

## Infor Global Support

➔ Experienced high-quality support is the hallmark of Infor Global Support whenever you call for assistance or use the resources of Infor365 Online Support.

### Do business better.

Better business software plays a vital role in helping your organization to run smoothly. When things change, you expect your software provider to be there for you, so you can respond quickly and decisively. You also expect to get the most out of your software investment, not only by minimizing downtime but also by maximizing performance.

### Leverage experience.

With Infor™, you can rest assured that your expectations will not only be met, but exceeded. That's because we deliver business-specific solutions with experience built in.

One of the most visible examples of this built-in experience is the Infor Global Support team, which is made up of highly qualified people, many of whom have a long history of working with the Infor solutions you use every day. They are experts who know how to provide your IT staff and end users with timely, responsive, consistent, high-quality support. They can answer your questions, quickly resolve both technical and non-technical business issues, and go the extra mile to help you optimize your business systems. We also provide self-service support through Infor365 Online Support. Here you'll find a rich repository of information about application updates and new features, as well as documentation and other resources.

Infor Global Support connects you with experts and knowledge that keep your solutions running at peak performance, your people productive, and morale high—a major reason why our customer retention rate is consistently one of the highest in the industry.



INFOR™

## Get business specific.

To make sure every customer gets the value they expect, Infor Global Support offers flexible support options that suit every business need. These include our Standard Support plan, which is available for all Infor solutions, and an extension option to receive 24x7 critical incident support.

### Standard Support and Extension Option

#### Standard support

Standard Support is available for all Infor solutions and consists of:

- Telephone access to customer support services during regular office hours
- 24x5 critical incident support for most products
- Incident response targets
- An unlimited number of incidents
- Solutions (Knowledgebases)
- Remote access capabilities
- Access to download new product release updates
- Access to feature packs, patches, and service packs
- Subscription mailing list for critical solution notification
- Infor365 Communities
- Support Briefings for selected topics

#### Option for 24x7 critical incident support

This option is tailored for customers who also need to secure their operations during the weekend. For 365 days a year and 24 hours a day, you will receive prompt response to your severity 1 incidents.

### Standard Support Components

#### Infor365 Online Support

Infor365 Online Support is an interactive portal that enables you to access the tools, information, and people that can help you optimize your Infor solutions and be more competitive—24 hours a day, 7 days a week, 365 days a year. No matter where you are in the world or what Infor products you use, you can count on a personalized experience that meets your unique requirements. Access the tools you need to keep your software running efficiently, use the self service features to search for Solutions, commonly asked questions, and link to a host of additional Infor resources at [www.infor365.com](http://www.infor365.com).

#### Online access to customer support services

Infor Global Support analysts are available via the support site ([www.infor365.com](http://www.infor365.com)). This is the quickest way to get a response to your incident, since the system routes the incident directly to the analyst with the specific product knowledge needed to address your inquiry.

#### Telephone access to customer support services

You can reach support analysts via telephone during local support office hours to get answers to technical and application questions, get assistance with customer service incidents, and instruction in opening, monitoring, and reviewing incidents using Infor365 Online Support.

#### 24x5 critical incident support

This type of support covers severity 1 incidents and is available Monday through Friday, 24 hours per day. 24x5 Critical incident support is not available for all Infor solutions.

#### Incident response targets

Infor Global Support is committed to delivering rapid and effective response to your incidents. Our response targets depend on the severity level of the incident. Please refer to the Infor Global Support Scope of Operations for a detailed description of each severity level and the incident response targets.

#### Remote access capabilities

With your permission, Infor Global Support analysts are available to remotely access your Infor application in order to analyze and resolve any complex system issues you may be experiencing.



#### **Access to download new product release updates**

As part of your support agreement, you can access the next new release of your licensed product along with available migration tools. Access is provided to new capabilities and enhancements to existing capabilities which have been added to your Infor applications as a result of received enhancement requests.

#### **Access to feature packs, patches, and service packs**

You'll receive solutions to reported incidents. In addition, you can access service packs, which are periodically scheduled for certain products and include modifications to the base product, localizations, and translated versions. Service packs may include officially published legal changes that require modifications to Infor HR, finance, and logistics software functions, as well as country-specific localizations or industry solutions.

#### **Subscription mailing list for critical solutions notification**


Infor365 Online Support enables you to develop a profile identifying the solutions that are of particular interest to your company. When a critical incident solution record is created for one of your solutions, you'll receive quick email notification about its availability and how to access it.

#### **Infor365 Communities**

Infor365 Community is a business networking site for users of Infor products. It provides you with 24x7, 365-day a year access to the information you need to solve your toughest business challenges. Infor365 Community puts you in touch with more than 7,000 other Infor customers and partners, and more than 1,200 Infor staff, all of whom have been where you are and experienced the challenges you face. Infor365 Community includes a variety of ways to connect with your peers and find other community members who share your interests and concerns

#### **Support briefings**

Support Briefings are designed to keep your key users current on the latest functions and features of your Infor solution. Infor Global Support continuously analyzes the need for specific topics to be addressed as Support Briefings, which are pre-recorded and can be watched anytime at your convenience. You may also request new topics of interest via [www.infor365.com](http://www.infor365.com).

 Give your employees a direct link to business-specific experts, updates on the latest application features, documentation, training, and answers to support questions.

#### **Scope of Operations**

A detailed description of the support components and how Infor Global Support operates is described in the Scope of Operations. This document can be downloaded from the Infor365 Online Support site.

#### **See results now.**

No matter how challenging or rapidly changing your business environment, Infor's experienced Global Support team is there to help you make the most of your Infor solutions by delivering value, timely responsiveness, consistency, and quality whenever you need our assistance. Count on Infor Global Support for:

- Optimized business systems/optimal application support
- Quick resolution of technical and non-technical matters
- A rapid, focused response to business-critical incidents
- Reliable self-service support through Infor365 Online Support

#### **About Infor.**

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become one of the largest providers of business software in the world. For additional information, visit [www.infor.com](http://www.infor.com).

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