BROCHURE

Infor solutions for professional services

PROFESSIONAL SERVICES

Addressing today's evolving industry challenges

In a service-centric market, professional services organizations can't afford to be held back by inefficient business systems. Because top-level priorities include driving client and employee satisfaction, enhancing service profitability, and sustaining growth, firms must be able to seamlessly manage sales, service engagements, financials, and employees. The right professional services technology applications can easily integrate all tools and processes together to improve the way professional services work and optimize their business.

For project and service-based businesses, Infor® Professional Services applications provide a foundation to realize greater benefits than ever before. Our innovative solutions unify both front- and back-office needs, providing greater visibility to make decisions that maximize productivity, operational efficiency, and financial margins. Our comprehensive capabilities deliver industry-specific tools for: consulting and advisory, research and development, staffing and employment, and business and consumer services.

Enhance your services business with industry-specific features built with your organization in mind.

Designed for professional services organizations

For today's organizations to thrive, their enterprise software must evolve with their users. Infor solutions for professional services are built to specifically help service-centric organizations streamline their operations, improve productivity, and gain deeper insights into business performance.

Infor's industry-based strategy presents a broad application set that drives value across all aspects of a professional services organization. Here are some of the innovative tools, capabilities, and software solutions that Infor offers—designed for the professional services industry.

Solutions for critical challenges

Infor's professional services software make it easy to integrate all of your tools and processes—helping you overcome obstacles to drive client satisfaction, enhancing service profitability, and sustaining growth in a service-centric market.

Improve project visibility and collaboration

End-to-end professional services optimization lets you:

- Assign the right resources to every project or service request
- Manage work-in-progress delivery costs, timelines, and project execution
- Capture employee time and expense promptly and efficiently with staffing software
- Deliver seamless cost tracking—including capitalization versus expense, budgeting and cost allocations, chargeback, and activity-based costing

Maximize systems, processes, and profitability

Gain insights across your organization to:

- Provide a unified platform for enterprise financials, human capital management (HCM), and procurement
- Leverage source-to-settle solution to resolve procurement complexities
- Easily connect live data or extract data from any source
- Use patented automated building of business-ready data store
- Configure workflow, automation, and alerts

Increase project productivity and client satisfaction

Attain delivery efficiency and increase customer satisfaction so you can:

- Implement consulting and client management software for visibility and centralized control of all client activities
- Manage opportunities and sales teams, while assessing and prioritizing pipeline based on potential margin and strategic alignment
- Manage resource allocations to meet project timelines
- Provide extensive reporting to keep business leaders and account managers informed

Build an ideal workforce with patented behavioral science

Select, retain, and develop the right talent

- Develop consultant profiles with skills and proficiencies, as well as a competencies inventory in the cloud
- Create professional development, onboarding, and a recruiting pipeline
- Manage your labor supply chain, including staff sourcing and preferences
- Leverage role-specific predictive models
- Utilize on-demand learning content

Accelerate informed decisions with greater visibility

Make better business decisions with collaboration tools that enable you to:

- Connect project managers, teams, and clients with networked BI and insights with business management software
- Create role-based content, best practice KPIs, and data models to grow margins
- Leverage embedded in-context analytics at the point of decision
- Personalize self-service with smart, AI-generated insights
- Connect live data or extract data from any source
- Automated building of business-ready data store

Financial and supply management

Financial management solutions for the professional services industry include:

Financial management

Financial management solutions, whether global or multi-site, must provide integrated financial performance and expense management functionality. Infor Financials and Infor SunSystems® both offer flexible infrastructure and functionality. **Learn more ›**

Supply management

Infor Supply Management allows you to gain visibility into your procurement process. With a complete source-to-settle solution, you'll have deep analytics, advanced collaboration, and powerful development tools—all with a mobile-first design, open source compatibility, and robust integration capabilities that make unified management a reality. **Learn more ›**

Expense management

Infor Expense Management is a flexible and configurable travel and entertainment expense management solution. It's easy to maintain, efficient to use, and supports mobile usage and social collaboration. Eliminate manual processes, while managing employee-initiated expenses on the go. **Learn more ›**

Performance management

Infor Dynamic Enterprise Performance Management® delivers business and financial performance management applications with support tools to centralize data, build plans tailored to the business, and forecast more accurately. **Learn more ›**

Treasury management

Infor Treasury Management is a highly secure, software-as-a-service (SaaS) platform. This comprehensive product suite is designed to help companies tackle many of today's most complex financial challenges by empowering forward-thinking teams to optimize key capabilities for cash and risk management, payments, and working capital strategies. **Learn more ›**

Human resources

Human resource solutions for the professional services industry include:

Talent science

Infor Talent Science® is a patented, cloud-based predictive talent analytics solution that helps ensure you have the right people in the right positions to achieve your business objectives. By leveraging large quantities of behavioral and performance data, Talent Science can create predictive models. **Learn more ›**

Workforce management

Infor Workforce Management is a comprehensive solution that aligns labor management with corporate strategy. Integrated modules address forecasting and budgeting, scheduling, time and attendance, performance management, and compliance, streamlining processes to increase efficiency. **Learn more ›**

Human capital management

Infor Human Capital Management software empowers organizational leaders with critical tools for optimizing talent management and HR systems to meet your workforce needs today, as well as innovative and flexible enough to adapt as your business evolves and grows. **Learn more ›**

Service delivery

Service delivery solutions for the professional services industry include:

Project portfolio management

The Infor Professional Services Automation Suite is an end-to-end professional services suite and a flexible project portfolio management solution for managing tasks and resources required for client projects. This platform supports the demands of service required to keep clients happy, while keeping costs in check. **Learn more ›**

