Important notices

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This document supersedes and replaces all documents previously referenced as the Infor “Scope of Operations” and/or the Lawson “Support Operations Handbook” and shall be considered the current version of such documents.

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Overview

This Support Operations Handbook has been developed to communicate how the Infor Support team at Infor will engage with Licensees to provide Infor Support. This document summarizes key features of Infor’s Support plans and addresses common areas of inquiry by our customers. This document does not replace or amend any rights or obligations set forth in Licensee’s software license or software support agreement(s) with Infor.

Infor offers three Support plans, as follows:

1. **Essential Support** – Support for an unlimited number of incidents, continuous online support through a portal that’s available 24x7, and priority queuing based on the severity of an incident.

2. **Premium Support** – All the benefits of the Essential Support plan, plus extended critical incident support 24X7 and live, interactive briefings.

3. **Elite Support** – All the benefits of Premium plus an assigned Customer Success Manager dedicated to helping Licensee resolve Licensee’s issues and achieve user satisfaction with Infor’s products and technology. Additional services include, but are not limited to, support activity reviews, early adopter programs, and special events support.

The services offered under each Support plan are subject to change and may not be available for all products. A general description of Infor’s Support plans is located at: www.infor.com/support/support-plan-features/. The following information provides supplementary detail on Infor’s Support offerings.

Definitions

“**Component System**” means any one of the computer software programs which is identified in the applicable order form or other ordering document as a software product being licensed and supported by Infor (and may be referred to in a legacy agreement as Products, Software Products, Software, Programs or Licensed Programs). Component Systems owned by a third party may also be referred to in the underlying software license agreement as Additional Software, Third Party Products or Third Party Software.

“**Customer Care Team**” means certain Infor employees who are responsible for creating and updating incidents that have been reported via the telephone, managing access to the Infor Support Portal, and generating license keys for Licensees.

“**Infor**”, “our” or “we” refers to Infor (US), Inc. or one of its affiliated entities (and their respective predecessor companies) that has entered into software license and support agreement(s) with Licensee.

“**Infor Support Assistant**” is a tool that, when enabled, proactively provides information to the Support Support team.

“**Infor Support Communities**” means an online channel available through the Infor Support Portal which enables Licensees to communicate with their peers who have licensed the same Infor Component System(s).

“**Infor Support Center**” means a local, regional, or central location which handles all inbound and outbound communications with Licensee via the telephone or the Infor Support Portal.
“Infor Support Portal” means the Infor support website that provides Licensees with the ability to log issues, search the Knowledge Base, participate in Infor Support Communities, download available patches and releases, and other self-service functions available to all Infor Support Licensees who have a valid Support agreement in place with Infor.

“Licensee” or “you” or “your” refers to the entity that has purchased Support (from Infor or an Infor-authorized partner or distributor) for a Support Period.

“Product Family(ies)” refers to the licensed Component Systems that fall within the same product group, as solely determined by Infor.

“Product Knowledge Base” or “Knowledge Base” means the centralized repository of information specific to Infor Component Systems.

“Support” refers to Infor’s then-current standard maintenance and support services for its eligible Component Systems (and may be referred to in a legacy agreement as Maintenance, Maintenance and Support, Maintenance Services, Annual Support, Support Services, On-Going Support or One Point Support). “Support” may also be used generically to refer to the Infor Support organization, as applicable.

“Support Period” refers to the applicable twelve (12) month Support period for which Licensee has paid Infor for Support.

Infor Support model

Infor’s incident management support model includes four main areas:

- Incident entry
- Qualifying
- Research
- Resolution

Infor Support model diagram:

- Resolution time
- Response time
- Incident management
  - Update of the incident
  - Request for information
  - Prioritization of incident
  - Detailed documentation throughout lifecycle of incident

- Incident entry
  - Via portal
  - Via phone

- Qualifying
  - Validate Issue
  - Collect necessary data
  - Search knowledge base
  - Reproduction

- Research
  - In-depth troubleshooting
  - Issue reproduction
  - Root cause analysis
  - Debugging

