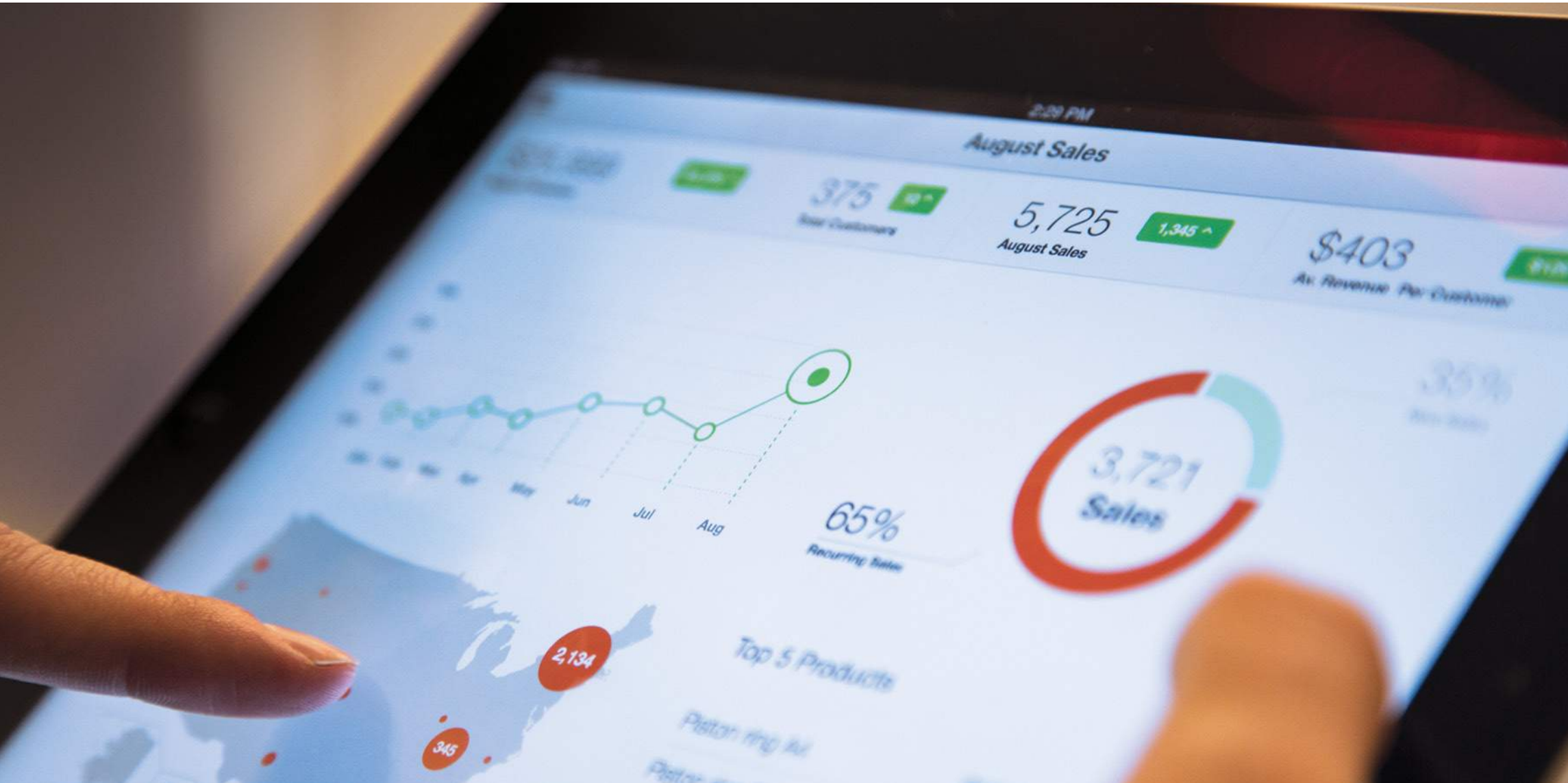
Infor UpgradeX

A simple, cost-effective path for upgrading to Infor 10x in the Cloud



INFOR 10x:

