themed header with navigation and utility icons. The main content area is divided into several sections:

- Supplier List:** A table listing suppliers with columns for Supplier no., Name, Type, Status, Country, Changed By, Buyer, Telephone no 1, Organization number 1, and Change date. Two suppliers are visible: Logistics Ltd (US) and Equipment Inc (SE).
- Supplier Details (Equipment Inc. 1000101):** A form with sections for Basic Information (Telephone no 1, Facsimile no, Org no 1, Telephone no 2, Telex no, Org no 2), Postal Address (Address, Postal code, City), and Street Address (Address, Postal code, City).
- Item Overview (GT-252 Turbo Charger):** A detailed view of a specific item. It includes a search bar, a list of related items (e.g., GT-200 Turbo Charger, KK 500 Roots Kompressor), and a main information panel. The main panel contains fields for Name, Description, Item responsible (Charles Andersson), Item group (Y1010 - 200 Series), Product group (TCOMP - Turbo Compressors), Business area (UA - Unsigned), Lot ctrl.method (S - Serial no. spec), Lot numb.method (0 - XXXXX), and Alt UoM in use (0 - XXXXX). It also features a grid for Dimensions (Gross weight, Net weight, Volume, Length, Width, Height) and an Alternate Unit of Measure table.
- Item Image:** A photograph of the GT-252 Turbo Charger with its part number 987-943-98766.
- Links:** A section for Name/Language, Alias, and Related items.

# Example of our approach on AI (Headless)





# The Infor Industry AI portfolio

Strategy

To deliver precise, value-guided AI experiences, pre-built for your industry and designed for real results.

Solutions

## Infor Industry AI Agents

Micro-vertical, role-based AI agents infused in your industry processes

## 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 Value+ Solutions

Pre-built catalog of enterprise automations, insights, and advanced workspaces to accelerate process innovation

## Infor Augmented Intelligence Service

Predictive and prescriptive AI-driven insights with guided expertise, as a managed service

# Enhancing the infrastructure for Infor Industry AI Agents

Strategy

To deliver **precise, value-guided AI experiences**, pre-built for your industry and designed for real results.

Solutions

1

## Infor Industry AI Agents

Micro-vertical, role-based AI agents infused in your industry processes

Infor GenAI Assistant

Infor GenAI Embedded Experiences

Infor Value+ Solutions

Infor Augmented Intelligence Service

Infrastructure

2

## Powered by Infor Agentic Orchestrator

Orchestration layer coordinating how agents interact with other agents, systems, data, and LLMs