- Resolution
  - Issue fix if applicable
  - Recommendations
  - Workarounds
• **Incident Entry:** Licensee is able to initiate an incident via the Infor Support Portal located at [www.infor.com/inforxtreme](http://www.infor.com/inforxtreme) or by calling the Infor Support Center at the numbers listed in the “Accessing Infor Support” section below. When a new incident is entered via the Infor Support Portal, it is automatically routed to a support analyst, or to the appropriate queue to be picked up by the next available support analyst. Another option is to call the Infor Support Center and speak to a member of the Infor Customer Care team. The Customer Care team member will ask for specific information including a short description of the issue. The incident will then be routed to the appropriate support analyst or appropriate call queue to be addressed by the next available support analyst.

• **Qualifying:** Once an incident has been received, the support analyst may contact the Licensee for additional information. Clarification of the incident may be necessary before in-depth analysis can be performed and before the support analyst can begin to resolve the incident. Qualification steps may include without limitation searching the Knowledge Base, reproducing the reported issue, and/or collecting additional information to validate the issue.

• **Research:** Using the results from the qualifying step, the support analyst will perform further research, and testing to help resolve the incident. This may include, without limitation, debugging, root cause analysis, reproduction of the issue and in depth troubleshooting. If the incident requires that a discrepancy record be created, the support analyst will document the steps required and will forward the discrepancy record to the Infor product maintenance team. The analyst will associate the Licensee to the discrepancy within the Infor systems so the Licensee is proactively notified of any updates to the incident.

• **Resolution:** Once an incident has been resolved, it will be closed. Most incidents are resolved by the support analyst. In the case of a discrepancy, the Infor product development team is responsible for developing software fixes, as required. In some instances, based on the critical nature of the incident, a single fix will be made available. Confirmed discrepancies will be scheduled and addressed, with the higher severity level discrepancies being given priority. The open incident will be updated with the new information. Notwithstanding anything to the contrary set forth above, not all resolutions require an actual fix to a discrepancy and may be resolved with a workaround or other recommendations, as solely determined by Infor.

**Resolution Process:** Incident resolution is often an investigative process that is iterative, with many variables, and at times requires collaboration and troubleshooting by various teams within Infor and Licensee to determine the root cause in order to bring the incident to resolution. The nature of this process makes providing target resolution times difficult. Licensees have communicated to Infor that what is important to them, is having the ability to continue doing business while Infor investigates the cause of an issue, and providing regular updates as Infor progresses through the troubleshooting process.
Accessing Infor Support

You may contact the Infor Support Center by submitting an incident via the web at www.infor.com/inforxtreme 24x7 or by placing a call during Infor’s scheduled business hours. For a complete listing of the Support Center phone numbers, access the “Contact Us” option on the home page of the Infor Support Portal at www.infor.com/inforxtreme, Licensee receives 24x7, online access to a variety of Support services. Infor Support encourages online entry of incidents—a method that enables Infor Support analysts to quickly begin analyzing the issue and researching the resolution. Online access can be requested from the Licensee’s Infor customer/contact administrator or by contacting the Infor Customer Care team. In addition to logging a new incident through the Infor Support Portal, the Licensee can access other Support services and capabilities including:

- Ability to view and update Licensee’s Support incident history and status
- Access to Product Knowledge Base
- Access to Frequently Asked Questions (and Responses)
- Access to latest Component System information about new releases
- Ability to download Component System upgrades and documentation
- Ability to participate in Infor Support Communities to share best practices and resolutions to business challenges with other Licensees
- Access to Licensee’s environment information powered by the Infor Support Assistant, enabling Infor to provide proactive support (not available for all products).
- Access to Licensee’s analytics providing information on Support experiences with regard to incidents, customer satisfaction, the Product Knowledge Base, and Licensee’s users interactions with the Infor Support Portal

Incident management

Incident: The general definition of a support incident is a single, reproducible issue, problem, or symptom. An “incident” for purposes of Infor Support is a request for assistance, or a question fully and accurately logged within the Infor Support Portal that is related to Infor Component System operation, software keys, or information requests about our Support plans. Other commonly used names for an incident are “case”, “inquiry”, “call”, “log”, “issue”, and “ticket”.

