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CR PULSE

# Infor Evolves Its EAP for the AI Era

**How Infor Advances Its Enterprise Application Platform, Infor Industry Cloud Platform**



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*Produced exclusively for Constellation Research clients*

# MARKET DESCRIPTION

Enterprises run enterprise applications to manage and automate their innate value-creation process. Enterprise resource planning (ERP) systems are the most prominent, but there are also customer relationship management (CRM), human resource management (HCM), supply chain management (SCM), and supplier relationship management (SRM) systems. All of these enterprise applications share three challenges that CxOs face:

1. **Enterprise applications need to be integrated.** No enterprise systems run in isolation, and they need to be integrated with other enterprise systems.
2. **Enterprise applications need to be extended.** No enterprise systems have a 100% fit out of the box, so they need to be extended to fit an enterprise's automation needs.
3. **Enterprise applications require brand-new automation to be built.** In select but often strategic cases, enterprises need brand-new automation to run their strategic processes, and that automation must be built.

The above processes are the three generic use cases that define the enterprise application platform (EAP) category: Integrate, Extend, and Build.<sup>1</sup> Although all three generic use cases can be built with stand-alone development tools, CxOs prefer offerings for these from their enterprise automation vendors. In terms of building seamlessly integrated applications at all levels of the technology stack (from user experience [UX] all the way to storage), easier licensing and availability make EAPs very strong contenders for these use cases. Practically, an EAP is the platform as a service (PaaS) of the software-as-a-service (SaaS) vendor.

The strategic importance of EAPs only increased in recent quarters, as CxOs began charting their enterprise's artificial intelligence (AI) plans and implementations. Naturally, they have looked at the EAP of their enterprise vendors to provide these capabilities; the result of this demand is that every enterprise software vendor offers its new AI capabilities via its EAP. This means that the value of an EAP for an enterprise has practically moved from strategic to indispensable: Key data, AI models, AI implementation, testing, and monitoring are all new EAP capabilities that enterprise systems vendors are rushing to market and that enterprises are keen to adopt.

## TRENDS

Customer checks from the BT150<sup>2</sup> and AI150<sup>3</sup> alumni show the following eight EAP trends for 2025 and beyond:



**EAPs are table stakes.** With all enterprise software vendors having an EAP, CxOs have moved on from asking about their pure existence to asking about specific capabilities and features. At the same time, EAPs need and see substantial innovation and are far from becoming commoditized.



**EAPs provide AI automation.** The first access to any AI in an enterprise software application is provided through its EAP. Because speed is of the essence when it comes to adoption of AI, CxOs want their AI capabilities to come from their EAP. Consequently, EAPs' AI support needs to be at least "good enough" and cannot trail too far behind stand-alone, best-of-breed AI tools.



**EAPs include the data foundation.** Data is the foundation of all things AI, and the data platform for AI is the data lakehouse. Being able to create, operate, and hydrate a data lakehouse is a key emerging EAP capability.



**Extend and Integrate are done by AI.** Until 2024 all that CxOs wanted for the Extend and Integrate use cases was configuration and, to some extent, low-code/no-code capabilities. With AI's changing everything, these use cases need to be automated via AI—across the entire spectrum of AI support, from conversational UX to AI-powered code generation/management.



**Build is assisted/powered by AI.** Naturally, the expectation for the most complicated and both talent- and capacity-challenged EAP use case, Build, is that AI will assist with it. Increasing enterprise developer velocity is critical for enterprises, because the new AI-powered automation also needs back-end automation capabilities, and these will have to be built in-house, at least in the short term.



**Business user enablement matters.** The power of no-code has already proved itself in the enterprise: For the first time ever in enterprise software history, mildly technology-savvy business users can own their automation destiny, thanks to EAPs. AI, primarily via conversational UX and AI-powered code generation, will turbocharge this capability.