The time to modernize is now

300

New applications

10 million

Hours of product development

11,500

Enhancements

The Infor UpgradeX Program

A simple, cost-effective upgrade to Infor 10x in the Cloud

Infor UpgradeX provides a clear, simple path for migrating or upgrading your Infor solution and taking advantage of all that Infor 10x has to offer. Everything you need for success is included:

VALUE ENGINEERING AND ROI ANALYSIS:
We'll benchmark your deployment against best practices and quantify the value of modernizing.

YOUR MODERNIZED SOLUTION IN THE CLOUD:
We take care of getting you there so you can keep your business humming.

THE NEW INFOR 10X TECHNOLOGY STACK:
Includes Infor Ming.le™, an enterprise collaboration platform, and Infor ION for ease of integration.

UPGRADE OR MIGRATION BY INFOR CONSULTING SERVICES:
Our team of experts will guide you through achieving deployment of your new solution in the Cloud.

TRAINING FROM INFOR EDUCATION:
Get users up to speed quickly with a full curriculum available on-line, on-demand.

COMPREHENSIVE SUPPORT:
Maximize your system's value with support that is specialized, comprehensive, and personalized. Includes automatic upgrades of your Cloud-based solution.

Modernize and stay competitive

By transforming your solution, you can:

RETURN ON INVESTMENT

1

RETIRE LEGACY MODIFICATIONS AND REDUCE SYSTEM SUPPORT COSTS

Modernizing your solution lets you dramatically reduce complex system modifications, not to mention all the time, cost, and lost opportunities that accompany them. You can standardize on a simple but powerful platform that lets you optimize key business processes without having to make functional trade-offs, and free IT staff to focus on more strategic activities.

2

TAP INTO MARKET-LEADING INNOVATION

Infor® is a leader in the enterprise software market when it comes to innovation, and our commitment is backed by more than words. 500 new engineers, 10 million hours of development time, and the release of Infor 10x are only the beginning. Modernizing your solution gives you access to some of the smartest thinking in the industry on how technology can help you get ahead. We focus on your systems, so you can focus on your business.

3

OPTIMIZE YOUR BUSINESS WITH INDUSTRY-DRIVEN SOLUTIONS THAT BEND WITHOUT BREAKING

Infor's commitment to delivering industry suites gives you a powerful combination of benefits—solutions that deliver robust micro-vertical functionality out of the box that can also be customized without disrupting upgrade paths. Our unique architectural approach, powered by Infor ION, is designed to give you the freedom, flexibility, and speed to respond effectively to changing demands, enabling faster, more efficient deployments and streamlined evolution over time.

TIME

Make innovation work for you

Imagine your company powered by software that's as easy and enjoyable to use as your personal mobile device. That's what you get with Infor 10x, the latest release of Infor's proven business applications and an advanced technology platform that delivers a completely modernized experience.

With the launch of Infor 10x, you have access to new features, deeper industry functionality, and innovative technologies—like social business, analytics, mobility, and cloud—that drive efficiency and speed. Modernizing your solution lets you dramatically reduce complex system modifications and decrease total cost of ownership. You can standardize on a simple, but powerful platform that lets you optimize key business processes without functional trade-offs. You also get deep micro-vertical capabilities that have robust functionality built-in but allow you to adapt your systems without disrupting upgrade paths.

Taking advantage of these capabilities has never been easier or more valuable. With the Infor UpgradeX Program, you get your solution reinvented in the Cloud, making the complexity, high costs, and risk of traditional deployments a thing of the past. Everything you need for success is provided, from ROI analysis and implementation to application hosting, on-going support, education, and upgrades.

The power of Infor 10x

Maximize return on your investments and change the way you work with technology designed to meet your needs today and provide a trusted platform for the future.