Reporting Component System errors: Licensee should document and report all discrepancies in the Component Systems to Infor in order to help Infor Support diagnose the issue the Licensee is experiencing. Infor recommends supplying critical information on Component System versions, operating systems, and applicable error codes to help accelerate the process of accurately documenting the issue.

- In order for Infor Support to effectively address an incident, Licensee should have the below information readily available when placing a call to Infor Support, or to provide the information when logging an incident via the Infor Support Portal. Doing so will help Infor to timely respond in a more effective manner.
– Licensee is responsible for notifying Infor if their data is sensitive or ITAR-regulated.
– Licensee’s Infor customer number and contact details (name, email address, and contact number).
– Name and version number of the applicable installed Component System(s).
– Details of the incident (e.g., error messages and how to reproduce the error). If Licensee is logging via the Infor Support Portal, screen shots and output examples should be included.
– Description of the issue’s frequency and predictability (e.g., intermittently, each time function is used, etc.)
– Description of the issue’s impact (e.g., Does it impact all users? Does it occur on all PCs/Workstations?)

If Licensee is not using the Infor Support Assistant, Licensee may be asked to confirm Licensee’s hardware configuration, operating system, database systems (e.g., SQL Server®, Informix®, Btrieve®, Oracle®, etc.), middleware, or other integration software.

**Severity levels:** Incidents affecting Licensee’s licensed Component Systems are classified according to the following severity level descriptions, and each incident must have a severity level assigned to it by Licensee and must be provided as part of the information related to such incident. Licensee must define the incident severity and should use the following table of definitions as a guide.

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Description</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Production System Down</td>
<td>The Licensee’s production system, database, or Component System is inoperable, or a critical application failure has occurred and business processes are halted. There are no workarounds available. Severity 1 issues that occur after standard Support hours must be reported by telephone.</td>
</tr>
<tr>
<td>2</td>
<td>High</td>
<td>A critical business process is impaired, causing a serious disruption of a major business function and is causing a serious impact on daily functions or processing, and there is no acceptable workaround.</td>
</tr>
<tr>
<td>3</td>
<td>Medium</td>
<td>Non-critical issue occurs with the Component System. Licensee is able to run the Component System, and there is an acceptable workaround for the issue.</td>
</tr>
<tr>
<td>4</td>
<td>Low</td>
<td>An inquiry or low impact issue that does not require immediate attention. This includes cosmetic issues on screens, errors in documentation, or a request regarding use of the Component System.</td>
</tr>
<tr>
<td>5</td>
<td>Suggestion for Enhancement</td>
<td>A suggestion is made for enhancing the Component System by adding new features or improving existing features.</td>
</tr>
</tbody>
</table>
Critical Incident Support (CIS):"The Infor Support plan covers 24x5 Critical Incident Support for most Component Systems. “Critical Incident Support” is defined as the delivery of support via telephone for Severity 1 (production down) situations, as defined in this document. When Licensee calls for technical assistance regarding a Severity 1 issue outside of Support coverage hours or during locally observed holidays, the call will be routed to an open Infor Support Center or to the on-call resource. Severity 1 incidents will be worked within the Licensee’s support plan terms, until the Component System(s) is operational, a commercially reasonable workaround is in place, or the incident severity can be lowered to Severity 2. Notwithstanding the foregoing, the Severity 1 Support incidents of Component Systems on an 8x5 Support plan and all other severity levels will be logged for response the next local business working day. 24x5 coverage begins at 12:00 AM Monday through 11:59 PM Friday local time in Licensee’s time zone. For certain products Critical Incident Support is available only during standard Support hours.

For eligible products, the Premium and Elite plans provide Critical Incident Support for Severity 1 incidents - 24 hours per day, 365 days a year.

Critical Incident Support outside of standard Support hours may be delivered in English only and covers only the generally available unmodified version of the applicable Component System(s). Critical incidents that occur after standard Support hours must be reported by telephone.

Critical Incident Support requires access to Licensee’s personnel and equipment both during and outside of standard Support hours.

