Infor **Education**

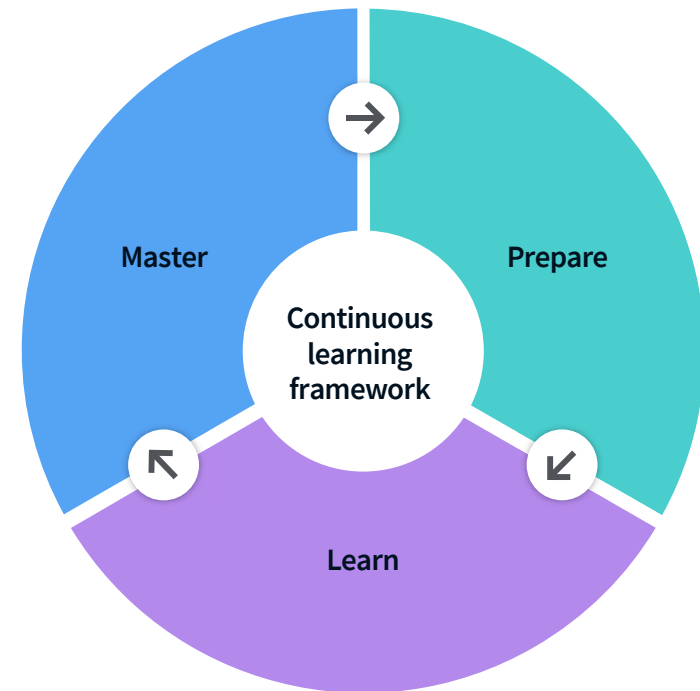# Master Infor solutions.
Maximize your potential.

Unlock opportunities with the right training

Enterprise technologies are redefining the way business is done.

Through simplifying complex processes, reengineering the way people work, and enabling teams to solve problems in new and inventive ways, the enterprise of today has never been more prepared to innovate, compete, and win.

But what does it take for your organization to achieve the level of performance these platforms promise? The answer always comes back to how well your teams are prepared for change, and the quality of training they receive throughout your business lifecycle.

Our continuous learning framework helps simplify the complexity of how and where to begin. Within this framework, we present a series of best practices and recommendations to help you prepare for change, train to succeed, and master your solutions. No matter where you are in your digital transformation journey—whether you're preparing for a first-time implementation, upgrading your solution, or advancing your current application—our framework provides you with the guidance you'll need to make the most out of your investment.

Master

Prepare

Continuous learning framework

Learn

Prepare for change

An investment in any software solution almost certainly involves making systemic changes across your entire organization. With the promise of transforming the way you do business, the way your teams work together, the transformative experiences you create for your customers, how well your organization embraces change, can significantly impact the measure of success you'll realize.

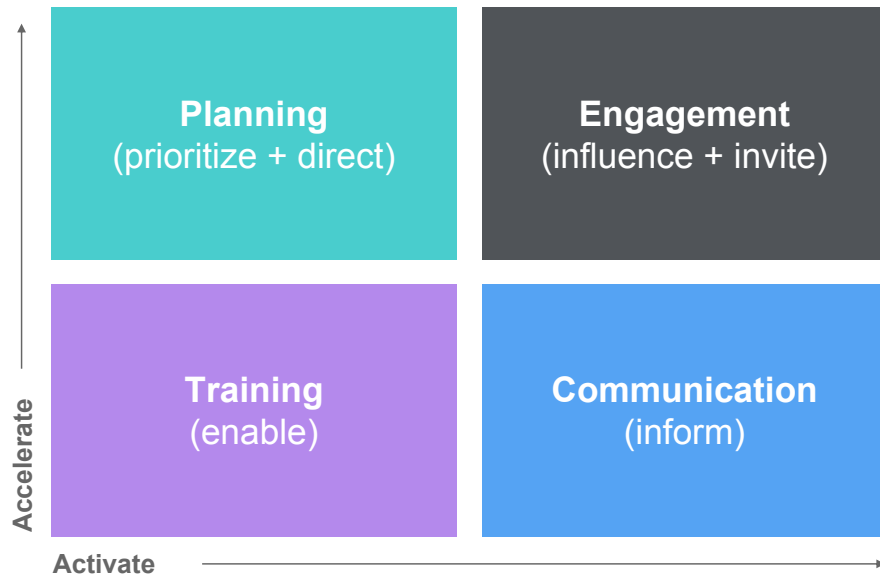During these early stages, your organization should be driving toward several key outcomes.

Objectives:

- Ensure alignment of vision and full stakeholder buy-in

- Establish a climate of open collaboration

    - Create a communication plan that speaks to change and the impact on your business

Change management core competencies

Infor's Change Management methodology provides a highly personalized playbook designed for speed, agility, and scale. Our offerings help increase the likelihood of a successful software implementation when change is inevitable.

