Infor Application Management Services Catalog

Infor™ Application Management Services can structure a perfect service level for your organization to fit your needs and your budget. Our tiered service approach gives you the flexibility to choose the right mix of services from the offerings presented here.

AMS service desk.

AMS service line. The AMS service desk is available by phone or by e-mail, as well as through our service management tool to process your requests during the agreed service window.

Service management tool. All our AMS clients will get access to an Infor web application to manage call registration, follow-ups, status, and progress of each service call.

Call management. The Infor AMS service desk will qualify each call, assign it to the right customer service team, and monitor the processing of the call.

First point of contact. Our service desk will centralize all your requests. the service desk will ask Infor global support, external suppliers or AMS team members, as appropriate, to solve the call. You won't need to qualify your request before sending it, the Infor service desk will do it for you.

Service team resources. Your dedicated customer service Team is available as a direct functional or technical contact, and to deliver top-quality service to your organization.

Service management.

Periodic service reporting. Periodically, we'll prepare a service report for you, containing relevant measurements, findings, trends, conclusions, and recommendations.

Service level management. We can provide a service level manager who will serve as your initial management contact. The service level manager monitors, manages, and reports on the agreed service levels and quality of service, and also discusses service reports with you.

Stand-by for functional or technical assistance. We can guarantee the availability of stand-by service in order to obtain functional or technical help after a business standstill, to help you to get back in operation as soon as possible.

Functional AMS.

Business process execution. A plan is only as good as its execution. our experts can carry out the business processes that you've defined, ensuring top performance.

Business process definition. A current, accurate business process handbook leads to operational excellence by ensuring the right level of business process alignment by the application. Our experts can help you keep your business process handbook up to date and congruent with your goals.

Application configuration services.

Functional application check up. Have you configured your applications to provide the best possible support for your current business process requirements? Have you kept your IT aligned with changing business processes? Our experts can check your configurations and suggest ways to get more value from the software you already have.

Data content management. The quality of the data you manage is just as important as the quantity. Our experts can periodically sample and examine the relevance of your business process data, such as stock, work in progress, parts, and orders, to ensure that you always have meaningful data that delivers useful results.

Data set administration. Let our experts handle creation, initialization, management, maintenance, and deletion of application data sets so that your staff can focus on more strategic tasks.

Data coding standards. For top reliability, we can take care of defining, maintaining, and optimizing data coding standards to match your business processes to guarantee correct updates and to make your system easier to maintain.

Text management. Application texts can have a giant impact on the usability of your software, and important consequences for your business process. Our experts can create new texts, modify existing texts, and maintain your text configuration settings for overall operational excellence.

Audit management. Our team can take care of the management of your audit settings and files and assist your controllers and auditors for control or investigation purposes.

Functional job management. Execute your business processes better by letting our experts maintain application batch job configurations and automate them more effectively. We'll define ways to change batch job tasks and scheduling and brief your business process owners and technical application administrators about those changes. As a result, you'll gain unsurpassed support of your business processes and the best possible use of your system resources.

Archiving. Let our team perform a periodic archiving process and transfer old data from your production environment to an archive.

User assistance.

Functional incident solving. Our experts can investigate and solve functional incidents and problems with managed applications, data, or interfaces. When necessary, we'll contact Infor Global Support or third parties for quick, complete solutions.

Functional assistance. We can provide functional assistance to your key users and functional application managers to repair damaged data, restore data integrity, adjust parameters, or change settings in case this is required to solve a functional incident that your employees can't handle themselves. We'll help you get up and running again quickly and prevent a recurrence of a previous incident.

User training. Our team can train your users in daily operations and increase your employees' knowledge of your business processes, as well as in the ways that Infor applications can best support those processes.

User coaching. Our team can coach your application users at the beginning of an application roll out period or during times of major changes in business processes.

Technical AMS.

Standard application services.

Standard technical services. Infor can perform the full range of standard technical services on your behalf, including user management, authorization management, and device management at the operating system and the infrastructure level.

Standard application services. Our experts can provide standard application services including user management, authorization management, and device management at the application or database level. They can also create, schedule and maintain batch jobs.

Technical incident management.

Technical infrastructure incident solving. We'll investigate and solve technical incidents and problems with your managed IT infrastructure components. When necessary, we'll involve your hardware supplier depending on the terms of your hardware support and maintenance contract.

Technical application and database incident solving. We can investigate and solve technical incidents and problems with your managed applications and databases. For incidents involving other vendors' applications, we'll involve the software supplier depending on the terms of your other support and maintenance contracts.

Installations and changes.