Escalation Management: Escalation beyond standard procedures is reserved for issues that merit a higher degree of attention, and such escalation is not intended for issues that are well-suited to Infor standard operating procedures. If Licensee believes that an issue needs a higher level of attention, Licensee should contact the regional Infor Support Center and request that a Support Manager become involved. If merited, the Customer Care team will escalate the issue and notify the appropriate Support Manager of the situation. The Support Manager will act promptly to assess the situation, contact Licensee to discuss the resolution plan, identify required resources, and implement the resolution plan.

Infor Support responsibilities

General : Infor Support is available for all Infor-owned Component Systems and for certain specified Third Party Products. Providing Support for Third Party Products may require Infor and/or Licensee to interface with other software suppliers (where applicable) to help resolve Support incidents. Licensees may only access and enjoy the benefits of Support for those licensed Component Systems for which they have purchased Support for the Support Period.

For all Infor Support plans, Infor’s primary responsibilities are:

- Providing guidance and offering tips and techniques regarding supported Infor Component Systems.
- Troubleshooting issues with Infor Component Systems when Licensee experiences unexpected results.
- Reproducing discrepancies and assisting in providing alternative methods to help maintain stability until the discrepancy is corrected.
- Providing Component System updates that include fixes for incidents and minor and major releases.

Infor is in no way committing to the development or delivery of any specified enhancement, upgrade, product or functionality. See “disclaimer” paragraph contained herein.
For issues related to custom application code or reports, and/or Licensee specific requirements, Infor will initially attempt to provide suggestions and direction but will not debug custom application code or reports or develop customer-specific modifications. In order to help serve all of our customers efficiently, Infor Support will refer Licensee to the Infor Services to assist with custom application code or reports or issues related to customer-specific modifications. In the event the Licensee wishes to engage Infor Services, Infor Support will arrange a hand-over to the Infor Services organization to help transition the findings of the analysis.

Pursuant to a separately executed consulting services contract and associated statement of work, Infor Services can also assist and provide guidance on how to use and deploy Infor Component Systems, provide additional assistance on implementations, or assist in designing and developing customizations for Infor Component Systems.

**Non-Production Server Support:** For details regarding Infor Support plans purchased specifically for non-production servers, (e.g. active disaster recovery server) please reference the applicable Order Form (or other ordering document) and/or license and Support agreement between Licensee and Infor evidencing such Support plan.

Support for any of the non-production server incidents consists solely of support for the Infor applications running in these environments—in accordance with the parameters of the applicable support plan. It does not include, for example, and without limitation the disaster recovery failover/ recovery process, or data synchronization between servers, both manual and automatic.

**Lifecycle Support Information:** Infor’s current policy is to make available Support for all Infor Component Systems for as long as it is commercially practical and technically feasible. However, Infor will periodically evaluate Product Families to determine whether there are an appropriate number of Licensees willing to invest in annual Support contracts, and Infor will communicate any substantive Support changes to Licensees proactively. Contact Infor Support for the life cycle information for Licensee’s specific Component System; this information is also available on the Infor Support Portal.

The support of Third Party Products and databases used by Infor Component Systems can be provided as long as these Third Party Products and databases are supported by support plans from their respective vendors which coincide with the terms and conditions of the then-current Infor Support plans, and provided further that Infor maintains a contractual relationship with such vendors that permits Infor to provide the same level of support for such Third Party Products and databases that Infor then-currently offers under Support.
Infor Support Coverage Limits: Infor Support is committed to helping with inquiries to the best of Infor Support’s ability. There are times when issues are encountered where the source of the error is difficult to identify as a database issue, network issue, operating system issue, or something else. Infor support analysts will provide initial assistance to help work through the issue, but there may be times when the Licensee is asked to engage with the Infor Services organization, as the services that must be provided to assist Licensee are beyond the scope of Infor Support.

