

Built from the shop floor Before AI agents were a buzzword

AI agents are new. Our understanding of your shop floor isn't.

An AI agent is only as good as the industry contextbehind it. One that can't read a bill of materials or understand a just-in-time schedule is just a faster way to be wrong. Infor has spent decades building that context directly into its software, so it can meet you wherever you are in your AI journey.

1978

Written on the shop floor

Infor LN began as Baan in the Netherlands in 1978 for project-driven manufacturers. SyteLine began as Symix for engineer-to-order manufacturers, and M3 as Movex, launched in 1984, with roots in process and distribution.
What it taught us: Manufacturing is not one process, and food is not discrete work with a new label. That distinction went into the data model decades before AI needed to respect it.

2005

Focused on manufacturing by design

While the market widened, Infor focused on key industries. Infor deliberately acquired within a short list of industries: MAPICS and SyteLine in 2005, SSA and LN in 2006, then Lawson and M3 in 2011.
What it taught us: Depth is a function of what you decline. Prioritize every industry and none of them gets the last mile.

2010

Built into the product, with AI managed for you

In2010, Infor's industryCloudSuites became the first suites of their kind deliveredon Amazon Web Services (AWS), with industrydata models built in. By 2017, Infor data scientists were running predictive and prescriptive AI as a managed service, forecasting demand and recommending actions to support operational efficiencies.
What it taught us: Industry fit shouldn't be a configuration project, and AI shouldn't be a hiring plan.

2018

Codified into industry processes

Process mining, robotic process automation (RPA), and machinelearning moved into core applications, and what Inforobserved became Industry Process catalogs: The micro-vertical logic that separates scrap in a machine shop from yield loss in a food plant.
What it taught us: Best practice isn't a theory. It's what worked, across thousands of plants like yours.

2024

Embedded as Infor Industry AI

Generative AI arrived acrossthe CloudSuites, followed by Infor Industry AI Agents,with decades of industry metadatatransformed into an ontology and knowledge graph that AI can reason over to act with trusted control.
What it taught us: Agents act like seasoned experts because the operating knowledge was already in the product.

Today

Infor Velocity Suite: The all-inclusive AIpackage

More than four decades of manufacturing context, delivered as an all-inclusive AI package with one flat annual fee, bringing together Industry AI Agents, GenAI, process mining, automations, and the services and forward-deployed engineers who put them to work. Not AI tools to assemble yourself,and not a product waiting to learn your plant.

Five questionsto answer within your own operations

Readiness for agents has less to do with the technology than with how much of your plant's knowledge is written down, observed and accountable. These are the questions worth answering before any AI conversation.

Which decision, made better a hundred times a day, would change your margin?

AI value concentrates in a small number of high-frequency decisions: what to build next, what to buy, what to hold, what to quote. Naming that decision is harder, and worth more, than choosing a model.

Would you let software act on your BOMs, routings and item master unsupervised?

The honest answer is the real measure of AI readiness. An agent inherits the quality of the data models beneath it, and master data is where that quality is decided.

How much of what your plant knows lives only in people?

The operator who knows which quality hold actually matters. The planner who knows which supplier slips in Q4. Agents can only act on knowledge that exists somewhere a machine can reach.

How far is the process you run from the process you documented?

Every plant carries exceptions that never made it onto the process map. Those exceptions are where automation either earns its keep or quietly breaks.

Could you explain a decision made last Tuesday, and stand behind it?

Before anything acts on your behalf, the business has to be able to answer for the action. Governance is the precondition for autonomy, not the paperwork that follows it.

Manufacturing leaders already run on this context

11 of 15
of the world's top industrial manufacturers run Infor

1000+
food and beverage manufacturers across the world run Infor

30%
faster to go live with AI and lower cost than market alternatives

Kattsafe
88%
Faster order processing, in under 30 days

eagle foods
20-25%
Improved forecast accuracy

مجموعة شركات الزاهد ZAHID GROUP
90%
Anticipated time savings across procurement to sales

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.

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