

Infor CareFor Managed Services

Empowering your business with expert support and scalable solutions



Organizations often find that managing post-go-live tasks—like support, updates, and changing requirements—consumes valuable resources and shifts focus away from strategic goals. Infor™ CareFor Managed Services frees your team to focus on business priorities by providing the technical expertise needed to maintain your Infor solution.

CareFor Managed Services provides global around-the-clock assistance to keep your software solutions running smoothly and efficiently. We handle troubleshooting, customization support, cloud release assistance, 24/7 monitoring, application maintenance, and regression testing—all aimed at reducing complexity and ensuring optimal performance. With Infor managing technical upkeep, you can focus on innovation and advancing strategic goals. Beyond day-to-day support, we proactively address potential issues, keeping your system current and ready to meet future demands with confidence.

On average, IT departments allocate **55% of their budget to maintenance, with only 19% remaining for new capabilities.**¹

Expertise to maximize value and minimize risk

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.



Increase readiness & mitigate risk

Supercharge agility with technical expertise that enables you to proactively prepare for potential issues, navigate changes, and overcome challenges as they arise.



Unlock continuous innovation

Accelerate time-to-value with Infor's solutions and achieve a faster ROI through sustained collaboration with CareFor's team of experts.



Maximize value realization

Sustain a competitive edge with ongoing guidance, essential tools, and helpful resources to identify growth opportunities, embrace innovation, and future-proof your organization.

¹ Deloitte, Reinventing tech finance: The evolution from IT budgets to technology investments, Deloitte Insights, January 2020.

**Business application support:**

Functional & technical expertise tailored to your business needs

**Release impact management:**

Cloud release update assessment and recommendations

**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:**

24/7 monitoring & response for critical interfaces and application jobs

Why Infor:

- ✓ **Infor expertise:**
Maximize value with deep product knowledge
- ✓ **Flexible support:**
Scalable services for evolving needs
- ✓ **Tailored solutions:**
Modular services aligned to your goals

“ With Infor, we know we can adapt to new releases or onboard a new team in weeks or months, not years. ”

“ They don't launch and leave. It's a true collaboration rooted in our goals. ”

Erik Beckers
Chief Information Officer,
Nutreco

**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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