INFOR SOHO

Providing a groundbreaking approach to user experience, Infor SoHo delivers a more natural, meaningful, and pleasing way to interact with Infor's applications.

INFOR ION

Designed with flexibility in mind, Infor ION simplifies integration between both Infor and third-party applications to provide a sturdy foundation for organizational growth.

INFOR MOTION

Infor Motion delivers purpose-built, industry-specific mobile applications that extend the business processes in Infor's core applications and provide anytime, anywhere access to both information and systems.

INFOR MING.LE™

Leveraging the power of Infor ION to unify business applications, Infor Ming.le delivers social collaboration that can capture vital corporate knowledge and enable faster, better decision-making.

INFOR ANALYTICS

Infused into all Infor Ming.le dashboards and workflows, Infor Analytics makes information more accessible and customizable than ever.

Strategic investments, reinvented products

The latest Infor enterprise release is the result of over two years of investment that focused on meeting the following four strategic objectives:

DELIVER INDUSTRY SOLUTIONS ON A SIMPLE AND POWERFUL BUSINESS PROCESS PLATFORM:

Infor 10x delivers industry suites on a standard platform that runs key business processes for customers.

ENABLE COLLABORATION ACROSS THE ENTERPRISE:

Infor's latest enterprise release enables customers to focus on what is important, when it matters—all while empowering users to share vital knowledge across the company with Infor Ming.le.

ADD MOBILITY TO BUSINESS APPLICATIONS:

With Infor 10x, users can enable mobile applications to exchange key information with business systems in a secure way while delivering key tasks and alerts on mobile devices.

UNLOCK DEPLOYMENT FLEXIBILITY:

With this latest release, customers can now run key business processes regardless of where the solution is deployed (cloud or on-premise). Infor 10x also delivers on real-time and push architectures.

Infor UpgradeX Program

Your solution reinvented in the Cloud

IMAGINE

Consider where you are today and imagine what's possible tomorrow. Infor 10x is your solution reinvented—adaptable, collaborative, consumer-inspired, mobile.

10X TECHNOLOGY FOUNDATION:

Modernization:
Reduced system modifications, simplified support and maintenance, deep industry-specific functionality, high adaptability.

Innovation:
Increased access to information; improved decision making; company-wide collaboration; faster response times.

PLAN

Get a roadmap for transforming your solution that quantifies the benefits you can achieve and outlines exactly how to get there.

UPGRADE ROI ANALYSIS & BUSINESS CASE:

Produced in partnership with you and Infor's Value Engineering team to understand your current state, the targeted end state, detailed plan to achieve your deployment, and the projected business value.

TRY

Explore demonstrations of your solution and understand how Infor 10x will support your unique business processes.

SOLUTION DEMONSTRATIONS:

Interact with the new version of your solution and collaborate with our industry and solution experts to understand how a modernized solution can power your business.

TRANSFORM

Transition rapidly, predictably, and smoothly with support from Infor's expert consultants and and training from Infor's Education team.

MODERNIZED SOLUTION, INFOR 10X TECHNOLOGY:

Hosted in Infor Business Cloud and delivered by Infor.

EDUCATION:

On-demand training from Infor Education for up to 20 users for 1 year.

ACHIEVE

Reap the rewards of increased speed, usability, and flexibility with technology designed to meet your needs today and provide a trusted platform for the future.