Infor will respond to all Support incidents, however, Infor, at its sole discretion, will only spend up to fifteen (15) minutes on any incident that is outside the scope of Infor Support. Without limitation, this applies to the following areas:

- Implementation setup—any implementation issue such as business flow processes, configurations or installation of 3rd party components such as databases and operating system (OS), benchmarking, training of users, etc.
- Application optimization—assistance in analyzing, testing, or improving the performance of the Infor Component System.
- Hardware/operating system*—any incident regarding assistance with the hardware configuration, operating system tuning, or database administration tasks.
- Modified objects (custom software)—Infor provides Support for Infor’s standard code set. However, this does not include analyzing the code of module customizations. Customization support services are generally available through our Infor Services organization.
- Data correction—incidents related to data corrections or corruptions that are not caused by the malfunction of the unmodified standard Component System.
- Test or Development Server—troubleshooting issues regarding Component System functionality when conducting a test on a test server or development server.
- Training—training and education are provided through Infor’s Services organization. If Licensee is unsure whether the issue is a Support incident or whether it requires consulting or training services, please follow the incident submission process within the Infor Support Portal. A support analyst will work with the Licensee to determine the appropriate course of action.

*Provided for some Component Systems—please refer to your contract with Infor.
Support plans

Infor currently offers Support for all Infor-owned Component Systems. In addition, Infor offers Premium and Elite Support plans for many Component Systems.

The detailed description of all components of the three Support plans and their current features are set forth below:

**Essential Support Plan**

<table>
<thead>
<tr>
<th>Description</th>
<th></th>
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<tbody>
<tr>
<td><strong>telephone Access to Infor Support Services</strong></td>
<td>Infor’s Support Centers’ business hours are generally Monday through Friday, 8:00 a.m. to 5:00 p.m., local time, in Licensee’s time zone, excluding holidays observed by Infor, which fall within the applicable coverage window. These hours may vary based upon Licensee’s Component System. Please refer to the Infor Support Portal, as Support hours by Component System are noted in specific Knowledge Base articles.</td>
</tr>
<tr>
<td><strong>24*5 Critical Incident Support</strong></td>
<td>Critical Incident Support for Severity 1 incidents Monday through Friday. This service will also be available during holidays observed by Infor, which fall within the applicable coverage window. Coverage begins at 12:00 AM Monday through 11:59 PM Friday local time in Licensee’s time zone. Please refer to the Infor Support Portal at <a href="http://www.infor.com/inforxtreme">www.infor.com/inforxtreme</a>, as support hours by Component System are noted in specific Knowledge Base articles.</td>
</tr>
<tr>
<td><strong>How To Assistance</strong></td>
<td>Talk to Support analysts who will help answer procedural questions including questions about processes, Component System functionality, and features of generally available Component Systems.</td>
</tr>
<tr>
<td><strong>Defined Incident Response Targets</strong></td>
<td>Responding promptly to Licensee’s requests is an important goal of the Infor Support team. The “Response Target(s)” below are calculated as the difference between the time an incident is appropriately logged into the Infor Support Portal and the time of Infor’s first value-added communication. Value-added communication may include, without limitation, requests for additional information, the collection of error logs, findings from initial issue triage, timeline for the next step, or providing existing information from the Knowledge Base. Note that no response goals have been set for incidents designated as Severity 5 (enhancements). Infor Support will make commercially reasonable efforts to meet the Response Targets set forth below.</td>
</tr>
<tr>
<td><strong>Severity 1—Production System Down</strong></td>
<td>Infor will make commercially reasonable efforts to respond within one (1) hour during scheduled business hours.** Note: Please report all Severity 1 issues by telephone to the local Infor Support Center outside of standard Support hours.</td>
</tr>
<tr>
<td><strong>All other Severities (except 5)</strong></td>
<td>Infor will make commercially reasonable efforts to respond within two (2) business hours. There is not a set response target for Severity 5 (enhancements).</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Unlimited Incidents</td>
<td>There is no limit to the number of incidents that can be submitted.</td>
</tr>
<tr>
<td>Electronic Support</td>
<td>Infor will provide 24x7x365 online access to the Infor Support Portal.</td>
</tr>
<tr>
<td>Knowledge Base</td>
<td>Access via the Infor Support Portal to the Knowledge Base and other resources that can help Licensee quickly find answers to outstanding questions, including links to available fixes.</td>
</tr>
<tr>
<td>Remote Access Capabilities</td>
<td>When necessary, and with Licensee’s permission, Infor Support analysts will remotely access the systems associated with Infor Component Systems to help analyze and help resolve any complex issues that Licensee may be experiencing. The Infor Support Portal contains further details and necessary instructions.</td>
</tr>
<tr>
<td>Access to Component System Patches and Service Packs</td>
<td>Access to the Infor Support Portal to obtain generally available fixes and patches. These often include statutory and regulatory updates and issue corrections.</td>
</tr>
<tr>
<td>Component System Updates and Feature Packs</td>
<td>Access the Infor Support Portal to obtain Component System enhancements, updated releases, issue corrections, documentation updates and related release notes.</td>
</tr>
<tr>
<td>Critical Solution Notification</td>
<td>The Infor Support Portal enables each Licensee contact to develop a unique profile. Each contact may also choose to sign up for Knowledge Base articles that may be of particular interest. When Infor develops a Knowledge Base article for a critical incident, the Licensee contact can receive a notification about its availability and how to access it.</td>
</tr>
<tr>
<td>Recorded Briefings</td>
<td>Infor provides Licensee with access to recorded webinar Support briefings, lasting an average of 5 to 15 minutes, which are designed to help Licensee become familiar with the latest Infor Component System functions and features.</td>
</tr>
<tr>
<td>Priority Incident Queuing</td>
<td>Incidents are worked based on severity; the Licensee’s most critical issues are handled as a priority.</td>
</tr>
<tr>
<td>Infor Support Communities</td>
<td>Infor Support Communities were developed as a social networking forum—allowing Infor Licensees, partners and employees to share best practices and possible resolutions to challenging or complex business issues with one another.</td>
</tr>
<tr>
<td>License Keys</td>
<td>Access to license keys available within the scope of Licensee’s software license and/or Support agreement.</td>
</tr>
</tbody>
</table>
# Premium Support Plan**
Includes all of the features of the Essential Support plan plus the following:

