

# Infor Xtreme Support

## *We're there when you need us.*

Innovative, proven technology can take your company to new heights. But companies don't succeed by technology alone. Especially in today's economy, smart companies understand that the right level of support is critical to the success of the entire organization. When issues arise or updates become available, you want timely, skilled, professional experts who will do everything possible to make your job easier. And in large, complex organizations, you need access to dedicated resources that can be assigned to help coordinate system activity across geographically dispersed users within your company.

## *Powered by people.*

Get support that's tailored to your specific industry from Infor™, where we understand that the speed and quality of the information we provide are critical to your company.

You'll get the optimum benefit from Infor—not only because of our deep industry knowledge, but also because we measure ourselves on how quickly we successfully address your issues. Plus, you'll be the one to declare an issue closed; not the other way around.

## *Always available.*

You can connect with us via the phone or through our Xtreme Support portal, where you'll find easy access to tools, information, and people that can help you.

You'll be able to set your viewing preferences with the Xtreme Support portal's new consumer-grade user interface, so you'll get information presented to you in a personalized way. You'll also be able to access critical support resources, including software patches, service packs, updates, release notes, a comprehensive knowledge

*Personalized, specialized, proactive support—no matter how complex your business environment.*

base, recorded briefings, and online communities—24 hours a day, 7 days a week, 365 days a year.

You can browse through relevant articles and videos, with quick and easy access to:

- Products and upgrades
- Tax and regulatory updates
- Critical patches

### **ION Support Assistant (ISA).**

Get incidents resolved fast with the help of this automated tool, which gathers reliable and precise information about the setup of your business's Infor software and the environment in which it is running. As a result, when you contact us with a new incident or question, you'll get an immediate assessment of the situation, because our Xtreme Support engineers won't need to first get reacquainted with your specific installation parameters.

You'll also be able to receive automatic recommendations. And by having your specific environment's information in our system, you'll get proactive alerts to potential problems and associated resolutions before your users experience the related issues.

## Support apps.

Leverage free, customizable support apps that proactively provide you with information and help you better manage your Infor software:

- **Action items**—See all relevant incidents, patches, and renewals.
- **Incidents**—Create and manage your support incidents.
- **Notifications support**—See the knowledge base articles that you signed up for. Also access articles flagged for you by an Xtreme Support engineer who knew the articles were applicable to your usage of the Infor software.
- **Favorites**—Save and quickly locate commonly used knowledge base articles.
- **Environment**—Access all the data provided by ISA.
- **Analytics**—See quantifiable metrics for how your company uses support.
- **Components search**—Search for information about Infor product components.

You can easily personalize all of the Xtreme Support apps so they look the way you want them to. You can also limit the information that's visible by using filters, and export data from the apps into Microsoft Excel®.

## You have choices.

Choose the support plan for the Infor products you use, depending on your needs, size, and complexity.

### Get complete coverage with Xtreme.

Obtain 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. With **Xtreme Support** you get:

- **Critical incident support**—Within one hour, get responses to your most critical issues (Severity 1), during or after business hours, 24x5.\*

\*Not available for all products; some features may be delivered in English only. Infor is in no way committing to the development or delivery of any specified enhancement, upgrade, product, service, or functionality. See "Disclaimer" paragraph contained herein.

### Infor Xtreme offers rich support plans that are:

- **Flexible**—A support level for each Infor product
- **Comprehensive**—A wide array of services
- **Personalized**—Customizable support portal
- **Xtreme**—Unlimited incidents, how-to help from "Xperts"
- **Xtreme Premium**—24x7 critical incident support
- **Xtreme Elite**—An assigned Elite account manager

- **Telephone access**—Contact us by phone, if you prefer.
- **Remote access**—Help resolve difficult issues more quickly by having us remotely access your system.
- **Software updates and feature packs**—Get product enhancements, updated releases, issue corrections, documentation updates, and related release notes.
- **Software patches and service packs**—Stay current on fixes and patches, with little to no downtime. These often include statutory and regulatory updates and issue corrections.
- **How-to assistance**—Talk to Xtreme Support engineers who will answer your procedural questions about processes, product functions, and features of available products.
- **Critical solution notification**—Get instant notification when resolutions to critical issues are available.\*
- **Recorded briefings**—Access recordings on "hot topics" and ask us to create briefings on particular topics of interest to you.
- **Online communities**—Join a social network to communicate with your peers who have the same product, environment configuration, or industry challenges.
- **Defined incident response targets**—Know what to expect from Xtreme Support. Your incident severity, product, and support plan determine our support response, which is designed to help keep your business-critical applications running at top speed. Support response targets are published in the Infor Xtreme Scope of Operations document.

