

Infor CareFor Managed Services

Expert capabilities to maximize value and minimize risk



Getting the most from your Infor solution is an ongoing effort. Day-to-day operations, monthly cloud updates, evolving business requirements, and the drive to innovate all compete for the same finite resources. Internal teams are often stretched thin, specialized expertise is costly to build and retain, and sustaining outcomes over time requires sustained focus. Infor™ CareFor Managed Services provides the expertise and operational capacity to bridge this gap.

Infor CareFor Managed Services provides global, around-the-clock assistance to keep your Infor software solutions running smoothly and efficiently. We handle troubleshooting, customization support, cloud release assistance, 24x7 monitoring, application maintenance, and regression testing, all aimed at reducing complexity and ensuring optimal performance. With Infor managing the technical upkeep, you can focus on innovation and advancing strategic goals. Your designated Service Delivery Manager ensures accountability and alignment, backed by a global team tightly coordinated with Infor Product Support.

On average, IT departments allocate 48% of IT budgets to existing capabilities and only 20% for new value-generating business models.¹

How Infor CareFor Managed Services helps you succeed

Infor CareFor Managed Services goes beyond traditional support, delivering the expertise and tools you need to unlock the full potential of your solutions, accelerate innovation, and adapt to a rapidly changing environment.



Free up teams to focus on strategic goals

We handle the operational workload, from troubleshooting and testing to release management and maintenance, so your team can focus on business priorities.



Mitigate risks and protect your investment

Safeguard your Infor solution with the right skills and support, exactly when you need them—keeping your solution stable, secure, and aligned with your evolving business needs.



Scale with expert guidance and resources

As your needs grow or shift, CareFor Managed Services scales with you, expanding coverage, adjusting your service mix, and adding expertise without the cost of building it in-house.

¹Deloitte, From tech investment to impact: Strategies for allocating capital and articulating value, September 2023
<https://www.deloitte.com/us/en/insights/topics/leadership/maximizing-value-of-tech-investments.html>

**Business application support**

Functional & technical expertise tailored to your business needs

**Release impact management**

Cloud release update assessment and guidance on new capabilities for your business

**Automated testing services**

Automated regression testing to identify the impacts of change events

**Extension lifecycle management**

Support for customizations unique to your solution, with resources for evolving needs

**Application administration**

Administration, maintenance, and pre- and post-cloud update activities

**Solution monitoring**

24x7 monitoring and response for critical interfaces and application jobs

Why Infor CareFor Managed Services:

- ✓ **Infor product expertise**
Maximize value with deep product knowledge
- ✓ **Flexibility & scalability**
Modular services that scale with your evolving business needs
- ✓ **Customer-centric delivery**
Assigned Service Delivery Manager and global team aligned to your goals

“We’ve reduced internal IT workload by approximately 25%, allowing our teams to focus on strategic initiatives. Additionally, response times for critical incidents have improved by over 40%.²”

Marina Feltrin Cassaniga

Business Solution Lead,
Heineken Group B.V

²UserEvidence. (2025, October 2). *Infor CareFor Managed Services impact*. https://app.userEvidence.com/assets/6262ZWFI?share_link=1

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)

**Unlock business potential
with Infor CareFor
Managed Services**

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