Planning (prioritize + direct)	Engagement (influence + invite)
Training (enable)	Communication (inform)

Accelerate (vertical axis)

Activate (horizontal axis)

Planning

Prioritize and direct

Infor's Change Planning Competency framework focuses on sensing and responding to the business context and environment, defining change priorities, and directing the change management offensive game plan

Training

Enable

Infor's End-user Training framework is about enabling future-state knowledge, skills, and abilities to achieve process and technology-driven performance and productivity improvement

Engagement

Influence and invite

Infor's Change Engagement Competency framework focuses on influencing and inviting impacted user groups, at all levels of the organization to show up, participate, and pioneer future ways of working

Communication

Inform

Infor's Change Communication framework is about providing required information, at the appropriate time, to the correct audiences—it's about enabling a bi-directional flow of information between employees and the core project and implementation team
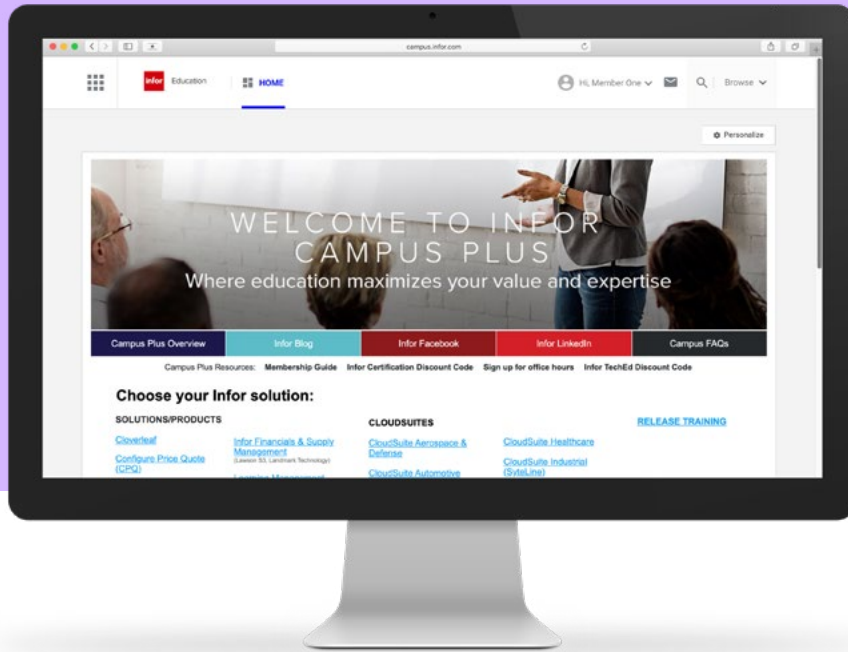
Train to succeed

What sets a high performing enterprise apart from everyone in between boils down to training. Setting your teams up for success with the proper knowledge and skills should be your primary focus. Having anytime, anywhere access to a diverse library of role-based, high-quality course content and certification programs helps accelerate both end-user adoption and the realization of the benefits associated with using the solution to its maximum potential.

Objectives:

- Achieve project team readiness
- Create role-based training curriculums and deliver content in consumable formats that meet diverse learning styles
- Provide performance support to maximize user adoption

Campus Plus membership

Easy access to training materials

Campus Plus is the key to accessible, cost-effective product training for any organization. Access training workbooks, eLearning courses, product simulations, and recordings in a self-guided approach—when they're needed. Pick and choose from longer courses covering broader areas to short recordings covering a specific topic, depending on your requirements. Further enhance understanding by attending the included instructor "office hours" where users can ask questions regarding the courses and collaborate with instructor and other students in a social learning forum in our education portal Infor Campus.

Get your project team up to speed

Project team readiness

Prepare the project team to successfully participate in the project and sustain the solution post go-live. Infor project team training consists of a combination of public, private, formal, informal, in-person, virtual, and online training. Training begins at the earliest stages of a project to help ensure the project team is well trained to make better implementation decisions and reduce the number of potential customizations. Project team training starts with fundamentals— such as solution overview, navigation, and business benefits—before progressing into application and technical training. Training is focused on preparing your functional and technical teams for the decisions they will face in data mapping workshops and pilots.

Infor business and technical consultants work side-by-side with an organization's team to transfer their experience, expertise, and best practice knowledge to staff. This approach, coupled with our robust methodology, toolsets, documentation, guidelines, and other resources, delivers the necessary tools to position teams for project success.

End user training and performance support

Customized training

When adopting business improvements, the key to success is an end user's ability to integrate the solution into his or her day-to-day routine. Maximize user proficiency by incorporating customized training into the total learning experience. This can reduce project risk, accelerate time to value, and lower the total cost of implementation.

Training needs analysis

Analyzing training needs is an important step in positioning end users for success. We can help identify the scope and approach of an end user training course. Our strategic analysis and planning approach ensures that the training solution focuses on the right business objectives, processes, roles, job-related tasks, and system functionality.

Design

In the design workshop, we work with you to create the standards, prototypes, and quality control cycles that serve as the foundation for a comprehensive training solution.

Development

Together, we'll also help create a subset of all training assets during the design workshop. These assets will serve as examples that your employees can then use to build the rest of your content.

