



Infor Services: Our people



The mission of the Infor Services team is to make customers successful by helping them realize the greatest possible value from their technology investments. After serving customers for more than a decade and successfully completing thousands of implementations, we have come to believe in a simple truth—people are the heart and soul of any organization. Without a doubt, they are the core of Infor services.

We are committed to quality—our consultants have completed over 1200 major go-lives on time and on budget in just the last 12 months. We also are committed to service—we currently work with companies in 168 countries, so we can meet our customers' needs wherever they are. And we are committed to our own people—we know that investing in the on-going education and development of our consultants is critical to being able to execute on our mission.

Finding and nurturing the right people with the right skills to transform our customers' businesses doesn't happen by accident. We do this by creating a culture and environment where our consultants can thrive. What's it like to be part of the Infor Services team? Join us, and you'll have access to education, opportunity, and inspiration.

Education

To ensure you have the deep product and business knowledge you need to effectively support Infor's customers, we offer a rigorous series of training programs known as **Infor Academy**. These comprehensive, 10 to 12 week programs are delivered via a combination of methods, including e-learning, classroom instruction, and in-field shadowing on actual customer projects.

A typical program includes four to five weeks of hands-on product training, three to four weeks of in-field shadowing, and two to three weeks of training on Infor-specific methodologies. The process is completed with a one-week, in-classroom capstone course. Upon passing a final exam, you become certified in the Infor solutions you'll be supporting.

Consultants who are new to Infor Services and existing team members have access to this program. Infor's partners, who are an essential part of the Infor Services ecosystem, are also eligible to participate. Why? Because technology changes, and the interests and experience of our consultants evolve. Infor Academy provides Infor Services team members with ongoing opportunities to expand their knowledge. Approximately 400 consultants will be trained every year through the Infor Academy program.

Here's what Infor Academy attendees have to say:

"One of the benefits of the Infor Academy is the opportunity to share experiences with colleagues coming from different regions and to build a knowledge network for the future. The visits from the leaders of the organization allowed us to see Infor's vision and also provided us with contacts from the support organizations."

"I am very impressed by Infor's willingness to inject so much investment into such a high value training model."

"The course materials are going to be a boon to apply and refresh knowledge while on projects."

Opportunity

Infor is proud to serve over 70,000 customers around the world. The organizations we serve are diverse, so we know that one size fits all doesn't fit anyone. We believe in differentiation through specialization, and we work hard to develop both the expertise and technology necessary to meet unique, industry-driven customer needs.

What does this mean to our Infor Services team members? In a word, opportunity. Whether you're interested in working with brewers or defense contractors, healthcare providers or hotels; whether you want to focus on mobile technologies or foundational ERP, CRM, or talent science, Infor offers many avenues for finding and growing your passion. We know that supporting your goals increases Infor's ability to help our customers meet theirs.

Inspiration

Infor has the footprint and capabilities of a global software organization and the mentality of a start-up. We pride ourselves on getting things done and thinking differently. How many software companies care about beauty? Infor has made a major investment in it by building our own internal design agency—

"My time in the Infor M3 Academy has been an amazing opportunity. I have worked for several software companies and have never had this level of education offered to me. While the classes have been intense, working with people from around the world for 12 weeks has been a once in a life time experience."

—Infor Academy attendee

Hook & Loop—so we can focus deeply on the customer experience.

From cloud computing and technology powered by science to mobility and social collaboration, Infor is committed to innovation. Put simply, we don't believe in standing still.

Companies around the world rely on the global resources of Infor Services for great performance and the peace of mind that comes from knowing they're in expert hands.

Are you ready to become one of the best of the best? Visit <http://www.infor.com/company/careers/> to explore current opportunities or email Michael.Joseph@infor.com in the Americas, Harald.Been@infor.com in EMEA, or Justin.Lim@infor.com in APAC, today.



641 Avenue of the Americas
New York, NY 10011
800-260-2640
infor.com

About Infor

Infor builds beautiful business applications with last mile functionality and scientific insights delivered as a cloud service. With 14,000 employees and customers in more than 200 countries and territories, Infor automates critical processes and helps eliminate the need for customization through embedded industry domain expertise. To learn more, visit www.infor.com.

Copyright© 2016 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. This document is provided for informational purposes only and does not constitute a commitment to you in any way. The information, products and services described herein are subject to change at any time without notice. www.infor.com.

INF-1476854-EN-US-0716-3