

Infor CareFor Success

Drive continuous improvement for superior business outcomes



Unlocking the full potential of your software solution investments shouldn't be challenging. How can you maximize your ROI and achieve lasting value?

Success demands more than just a robust solution—it requires expert guidance and unwavering support. That's why partnering with a technology vendor that provides proactive guidance and comprehensive support throughout your cloud transformation journey is vital. With Infor™ CareFor Success, we are committed to helping you get the most value from our software solutions, leading to better business outcomes.



Only **37%** of companies say they have fully achieved the expected value of their cloud investments.¹

According to Gartner®, “**2 of the top 3** reasons buyers selected a vendor for their most recent software purchase are **technical support capabilities or uptime guarantee** and **customer service and responsiveness**.”²

Unleash your full potential with Infor CareFor Success

CareFor's team of industry experts possesses extensive experience and expertise to provide you with the guidance, tools, and resources you need to minimize risk, accelerate time-to-value, increase innovation, and pave a path to lasting success.



Increase readiness and mitigate risk

Supercharge agility with technical expertise that helps you proactively prevent issues, navigate moments of change, and overcome challenges when they arise.



Maximize value realization

Accelerate time-to-value with Infor's solutions and achieve a faster ROI through close, ongoing collaboration with CareFor's team of experts.



Unlock continuous innovation

Maintain a competitive edge with ongoing guidance, essential tools, and helpful resources to identify growth opportunities, embrace innovation, and future-proof your organization.

¹ Accenture. (2020). Sky high hopes: Navigating the barriers to maximizing cloud value.

<https://www.accenture.com/content/dam/accenture/final/a-com-migration/pdf/pdf-139/accenture-cloud-outcomes-exec-summary.pdf>

² Gartner. (2024). Gartner Digital Markets 2024 Global Software Buying Trends Report. <https://www.gartner.com/en/digital-markets/insights/2024-global-software-buying-trends>

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A strategic partnership committed to your success

“The customer success role is embedded in our business at this point. They know our vision. They know our dreams. They know where we want to go. And they’re able to bring us exactly what Infor can do. That role has been critical for us.”

Mark Negron,
VP of Business Applications,
University of Maryland Medical System

Redefining support for the cloud-first era



Strategic guidance

Achieve your business goals with a tailored plan that helps unlock more value from the cloud.



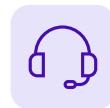
Release planning and adoption

Get expert guidance and best practices to prepare for updates, minimize disruption, and accelerate adoption.



Expert insights for innovation

Harness expert insights to assess system health, optimize performance, and drive cloud innovation.



Proactive technical support

Resolve issues faster with early detection, expert guidance, and ongoing monitoring.

Flexible support built around your needs

CareFor Success Professional

A guided, structured approach to plan, adopt, and succeed:

- ✓ 1:1 coaching for onboarding, readiness, and adoption
- ✓ Readiness checklists, self-assessments, and best-practice webinars & videos
- ✓ Feature adoption recommendations
- ✓ Access to Infor experts via office hours and virtual workshops
- ✓ Faster support response times
- ✓ Live case triage and priority queuing

CareFor Success Enterprise

Personalized support to adopt, innovate, and thrive:

- ✓ Assigned customer success executive
- ✓ Personalized success plan aligned with your business goals
- ✓ Feature release planning and adoption guidance
- ✓ Expert-led workshops for optimization and innovation
- ✓ Fastest support response times
- ✓ Live case triage and priority queuing
- ✓ 24-hour special event support
- ✓ Assigned customer support advocate for regular case reviews



“By offering strategic guidance on optimizing their use of our products, my aim is to ensure our customers feel empowered to achieve their goals.”

Merita Lumiani,
VP of Business Applications,
Infor

Success is a journey. Maximize your potential with Infor CareFor Success.

With a team of software and industry-specific experts, Infor CareFor Success understands your unique business needs, challenges, and processes. We provide the strategic partnership and guidance you need to embrace the power of Infor's cloud-native solutions and unlock continuous innovation.

*Limited exclusions apply. Please contact your Infor representative for availability.



Learn how your Infor Customer Success Executive provides strategic guidance and personalized support for your Infor CloudSuite™.

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)

Drive superior business outcomes with Infor CareFor Success

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