Delivery—Infor Education can facilitate a train-the-trainer for your resources or assist with training delivery.

Sustained User Proficiency—Build a strategy that facilitates user confidence and adoption and prepares for on-going training and competency improvements.

Infor User Adoption Platform (UAP)

With unprecedented accuracy, the Infor User Adoption Platform seamlessly records your keystrokes to instantly create custom content that directly reflects how to navigate an organization's business processes and procedures. Authors can rapidly create, and publish, content including procedural documents, simulations, eLearning courses, and more. Everything you create can be made available as context-sensitive help within your Infor applications.

This tool provides both current and future employees the sustainable knowledge needed to master their applications, significantly reduces implementation time and effort, standardizes content creation, and reduces total cost of ownership.

Master Infor solutions

By embedding a culture of continuous improvement, you'll deepen levels of overall user adoption. Change is a natural progression in every business, and smart organizations lay the foundation to deal with change as it happens. As updated versions of a solution are released, or new employees join your firm, it is crucial to minimize disruption during such change in order to maximize productivity. Initial training is the foundation for an ongoing process. Successful organizations analyze their training needs on a regular basis and identify gaps where additional and appropriate training is needed. Ongoing training is an invaluable investment in both your company and your employees.

Objectives:

- Create on-going learning opportunities
- Optimize business processes and achieve higher business value
- Measure and optimize user performance

Infor TechEd

Collaborative training and networking with Infor product experts and developers

Infor TechEd is an experiential technical education conference focused on helping our users get the most out of our enterprise software suite. It's a prime opportunity to gather with, and learn from, like-minded colleagues, hear the latest product enhancements, experience hands-on training with Infor product(s), and interact with a broad range of product experts who can answer any questions one might have about an Infor solution.

Immersive learning

Product experts

Open lab

Keynotes & panels

Networking

Expert huddles

Infor Certification Program

We all want more confident, knowledgeable, and reliable employees. That's why Infor created the Certification Program. Certified employees reach job proficiency more quickly and perform at a higher level than non-IT-certified individuals in similar job roles. Research also shows that a team's effectiveness is correlated to the percentage of applicable IT certifications held.

Certification tracks

Certification tracks include training courses that cover exam topics. These courses and tracks have been designed to help users prepare but are not prerequisites for taking an exam.

Preparation tools

As a complement to relevant training courses, our exam guides can help candidates self-assess their knowledge against the detailed exam objectives. Studying these guides is an effective way to improve one's readiness for passing a certification exam.

Certification process

Infor uses an online testing platform, Webassessor, to make Infor certification exams accessible from anywhere, at any time. Webassessor offers candidates a convenient way to take exams in a secure, proctored environment.

89%
of employers think IT-certified individuals tend to perform better than non-IT-certified individuals in similar job roles

70%
of employers believe IT certifications provide long-term savings for the organization

89%
of employers believe certified employees are more likely to stay with their organization than non-certified IT staff.

Purchasing training just got easier

Infor Education credits

Infor Education credits provide a cost-effective, convenient, and flexible way to decide how and when to spend training dollars. With Infor Education credits training dollars can be purchased in bulk at tiered volume discounts saving time and the cost of initiative separate budget approvals, purchase orders, and expense reimbursements for each training purchase.

Cost-effective

- Get tiered volume discounts
- Streamline processing of training expenditures

Convenient

- Minimize administrative paperwork
- Take training as needed—dollars are eligible for use up to a year from the date of purchase
- Receive monthly usage reports

Flexible

- Take public instructor-led classroom training, private instructor led training or virtual training
- Sign up for eLearning courses and education subscriptions
- There is no expiration date

What our customers say

66 **No one can tell you how to use Infor products like an Infor Instructor will...The classes are without a doubt the best I have ever taken for any software product. You are doing yourself and your organization a disservice if you are not taking advantage of Infor Training.”**

BILLIE LEE
Director of IT
Altercare of Ohio

66 **Because of the power training course I took through Infor Education, I could hit the ground running on setting up Infor Lawson Smart Notifications®. As a result, we're seeing increased efficiency in information sharing across the organization.”**

TERRY WASTI
Senior Business Analyst, IT
The Jackson Laboratory

66 **Our instructor was probably one of the best instructors I have had...I came into this not knowing anything about this project I was just hired for. After this course and his guidance, I feel that I am ready to go ahead with confidence.”**

DARYLE RECH
System Administrator
Kronos Aria Health System

Infor Education is here to help you:

- ⊘ **Reduce training and traveling expenses**

- ⊘ **Drive performance, proficiency, and productivity**

- ⊘ **Minimize costly downtime**

- ⊘ **Develop and maintain workers' skills and expertise**

- ⊘ **Gain access to expert instructors**

- ⊘ **Focus less on troubleshooting and more on doing business**

Get started

For more information about the courses and how to register, please contact:

For Americas:
EducationAmericas@infor.com

For Europe, the Middle East and Africa:
EducationEMEA@infor.com

For Asia Pacific:
EducationAPAC@infor.com

Visit us

Go to **infor.com/education**
to learn more.