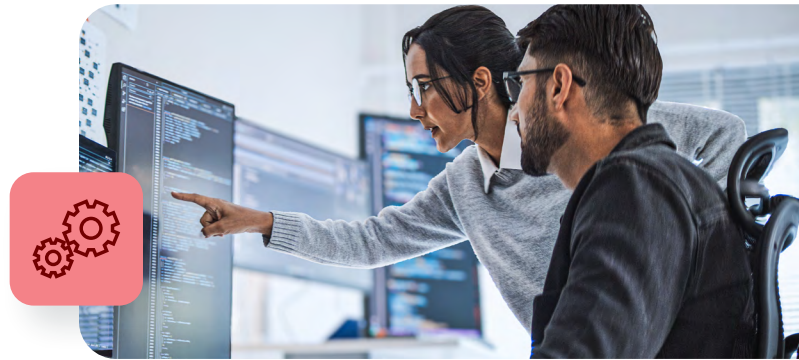


# Infor CareFor Managed Services customer impact report



Getting the most from your Infor™ solution takes ongoing effort, and the required maintenance can stretch your already-thin team. Specialized skills are costly to build and retain, and sustaining outcomes over time isn't always easy. You need more than a software vendor—you need a partner who can extend your team, protect your investment, and help you realize value and sustain success long after go-live. Infor CareFor Managed Services delivers ongoing operational support that helps you get more from your Infor solution every day. This report draws on a global UserEvidence survey of Infor CareFor Managed Services customers to show the impact these services have on their businesses.

## What customers value most from Infor CareFor Managed Services

Designated service delivery manager	Flexible, scalable support	Seamless coordination across Infor teams	Broad, deep Infor expertise

Infor CareFor Managed Services provides global, around-the-clock assistance, delivering the expertise and ongoing support you need to unlock the full potential of your Infor solution. An assigned service delivery team works as an extension of your internal staff, getting to know your business and supporting you throughout every stage of your Infor journey. The pages that follow explore three areas where customers see this impact most clearly: **freeing teams to focus on strategic priorities, mitigating risk, and scaling with expert resources.**

## Why customers turn to Infor CareFor Managed Services

	Gaps in specialized skills		Risk of operational disruption
	Limited bandwidth of key resources		High cost of talent acquisition and retention

Survey conducted and verified by UserEvidence



## Free your team to focus on strategic goals

Running an Infor solution takes time, expertise, and ongoing attention. By shifting technical tasks and troubleshooting to Infor CareFor Managed Services, customers free their internal teams to focus on strategic priorities and drive growth and innovation.



“By offloading routine maintenance, updates, and support tasks, we’ve reduced internal IT workload by approximately 25%, allowing our teams to focus on strategic initiatives. Additionally, response times for critical incidents have improved by over 40%, directly supporting uninterrupted supply chain operations and enhancing service reliability for our global business.”

**Marina Feltrin Cassaniga**

Business Solution Lead, Heineken Group B.V.

## Mitigate risks and protect your investment

Operational disruption puts business outcomes at risk. Infor CareFor Managed Services provides expert monitoring, resolution, and consistent maintenance, ensuring reliability and protecting the value of customers’ investments in Infor solutions.



“The main benefit of Infor CareFor Managed Services is having a team of experts readily available to assist with mission-critical and time-sensitive issues that need to be addressed.”

**Roy Leone**

Director of Financial Systems, Loomis Sayles

## Scale with expert guidance and resources

Business needs change, and the expertise required to support them changes with them. Infor CareFor Managed Services makes it easy to scale resources up or down, giving customers access to the right expertise at the right time.

“Infor CareFor Managed Services has helped us streamline and stabilize our Infor environment by outsourcing specific technical tasks such as installing fixes and managing changes. This targeted outsourcing has reduced our internal workload for system maintenance by approximately 35%, while ensuring faster and more reliable deployments.”

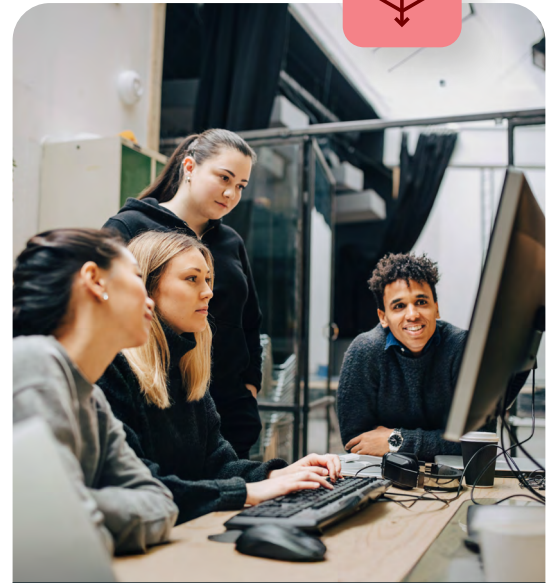
**Leonard Lipp**

Solution Architect, Eugster/Frismag

“We are able to keep incremental improvements moving forward with Infor CareFor Managed Services, and it’s cost-effective without overwhelming our internal IT team or SME resources.”

**Mark Burger**

IT Director, Weinbrenner Shoes



The ability to respond to change is core to every successful business. Infor CareFor Managed Services helps customers anticipate, prepare for, and navigate whatever comes next. Talk to your Infor account team to learn more.

## 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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with Infor CareFor  
Managed Services**

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