**EAPs power next-generation applications.**<sup>4</sup> Massive technology innovation always triggers business opportunity. In the twenty-first century, this business opportunity needs to be automated with software. Therefore, enterprises need to build next-generation applications to succeed in the era of AI, and EAPs are the platform for this.



**EAPs must deliver Enterprise Acceleration.**<sup>5</sup> Enterprises do not buy, implement, and use enterprise applications for their entertainment but, rather, to succeed in their markets. EAPs are critical for enterprises to achieve what matters: Enterprise Acceleration.

## Threshold Criteria

Constellation considers the following criteria for vendors to be considered in the EAP vendor category. Most vendors must demonstrate five out of the six criteria:

✓ More than 1,250 customers

✓ Support North America or EMEA and one more region in the enterprise automation tectonic plates listed to the right

✓ Support two or more of the following enterprise automation tectonic plates:

- Finance
- HR
- Purchasing
- Manufacturing
- CRM

✓ Support the key EAP usage scenarios:  
- Extend  
- Integrate  
- Build

✓ Have a track record with AI capabilities for EAP automation

✓ Have a clear roadmap for how to further expand their EAP capabilities with AI in the next quarters

# VENDOR UPDATE

Infor is one of the key vendors in the “Constellation ShortList™ Enterprise Application Platforms.”<sup>6</sup> Constellation follows Infor as a vendor, as well as its customers, prospects, and partners, regularly; attends Infor’s user conferences and analyst events; and more. Constellation has seen the following updates from Infor in the last 12 months—with a focus on EAPs:

- **A commitment to microverticals and a track record of delivering to them.** Infor has been committed to providing not just to verticals but even to microverticals for more than a decade. Year in and year out, it shows that it not only can support a vast vertical automation portfolio but also has the bandwidth to further expand its functional capabilities.
- **Being an EAP pioneer, which shows.** Infor was one of the earlier providers, if not the earliest provider, of an EAP platform, starting with the integration capabilities of Infor ION back in 2010 to support Infor’s industry CloudSuites, the company’s cloud-based, industry-specific ERP applications. Since then the Infor Industry Cloud Platform has expanded beyond Infor Operating System (Infor OS) to become a full-fledged EAP that, in addition to the original Integrate use case, also supports the other two generic EAP use cases: Extend and Build.
- **Stack innovation with both AI and process mining.** Infor has been innovating on the platform side, with the most prominent net-new capabilities being the integration and enablement of AI—via Infor Industry Cloud Platform—and the creation of net-new capabilities with the introduction of Infor Process Mining and Industry AI Agents. This is an important signal for customers that Infor is committed to, and has the resources for, expanding the scope of its platform stack.
- **Microvertical, role-based Infor Industry AI Agents.** Infor has extended its long-standing investments in industry process catalogs, value maps, unified data management, and advanced platform technologies to deliver AI agents embedded in Infor CloudSuite. These agents are designed to support specific roles and microvertical needs, orchestrating and automating multistep workflows to reduce complexity and make AI adoption more accessible for business users.
- **More than a decade of data lakehouse experience.** Infor has been a pioneer since the early Infor ION days for what is now called a data lakehouse. Although Infor’s data lakehouse originally was employed as a reporting and integration platform, its use and capabilities have expanded. That is in stark contrast to other ERP competitors, some of which have launched their data lakehouses only this year—in 2025. Infor is also reinforcing its open and real-time philosophy with third-party data platform connectors to Snowflake and Microsoft Power BI and providing open JDBC and ODBC drivers with real-time data streaming.
- **Enterprise Acceleration supported by Infor Velocity Suite.** Time to go-live is critical for CxOs, and Infor has delivered an innovative approach of bundled software and setup capabilities with the Infor Velocity Suite, which enables earlier go-lives—with a larger functional footprint. Infor Velocity Suite is built for process innovation, comprising Infor’s catalog of Value+ process automations using robotic process automation (RPA), plus generative AI and object-centric process mining—along with implementation services. All of which shorten time to go-live and time to value realization.

