

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



Cloud 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.



McKinsey reports that 75% of cloud migration projects go over budget and 38% are behind schedule<sup>1</sup>.

Infor's 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.

<sup>1</sup>McKinsey & Company, Cloud-migration opportunity: Business value grows, but missteps abound, 2021.



## Strategic cloud readiness

We begin with an in-depth assessment of solution fit, complexity, and change readiness. By aligning with your requirements, analyzing your current ecosystem, and preparing you to adopt best practices, we create a strategic roadmap for a successful cloud journey.



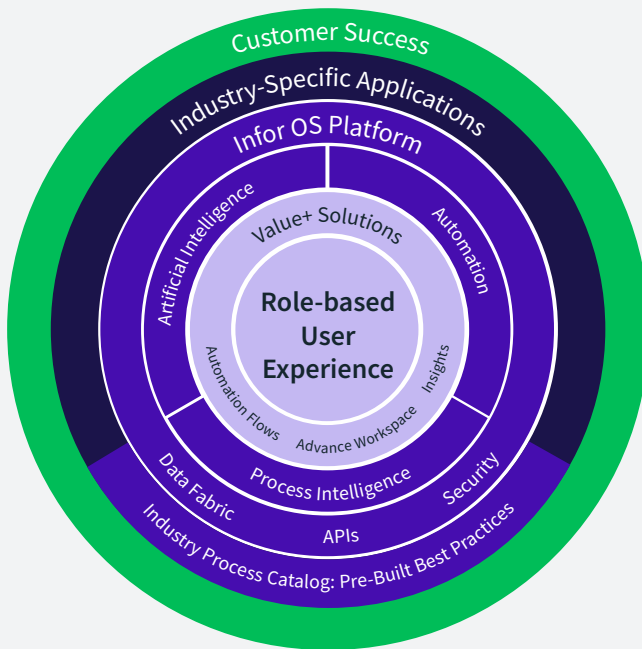
## Prescriptive deployment & efficient adoption

Our uniquely collaborative deployment methodology, grounded in years of first-hand experience, predictably delivers pre-configured solutions, maximizes flexibility, and ensures that projects are completed on time, on budget, and with the intended business outcomes.



## Ongoing value realization

Infor provides a scalable framework for long-term value realization and support, helping customers avoid post-deployment stagnation. We ensure ongoing success through continuous innovation and by delivering the knowledge and expertise necessary for sustained competitive advantage.



“ I am highly impressed with the way Infor has executed this project, working in a challenging business environment of 4 different geographies, time zones, maturity, and culture. ”

MARC FERAND  
Global Digital Manager,  
Sethness Roquette



High-value, low-risk deployments



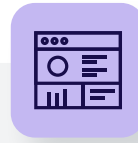
Accelerated time to value with a phased, data-first implementation approach



Reduced operational disruption



Lower total cost of ownership



Streamlined adoption of industry best practices and advanced features

#### Design-before-you-sign

Align strategically from the start with our **Engage Workshop**.

#### Standardized best practices

Leverage the **Industry Process Catalog** to benefit from pre-built industry practices.

#### De-risked deployment

Implement and adopt confidently with our structured, **Time-to-Value methodology**.

#### Simplified enterprise data management

Streamline data migration and management with **Infor Data Services**.

#### Unlock innovation

Enhance systems and adopt new capabilities with **Infor Global Advanced Services**.

#### Continuous partnership

Receive end-to-end strategic services and support 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](https://www.infor.com)

Streamline your cloud journey with Infor Customer Success

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