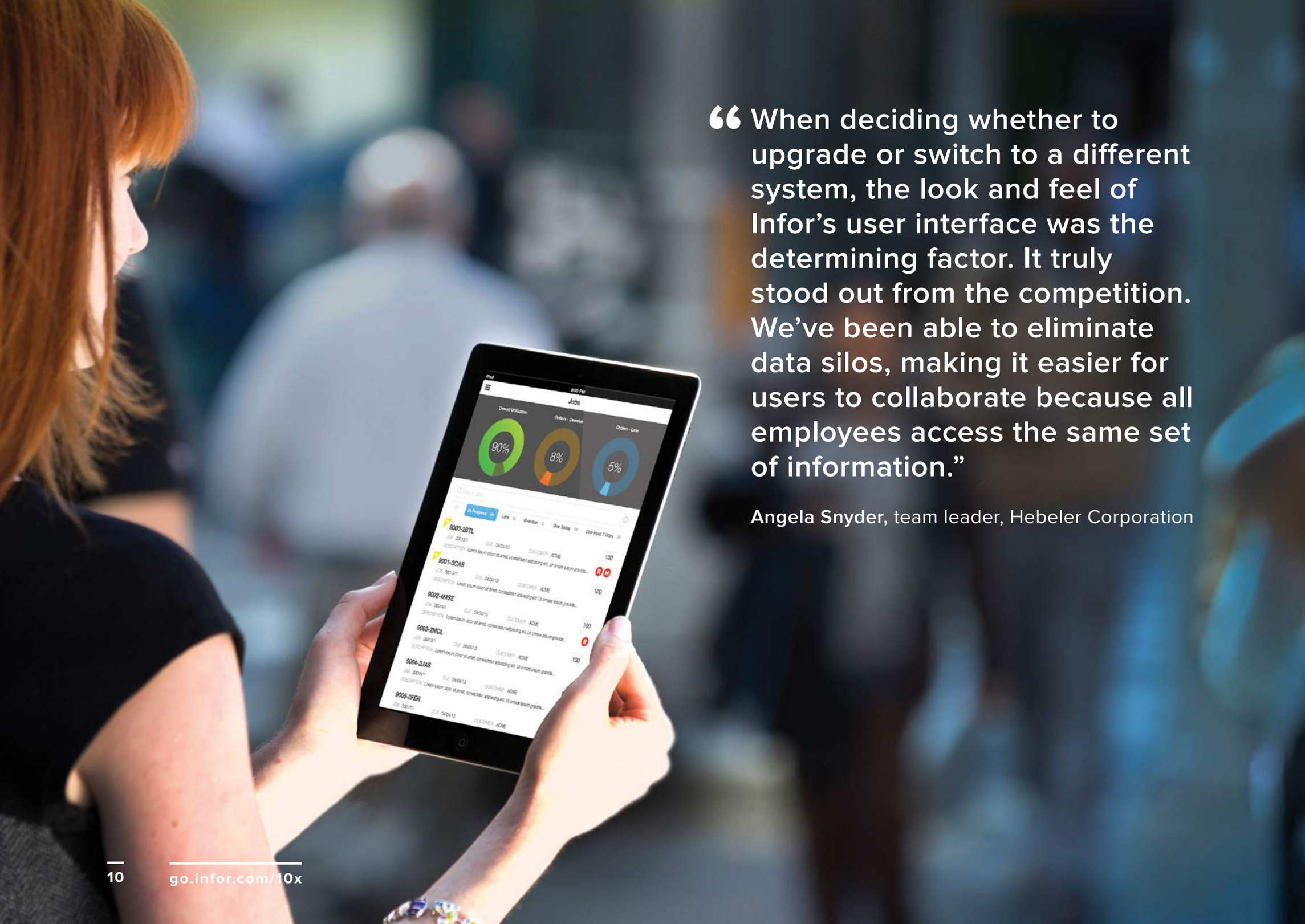
COMPREHENSIVE SUPPORT:

Automatic upgrades, system monitoring, and application of patches lead to reduced TCO. Service is specialized, personalized, and flexible.

