

Infor CareFor Success

Drive sustainable success for superior business outcomes



Unlocking the full potential of your software solution investments shouldn't be challenging. How can you maximize your ROI and achieve sustainable success?

Success demands more than just a robust solution—it requires expert guidance and unwavering support. That's why partnering with a technology vendor that provides proactive guidance and comprehensive support throughout

your cloud transformation journey is vital. With Infor CareFor Success, we are committed to helping you get the most value from our software solutions, leading to better business outcomes.

Only **37%** of companies say they have fully achieved the expected value of their cloud investments.¹

As per Gartner®, “2 of the top 3 reasons buyers selected a vendor for their most recent software purchase are **technical support capabilities or uptime guarantee and customer service and responsiveness.**”²

Unleash your full potential with Infor CareFor Success

CareFor's team of industry experts possesses extensive experience and expertise to provide you with the guidance, tools, and resources you need to minimize risk, accelerate time to value, increase innovation, and pave a path to sustainable success.



Increase readiness and mitigate risk

Supercharge agility with technical expertise that helps you proactively prepare for potential issues, navigate moments of change, and overcome challenges when they arise.



Maximize value realization

Accelerate time-to-value with Infor's solutions and achieve a faster ROI through sustained collaboration with CareFor's team of experts.



Unlock continuous innovation

Sustain a competitive edge with ongoing guidance, essential tools, and helpful resources to identify growth opportunities, embrace innovations, and future-proof your organization.

Sustainable success, delivered by experts

“As a CSE at Infor, I help customers navigate through challenges. Whether it's escalating technical issues or offering guidance on optimizing their use of our products, my goal is to ensure our customers feel empowered to achieve their goals.”

MERITA LUMIANI,
CUSTOMER SUCCESS EXECUTIVE (CSE), INFOR



Explore how Infor CareFor Success has enabled Riverside Healthcare to achieve and sustain ongoing success. [See the video case study.](#)

A strategic partnership committed to your success



Customer success resources: Gain access to a Customer Success team with the industry expertise and product knowledge to provide you with strategic and prescriptive guidance throughout your transformation journey—optimizing your Infor solution, innovating for future growth, and realizing long-term value.



Success alignment: Unlocking success with a cutting-edge cloud-native solution requires a well-defined vision and alignment of goals from day one. Partner with your Infor CareFor Success team to develop a roadmap for success.

✓ Partnering agreement

✓ Governance framework

✓ Vision & success agreement

✓ Value realization plan



Strategic guidance for innovation adoption: Get the advice you need to build self-sufficiency with Infor's solutions and enable ongoing business transformation. With Infor CareFor Success, you can access tools, resources, and recommendations to consistently derive value from our solutions.

✓ Product adoption planning

✓ Readiness and risk planning

✓ Training recommendations

✓ Feature release adoption

¹Accenture, Sky high hopes: Navigating the barriers to maximizing cloud value, 2020.

²Gartner, Gartner Digital Markets' 2024 Software Buying Behavior Survey, 2024. GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.



Health reviews: Gain insights into how your Infor solution is performing and receive recommendations for areas of improvement that can drive continued growth.

- ✓ Pre-go live health review
- ✓ Technical health assessment
- ✓ Optimization reviews



Enhanced support: Infor CareFor Success provides customers with the right support at the right moment—not days later. Benefit from prioritized case management, ensuring your most urgent cases are addressed as swiftly and efficiently as possible.

- ✓ Prioritized case queue
- ✓ Accelerated response times
- ✓ Biweekly case reviews
- ✓ Live triage for severity 1&2



Community & collaboration: Discover new ways to unlock the full potential of your Infor solution. Connect with industry peers through events and advisory boards to identify additional opportunities to accelerate your innovation journey.

- ✓ Product & industry events
- ✓ Product webinars
- ✓ In-person Infor events
- ✓ Advisory boards



With a team of software and industry-specific experts, Infor CareFor Success understands your unique business needs, challenges, and processes, and provides the strategic partnership and guidance you need to embrace the power of Infor's cloud-native solutions and unlock continuous innovation.

* Limited exclusions apply, contact your Infor representative for availability.

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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with CareFor Success

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