<table>
<thead>
<tr>
<th>Description</th>
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<tbody>
<tr>
<td>24*7 Critical Incident Support</td>
</tr>
<tr>
<td>Critical Incident Support for Severity 1 incidents 365 days a year and 24 hours per day. This service will also be available during holidays observed by Infor.</td>
</tr>
<tr>
<td>Live, Interactive Briefings</td>
</tr>
<tr>
<td>Attend live briefing sessions throughout the year and ask the analysts questions on general interest topics and recommend topics for future briefings.</td>
</tr>
<tr>
<td>Priority Plan Queuing</td>
</tr>
<tr>
<td>Incidents are prioritized based upon severity level as well as the applicable Support plan. (i.e. Premium or Elite plans have a higher priority in the queue than the standard Essential Support plan).</td>
</tr>
</tbody>
</table>

# Elite Support**
Includes all of the features of the Premium Support plan plus the following:

<table>
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<tr>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Special Events Support</td>
</tr>
<tr>
<td>Get Support for all severity levels for one weekend a year. This can be an advantage when applying patches, planning application upgrades or other important company/IT events.</td>
</tr>
<tr>
<td>Assigned Customer Success Manager</td>
</tr>
<tr>
<td>Dedicated person who helps resolve issues through coordination of the following activities: access to senior level Support and development analysts; update planning assistance; scorecard activity reports and early adopter program.</td>
</tr>
<tr>
<td>Access to senior level Support and development analysts</td>
</tr>
<tr>
<td>Where appropriate, the Customer Success Manager will coordinate meetings with senior Support and development resources to help resolve urgent issues.</td>
</tr>
<tr>
<td>Update planning assistance</td>
</tr>
<tr>
<td>Work with Infor Support to help plan service pack and update installations. The Customer Success Manager will discuss plans, any known issues, and other Support considerations.</td>
</tr>
<tr>
<td>Response Targets Severity 1 (Production System Down)</td>
</tr>
<tr>
<td>Infor will make commercially reasonable efforts to respond within 30 minutes during scheduled business hours. Note: All Severity 1 issues which occur outside of standard Support hours must be reported by telephone to the local Infor Support Center.</td>
</tr>
<tr>
<td>All other Severities (except 5)</td>
</tr>
<tr>
<td>Generally responded to within one (1) business hour during scheduled coverage hours.</td>
</tr>
<tr>
<td>Scorecard Activity Reports</td>
</tr>
<tr>
<td>Get regular reports detailing Support activity; the Customer Success Manager will analyze the report and make recommendations.</td>
</tr>
<tr>
<td>Early Adopter Program</td>
</tr>
<tr>
<td>Obtain insight into planned products and Component System enhancements, as well as the opportunity to participate in beta or early adopter programs.</td>
</tr>
<tr>
<td>Infor Education Incentives</td>
</tr>
<tr>
<td>Discount on Infor Campus Card.</td>
</tr>
</tbody>
</table>