Model Optimization

Agent Extensibility

Enterprise-Grade Security

Agent Interoperability

Agent Orchestration

Agent Observability

# Three barriers keeping AI agents stuck in pilots

Customers are asking  
**“What value does this actually provide?”**



## Fragmented workflows

Agents lose context across complex operations



## Integration complexity

Agents do not deliver value without clean, unified data



## Governance gaps

Agents cannot scale without visibility, testing, and compliance controls

## We win with Infor Industry AI Agents

Scale multi-agent workflows with industry context, complete data, and governance

Introduced in 2025.10

New in 2026.04

Enhanced in 2026.04

# What's New in 2026.04: AI Agents for Process & Distribution (Infor M3)

AI agents in Limited Availability

## Run production

**Maintenance Order Management Agent**  
Manage maintenance agreements and orders

**Manufacturing Order Agent**  
Track manufacturing order progress

**Equipment Agent**  
Explore equipment and warranties

**Product Structure Agent**  
Explore product structures and BOMs

**Work Order Agent**  
Track maintenance work execution

**Project Agent**  
Track project order status

## Balance supply

**Material Planning Agent**  
Analyze material planning signals

**Supplier Agent**  
Explore suppliers and agreements

**Purchasing Agent**  
Analyze purchase order activity

## Manage finances

**Fixed Assets Agent**  
Inspect fixed asset lifecycle

**Invoice Agent**  
Analyze invoice status and balances

## Fulfill demand

**Outbound Logistics Agent**  
Track delivery and shipment progress

**Customer Orders Agent**  
Investigate customer order status

**Customer Returns Agent**  
Track customer order returns

**Sales Quote Agent**  
Review sales quotation terms

**Customer Service Agent**  
Manage customer order logistics

**Inventory Agent**  
Analyze inventory availability

## Drive sales

**Equipment Quote Agent**  
Review equipment quote details

**Rental Agent**  
Track rental agreements lifecycle

## Govern access

**System Jobs Agent**  
Monitor batch jobs and output

**User Management Agent**  
Inspect users, roles, access



Introduced in 2025.10


New in 2026.04


Enhanced in 2026.04


# What's New in 2026.04: AI Agents for Discrete Manufacturing (Infor LN)


AI agents in Limited Availability

## Run profitable projects


 **Project Margin Agent**  
Compare baseline versus forecasted margins


 **Project Billing Agent**  
Retrieve, confirm, and analyze project revenue

 **Project Performance Agent**  
Evaluate CPI, SPI and earned value


 **Project Cost Agent**  
Aggregate budgets, actuals, and variances

## Deliver on time


 **Project Risk Agent**  
Identify delayed and at-risk orders


 **Project Agent**  
Oversee execution, exceptions, and interventions

 **Executive Reporting Agent**  
Generate formatted cross-project summaries


 **Project Schedule Agent**  
Define WBS, milestones, and dependencies

## Monitor inventory

 **Warehouse Agent**  
Monitor unfinished inbound and outbound orders


 **Logistics Agent**  
Trace shipment status and delivery flow

 **Inventory Agent**  
Track stock movements across warehouses


 **Buyer Agent**  
Expose purchase orders and line commitments


## Manage finances

 **Contract Management Agent**  
Link contracts, lines, and deliverables