### Additional coverage with Xtreme Premium.

With **Xtreme Premium Support**, get all the features and benefits of Xtreme Support, plus:

- **Extended critical incident support**—Within one hour, get responses to your most critical issues (Severity 1), during or after business hours, 24x7.\*
- **Live, interactive briefings**—Attend live WebEx™ sessions throughout the year. Ask the “Xperts” questions on general interest topics and recommend topics for future briefings.

### An assigned account manager with Xtreme Elite.

If you have a complex, multinational operation—and require priority support and more personal assistance—your best choice may be **Xtreme Elite Support**, which includes all the services of Xtreme Premium plus an assigned account manager dedicated to helping to resolve your issues and satisfy customers. You get:

- **Access to senior-level support and development resources**—Where appropriate, your Xtreme Elite account manager will coordinate meetings with senior support and development resources to help resolve urgent issues.
- **Update planning assistance**—Work with us to plan your service pack installations and update installations. An Xtreme Support engineer and your Xtreme Elite account manager will set up a call to discuss your plans, any known issues, and other support considerations. They will also follow up for the duration of your service pack or update installation.
- **Scorecard activity reports**—Get regular reports detailing the number of support incidents, who logged the incident, and a summary of open and closed incidents. Your Xtreme Elite account manager will study the reports and make recommendations for efficiency gains and productivity improvements.
- **Special events support**—When you are applying patches, performing system upgrades, or involved in other important company/IT events, get support for all severity levels one planned weekend a year. You'll be assigned an engineer who will become familiar with your business goals to assist with any support questions or issues that may arise.\*

- **Early adopter program**—Get upfront insight into new products and product enhancements, as well as the ability to participate in beta programs or early adoption of our newly developed software. You're under no obligation, but if the timing fits, required effort is possible, and business needs are in sync, you'll get hands-on access to new proposed products and the chance to offer input to our product development team—the source of our innovations.
- **Executive advisory boards**—Receive a special invitation to participate in Infor's customer executive advisory boards. By participating in advisory boards, you will receive special access to Infor product “Xperts” and executives, who offer a direct channel that allow you to provide your input on Infor's newest product offerings and business plans. The boards are designed to be collaborative, allowing our Xtreme Elite customers a unique opportunity to have an amplified voice regarding future Infor product direction. The boards also offer you an opportunity to network and connect with other customers who are using Infor software products.

Whichever support plan you choose, you can be sure you'll have a team that is:

- Intimately familiar with your software
- A partner with your own technical staff
- Expert in global delivery and support capabilities to help keep your business running smoothly

## *See results now.*

Connecting is what Infor Xtreme Support is all about. Every day, customers like you thrive with the help of a trained support team that delivers value, timely responsiveness, consistency, and quality. You can rely on Xtreme Support to help make the most of your solutions—no matter how challenging or rapidly changing your business environment.

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With Xtreme Support, you'll be able to:

- Optimize business systems with quality Infor application support.
- Quickly resolve technical and non-technical matters relating to Infor applications.
- Get a rapid, focused, and dedicated response to your mission-critical incidents.
- Take advantage of self-service support 24x7, with direct access to the Infor knowledge base, software downloads, recorded briefings, communities, and more.
- Keep your solutions running at peak performance and keep your people productive.

Join satisfied customers worldwide that rely on the services provided by the Infor Xtreme Support staff.

#### *Disclaimer*

*This document reflects the direction Infor may take with regard to the specific products and services described herein, all of which is subject to change by Infor in its sole discretion, with or without notice to you. This document is not a commitment to you in any way and you should not rely on this document or any of its content in making any decision. Infor is not committing to develop or deliver any specified enhancement, upgrade, product, service or functionality, even if such is described herein. This document, in whole or in part, may not be incorporated into any contractual agreement with Infor or its subsidiaries or affiliates.*

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