Transform your business with minimal risk and low costs

	Conventional approach	Infor 10x
SOLUTION ARCHITECTURE	Data model changes cause major disruption. Brittle integrations that break on upgrade, point-to-point service calls, proprietary middleware.	ION-based "architecture of the Internet" using standard XML de-risks upgrades and accommodates change, enabling upgrade-proof reports and integrations.
USER EXPERIENCE	Outdated, forms-based user interfaces based on application functionality vs. enterprise business process flows, cross-organization handoffs.	Consumer-inspired user experience featuring role-based dashboards powered by embedded analytics and business collaboration framework available via traditional browser or mobile device.
CONFIGURATION APPROACH	Horizontal solutions built to accommodate massive range of industries and processes result in major configuration effort to achieve business-relevant solution.	Industry-focused solutions and functionality eliminate need for customizations, resulting in lower costs and faster implementations in the short-run, lower TCO, and simplified upgrades over the long term.
SERVICES TO LICENSE RATIO	Typical deployments result in consulting costs 5 to 10 times license to customize and integrate solutions.	Implementation methodology requires months vs. years; upgrades require days vs. months.
LONG-TERM INVESTMENT Release cadence, support & upgrades	Three-year cycle for major releases that require a redeployment. Bespoke, highly customized configurations complicate support services and make upgrades essentially redeployments.	The Infor UpgradeX Program delivers automatic upgrades on your solution in the Cloud, keeping you current with the latest, greatest functionality available for your solution.

> “We experienced a very smooth upgrade process and are extremely happy with our add-ons.”
>
> **Chris Brown,** business unit manager, Forkardt



> “When deciding whether to upgrade or switch to a different system, the look and feel of Infor’s user interface was the determining factor. It truly stood out from the competition. We’ve been able to eliminate data silos, making it easier for users to collaborate because all employees access the same set of information.”

Angela Snyder, team leader, Hebeler Corporation

MEET THE EXPERTS

Infor UpgradeX Team

Infor **Value Engineering**

DISCOVERY

Benchmarking, business process and benefits analysis, solution architecture, and business cases to help you realize the value of your investments

Infor **Consulting Services**

ROADMAP

Global network of proven domain experts to deliver Infor solutions and technology innovations to customers

Infor **Business Cloud**

DEPLOYMENT

Delivers a full portfolio of Cloud-based solutions, including individual applications and full suite deployments

Infor **Support**

OPERATIONS

Provides support that is specialized, personalized, proactive, and accountable throughout your software's entire life cycle

Infor **Education**

TRAINING

Variety of courses and formats to help you get the most from your software — from implementation to everyday use

MEET THE EXPERTS

Value Engineering

WHO WE ARE

Value Engineering (VE) is a global team of more than 40 seasoned management consultants and solution architects. VE will help you identify, quantify, and realize business value from your upgrade.

HOW WE HELP

VE partners with your business and technology teams to understand your current state, where you want to go, and how Infor can help you get there.

- **Benchmarking:** VE will benchmark your current use of Infor ERP vs. best-in-class deployments.
- **Opportunity analysis:** VE will work with your business and IT leaders to conduct a process review and identify value opportunities to be gained by upgrading to Infor 10x across the enterprise.
- **Benefit analysis:** VE will identify and quantify the various sources of untapped business value.
- **Business case:** VE will incorporate all of its findings into building a business case for C-level and Board approval.

SAMPLE ENGAGEMENTS

- Fortune 500, leading global pharmaceutical manufacturer
- Global medical supply and equipment manufacturer
- A&D parts manufacturer and a search/detection instruments manufacturer–both of whom count the US DoD as their largest customer
- Brewery that produces more than 200 beer products internationally
- Fortune 500 chemical manufacturer in North and South America

MEET THE EXPERTS

Consulting Services

WHO WE ARE

Infor Consulting Services (ICS) boasts 3,500 professionals worldwide in 50 countries, offering deep experience with Infor's solution portfolio and the industries we serve. In collaboration with Infor Value Engineering, ICS teams quantify performance improvement areas to ensure upgrade investments yield compelling returns. The teams also help minimize disruption to the business through structured, disciplined planning and execution.

HOW WE HELP

ICS can help you understand in detail the difference between the latest release of your solution and your existing application deployment, and build a detailed plan for getting you live quickly and smoothly.