**This option is not available for all Infor Component Systems. Please contact your local Infor Support Center or your Account Manager for further details.
Guidelines for Optimal Support

Provided Licensee’s software license agreement permits such actions, Infor recommends Licensee implement the following guidelines for production, permitted test, and fallback systems. These guidelines should help Licensee’s Component System users enjoy a stable working environment, and receive a more optimal quality of Support from Infor. For avoidance of doubt, unless otherwise noted, these recommended guidelines are not requirements by Infor.

Remote access: Licensee can greatly facilitate incident resolution by providing Infor Support analysts remote access to Licensee’s Component Systems. Providing remote access is a standard contractual requirement. The Support analyst will require the same clearance level as Licensee’s internal staff, however, Infor will ask for Licensee’s permission prior to connecting to your system. Licensee will also be expected to participate while remote access is available to the Infor Support analyst.

System administration: A solid-functioning system requires Licensee to have strong internal system administration and management to protect the integrity of Licensee’s data. This includes, but is not limited to, the following:

• Routine system backups.
• Periodic checking of the quality of the backups.
• Documented system management procedures to help protect information in the event of an error or malfunction of the Component System(s).
• Change-control process to help track changes to the base system. This must start during the implementation and must be active for every subsequent change that is made. The change control process must cover the operating system database, and Component System environments.

NOTE: Licensee’s failure to instill appropriate procedures, like those set forth above, or Licensee’s lack of successful execution of such procedures may adversely affect Infor’s ability to respond to issues efficiently.

Stay current with Component System versions and fixes: It is a best practice to stay current on the latest version of the Component System and the most current fix levels. This will help Licensee receive the most efficient level of Support from Infor.

Product expertise: Licensee should ensure its users have been appropriately trained on the Component Systems and on working with Infor support staff. This will result in more productive and effective interactions. Infor Services organization can provide assistance in this area through its onsite consulting and training offerings.

Maintain current backup of the Component System(s): Licensee should maintain a current backup of all Component Systems and data to assist in expedient recovery in the event of Component System failure.

Test environment: A stand-alone or separate licensed test environment can help minimize the risk to a production operation. Within the test environment, Licensee can test resolutions, upgrade releases, isolate specific issues found in the production environment, and test backup strategies.
Space management and performance tuning: Performance and disk space availability normally degrade over time with any system production environment. It is Licensee’s responsibility to continuously monitor these issues so that sudden performance or space issues do not quickly escalate into system downtimes.

Infor Support Assistant (ISA): Infor may use information available through the use of the Infor Support Assistant to aid in the troubleshooting process. The Infor Support Assistant (“ISA”) is a tool that, when enabled, proactively provides information to the Infor Support team, enabling that team to provide proactive support and reduce troubleshooting cycle times. Information provided via ISA includes details about Licensee’s Infor environment, installed patches, configuration changes, operating system levels, changes to the environment, and parameter settings. Best practices call for Licensee to opt to enable the Infor Support Assistant (ISA). Providing Support with immediate access to all this relevant information, through ISA, means that Licensee can benefit from faster resolution to Licensee’s incidents, proactive recommendations for Licensee’s Infor Component System environments, faster troubleshooting of issues, the ability to monitor disk utilization and available memory, and reduced time to log an incident. The Infor Support Assistant is not available for all Component Systems. In order to take advantage of remote access or the ISA, Licensee must maintain all software, hardware, and network equipment in the configuration recommended by the appropriate equipment vendor and / or by Infor guidelines.
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.

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