

Automate IT tasks with Infor Value+ solutions



Manual creation of IT service tickets is routine, time-consuming work.

It's challenging for IT to work on higher-level issues while also monitoring incoming emails and manually creating service tickets.

Infor® **Service Ticket Creation** solution automatically creates service tickets.

- Robotic Process Automation (RPA) does all the email monitoring, reading, and extracting of information.
- RPA uses the email information along with any attachments to automatically complete Jira or ServiceNow tickets, which are then assigned.



It's difficult for IT to manage audits when activity logs are unavailable or hard to retrieve.

Activity data, such as approvals and workflow tasks, is stored in ION for only a few months, making it difficult to demonstrate compliance during audits.

Infor **ION Workflow Audit Trail** solution automatically stores activity logs in Data Lake for long-term access and easy retrieval.

- RPA automatically saves ION data logs into Data Lake.
- The frequency of storing the data is configured according to your preferences.
- You can easily access, filter, and view the data in a report whenever you'd like.



Pre-built to complement your Infor ERP



Fast to implement and generate value



Leverage AI and RPA to innovate your business

About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

[infor.com](https://www.infor.com)

Copyright © 2024 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners.

NFDTP3060587-en-US-1124-1

Accelerate innovation with Infor Value+

[LEARN MORE](#)