

VIA Metropolitan Transit moves from reactive to proactive operations with Infor CareFor Managed Services

Expert support and a scalable service model help a lean IT team de-risk operations and drive lasting success.



Overview

VIA Metropolitan Transit is a public transit authority serving public commuters with a fleet maintained by nearly 500 mechanics and a broad operational workforce. As its Infor™ environment grew in scope and complexity, VIA Metropolitan Transit turned to Infor CareFor Managed Services to stabilize, support, and evolve its enterprise platform. With a small internal IT team responsible for the entire system, Infor CareFor Managed Services has become the safety net that keeps operations running and enables the organization to continue serving its communities.

Challenge



VIA Metropolitan Transit needed a trusted partner to help manage a large, multi-module Infor ERP environment with a lean internal team. For a public transit authority where system failures have real consequences for the commuters and communities it serves, keeping that technology running at peak efficiency is essential.

Infor solution



Infor CareFor Managed Services acts as an extension of VIA Metropolitan Transit's IT team, providing the deep product expertise and around-the-clock operational support needed to keep its Infor CloudSuite environment running at its best. A designated team oversees service delivery, proactive solution monitoring, and release management while providing on-demand expertise across VIA Metropolitan Transit's Infor CloudSuite solutions. This includes Workforce Management (WFM), Financial and Supply Management (FSM), Human Resource Management (HRM), and Enterprise Performance Management (EPM), all backed by a flexible, scalable service model built for lasting success.

Outcome



With Infor CareFor Managed Services in place, VIA Metropolitan Transit has achieved greater business continuity, reduced system downtime, and improved issue resolution—with roughly 90% of support tickets resolved on first response. A lean IT team now manages an enterprise-wide ERP environment with confidence, freed from the reactive firefighting that once defined the day.

Challenge



Decades of growth with a system struggling to keep up

VIA Metropolitan Transit had been running on a legacy system since the early 2000s, upgrading once in 2009 to a version already approaching end-of-life. Over the years, internal developers had built extensive homegrown add-ons and band-aid solutions to fill gaps the software could not address, causing significant duplicate work and paper shuffling for end users.

By 2015, the organization faced an urgent need to replace it entirely, issuing a comprehensive request for proposal (RFP) with over 3,000 requirements spanning human resources (HR), finance, payroll, and fleet management before ultimately moving forward with Infor. With only 18 months before a known software bug would impact the legacy system, going live on a new platform quickly and efficiently was critical. And with just two people responsible for supporting the entire environment across WFM, FSM, HRM, and EPM, VIA Metropolitan Transit needed a partner that could extend its capacity without adding headcount.

VIA Metropolitan Transit needed more than just new technology; it needed a partner with the deep product expertise to manage it day in and day out. That is precisely what Infor CareFor Managed Services was purpose-built to provide.



"We went from a system held together with workarounds to a platform that supports the way we work. It has transformed the level of confidence that we have going into every single day."

Tom Carter
Business Systems Administrator,
VIA Metropolitan Transit

Infor solution



A support and service model built around VIA Metropolitan Transit's needs

For an organization like VIA Metropolitan Transit, where a two-person IT team carries responsibility for an enterprise-wide ERP environment, a one-size-fits-all support model was never going to be enough. Unlike generic IT support models, Infor CareFor Managed Services brings deep Infor product expertise and named accountability, meaning VIA Metropolitan Transit always knows exactly who is responsible for what and where to turn when it matters most. Infor CareFor Managed Services was designed to adapt to exactly that kind of need.

After going live, VIA Metropolitan Transit engaged Infor CareFor Managed Services to extend the capacity of its lean IT team. The Infor CareFor Managed Services team got fully up to speed on the organization's specific configuration and usage, ensuring the partnership was grounded in a deep understanding of its unique Infor CloudSuite™ solution from day one.

That partnership is built around teams assigned specifically to VIA Metropolitan Transit. A designated service delivery manager (SDM) serves as the primary point of contact, overseeing operational execution, leading monthly service reviews, and acting as an escalation point whenever needed. Meanwhile, a service operations manager (SOM) manages the day-to-day progress of incidents and requests from submission to resolution, coordinating the delivery team in line with ticket priorities. In addition, a team of consultants provides specialized technical and functional support customized to VIA Metropolitan Transit's needs, ensuring prompt, first-attempt resolution.