- **Interactive solution environments:** Explore demonstrations of your solution and understand how Infor 10x will support your unique business processes.
- **Modification audits:** Understand legacy customizations vs. current release in detail to eliminate customizations and extensions that can be fulfilled with standard product features, facilitating ease of future upgrades and reducing time to go-live, time to value, and cost of operation.
- **Deployment roadmaps:** Identify most significant areas for improvement that achieve the biggest business impact in the least disruptive way to create an executable upgrade roadmap with identified ROI.

SAMPLE ENGAGEMENTS

- Brewster
- Preferred Sands
- Dillon Gage
- Xanterra Parks Resorts
- Buncombe Country
- JFK Center
- Triton Container International

MEET THE EXPERTS

Business Cloud

WHO WE ARE

Infor Business Cloud can be used as a strategic tool to modernize your technology footprint in a way that achieves value quickly while minimizing risk—both during the deployment process and after go-live. Infor currently offers more than 30 Cloud-based solutions, including six integrated solution suites covering four industries, and horizontal platforms covering financials and HCM.

HOW WE HELP

There are several opportunities to use Infor Business Cloud as a strategic partner for your enterprise:

- **Infor UpgradeX Program in the Cloud:** Achieve a modernized version of your Infor solution, essentially outsourcing the effort to reach your future state deployment.
- **Extension applications in the Cloud:** Add dramatic value quickly with best-of-breed applications running in the Cloud, such as EAM, Expense Management (XM), CRM, Approva Continuous Monitoring, HR Service Delivery (Enwisen), Marketing Resource Management, and Learning Management.

SAMPLE ENGAGEMENTS

- American Water
- American Airlines
- Morgan Stanley
- Goodyear
- Toys “R” Us
- Gloucester Engineering
- Covidien
- Pride Industries
- CAF
- Carrier

MEET THE EXPERTS

Infor Support

WHO WE ARE

Infor Support provides the most comprehensive, flexible, and personalized service in the enterprise software industry. From our Infor Xtreme Portal and 24-7-365 service to our flexible business programs, Infor Support helps you realize the full value of your software investment throughout its entire lifecycle.

HOW WE HELP

Infor Support surrounds your deployment with everything your business needs to realize a fast, compelling return on your investment and to keep your enterprise focused on your core business vs. how to make technology work.

Infor Support is:

- **Specialized**—Take advantage of our "Xpert" specialists' deep knowledge of Infor's products and long history of helping customers. They sit right alongside our developers, so they can work closely together and learn how best to help you.
- **Personalized**—You can connect with us through our Infor Xtreme Portal or by calling us. You'll get the best possible resolution for your specific issues and the personal attention you deserve.
- **Proactive**—Receive alerts to issues with your software before you even know they exist.
- **Accountable**—Build a personal relationship with our "Xperts," who take your issues as personally as you do. We hold ourselves accountable for your satisfaction with our support.

SAMPLE ENGAGEMENTS

- Ricoh Corporation
- Trinity Health
- ProMedica
- Kelsey Seybold Clinics
- NorthShore University HealthSystem
- Children's Healthcare of Atlanta
- State of AZ
- JR Simplot
- City of Greensboro
- Memorial Health System - IL
- Children's Medical Center of Dallas
- Catholic Health East
- The Nemours Foundation
- Cleveland Clinic
- Appalachian Regional Health

Infor Education

WHO WE ARE

Infor Education provides you with training designed to meet your needs at each phase of your lifecycle. We begin with fundamentals before progressing into application and technical training designed to give your project and technical teams the skills and knowledge to maximize the value of your Infor solution.

HOW WE HELP

Better training leads to a higher return on your technology investment. Only by understanding the wide-ranging potential of your Infor solution can you tap into its full value. With Infor Education you can: reduce training and travel expenses; drive performance, proficiency, and productivity; minimize costly downtime; develop and maintain workers' skills and expertise; gain access to expert instructors; and focus less on troubleshooting and more on doing business.

