

A man in a dark suit, light blue shirt, and patterned tie is sitting and looking at a tablet. The background is a blurred cityscape at night with bokeh lights.

**infor**

Designed for progress™

# C O R P O R A T E O V E R V I E W

# WHO IS INFOR?

Infor® is a global enterprise leader in business cloud software and a strategic technology partner for more than 68,000+ enterprise and SMB companies.

Infor builds enterprise software solutions that are built for the cloud, built for your industry. From Manufacturing to Healthcare to Retail and Fashion, we cover all industries and have ERP end-to-end solutions that are brought together by artificial intelligence technology.

## ▲ INFOR AT A GLANCE

**New York** corporate headquarters

**168 offices** around the world

**176** new products

**71,000,000+** cloud users

**1,200** support experts

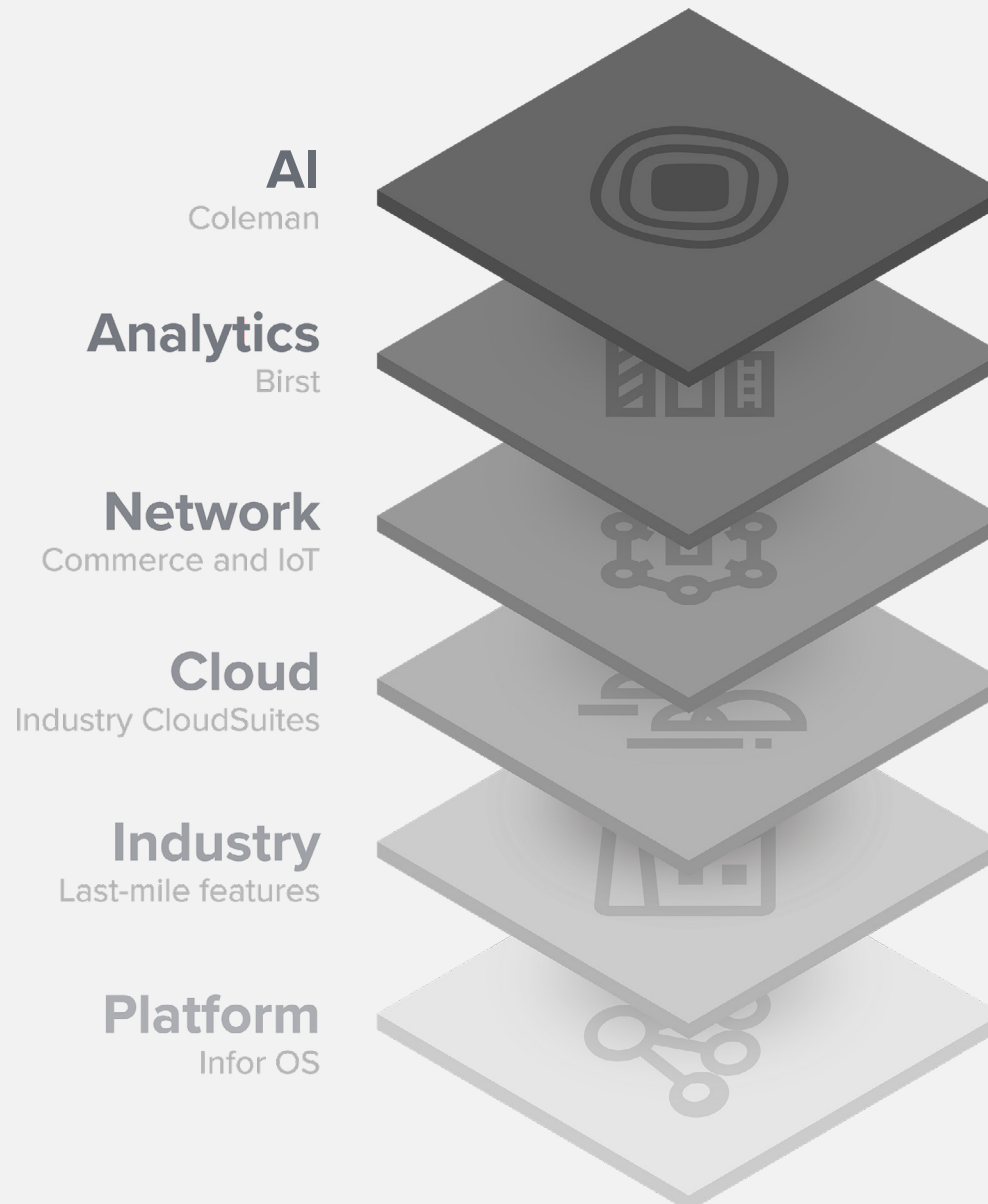
**68,000** customers

**15,000+** employees

**1,750+** partners

# THE INFOR STRATEGY

SPECIALIZED BY INDUSTRY, BUILT FOR THE CLOUD





## THE INFOR STRATEGY

### Platform

- Unified UX with open business process integration of both Infor and third-party software applications
- Digital document management and automation of multi-step and complex tasks
- Extensibility to create consumer-grade web interfaces or high-productivity forms with minimal coding via desktop, tablet, or smartphone

### Industry

- Deep industry-specific functionality without complex, expensive customizations
- Industry best practices based on decades of experience and thousands of implementations
- Faster and simpler deployments with pre-packaged workflows, content, integrations, and analytics

### Cloud

- Highly secure, redundant availability zones via global cloud leader, Amazon Web Services™
- Best-practice cloud operations for provisioning, self service, monitoring, scalability, and business continuity
- Lower cost of ownership, elastic computing power, hyper-scale, automatic upgrades, and unlimited data lake

### Network

- Global commerce for 65,000 trading partners, including carriers, shippers, freight forwarders, suppliers, and brand owners
