Infor Support Plan features

Infor Premium Support

Critical Solution Notification

We will proactively notify you when solutions/articles are available for critical issues. You may be required to pre-register to receive such notifications.

Component System Updates and Feature Packs

You will have access to Component System enhancements, updated releases, documentation updates, and related release notes, which are provided by Infor® to support customers in the normal course of its business.

Component System Patches and Service Packs

You will have access to Component System Patches and Service Packs, which are provided by Infor to support customers in the normal course of its business. These may include access to statutory and regulatory updates and any issue corrections.

Unlimited Incidents

You are not limited to a certain number of incidents you may log with Infor.

Infor Concierge

Visit one location for information about your Infor contacts, register for upcoming education classes, vote on product enhancements, sign up for customer events, confirm invoices have been paid, view quick product demonstrations, and much more.

24x7 Online Support

Infor Concierge is available to you 24x7 to log incidents, download products and patches, and find information within the knowledge base.

Telephone Access

During your support plan coverage hours, you may contact our support team via phone.

Remote Access

We can remotely access your system to help resolve complex issues or to provide a timelier response. You must fully authorize such access, provide the necessary connection, and be available to discuss the applicable support issue.

Defined Incident Response

With Infor's Defined Incident Response targets, you will know when we expect to respond to your support incident, based on incident severity, product, and the support plan you choose.

Priority Incident Queuing

We will prioritize your support incidents based on severity.

Critical Incident Support*

24x7 Support for Critical Production Service Unusable (Severity 1) issues.

How-to Assistance

We will help answer common procedural questions that you may have regarding your standard (unmodified) Infor Component Systems, which are covered by Support. These may relate to processes, product functionality, or product feature-related questions on generally available Component Systems. This assistance does not cover questions regarding installation/implementation—which must be addressed through Infor consulting services.

Access to Online Communities

Communities are Infor's social networking tools that allow you to communicate with and ask questions of your peers, who may have the same Infor Component Systems, environment configuration, and industry challenges.

Recorded Briefings

You will have access to recorded sessions featuring Infor support resources addressing common topics of interest. You can also request that Infor create Recorded Briefings on specific topics.

Interactive Briefings

We will offer remotely delivered sessions where you will have the opportunity to interact and ask questions of support resources on topics of interest.

Infor Premium Support Plan features

The following Infor Support explanations apply to the Premium Support Plan that Infor currently offers in the normal course of its business. All Support features set forth below shall be provided in accordance with Infor's current policies and procedures.

Updates

- Critical Solution Notification
- Component System Updates and Feature Packs
- Component System Patches and Service Packs

Support

- Unlimited Incidents
- Infor Concierge
- 24x7 Online Support
- Telephone Access
- Remote Access

Responsiveness

- Defined Incident Response
- Priority Incident Queuing
- Critical Incident Support*

Knowledge Sharing

- How-to Assistance
- Online Communities
- Recorded Briefings
- Interactive Briefings

*Not available for some products.

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