

A photograph of two men in a factory setting. The man on the left, wearing a brown blazer over a dark shirt, holds a tablet. The man on the right, wearing a grey blazer over a light shirt and tie, points at the tablet. They are standing in front of large windows that look out onto a snowy landscape. In the background, there is industrial machinery and a blurred foreground object on the left.

infor

Infor Managed Services

Let Infor manage your applications, so you can focus on running your business

Infor Managed Services— what it means to you

No matter the size of your organization, it can benefit from a managed services provider (MSP) to help alleviate some of your information technology challenges. An MSP can help minimize the complexity and day-to-day requirements placed upon your IT department and free it to focus on your most important business priorities. Plus, an MSP typically has resources and focused expertise that are not readily available within your organization.

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Why managed services?



Expert support on demand

Get 24/7 access to a global pool of skilled talent that's very familiar with your software solutions.



Cost efficiency

Eliminate expenses associated with hiring, training, and maintaining additional IT staff. Get the deep expertise you need, when you need it—and at a much lower cost than if you did it yourself.



Flexibility and scalability

Procure support to meet your needs today, with the knowledge that you can easily scale up or down as your needs change over time.



Minimal downtime

Maintain business continuity and avoid costly downtime. By taking a proactive approach, potential issues can be addressed before they have adverse effects on your business and bottom line.



Reducing risks

Let an experienced MSP handle operational challenges—whether transitioning to the cloud, navigating staff turnover, or maintaining operations during service interruptions—so you can focus more on running the business and less on damage control.



Future-proofing your business

Benefit from an MSP's technical expertise and resources to stay at the cutting edge of technology, without having to place the burden directly on your internal IT team.

IMS customers may realize up to a



reduction in operational costs

Partnering with you on your journey to the cloud

Infor® understands that every organization has its own path and timeline for moving to the cloud. Whether you intend to keep your system on-premises for years to come, or you're transitioning to cloud right now—and even if you're already there—Infor Managed Services (IMS) has the services to meet your needs.

On-premises services

For more than 20 years, Infor has been providing managed services for customers with on-premises-based Infor systems—from technical operations to managing extensions to supporting critical business users and beyond.

Transitional services

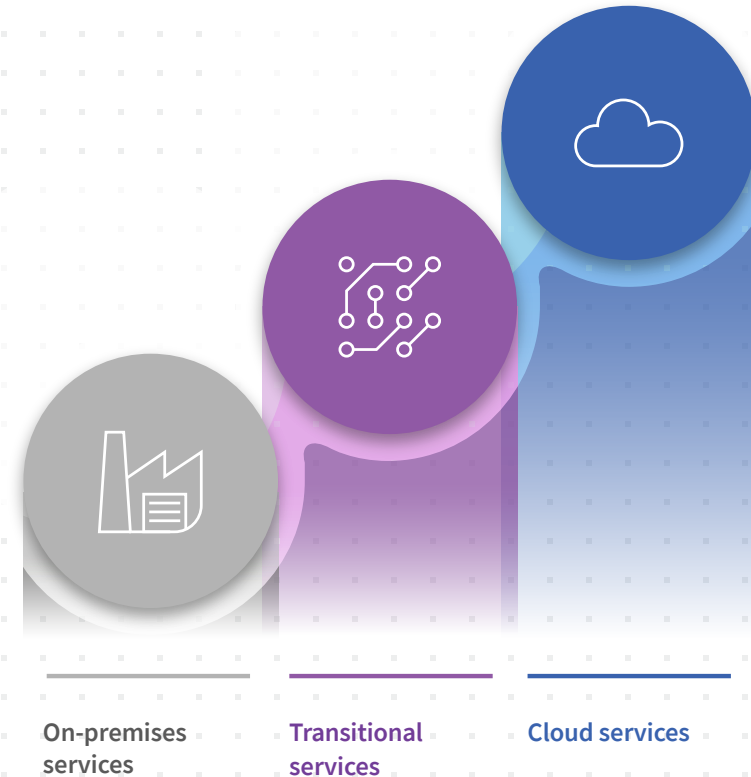
When you're ready to move your Infor applications to the cloud, IMS will work with you to develop a prioritized and optimized plan that best meets the ongoing legacy system needs of your business, while freeing up your valuable resources to focus on the transition to cloud.

Cloud services

While cloud applications free customers from the technical operations of keeping their applications up-to-date, reliable, and efficient, cloud applications still need ongoing services to continue to meet the needs of your business. IMS is designed to start where cloud application support ends.

Infor's foundational service standards

Regardless of your managed services requirements, Infor will ensure you have the needed resources to meet your business objectives. With ITIL in our DNA, we provide you with a well-developed foundation to support you at every point in your journey with Infor.





“ When we were getting set up, we relied 100% on Infor Managed Services. They have the expertise for everything. Today, when anything custom needs attention, we funnel it through them. The IMS staff response time is great, and when we have questions or concerns, they get back to us within an hour.”

AMY STOVER

Senior Applications Analyst, MercyOne Northeast Iowa

The key pillars to managed services

Business application support

Get the support you need to address advanced issues, basic guidance, system troubleshooting, and more from a global pool of resources that can solve your problem quickly.

Application administration

Our skilled global team of professionals can maintain and monitor your applications. We can handle system administration, error handling, and application monitoring, so you don't need to invest in and develop internal resources to ensure your applications continue to do what you expect them to.

