Infor Application Management Services

Do business better.

The shocking, hidden costs of software downtime rarely appear in financial statements. But many managers have become all too familiar with the cost of software disruptions during the business day. Local IT departments rarely maintain the staffing or skill set to support all of the sophisticated new applications that keep top businesses on the leading edge. Studies show that most companies today are either using or considering an Application Management Services (AMS) contract to improve performance and reduce risk. Smart companies know that outsourcing the management of business-critical systems costs vastly less in the long run than absorbing the unaccounted risks of business disruption.

Leverage experience.

With 30 years of experience at helping companies of all sizes choose and run business software, Infor™ offers you a single point of contact with global reach and local presence to deliver reliable, tested solutions. Our 8,000 employees know what it takes to do business better in your industry because we've been there. By choosing Infor for your AMS provider, you'll be ensuring the continuity of your business; you'll gain access to the latest knowledge, and get the most from your applications while optimizing your costs.

Get business specific.

You'd think that technology would be the simplest part of the business process puzzle by now. But if your company's staff has never deployed or managed a particular advanced application, it can take years for them to learn the details of running that application effectively and even longer to understand the best ways to make that application serve your business process. By the time you hire and train the talent you need to run a business application at a world-class performance level, you're already out of date and you have to start again.

Let Infor run your software so that you can run your business and save on IT costs.

Infor Application Management Services streamlines your business by relieving you of the burden of day-to-day application support, help desk administration, and customization care. By tailoring a service level agreement to your exact requirements, Infor AMS keeps you current on application versions, increases your productivity, and reduces the total cost of ownership of your Infor applications. Infor AMS delivers operational excellence on your terms. You can choose from a broad variety of services within three major categories:

Technical AMS. By outsourcing the management of all technical details to Infor's Technical AMS services, you'll gain greater reliability. Those details can include installation, performance monitoring, security checks, and other operations. You'll position your IT staff to think and act strategically, rather than distracting them with the details of daily application management.

Functional AMS. The methods you use to build your business processes around an application sometimes make a bigger difference than the features of the application itself.

Infor's Functional AMS can provide you with world-class expertise in leveraging business software to streamline your business processes and improve your firm's overall operational excellence. Infor specialists' extensive product knowledge and access to specialized resources means that they can give your users the highest possible level of support.

Infrastructure and continuity management. Time consuming tasks such as hardware and OS management, storage, and backup are key to the health of your IT environment. You can count on Infor specialists and partners to optimize and manage your infrastructure while they monitor your systems for peak performance.

At Infor, we don't believe in one-size-fits-all solutions. Your business is unique, as is your approach to managing your business applications—your business process should be too. Our customers are often surprised to find that Infor AMS results in lower overall costs when they consider what they would have spent on maintenance, training, recruiting, upgrades, and costs related to downtime.

See results now.

More than three out of four companies either outsource the support of their application environment or are considering it. 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, one of the world's most experienced support organizations.

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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.

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INF1230697-1249694-EN-US-1012-1