Software solution installations. Our experts can install standard or customized application or database solutions or service fixes, in order to solve problems or perform maintenance in your existing software environment. They can also carry out related technical activities, taking care to follow the latest release documentation and change notes.

Feature pack and service pack installations. We can install application or database feature packs and service packs, and perform required technical activities to bring your applications and databases up to the latest release level.

New customization installations. Let us install newly developed customized application software components for you. We'll also perform all necessary technical activities to add new components to your production environment.

Other installations and changes. Our experts can perform many other types of installation activities and make other necessary changes to your production environment.

Operations management.

Monitoring and follow-up. Active monitoring of business critical IT components makes your business more secure and efficient. Our experts can analyze and follow-up all notifications, to assure availability, stability, and performance of your managed IT environments.

Operational application and database management. By performing regular administration activities, our team can help you achieve best availability, performance, and continuity of your managed applications and databases, including checks on applications, batch jobs, and log files, as well as system clean-up. We'll also register and perform follow-ups on pro-active maintenance calls.

Failover solution management. We can take care of regular control and administration activities to keep your failover solution reliable.

Pro-active checks and maintenance.

Proactive checks and maintenance. Periodically a technical consultant from the customer service team will perform health checks, create reports, and undertake additional pro-active maintenance activities to enhance the availability, stability, and performance of your IT environment. Our consultant will do the work at your location unless you specify otherwise.

Problem management.

Technical problem analysis. By regularly analyzing data about past problems, you can prevent those problems from recurring and head off other problems stemming from similar root causes. Our consultants can help you define and investigate problems and propose effective solutions or workarounds for you.

Problem management reporting. Our consultants will discuss problem management results with you and propose suitable workarounds and solutions. Problem management results and follow-up recommendations are typically reported together with the periodic service reports.

Infrastructure and continuity.

Hosting services.

Managed hosting of Infor applications. We can provide and manage everything you need for assured business continuity by running Infor business applications in an external datacenter. Our hosting services can include the provision of hardware, virtualization, operating system support, backup, recovery, network security, redundant infrastructure, and connectivity to your network. We'll also monitor and support all systems around the clock, including all services you need to meet key performance indicators for availability, continuity, and sustainable performance.

Managed hosting of third party applications. We can also provide full-service hosting of third party applications (assuming that they are part of your Infor solution) with the same broad range of support that we provide when we host Infor applications. You'll get the benefits of world-class IT administration without the distraction of maintaining a datacenter yourself.

Continuity management.

Disaster recovery planning. We can create a disaster recovery plan specifically for your needs to protect your Infor application environment. We'll also keep the plan up to date to assure quickest possible and reliable recovery times.

Storage and capacity management.

Periodic capacity analysis. Make sure you have sufficient system and storage capacity to ensure top performance. Our team can perform periodic capacity analysis, measure results, and inform you in time to make adjustments and extensions through a secure and predictable process.

Periodical capacity reporting. We can also prepare periodic reports of findings, trends, conclusions, and recommendations for system and storage capacity, along with your regular service reports.

Backup and DR management.

Backup and recovery management. Letting our experts conduct an effective program of on-line and off-line backups can prevent data loss. We can also restore backups for you when necessary and manage backup software as well.

Periodic recovery testing. With your co-operation, we'll perform periodic (full or partial) recovery tests to check the reliability of your backup.

Customization support services.

Our experts can solve software incidents for you and fix problems linked to customizations, including modification of customized software related to bug fixes of standard application software.

Customization upgrade. Our team can perform impact analysis and upgrades of customized Infor applications and interface software, particularly when a planned Feature or Service Pack installation of Infor applications will impact your applications.

Customization enhancement services. At your request, we can add enhancements to customized Infor application software. We can also analyze and design any enhancements you may need and discuss those enhancements with business process owners and application administrators.

Customization test support. We can support your key users while testing newly developed application functionality or customizations, through comprehensive test procedures, coaching and review of test results.

Client system retention for customizations. We'll preserve your system's reliability by providing, maintaining, and managing a customization support, development, and pretest environment. This environment allows us to reproduce and resolve incidents involving customized software, develop software modifications, create new customized software components, and perform tests before we deliver customized software components to you.

See results now.

In a competitive business environment, there's no better way to assure the continuity, agility, and operational excellence of your business than to trust your infrastructure to Infor Application Management Services. You'll rest easy, knowing that your critical business infrastructure is in the reliable hands of one of the world's most experienced support organizations. For more information contact managedservices@infor.com.

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About Infor.

Infor is the world's third-largest supplier of enterprise applications and services, helping more than 70,000 large and mid-size companies improve operations and drive growth across numerous industry sectors. To learn more about Infor, please visit www.infor.com.