- Real-time visibility of orders and inventory in transit or at rest for global omnichannel fulfillment
- Collaboration with trading partners for real-time orchestration of \$1 trillion in annual trade

### Analytics

- Common analytics platform and data lake for Infor and third-party applications with automated data refinement and common semantics
- Self-service analytics for end users with consumer-grade visualization, data blending, and data discovery tools
- Pre-packaged industry and role-based content; data surfaced automatically to users in context

### AI

- Infor Coleman—a science-driven, intelligent, industry-aware digital advisor
- Automates repetitive tasks and provides instant access to information via voice or chat
- Anticipates, advises, and derives insights from business data to allow people to work smarter



PLATFORM

# YOUR FUTURE-PROOF OPERATING SERVICE

Infor OS serves as the underlying foundation for your entire enterprise ecosystem, ensuring that systems work seamlessly together, deliver business insights automatically, and have the flexibility to support changing business and industry needs. Designed to maximize the potential of both your technology and your people, it provides a conversational UX that makes systems intelligent, intuitive, and exponentially more valuable.

## Infor OS

Common user interface	Collaboration	Extensibility
API/Process integration	AI	Business Intelligence
Business/people/asset graph	Internet of Things	Security
Document Management	Localization	Commerce Network





## INDUSTRY

# DEEP INDUSTRY CAPABILITIES, COMPLETE SOFTWARE SUITES

At Infor, we understand that one size fits all software doesn't deliver the capabilities your business requires. Infor software provides deep industry functionality without complex and expensive customizations. Industry best practices—based on decades of experience and thousands of implementations—are built in, along with pre-packaged workflows, content, integrations, and analytics that make deployments simpler and faster, users more productive, and your business more efficient from stem to stern.

