

Upgrading to Infor SunSystems Cloud

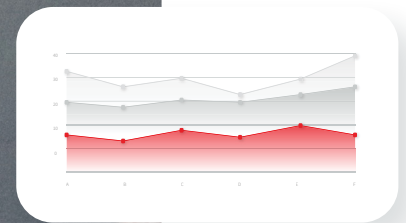


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Why upgrade?

infor | SunSystems Cloud



Why Infor SunSystems Cloud?



Security

Best-in-class cloud security with dedicated Infor™ Cloud security personnel diligently monitoring and protecting customer data 24/7. This includes extensive monitoring of network, physical, and infrastructure security—powered by Amazon Web Services® (AWS®), the world's leading cloud platform. For more information, visit trust.infor.com.



Compliance

Infor SunSystems™ Cloud is fully compliant with SOC 1, SOC 2, GDPR, and NIS2 regulatory standards. NIS2 (Network and Information Systems Directive 2) establishes a unified legal framework aimed at strengthening cybersecurity across the European Union. This level of compliance ensures your organization meets both current and future government regulatory requirements. Our software as a service (SaaS) customers have access to the latest SOC audit reports through Infor Concierge.



Scalability and performance

Infor SunSystems Cloud is built on top of robust architecture to support improved application stability, scalability, and performance. The solution utilizes auto-scaling technology to adjust hardware resources in response to increased user demands, providing customers with a consistent and responsive experience, particularly during peak periods.



Lower total cost of ownership

Infor SunSystems Cloud helps organizations lower their total cost of ownership (TCO) by reducing infrastructure costs, maintenance costs, hardware capital expenditure, licensing fees, and IT resource costs through a single subscription fee. This provides an easier and more predictable way to manage and forecast operational expenses, while ensuring all your critical IT infrastructure is always up to date.



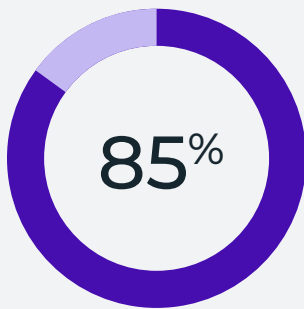
Rich functionality

Infor SunSystems Cloud is powered by Infor Operating Service (OS), a cloud technology platform designed to drive digital transformation through automation, integration, and real-time data insights. With an Infor SaaS subscription, users get access to all SunSystems functionality including Record to Report, Procure to Pay, Order to Cash, workflows, and Infor Document Management. This also includes all future enhancements and features, ensuring the solution can scale and adapt to the organization's changing needs.

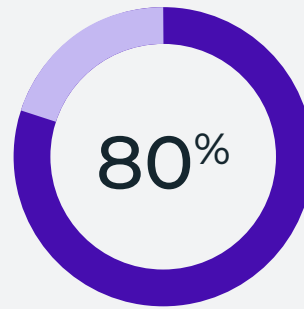


Compatibility

Ensuring IT systems remain compatible with the latest technology solutions and platforms is critical to the operation of any organization. Technology platforms, such as Microsoft SQL Server and Microsoft Windows Server, are frequently updated to address security and vulnerability issues. With Microsoft announcing end-of-life for Windows Server 2019 on January 9, 2025, and end of Mainstream Support for MS SQL Server 2019 on January 7, 2025, it is essential that organizations upgrade their applications to compatible platforms. With Infor SunSystems Cloud, you can rest assured that your business solutions are always up to date and compatible with the latest technology standards and platform releases.



Organizations are expected to embrace a cloud-first principle by 2025, according to Gartner.



An IBM CFO study finds that 8 out of 10 successful organizations focus on risk.



Upgrade: Process



Upgrade process

Upgrading from an earlier version of SunSystems and Q&A to Infor SunSystems Cloud is very much like any other on-premises upgrade. All SunSystems databases are upgraded to the latest version using Infor's migration tools, including Security, Domain, and Data databases with all current and historical data.