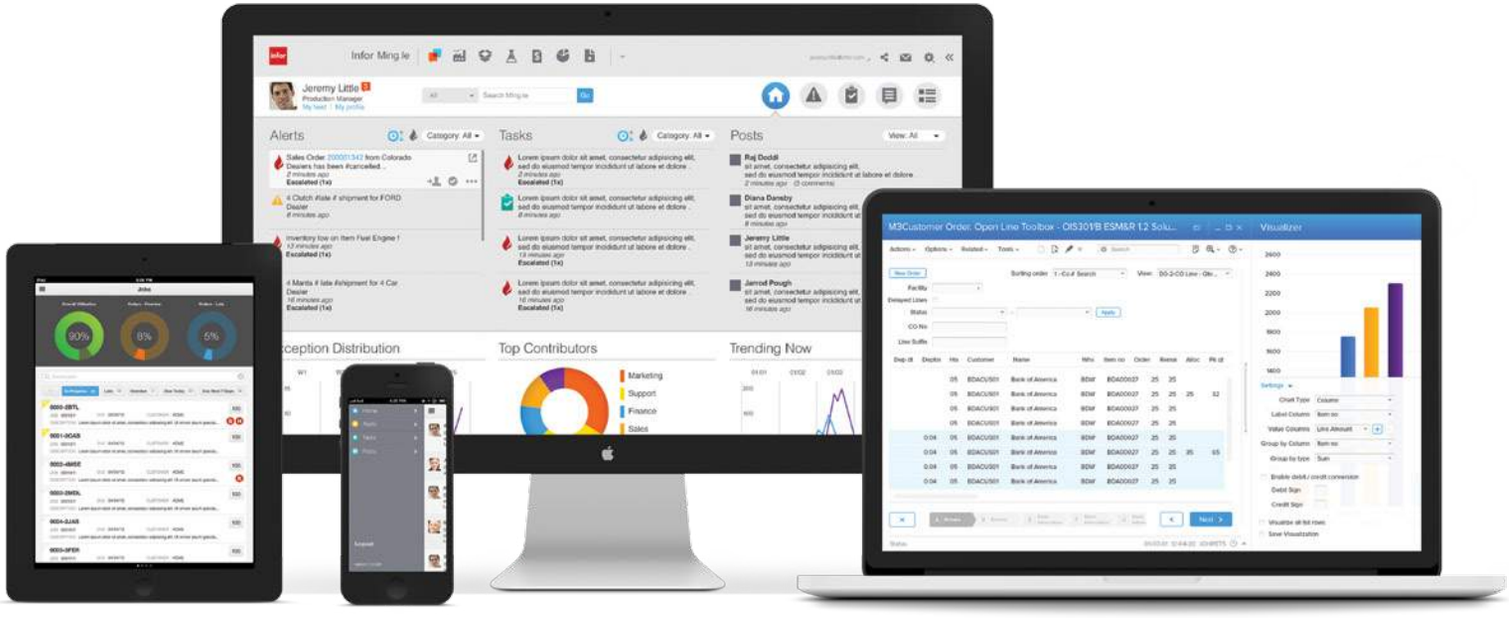
We have solutions for every role, schedule, and budget. Infor classes address a wide range of training needs at your site, online, virtually or at an Infor location near you. Infor classes address needs throughout the product lifecycle, such as implementation, migration, upgrades, employee turnover, cross-training and retraining, and expanded software use. We provide training that follows three role-based paths: Fundamental Classes, Use Classes, Implementation Classes.

- Fundamental Classes provide a product overview including the purpose, benefits, and value of the product.
- Use Classes equip students with the skills and knowledge necessary to use the system.
- Implementation Classes accelerate the deployment of Infor software, from installation to integration with other systems.

SAMPLE ENGAGEMENTS

- Zodiac Aerospace
- Baccarat
- Sandvik
- Bon Secours
- Baylor Health Care
- Mayo Clinics
- Promedica
- HCA
- City of Savannah
- Buncombe County
- Denver Public Schools

Bring the power of Infor 10x to your business



Learn more about the Infor UpgradeX Program: **go.infor.com/10x**

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