



"The people at Infor were wonderful. The team was very knowledgeable. They listened and understood our challenges, and then they went above and beyond what was expected to make it work for us."

—LYNN STEVENS, DIRECTOR OF INFORMATION SYSTEMS, RESER'S FINE FOODS, INC.



## INFOR CONSULTING SERVICES

### GET THE POWER YOU'VE PAID FOR.

Your software doesn't run itself—and it shouldn't. Your business software helps you make better decisions and take quicker actions, but your decisions and your actions are the keys to your success. You'll get the most value from the software you own when you have the support of an expert team that can help you fine tune the systems you have and show you how to do everything you can do with that software. You'll also have confidence knowing that your system is secure and protected from mishaps that could disrupt your business.

### EXPERTISE ON DEMAND.

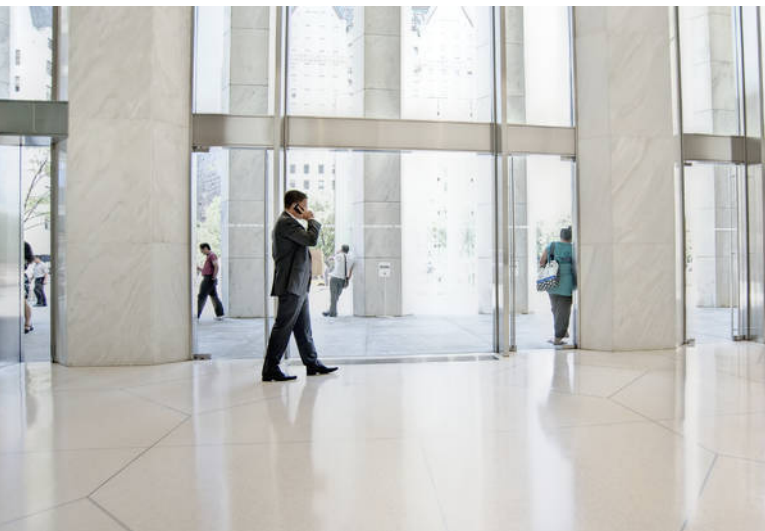
Business and technology change so fast that you can't possibly know everything you need to know. Whenever you need help to solve the problems you're facing, or to head off future problems, you can call on Infor's global team of experts—industry veterans in nearly every field of business and technology. Many have come out of industry themselves, so we know exactly how you need the software to work to do your job. We also have answers to the questions you might not have thought to ask—the things you'll need to know to be successful tomorrow.

## GET MORE BENEFITS WITH LESS PAIN.

You'll find just about every kind of expert support you'll need with Infor's Consulting Services. From the first steps of your initial implementation to long term security, hosting, and upgrade planning, you can choose to have our experts train your staff or turn whole segments of your operation over to our team of seasoned professionals so that you can concentrate on doing what you do best.

### Worry-free implementation.

As a customer, you rarely implement a major business software system more than once. It's only natural that you'd be unfamiliar with the most reliable methods that lead to a quick, successful implementation. Our experts have been down this path hundreds of times—they know how to avoid problems and get you a great result quickly with minimal disruption. We've perfected our unique one point implementation methodology (OPIM) through years of experience, to ensure that every detail is completed correctly and on time. We'll also keep you fully informed of the progress of every phase of your implementation, so that you can keep control of your cost and schedule. Because we rely on a carefully structured process for implementing your solution, you don't have to worry about disruptions or installation problems. You can trust that we'll get you where you want to go, so that you can move your business forward.



### Infor Consulting Services will help you to:

- ▶ Reduce risk
- ▶ Focus on strategic IT initiatives
- ▶ Maximize systems availability and user productivity
- ▶ Align your solutions with current and future business needs
- ▶ Get faster implementation and time to value
- ▶ Profit from a low total cost of ownership
- ▶ Gain greater competitive advantage

### Unlock your potential quickly and confidently.

You need to adjust more quickly to market conditions every day, and you don't want your software holding you back. Infor Consulting Services can help you get maximum value from the applications you already have and extend your solutions to meet new requirements as they arise. We'll keep you current on the best uses of your software and put the information you need at your fingertips. You won't miss out on opportunities because you're distracted by the details of managing your software. We'll help you stay ahead of your competition with the latest, most effective approaches and solutions. You'll be gaining flexibility, and your software won't limit your business.