# OFFERING ANALYSIS

With 10 vendors in the EAP market alone, customers are challenged in choosing a trusted partner. Although EAPs often come as a bundle—with an ERP, CRM, or HCM system, for example—CxOs have some, but limited, choices for EAPs. Here are the strengths and areas for improvement of the Infor Industry Cloud Platform.

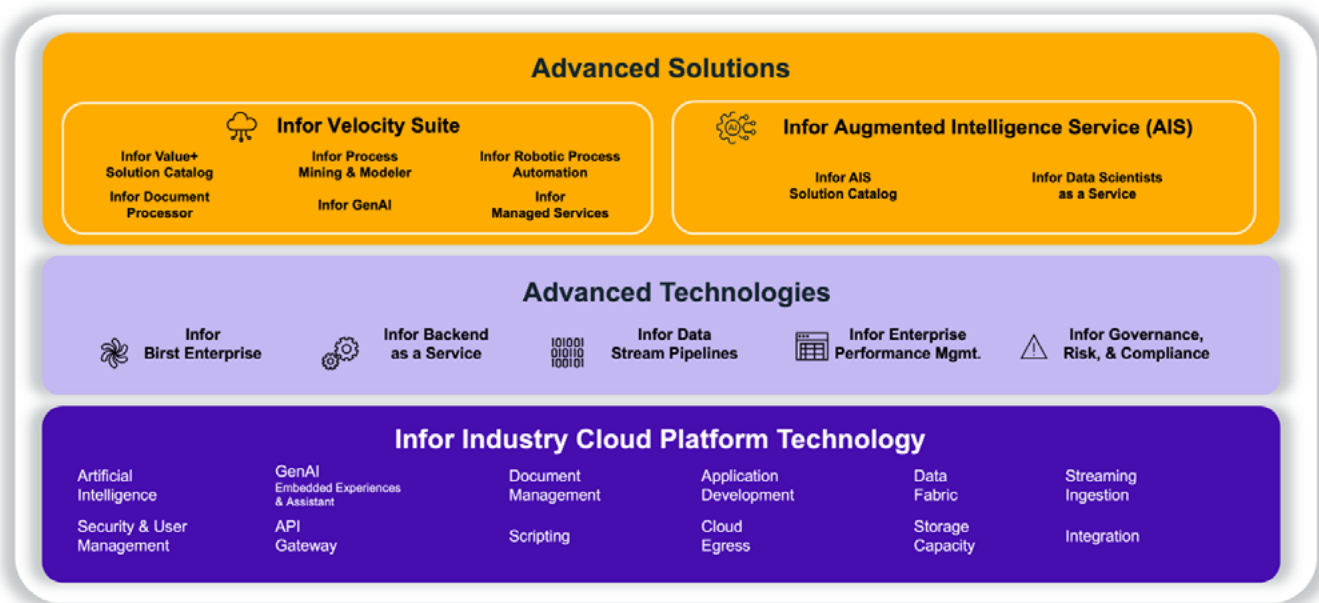
## Highlights

Enterprises need EAPs to operate their value-creation processes. The challenges are that there is always a need for data integration, always a need to extend existing systems, and always a need to build new automation. More recently, with the rise of AI, EAPs have become a conduit for using AI as well, further solidifying their strategic importance for enterprises.

Here are key differentiators of the Infor Industry Cloud Platform:

- **Benefit from a successful EAP track record of more than 13 years.** Given its organizational DNA challenge of a significant number of acquired application suites, Infor focused earlier than any ERP competitor on the generic EAP use case of Integrate, solving that as early as 2012 via both application programming interfaces (APIs) and big data.
- **Power your next-generation applications with the most proven data lakehouse.** Whereas all Infor competitors launched their data lakehouses in 2025, Infor has a track record and more than a decade of experience running data lakehouses for customers. Originally created to solve integration scenarios, those data lakehouses are now the data foundation for all things related to AI.
- **Gain strong Build capabilities, from pro-code to low-code and no-code.** Infor has a more-than-10-year track record of enabling its customers to own their automation destiny, with pro-code and low-code/no-code automation capabilities. In contrast, many of Infor's competitors have a track record of less than two or three years for enabling low-code/no-code for their customers.
- **Create automation with Infor Industry Cloud Platform, and do not worry about any integration challenges.** The strong Integrate use case supported by Infor enables CxOs to have their teams build critical net-new software automation assets without having to worry about the subsequent integration work and challenges.
- **Leverage advanced industry-specific AI agents, generative AI, and AI operations.** In lockstep with the entire industry, Infor also chose to make its conduit to all things AI available via its EAP—Infor Industry Cloud Platform. Infor's Industry AI portfolio provides predictive, prescriptive, and generative AI solutions, along with role-based Industry AI agents to give flexibility to customers looking to adopt AI at their own pace, with options tailored to the needs of their industry processes. And this is the right approach, because AI automation can now leverage traditional code assets, data access, and security automation with the added benefit of prebuilt industry use cases and processes.
- **Take advantage of unique EAP and business process mining (BPM) and management.** Infor is one of the few vendors that has built its BPM capabilities in-house, and that provides out-of-the-box automation benefits: Insights from Infor's object-centric process mining capabilities can be put into action immediately via Infor Industry Cloud Platform for building net-new automation or extending existing capabilities, and Infor Process Mining can also leverage the Infor data capabilities and API registry to access information and automation assets.

Figure 1. Infor Industry Cloud Platform Overview



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Source: Infor

Opportunities for Improvement

Infor’s R&D investments are necessarily selective, and they have been channeled into areas with high impact and clear differentiation. So far the innovation in Infor’s EAP offering, Infor Industry Cloud Platform, has been successfully delivered, providing an EAP platform that is leading many other EAP platforms. Infor’s vertical DNA provides a natural advantage to the vendor here, because it requires Infor to provide more capabilities in every dimension of an EAP, from integration to extension and all the way to building new vertical capabilities. With AI’s changing literally everything, including EAPs, Infor needs to infuse its EAP stack with the right level of AI automation going forward. Infor’s continuing investment and delivery of AI through Infor Velocity Suite and Infor Industry AI Agents will be the critical roadmap development for CxOs to monitor.

Note: Full strengths, weaknesses, opportunities, and threats (SWOT) analyses for this category are available as an advisory call for research-unlimited clients.

BUYING CONSIDERATIONS

According to Constellation’s reference checks, customers and prospects choose the Infor Industry Cloud Platform for the following reasons:

- Proven track record for being the EAP of Infor applications
- Early adoption of key AI-era platforms such as data lakehouses

- A long-term proven record for low-code/no-code automation
- Suite-level integration and synergy benefits that keep project costs lower than with third-party/stand-alone EAP tools
- The successful adoption, provision, and operation of AI-powered automation
- Successful history of enabling Enterprise Acceleration

## RECOMMENDATIONS

Constellation's executive network of CxOs from the AI150 and BT150 lists recommends the following best practices:



**Enable Enterprise Acceleration in the agentic AI era.** Speed and agility are survival factors for the enterprise in the twenty-first century—even more so with the emergence of AI-powered next-generation applications. Enterprises rely on the speed and agility of their EAP platforms as they determine the speed and agility of their overall processes.



**As an Infor application customer, fully leverage Infor's EAP.** As an Infor customer, fully leveraging the Infor Industry Cloud Platform is a must. The inherent EAP suite benefits are something your enterprise is missing out on if there is no seamless adoption plan.



**Evaluate Infor Industry Cloud Platform as a mixed application landscape customer.** Given its maturity and rich capabilities, mixed ERP landscape customers should evaluate and likely implement Infor Industry Cloud Platform.



**Adopt Infor Industry Cloud Platform to facilitate AI.** AI is changing every aspect of the enterprise—not only applications but also the technology stack that manages them. Infor Industry Cloud Platform is the conduit for leveraging AI, and enterprises need to adopt Infor Industry Cloud Platform to make sure they are not left behind in their uptake of AI.



