



Infor Xtreme Support Plans

Frequently Asked Questions (FAQs)

Purpose.

This document is intended to provide answers to the most common questions about Infor Xtreme Support Plans and is designed to help you make well informed decisions. If you have any questions, comments or suggestions related to the content of this document or Infor Support plans, please contact your Support Account Manager or email infor-supportplans@infor.com.

Q. What are Infor's new Xtreme Support Plans?

A. Infor's support plans were recently enhanced based on direct input from our customers and rebranded as Infor's Xtreme Support Plans. Infor is now offering customers more choice with three support plans that a customer can purchase:

- Xtreme
- Xtreme Premium
- Xtreme Elite

Q. Why is it called Xtreme Support?

A. Infor is redefining support to serve you even better. Our goal is to deliver industry-leading support, to exceed what we've all come to know as traditional product support. In other words, we're taking support to the Xtreme!

Q. Were any features removed from the previous support plans?

A. No, Our new Xtreme support plans have been enhanced to better serve our customers.

Q. What is the difference between Xtreme and Xtreme Premium?

A. Infor Xtreme Premium Support includes all components of Xtreme Support, but extends critical incident coverage through the weekend 24x7*. Xtreme Premium also includes the ability to participate in Live/Interactive Briefings. These are WebEx sessions that will be scheduled throughout the year based on common topics of interest where you can have the opportunity to ask questions of the experts. We also encourage you to recommend topics that are of value to your company.

Q. What are the key differentiators of Xtreme Elite Support?

A. Infor Xtreme Elite Support* includes all components of Infor Xtreme and Infor Xtreme Premium plans, but adds additional features that you'll appreciate if you're looking for a more personalized support experience: Most notably, Xtreme Elite customers are assigned an Elite Account Manager. The Elite Account Manager will review a support activity report scorecard with your team and go through logged incidents, discuss what's outstanding, what's waiting for an Infor response, or what may be waiting on you. Elite Account Managers will also facilitate upgrade planning assistance where they coordinate calls to discuss upgrade plans, any known issues and other support considerations. They will also follow up for the duration of the service pack or update installation to help ensure all goes smoothly. They will involve the appropriate resources within Infor, whether it is senior-level support engineers or development engineers to help resolve urgent issues.

In addition to this dedicated resource, Xtreme Elite extends Priority Support level queuing in which incidents are not only prioritized by severity level, but also by support plan. Another component of Infor Xtreme Elite is "Special Events Support." While Xtreme Elite Support provides 24x7 critical incident support with Special Events Support, customers also schedule Infor support to be available to respond to all levels of incidents. For example, if you have a planned upgrade or an end-of-year closing over a weekend, you could request to have Infor support on standby and ready if any issues arise.

Q. When do the Xtreme Support Plans become available?

A. Effective October 2011, Infor Xtreme, Xtreme Premium and Xtreme Elite plans are available.

Q. As a current customer with a standard or standard + 24x7 CIS support in place, What am I expected to do to make this transition to the Infor Xtreme or Xtreme Premium Support Plans?

A. If you are an existing Infor customer and current on a support agreement, you do not need to take any action. There are no new contracts to sign as a result of these revised plans. You will start to see the new Xtreme Support terminology from Infor and can now simply work with your Support Account Manager or email infor-supportplans@infor.com to learn more about the improved Xtreme Premium plan or the new Xtreme Elite plan options and how to take advantage of these enhanced offerings.

Q. What if I want to move to a different level of support?

A. As a current customer you may choose to move to a different level of support. Please contact your Support Account Manager or email infor-supportplans@infor.com for details on how to do this.

Q. Is there a price increase associated with these support plan enhancements?

A. No, Infor support plan pricing has not changed. However, we are introducing a new level of support, Infor Xtreme Elite, that you may choose to purchase.

Q. How do I know what level of support is right for me?

A. We encourage you to contact your Support Account manager or simply email infor-supportplans@infor.com, we are happy to review the plans with you. Additionally, the new support brochure found at <http://www.infor.com/support/about-support> provides additional details that may help you to understand all of the features and components of the Infor Xtreme Support plans and what level of support will best meet your needs.

Q. Who do I contact if I have questions?

A. If you have questions about Infor Support Plans, please contact your local Support Account Manager or email infor-supportplans@infor.com

*Note this service may not be 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.

About Infor.

Infor is a leading provider of business software and services, helping more than 70,000 customers in 164 countries improve operations and drive growth. To learn more about Infor, please visit www.infor.com.

Infor Corporate Headquarters
13560 Morris Road
Suite 4100
Alpharetta, Georgia 30004
USA
Phone: +1(800) 260 2640

www.infor.com

INFOR™