 **Accounts Payable Agent**  
Process supplier invoices and open balances

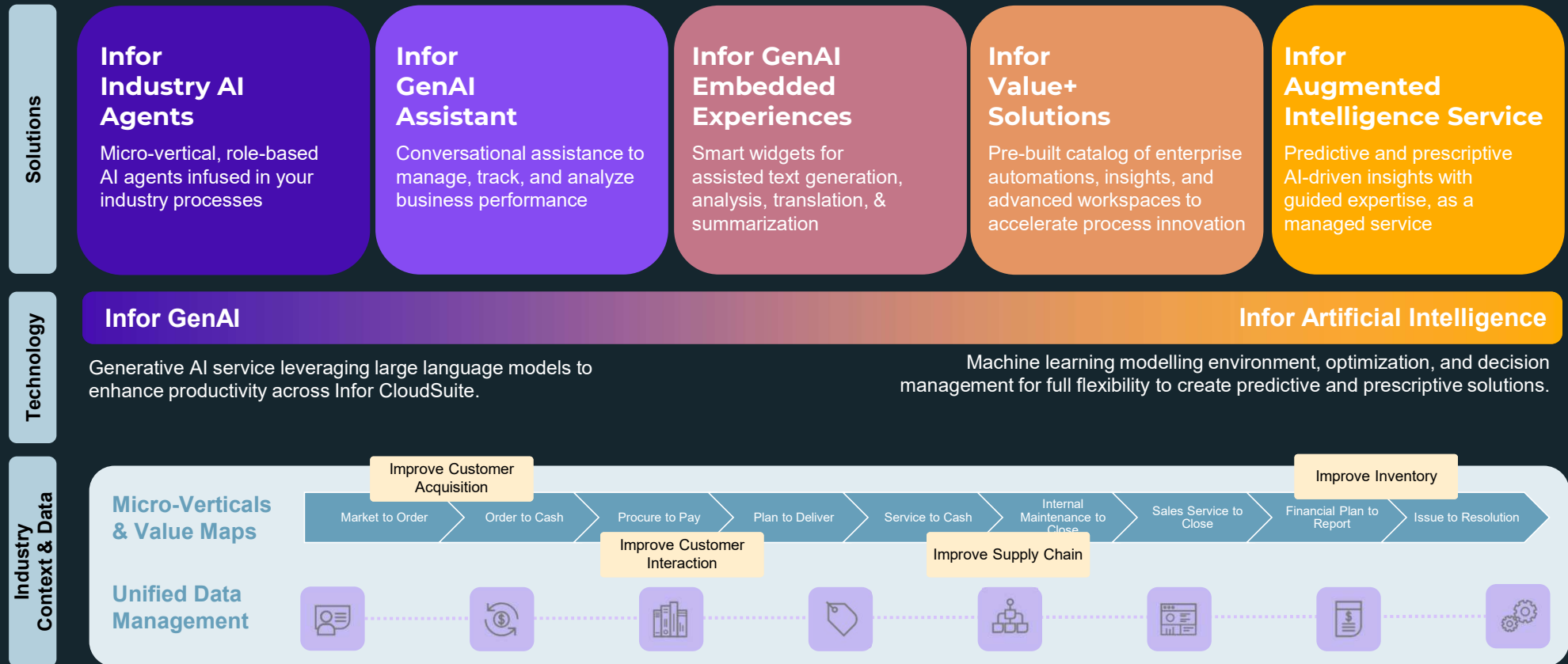
## Control quality

 **Non-Conformance Agent**  
Trace deviations across orders and projects

 **Quality Inspection Agent**  
Inspect accepted, rejected, destroyed quantities

# Infor Industry AI

Enhance personalization, productivity, and innovation with an enterprise AI portfolio, purpose-built for your micro-vertical



# Strategy, competence and governance

BCG: *The Nordic AI Inflection Point: Value Creation or Value Bubble?*

## KEY TAKEAWAYS

- Nordic business executives are treating AI as a top strategic priority—yet, today, only 4% of companies see meaningful ROI (returns of at least five times their AI investment) on a par with global and EU competitors.
- However, Nordic companies' 2029 impact expectations are 2–3x higher than that of global competitors, raising the stakes for delivering on bold ambitions.
- Concerningly, Nordic companies direct a disproportionate share of AI investment toward off-the-shelf productivity tools (~40%–50% vs. 8%–11% for global and EU competitors). By contrast, global leaders invest far more in transformative, end-to-end use cases, which typically generate higher ROI.
- If the ROI gap persists, Nordic economies face a real risk of a local AI value bubble and could lose significant ground to global and EU competitors.
- Enabling transformative AI value creation requires five key components: top-down strategic direction, ownership across the entire business, cross-functional teaming, executive governance, and strategic buildouts of enabling technology.

# Strategy, competence and governance

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# Sleepwalking into new technology

*Some organizations in our survey stand out as “sleepwalkers”.*

- Fully in, but without strategy.
- Follow others instead of driving their own choices.
- Look modern but lack perspective and initiative.
- Focus on cost over business value.
- New systems, yet static expectations.
- Believe innovation happens automatically, without alignment.

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## ERP MODERNIZATION

### THE SLEEPWALKER PARADOX

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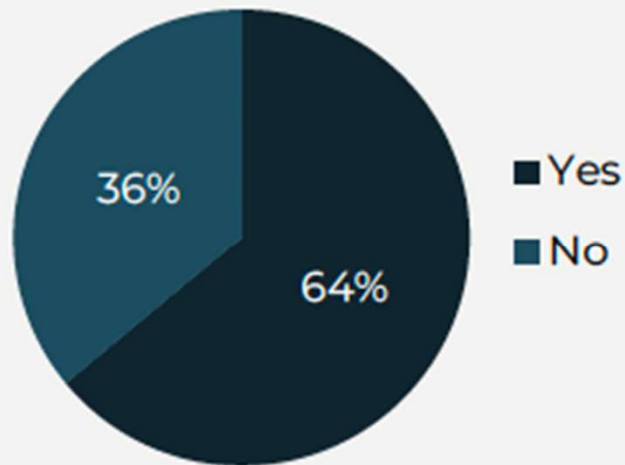
Why organizations risk sleepwalking through modernization, and how governance and strategy can unlock business value

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**aws**

**Radar.**

# What the data reveal



**Cloud Strategy**  
Having a defined strategy for cloud-based infrastructure platforms



Topics to consider

Data Quality

API's  
Security

Token Consumption

Agent Architecture

Governance

The "new" shadow IT

Data Density

# What else may the future bring...



LLM efficiency will continue to improve, and costs will come down



New concepts such as Neuro-symbolic AI will be commercialized and provide more human like thinking



Increasing regulation and governance around the use of AI to ensure ethics and compliance



AI will drive growth rather than create mass unemployment. As with the IT revolution, new work opportunities will emerge

# More AI in reality - Teaser

Sophie Bruckenberger - Brunvoll

Jon Trygve Markussenn -SGDN

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