Having the right people in place makes the tools work. When questions or issues arise, VIA Metropolitan Transit accesses support through the Infor Customer Portal within Infor Concierge, a single integrated path that ensures every request reaches the right expertise without unnecessary handoffs. Infor CareFor Managed Services' Solution Monitoring captures alerts in real time, driving remediation before issues escalate. Release Impact Management delivers tailored insights ahead of every cloud release update, shifting the team's focus from reacting to planning. Business Application Support ensures detailed answers come from the right experts with little to no follow-up needed.



Outcome

From “getting by” to “moving forward”



A lean team, fully supported

Before Infor CareFor Managed Services, every question and system event landed on the same two people. This led to disruptive calls in the middle of the night when the system encountered issues.

With Infor CareFor Managed Services in place, routine monitoring, release preparation, and functional support are handled proactively, freeing the IT team to focus on departments and end users that depend on it. Roughly 90% of tickets are resolved on first response, eliminating inefficiencies.



Proactive operations, not reactive ones

Solution Monitoring ensures batch processes are watched around the clock, with the Infor CareFor Managed Services team responding before issues escalate. In addition, Release Impact Management is a proactive process that evaluates the content of each cloud release update in the context of VIA Metropolitan Transit's specific configuration, assessing potential impacts and providing recommended actions. This helps VIA Metropolitan Transit minimize disruption while getting the most value from the innovation, features, and functionality included in each release. In a public transit environment where payroll accuracy and regulatory compliance are non-negotiable, that preparation translates directly into system stability, reduced downtime, and the confidence to keep operations running without interruption.

“With Infor CareFor Managed Services handling the monitoring and day-to-day support, my team can actually focus on the people we are here to serve. And when we do need answers, roughly 90% of the time we get them on the first response. That kind of reliability changes everything.”

Tom Carter
Business Systems Administrator,
VIA Metropolitan Transit



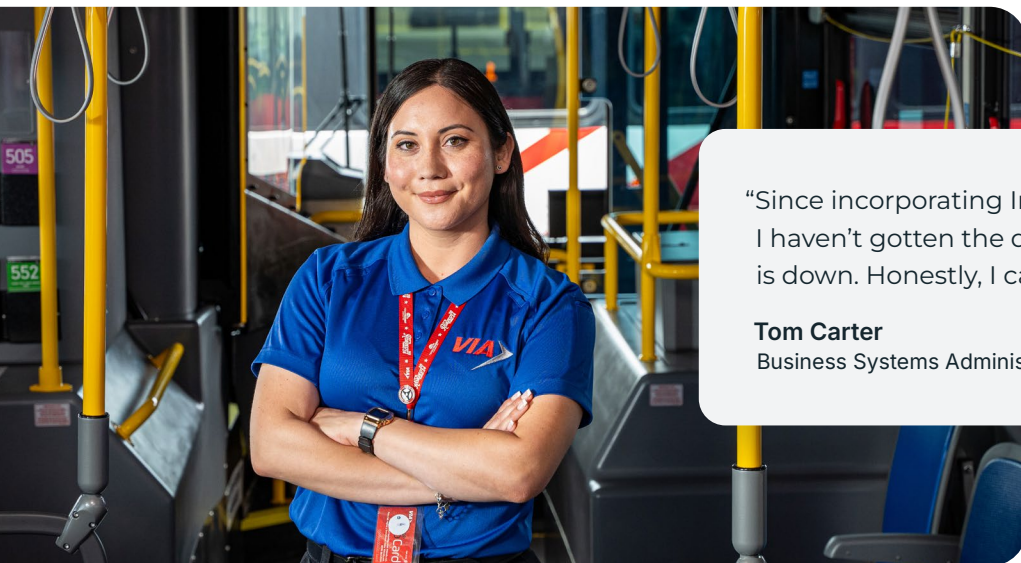


A modernized foundation built to last

The homegrown band-aids and paper processes that once defined day-to-day work have been replaced by a unified, continuously maintained platform. Infor CareFor Managed Services is what keeps it that way.

With proactive monitoring, expert support, and a team that understands VIA Metropolitan Transit's environment inside and out, the organization can rely on its Infor solutions to perform consistently, including mobile timekeeping capabilities through Infor WFM that now serve nearly 500 mechanics every day.

What once felt out of reach is now within sight. With Infor CareFor Managed Services in place, VIA Metropolitan Transit has the operational stability and expert support to keep pushing forward, exploring new capabilities, and delivering on its mission to the riding public.



"Since incorporating Infor CareFor Managed Services, I haven't gotten the dreaded 2AM call saying the system is down. Honestly, I can't imagine I ever will again."

Tom Carter

Business Systems Administrator, VIA Metropolitan Transit

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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and maximize your
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