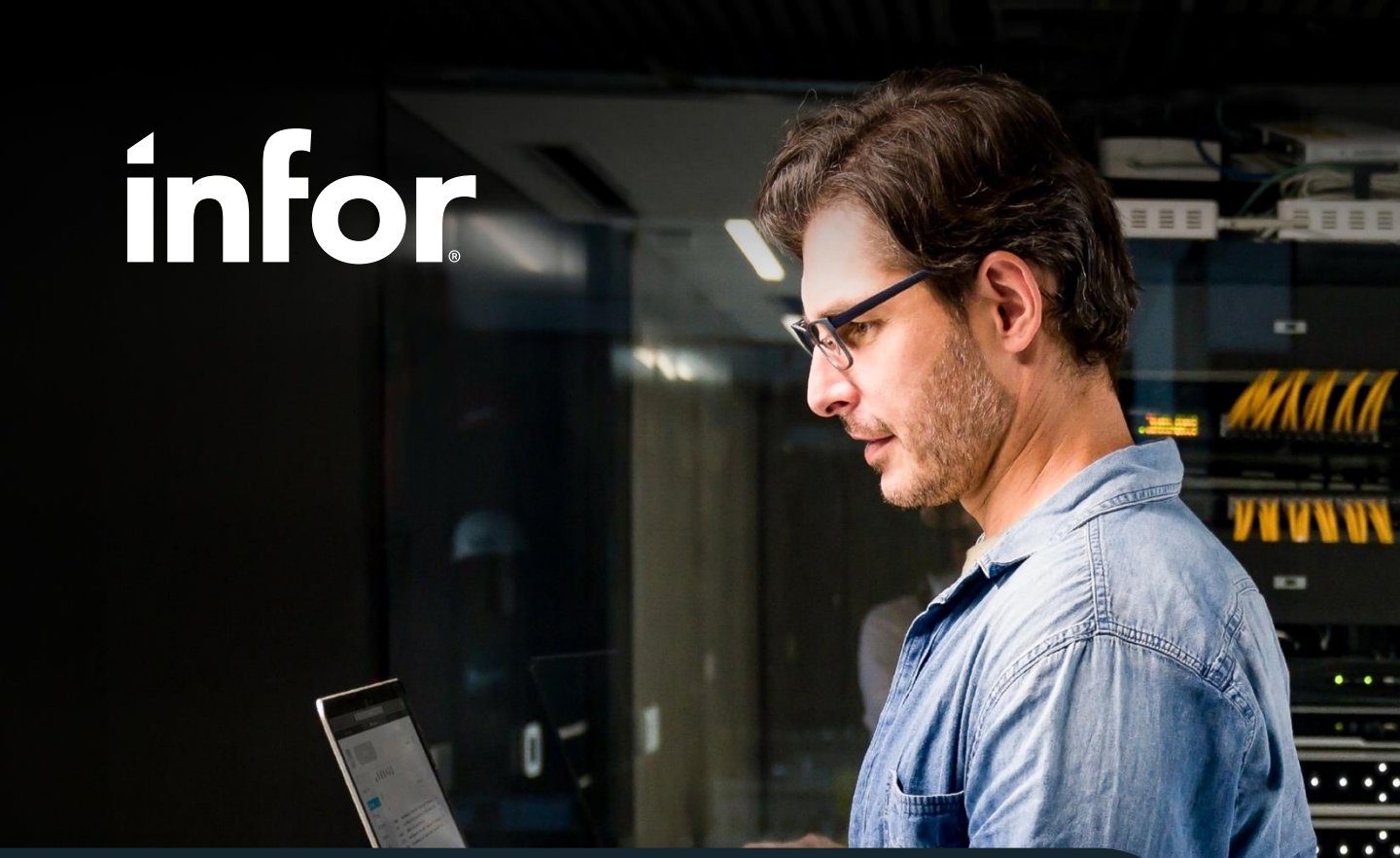


From IT bottlenecks to business impact

Measuring the impact of a cloud-ERP investment on IT performance in manufacturing and distribution

Five-minute read for IT professionals

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ERP gridlock.

Legacy ERP systems are often on-premises, inflexible, and disconnected from customer outcomes. They no longer meet the demands of modern enterprise.

For the modern IT professional, striving to enhance performance across fragmented enterprise applications, the cost of choosing the wrong platform is real.

That's why Infor commissioned Forrester Consulting to conduct a Total Economic Impact™ (TEI) study. To independently quantify the potential **return on investment** IT teams can achieve with Infor CloudSuite.

Here we present a selection of findings from the study.

TL:DR

The composite organization increased IT efficiency by

50%

through their Infor CloudSuite investment

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You are not alone.

Many organizations struggle with the same IT challenges. Prior to investing in Infor CloudSuite, TEI interviewees complained of:

- Thousands of hours spent on patching, custom development, and ERP firefighting
- Resource-intensive maintenance for aging and heavily customized on-premises environments
- Siloed data, inconsistent processes, and IT bottlenecks

> Our old system was so customized that we couldn't maintain or scale it. We were pretty stuck.
>
> CIO, Food and Beverage

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Your business is unique. Your objectives aren't.

IT leaders want the same thing:



Leverage modern technologies, including automation, embedded analytics, and cloud flexibility



Deliver a comprehensive, unified, cloud-based ERP platform to replace fragmented legacy systems



Enhance security, system reliability, and risk management with a modern cloud-based architecture

> "Our goal was to support 20% business growth without adding headcount, and Infor allowed us to do that and more."
>
> CIO, Food and Beverage

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From bottlenecks.

Interviewees highlighted that Infor CloudSuite shifted IT focus from maintenance and troubleshooting to business enablement. They explained that before implementation, IT teams spent significant time and resources maintaining heavily customized, on-premises ERP systems.

With Infor CloudSuite, the composite organization benefitted from:



Staying current automatically, improving system security and stability, without dedicating time to manual patch processes

15-20 hours

Up to twenty hours freed up per week for each IT staff member who previously spent time on custom work

QUALITATIVE RESULTS

Seamless updates, increased data visibility, improved security

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To business impact.

50%

A **50%** increase in productivity for IT employees by year 3



Centralized, real-time data access and standardized workflows across finance and operations

$434k

Over **$400 thousand** in IT savings for the composite over three years

20 months

The breakeven point for the Infor CloudSuite investment was **20 months**

114% ROI

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Download the TEI study for the full break down.

Includes the cost model, payback period, and the risk-adjusted assumptions Forrester Consulting used.



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