### Unique industry needs, purpose-built solutions

From front office to mission critical core functions, Infor automates more than edge applications. We power entire industries in the cloud. We are proud to count amongst our customers:



**19 of the top 20**  
aerospace  
companies



**19 of the top 20**  
automotive  
suppliers



**More than 1,700**  
chemical  
manufacturing  
companies



**17 of the top 20**  
industrial  
distributors



**7000+** industrial  
machinery  
manufacturers



**8 of the top 10**  
global luxury  
brands



**15 of the top 20**  
global retailers



**14 of the top 15**  
food & beverage  
manufacturers



**21 of the 25 largest**  
U.S. healthcare  
delivery networks



**9 of the top 10**  
high tech  
companies



**9 of the 10**  
largest global  
hotel brands



**More than 5,500**  
industrial  
manufacturing  
customers



**18 of the 20 largest**  
U.S. cities



**17 of the top 20**  
global banks



■ CLOUD

# WHY CLOUD?

Infor combines the benefits of cloud technology with deep industry specialization to deliver cost-effective, flexible solutions that free customers from the burden of system maintenance and security. Securely deployed on global cloud infrastructure provider, Amazon® Web Services, for unparalleled protection and reliability, Infor CloudSuites are built to deliver greater agility, long-term sustainability, lower costs, and lasting return on investment.

Infor CloudSuite™ provides a cloud hosting environment that is agile, secure, highly flexible, and proven. Currently serving over 71 million users, it meets the highest standards of security and reliability. With Infor CloudSuite, you can:

## **Support growth**

The solution provides real-time data that is accessible anytime, anywhere, making it easier to take advantage of new opportunities and grow your business.

## **Ensure security and reliability**

With data managed by global, cloud hosting leaders, you benefit from best-practice protocols in application, network, physical, and operations security, as well as comprehensive monitoring on a highly secure infrastructure.

## **Increase value**

With preconfigured yet flexible, industry-leading business processes, you get the deep functionality you need without complex customizations, making systems more adaptable and providing a longterm platform for growth.

## **Reduce total cost of ownership**

Because data is no longer stored onsite, you can say goodbye to expensive servers and hardware.

## **Take advantage of continuous innovation**

With cloud deployment, Infor handles on-going upgrades for you so your systems always stay up to date. You'll be able to fully benefit from Infor's deep commitment to and on-going investment in innovation.

## **Modernize, simplify, and save**

- Upgrade on your own terms
- Get a clear roadmap for achieving your goals
- Future-proof your technology
- Reduce business risk with new security technologies
- Support a global, connected workforce



## NETWORK

# THE INTELLIGENT SUPPLY CHAIN NETWORK

Today's customer-centric supply chains require new levels of visibility, speed, and flexibility to meet ever-more demanding customer requirements and shareholder expectations. With 80% of relevant data now residing outside the typical company's four walls, visibility is both a challenge and an imperative. That's why Infor runs the world's largest single-instance networked supply chain platform, connecting 65,000 trading partners and supporting \$1 trillion in annual trade. Providing real-time visibility of orders and inventory in transit or at rest for global omni-channel fulfillment, Infor Nexus gives customers the ability to effectively and consistently meet demanding customers' expectations.

### Networked Supply Chain



Integrated planning, procurement, execution and finance capabilities



\$1 trillion in trade managed on the network each year



65,000 trading partners

**Infor Nexus is a single-instance digital supply chain network combined with Coleman AI that helps companies deliver with speed, flexibility and precision.**





## ANALYTICS

# ACTIONABLE INFORMATION DELIVERED IN REAL TIME

Businesses have access to more information than ever before, but making it actionable is a challenge. Infor helps you turn information into action with a common analytics platform and data lake for Infor and third-party applications, including automated data refinement and common semantics. Self-service analytics for end users is delivered via consumer-grade visualization, data blending, and data discovery tools, while pre-packaged industry and role-based content increases productivity and adherence to best-practice standards. Data surfaced automatically to users also supports immediate and proactive decision making across the enterprise.