Customer experience

Deliver personalized online experiences with tailored content, marketing messages, and offers aligned with user activity and buying behavior to maximize sales. The Infor Customer Experience suite offers the tools to accelerate customer engagement and drive profitability. **Learn more ›**

Regulatory and insight

Regulatory solutions for the professional services industry include:

Risk and compliance

Navigating risk in complex business environments requires system-wide visibility, evaluation, and response. Infor Risk & Compliance helps private and public sector organizations monitor and analyze transactional and master data, as well as user access and application security data. **Learn more ›**

Regulated cloud

Infor Regulated Industries SaaS was designed to support the most sensitive workloads of highly regulated customers. This solution delivers a flexible and adaptable operations and security model that covers multiple industry compliance requirements. It also offers established security and compliance baseline controls. **Learn more ›**

Financial network

Infor's financial network solutions help organizations drive digitization at every touch point and at every level–employee, customer, and operations—along the supply chain. By innovating at this enterprise scale, organizations can create a long-term competitive advantage that builds demand and engenders loyalty.

Financial network solutions include:

Intraday liquidity

Deliver regulatory compliance configured to comply with the Basel Committee on Banking Supervision (BCBS) agenda and gain the insight to manage intraday liquidity. Realiti® from Infor combines deep knowledge of the financial industry, intraday experts, and an innovative technical platform in one modern solution that's designed and architected to continually process very high data volumes and still deliver the real-time insight demanded by various user communities within financial services organizations. **Learn more ›**

Treasury management

Infor Treasury Management is a highly secure, SaaS platform that provides CFOs and treasurers with visibility and reporting necessary to optimize their cash, control bank accounts, manage liquidity, and deliver compliance, as well as standardized, secure, and monitored transmissions to all major global banking partners, multiple routing options to banks, and format transformation for ERP-to-bank connectivity. In addition, Infor Treasury Management's transaction lifecycle management modules enable clients to manage and track debt and investments. **Learn more ›**

Data science

Infor's aim is to make data a usable, shared asset across the enterprise. By providing a comprehensive view of business activity to analysts and decision-makers, Infor helps organizations make new connections, uncover new insights, and improve their responsiveness as events, markets, and needs evolve.

Data science solutions include:

Business intelligence

By connecting the entire organization through a network of interwoven virtualized business intelligence instances on top of a shared analytical fabric, Infor Birst®—a native cloud business intelligence (BI) and business analytics platform—helps organizations understand and optimize complex processes in less time than traditional BI solutions. Built with patented automation and machine learning technologies, the Birst "networked BI" approach connects teams and applications across the enterprise via a trusted network of analytics and insights to inform smarter decisions. This unique approach helps leading companies improve profitability, reduce costs, increase revenues, and transform the way they do business— often in 90 days or less. **Learn more ›**

Data exchange

Infor's goal is to enable digital underwriting. Infor Cloverleaf® Integration Suite software streamlines the exchange of healthcare data to allow insurance companies to improve data integration and business operations. The software allows healthcare organizations to efficiently solve complex interoperability challenges securely and at scale, while using the latest standards (including HL7® FHIR®). **Learn more ›**

Innovative approaches

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.

More than 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

Other innovative Infor approaches and solutions include:

Infor OS

Infor OS is a cloud operating platform that seamlessly connects services to provide a robust integration framework and serve as the foundation of an entire business ecosystem. Infor OS brings business processes and artificial intelligence together to enable rapid application development and a common data strategy— all built using service-design principles in a unified experience that allows customers to be flexible and agile in the cloud. Infor's core strategy is rooted in Infor OS—a platform designed for creating competitive advantages through innovation.

Infor CloudSuite

Designed to provide an unmatched user experience, Infor CloudSuite services deliver industry-specific capabilities without extensive customizations or integrations. CloudSuite services combine the Infor cloud platform built on infrastructure services from Amazon Web Services® (AWS®) and Infor OS— enabling cloud applications to work collaboratively with each other and with legacy software. By moving critical business applications to Infor CloudSuite, businesses can take advantage of automatic upgrades that deliver the latest advances in enterprise functionality. As users become more productive, technology teams can spend less time managing software deployments and customizations—and everyone can focus on more strategic initiatives.

Infor Mobility

Infor mobile technology is no different from using mobile in our daily lives. Because our applications can be used across multiple devices, the key to using our technologies is understanding the options available: which application to use, how to set up applications, and how to scale applications by using the required features that support your business.

Infor Services

Infor Agility is Infor's innovative service delivery model that impacts all aspects of Infor's customer life cycle. It's guided by decades of successful ERP implementations and has been continuously refined with the goal of delivering implementations on time and on budget, ultimately delivering faster value for our customers. Infor Agility combines aspects of agile methodology with advanced implementation accelerators, process intelligence tooling, a data migration factory approach, testing as a service, consumerized learning, and managed services options.

Insight and innovation designed for professional services

During a time of evolving challenges and complexity, Infor is committed to serving the professional services industry and supporting holistic transformation. Modern disruptions are creating new risks right now—and potentially in the future. It's not enough to merely upgrade some key applications internally, without delivering integrated value to your clients. To innovate, today's professional services organizations require deeper insight and more sophisticated technology.

At Infor, we surround you with everything you need to be successful. With more than 5,000 product, technical, implementation, and industry experts that support customers in 178 countries, our goal is to ensure your success with any new countries, markets, industries, or strategies you wish to pursue. Your success is our success.

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