The upgraded databases are then merged into a single Live database that is restored into Infor Cloud at either the London or Sydney AWS Cloud data center, depending on the region where the customer chooses to house their data. No downtime is required, and no disruption to production systems is expected during the migration period.

After system integration testing, the upgraded system is handed over to the customer for user acceptance testing (UAT) and business process validation. Upon successful testing and customer sign-off, the go-live date is set, and go-live activities are scheduled for delivery of the upgraded system.



Upgrade timelines

Upgrade projects vary greatly in duration, but the project timeline is primarily determined by the number and size of databases, the complexity of the overall solution (customizations, integrations, third-party connections, etc.), and the level of customer participation. A small-sized project can take 6–8 weeks, while a large project can take 6–8 months, but on average, upgrade projects take between 3–4 months.



Upgrade: Considerations



Transactional and reference data

All transactional, reference, archive, domain, and security data within the on-premises SunSystems database is upgraded to the cloud.



Q&A/SRS reports and documents

A new version of Q&A comes with the cloud, which means existing reports will need to be upgraded and may function differently from prior versions.



Forms

Custom entry forms (screens) from on-premises versions of SunSystems may require extensive redevelopment work as they render differently in the cloud.



Integrations

Some integrations may have to be rewritten, as Infor SunSystems Cloud uses REST APIs rather than SOAP APIs.



Business rules

Business rules may need to be rewritten due to Data Dictionary changes and new database architecture in Infor SunSystems Cloud.



Enhancements

Infor SunSystems Cloud comes with several enhancements, such as workflows and document management, that can greatly enhance the solution and should be considered as part of the upgrade.



Data residency

Infor SunSystems Cloud is currently hosted only in AWS data centers located in London, UK and Sydney, Australia.



Languages

Languages available with Infor SunSystems Cloud include English, Spanish, French, Simplified Chinese, Japanese, Brazilian Portuguese, Thai, and Vietnamese.



Third-party products

Third-party products cannot reside in Infor SunSystems Cloud; therefore, an alternative solution must be considered.

