Infor Customer Success: Guiding your cloud journey from strategy to long-term success



Cloud enterprise resource planning (ERP) transformations are large, complex, and often involve substantial long-term costs. Companies face operational challenges at every stage, from strategic planning to deployment, adoption, and ongoing operations and optimization. Traditional approaches often fail to engage early enough or provide true industry-specific expertise, leading to misalignment with customer goals, costly disruptions, delays, budget overruns, and unmet objectives. In addition, many customers struggle post-go-live, lacking the specialized guidance and continuous support required to drive incremental innovation and realize long-term value.

Infor™ Customer Success portfolio redefines cloud transformation by partnering with you from the outset. We deliver a tailored journey that simplifies complexity and accelerates value, guiding customers through each stage with a clear, hands-on roadmap to success.



McKinsey reports that 75% of cloud migration projects go over budget and 38% are behind schedule[1].

[1] Balakrishnan, T., Gnanasambandam, C., Santos, L., & Srivathsan, B. (2021, October 12). *Cloud-migration opportunity: Business value grows, but missteps abound.* McKinsey & Company. https://www.mckinsey.com/industries/technology-media-and-telecommunications/our-insights/cloud-migration-opportunity-business-value-grows-but-missteps-abound

Define value and build your foundation

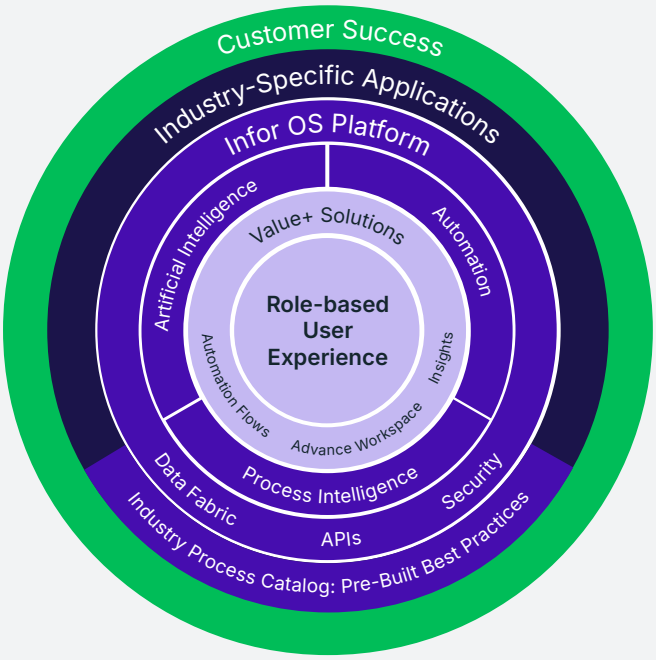
We begin with an in-depth assessment of solution fit, complexity, and change readiness. By aligning with your requirements, analyzing your current ecosystem, and identifying targeted business outcomes, we define your path to value and create a strategic roadmap for a successful cloud journey.

Prescriptive deployment and accelerated adoption

Our proven, industry-specific implementation methodology helps organizations reduce complexity and risk, accelerate time to value, and drive adoption through preconfigured best practices, a data-first approach, and guided user enablement.

Ongoing value realization

Infor helps customers maximize the value of their investment through continuous guidance, adoption insights, and industry expertise. By connecting business goals to measurable outcomes, organizations can drive continuous improvement, accelerate value realization, and unlock new opportunities for innovation.



"What we're seeing now is really that excitement over what the possibility is. We weren't just buying software. What you're really doing is buying a relationship."

Scott Smith
Chief Deputy Controller
State of Idaho



Reduced risk



Faster time to value



Accelerated adoption



Measurable value realization



Lower total cost of ownership

Align-before-you-sign
Align strategically from the start with our Value Journey Workshop.

Built-in best practices
Leverage the Industry Process Catalog to benefit from prebuilt industry practices.

De-risked deployment
Implement and adopt confidently with our structured Time to Value methodology.

Simplified data migration
Streamline data mastering and migration with Infor Data Services.

Advanced technology adoption
Accelerate innovation adoption and enhance operational efficiency with Infor Value Engagement and Infor Velocity Suite.

Strategic partnership
Receive tailored solution support and strategic guidance from Infor CareFor Success and Infor CareFor Managed Services.

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

Streamline your cloud journey with Infor Customer Success

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