



INFOR CUSTOMER SUCCESS PLUS

Infor Customer Success Plus program features

Infor® Customer Success Plus is designed to help customers maintain healthy usage levels of Infor products and services. The program allows customers to benefit from a more proactive, personalized approach, to help them capitalize on their Infor investment throughout all phases of their partnership with Infor. With Infor Customer Success Plus, customers can get professional guidance, from onboarding through deployment, and throughout the lifecycle of applicable Infor products and services.

Get personalized service

Infor Customer Success Plus can help customers optimize the use of their Infor licensed products by providing an assigned Customer Success Manager (CSM)—a trained resource who can act as a customer advocate within Infor.

Access key resources

Designed to provide a consultative partnership and as required, more frequent communication with applicable Infor resources, Infor Customer Success Plus can also be leveraged to provide access to additional training—such as exposure to suggested “best” practices, relevant product training, and personalized webinars. Customers can also use Customer Success Plus to assist with troubleshooting, installations, and updates.

Stay connected

The Customer Success Plus CSM can help customers get connected to appropriate Infor experts, gain access to applicable deployment resources, and attain the engagement levels from relevant Infor professionals who can assist customers as they work on meeting their objectives with Infor software.

With the Infor Customer Success Plus program, you can:

Engage

- Take advantage of one-on-one coaching and guided access to learn about relevant Infor resources, people, and systems.
- Receive guidance on onboarding and provisioning coordination.
- Get recommendations about relevant Infor events and opportunities.

Deploy

- Receive help with expedited deployment issues during implementation.
- Receive help with expedited incident resolution through priority queuing.
- Stay current with personalized notifications and updates on technical changes.
- Request special event support for all severity levels one weekend a year.

Adopt

- Access data usage information, adoption rates, and opportunities for increased utilization.
- Receive a consolidated annual benefits review of Infor tools and system resources to help provide visibility into whether your company is taking advantage of applicable Infor offers.
- Receive product system notifications and alerts.
- Get discounts on Infor Education, TechEd, and Inforum opportunities.

Evolve

- Get upgrade planning assistance.
- Collaborate with senior Infor development resources on high-level product requirements.
- Participate in regular business reviews.
- Let your CSM—your advocate at Infor—represent your interests in customer steering committees, planning sessions, and more.

Help maximize your investment

Infor Customer Success Plus is designed to help customers get the most out of their investment with Infor. The program can help keep customers connected to a trained team who are tasked with listening to customers' challenges and needs, offering ideas and assistance, and sharing in customer success.

The Infor Customer Success Plus Program can be purchased as a supplement to the Infor Premium Support Plan. For information about Infor Support Plan features, [click here](#).

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