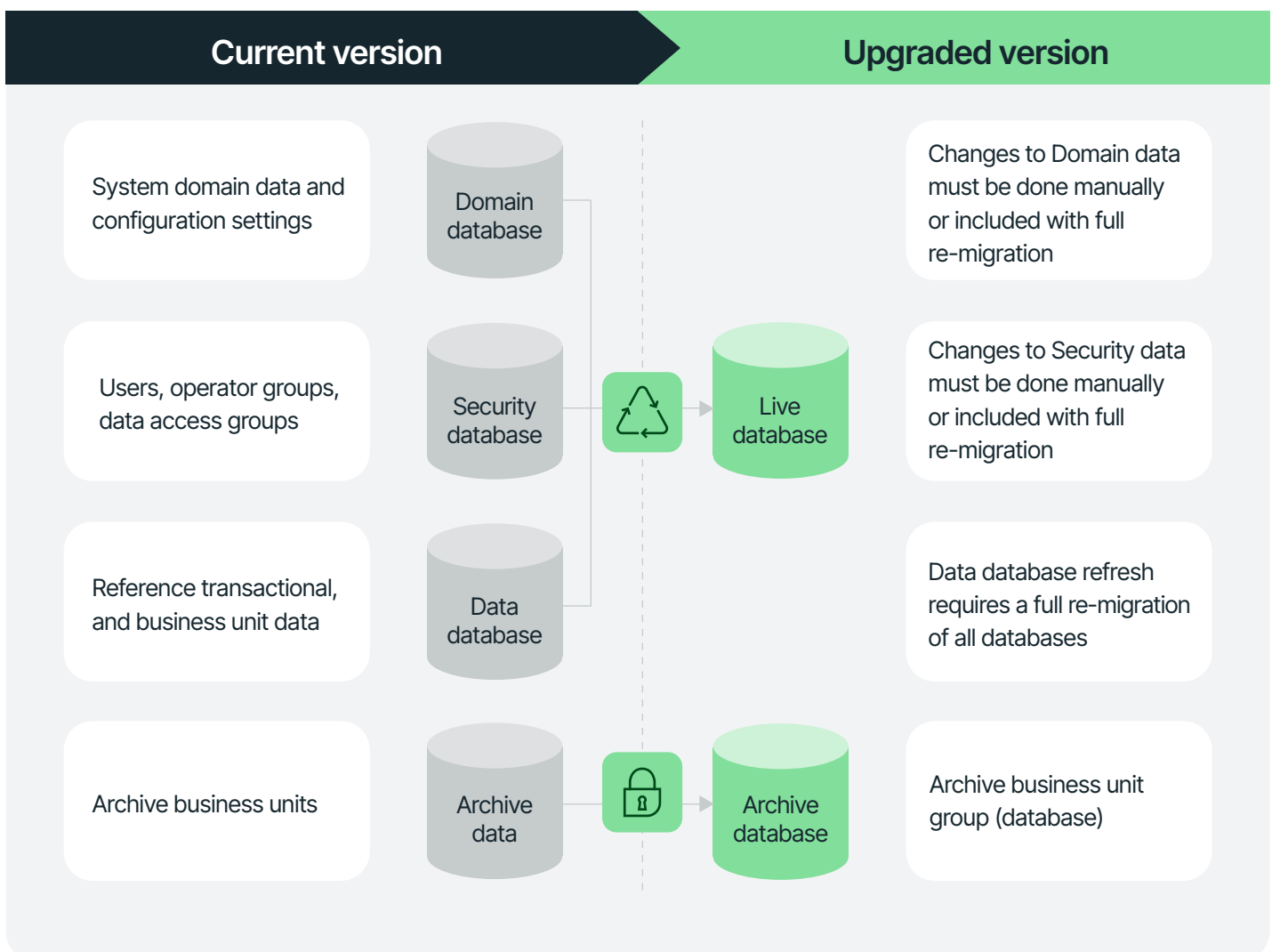


Resource availability

The availability of the project team and end users for customer-owned tasks and testing needs to be well planned to meet desired go-live date.

Upgrade: Strategy

The SunSystems database structure changes when upgrading to Infor SunSystems Cloud, as all databases—including Domain, Security, and Data—from the on-premises version are merged into a single “Live” database prior to being migrated to the cloud. This impacts the migration strategy, approach, and timeline, as each migration requires all databases to be re-migrated, overwriting any previously migrated data.



Project: Responsibilities

Infor

- Data migration of on-premises database to Infor SunSystems Cloud
- Technical review of all databases and its data along with structural and referential integrity checks
- Migration of all users, operator groups, data access groups, and security settings
- Migration of Business Rules*
- Migration of Forms and Filters*
- Training and assistance with upgrade of Q&A reports
- Upgrade of SRS reports and documents
- Upgrade of integrations as applicable and within scope
- Version differences and overview training on SunSystems Cloud
- User acceptance testing (UAT) support
- Go-live and post go-live support

Customer

- Provide a project manager and access to stakeholders, decision makers, and subject matter experts (SMEs)
- Full participation in project meetings and project planning activities
- Participation in all project-related training activities
- Participation and completion of all customer tasks as outlined in the project plan
- Development of end-user test scripts and documentation
- Delivery of end-user training
- Upgrade, validation, and testing of Q&A reports
- Testing of all business functions, solutions, and processes applicable to SunSystems and Q&A
- Testing of all integrations and imports and exports to and from SunSystems
- Validate accuracy and correctness of migrated data for all business units

Services: Portfolio



Advisory services

- Business consulting
- Value engineering
- Organizational change management



Deployment services

- Implementation and upgrades
- Cloud migration
- Performance optimization



Education services

- Classroom and virtual training
- End-user training
- Education subscription



Managed services

- Application management services
- Post-production support
- Process monitoring





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)

Find out more about
upgrading to Infor
SunSystems Cloud

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