### Broad, complete business visibility

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- Rapidly unify complex data
- Analyze complex processes and models
- Drive adoption, usage, and self-service

### Pre-built content by industry and role

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- Get productive quickly
- Easily incorporate best practices
- Accelerate and improve decision making

### Science-driven insights

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- Anticipate problems
- Uncover opportunities
- Build competitive advantage



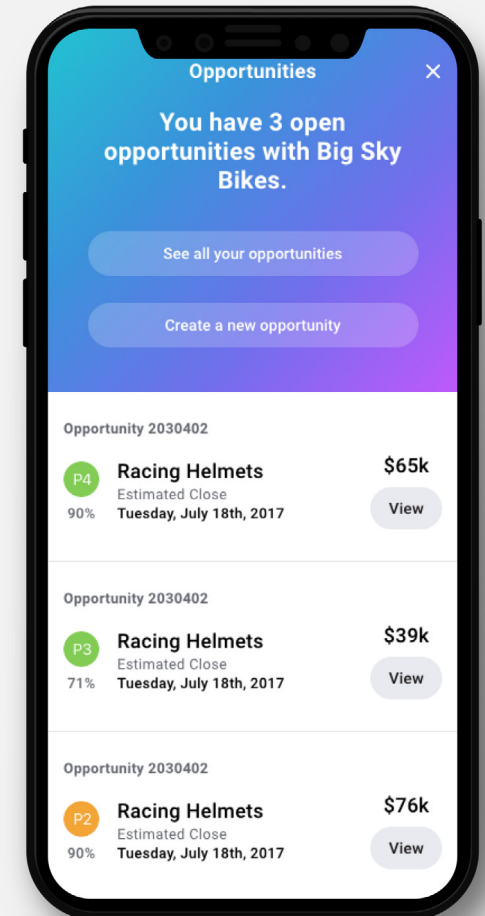
AI

# ARTIFICIAL INTELLIGENCE THAT MAXIMIZES HUMAN POTENTIAL

Infor is using the power of artificial intelligence to re-imagine what the experience of using business software can be. Beyond simply augmenting or automating your day-to-day work, Infor's AI, known as Coleman, serves as a science-driven, industry-aware, intelligent assistant that anticipates, advises, and derives insights from business data. By providing instant access to information via voice or chat and relieving workers of repetitive tasks, Infor Coleman acts as a true business advisor and helps stakeholders make the best, most informed decisions every time.

## The NASA pioneer who inspired Infor Coleman

Named after physicist and mathematician Katherine Coleman Johnson, whose trail-blazing work helped NASA land on the moon, Coleman represents a giant leap forward for artificial intelligence at scale—incorporating deep reservoirs of network data to serve the needs of human minds and make connected devices infinitely smarter. It's not here to replace your job—Coleman's here to help you do your job exponentially better.



# TECHNOLOGY BY ITSELF IS JUST A TOOL

At Infor, we surround you with everything you need to be successful. With more than 5000 product, technical, implementation, and industry experts that support customers in 168 countries, our goal is to ensure your success with any new countries, markets, industries, or strategies you wish to pursue. Your success is the yardstick by which we measure our own.

## End-to-end accountability for your success

Infor Services is a global organization with end-to-end accountability for accelerating adoption of your Infor solutions and optimizing the value of your investments. From initial deployment and day-to-day optimization to big-picture thinking and proactive strategizing, the Infor Services team provides the depth and breadth of experience needed to turn vision into reality.

### Advisory Services

- Business consulting
- Digital transformation
- Value engineering
- Organizational change management

### Deployment Services

- Implementation and upgrades
- Project start-up
- Quality assurance
- Upgrade X
- Data migration
- Testing automation
- Performance optimization
- Lift and shift

### Education Services

- Classroom and virtual training
- Education subscription
- End user training
- Certification

### Cloud Managed Services

- Application monitoring
- Incident, release, and problem management
- System admin
- Performance monitoring and management
- Process monitoring
- Data management
- Data archiving

### Support Services

- Cloudsuite support—essential, premium, and elite
- Cloud command center
- Customer success manager
- Service delivery management
- Hyper care

# TRANSFORMING BUSINESSES WITH INFOR CLOUDSUITES

With Infor, you get a partner that has the tools and technology to get you where you want to go but also the foresight, vision, and expertise to help you map out the destination. We believe in the power of ideas—ours and yours—to drive significant positive change for businesses, industries, and the world.

Here's how we define progress: helping your company succeed. **And we're ready to get started now.**



Designed for progress™