Extension lifecycle management

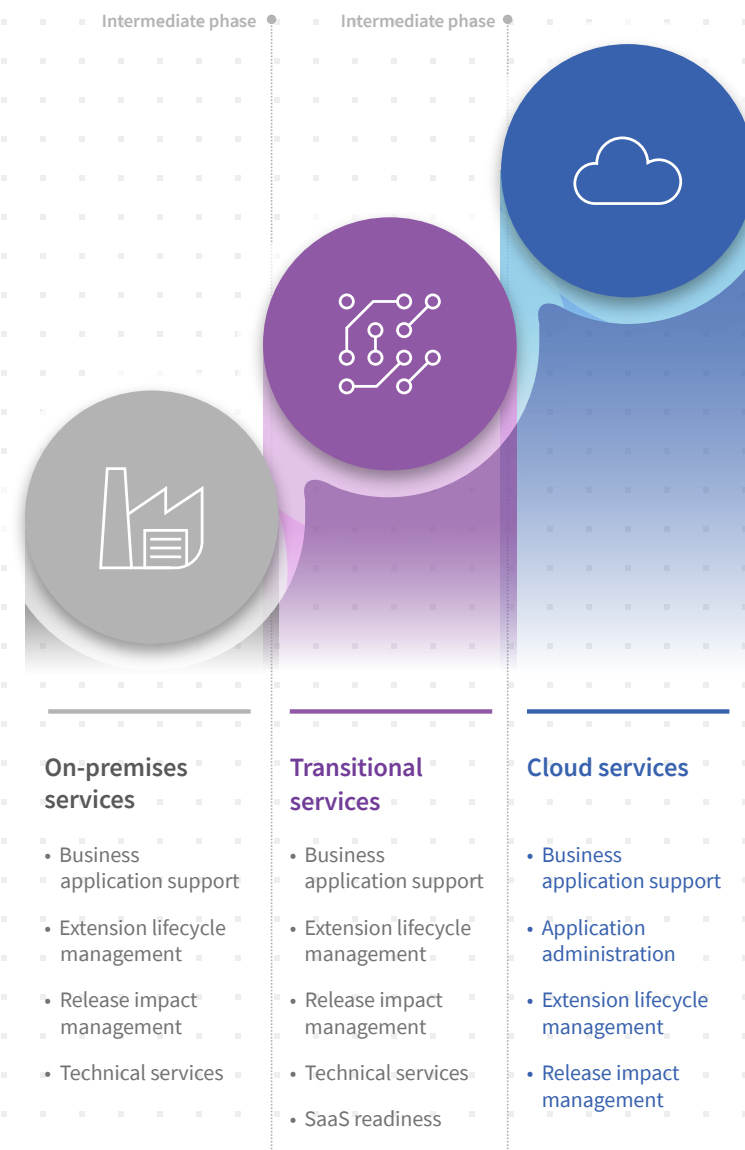
Managing customizations in the face of changing business requirements and application updates requires a specific set of skills. IMS can ensure that all extensions are managed, supported, and updated as needed to ensure they continue to meet your business needs. As new business requirements are required, we'll use Infor's extensibility tools to create new customizations.

Release impact management

IMS can conduct personalized impact release analyses to help you quickly identify and test proposed changes, so you can make informed decisions with confidence.

Technical services

For on-premises customers and those actively transitioning to the cloud, our technical services offering delivers a combination of application maintenance and business continuity management that optimize the availability, performance, continuity of your Infor applications.



IMS completes your Infor support portfolio

By partnering with IMS, you gain access to 500+ diversified and seasoned professionals, worldwide, who have vast experience with your Infor applications.

You'll benefit from an extended support program that optimizes your product investment and optimizes your Infor Support portfolio. Nobody knows Infor better than Infor.

IMS completes the Infor portfolio

Service functions	IMS	Cloud Ops	Infor Support
System administration	●	●	○
Daily system checks	●	●	○
Enhancement requests	●	○	○
Extended hours support	●	○	○
Monitoring services	●	◐	○
Service/release management	●	◐	○
Extensibility support	●	○	○
Ad hoc service fulfillment	●	◐	◐
Business/technical consultancy support	●	○	○
Data correction	●	◐	◐
Standard product support	●	○	●

We provide a total solution by optimizing Infor's products and services across functional and technical business requirements to maximize customer satisfaction.

Your trusted partner

Trust is a cornerstone of any business relationship, and Infor takes this very seriously. As your trusted partner, Infor Managed Services works with you to assess your critical support requirements and deliver a comprehensive program that meets your business and budgetary needs. Infor is committed to your long-term success and is positioned to support you at every junction in your journey with us.

Why Infor Managed Services?

- **Infor quality:** Get 24/7 access to a global pool of resources with experience and expertise with all Infor applications
- **Infor integrated support:** The IMS team integrates seamlessly with the Infor application support team to provide you with a holistic support experience
- **Flexible, tailored solutions:** Our comprehensive and modular service offerings can complement or augment your in-house capabilities—and can be scaled up or down as your requirements change
- **Global support:** IMS support customers around the world, in every time zone
- **ITIL®-focused delivery model:** We ensure that our service delivery incorporates best practices and processes that result in a consistent and predictable level of service for you at all times

LEARN MORE ↗





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About Infor

Infor is a global leader in business cloud software specialized by industry. Over 65,000 organizations in more than 175 countries rely on Infor's 17,000 employees to help achieve their business goals. Visit www.infor.com.

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