**Take a stance on commercial prudence.** Regardless of the vendor and the offering, enterprises must make sure they pay for value. This is valid with Infor as well, and CxOs must pay attention to ensure that licenses and services for implementation are providing their enterprise with an attractive total cost of ownership (TCO).



# ENDNOTES

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<sup>1</sup> Enterprise application platforms (EAPs) are defined as supporting the three universal use case needed for successful enterprise applications. The Extend use case enables enterprises to add more information and automation to existing capabilities, the Integrate use case enables enterprises to integrate automation with third-party data and processing needs, and the Build use case enables enterprises to build in-house custom automation that can run stand-alone. For more, see Holger Mueller, “Platforms Rule Enterprise Application Success in the 2020s,” February 26, 2021. <https://www.constellationr.com/research/platforms-rule-enterprise-application-success-2020>

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<sup>2</sup> Constellation Research Business Transformation 150™, Constellation Research, 2024. [constellationr.com/business-transformation-150](https://www.constellationr.com/business-transformation-150)

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<sup>3</sup> AX100 2024, Constellation Research, 2024. [constellationr.com/work-constellation/ax-leaders/ax100-2024](https://www.constellationr.com/work-constellation/ax-leaders/ax100-2024)

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<sup>4</sup> Mueller uses the term *next-generation applications* to describe applications that use a combination of AI, big data, cloud, and build applications across seven distinct use cases. Find more on next-generation applications here: Holger Mueller, “The Era of Infinite Computing Triggers Next-Generation Applications,” June 1, 2018. <https://www.constellationr.com/research/era-infinite-computing-triggers-next-generation-applications>

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<sup>5</sup> Mueller uses the term *Enterprise Acceleration* to refer to the need for enterprises to move faster and become more agile. For more, see: Holger Mueller, “Why the C-Suite Must Embrace Enterprise Acceleration,” May 2, 2019. <https://www.constellationr.com/research/why-c-suite-must-embrace-enterprise-acceleration>

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<sup>6</sup> Holger Mueller, “Constellation ShortList™ Enterprise Application Platforms,” Constellation Research, February 12, 2025. <https://www.constellationr.com/research/constellation-shortlist-enterprise-application-platforms-3>

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## ANALYST BIO

# Holger Mueller

### Vice President and Principal Analyst

Holger Mueller is a vice president and principal analyst at Constellation Research. He provides guidance for the fundamental enablers of the cloud, IaaS, and PaaS, with forays up the tech stack into big data, analytics, and SaaS. Mueller provides strategy and counsel to key clients, including chief information officers, chief technology officers, chief product officers, investment analysts, venture capitalists, sell-side firms, and technology buyers.

Prior to joining Constellation Research, Mueller was VP of products for NorthgateArinso, a KKR company. He led the transformation of products to the cloud and laid the foundation for new business-process-as-a-service (BPaaS) capabilities. Previously he was the chief application architect with SAP and was also VP of products for FICO. Before that he worked for Oracle in various management functions—on both the application development (CRM, Fusion) and business development sides. Mueller started his career with Kiefer & Veitinger, which he helped grow from a startup to Europe's largest CRM vendor from 1995 onward. Mueller has a Diplom-Kaufmann degree from the University of Mannheim, with a focus on information science, marketing, international management, and chemical technology. A native European, Mueller speaks six languages.

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## Organizational Highlights

- Institute of Industry Analyst Relations (IIAR) New Analyst Firm of the Year in 2011 and #1 Independent Analyst Firm for 2014 and 2015
- Experienced research team with an average of 25 years of practitioner, management, and industry experience
- Organizers of the Constellation Connected Enterprise—an innovation summit and best practices knowledge-sharing retreat for business leaders
- Founders of Constellation Executive Network, a membership organization for digital leaders seeking to learn from market leaders and fast followers



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