### Get more from the software you already own.

If you could turn all of your people into power users, you'd gain a huge advantage—and you can. Our consulting services team can assess your workforce and teach your users what they need to know to bring your entire business up to top performance. You'll not only get more value from your software, you'll boost workplace efficiency, save time, and eliminate manual processes.

Your competitors probably won't reveal the things that they know and you don't—but you can still find out.

**Infor customers have access to over 2,500 Infor professionals and implementation partners in more than 50 countries—a global network of proven domain experts who understand your local and regional requirements.**

Our experts have encountered just about every business scenario and solved every problem that's common to your industry because most of them were industry professionals before becoming Infor consultants. We can help you uncover your blind spots so that you can grow and move forward.

Our subscription and multi-discount education programs give you a broad selection of online and classroom courses that are available worldwide to all Infor customers. You'll be ready to get more done with no additional software. Our courses are designed by industry experts and delivered in a flexible format that adjusts easily to address the latest concepts.

### **Make your software match your business.**

Your business faces unique demands—your software should respond to those demands. You can combine the reliability of proven solutions with the specificity of custom development through the help of experts from Infor Consulting Services. We know all the best ways to extend and customize your solution to fit your needs exactly. We also have an inside track on upcoming enhancements to your Infor solution so that you can avoid creating unnecessary customizations when you need a particular, widely requested feature. We can even help make your feature requests part of future development.

### **Get service that suits your needs.**

You can gain reliability and peace of mind by putting your IT management tasks in the hands of our seasoned experts through one of our application managed services programs.

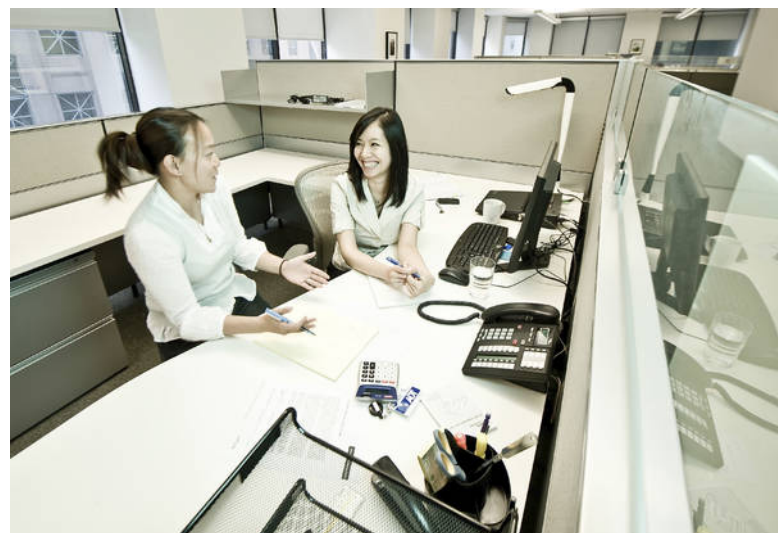
We can tailor a service level agreement (SLA) that suits your needs, fits your budget, and relieves you of headaches about support, maintenance, customization, security, performance, or updates. Many customers find that it costs less to hire Infor experts than to manage applications themselves when they consider all the costs.

You can even choose to have Infor host your application through one of our off-premises offerings. Whether you choose a hosted service or one of our new cloud services, you'll get the security of knowing that your applications are always up to date and ready to work at top performance with no administration on your part.

## **RESPOND MORE QUICKLY WITH LOWER RISK.**

You have to run your business yourself, but you don't have to do it alone. Experts from Infor Consulting Services stand ready around the clock and around the world to help you succeed at the business you know best. You'll be ready to:

- ▶ Focus on the issues that matter to you
- ▶ Improve the security and reliability of your systems
- ▶ Expand your solutions to support the growth of your business
- ▶ Modify your systems quickly to respond to new opportunities



Thousands of companies just like yours in hundreds of countries rely on the global resources of Infor Consulting Services for great performance, top security, and the peace of mind that comes from knowing that their applications are in expert hands.

## **THERE IS A BETTER WAY.**

At Infor, we work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that's simple to buy, easy to deploy and convenient to manage. Our 70,000 customers in more than 100 countries stand with us. We look forward to your sharing in the results of our belief. There is a better way. For additional information, visit [www.infor.com](http://www.infor.com).

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The Infor logo consists of the word "INFOR" in a bold, sans-serif font. The letters "I", "N", "F", and "O" are black, while the letters "R" and "A" are red. A small trademark symbol (TM) is located to the upper right of the "R".