today’s legacy retail solutions were created, technology and consumer behavior have changed significantly, turning the industry on its head and leaving retailers scrambling to patch together bolt-on applications just to keep pace.”

Charles Phillips
CEO, Infor
Today’s retailers face a complex marketplace propelled not only by technological advances, brand distinction, growing competition, price pressure, and lingering economic uncertainty—but also more savvy consumers. Shoppers now have instant access to product information, reviews, and price comparisons. Your employees enjoy using consumer grade applications on their mobile devices, yet when they come to work, they are forced to use business applications that are stuck in 1995. Your employees— and customers—demand a better experience.

By partnering with cutting-edge retailers, Infor Retail is being designed to offer all of the features that businesses need today—and will need tomorrow—to satisfy their customers and their employees. By leveraging machine learning, cloud flexibility, holistic supply chain insights, and a beautiful interface that changes based on context, we’re ensuring that every retailer can stay nimble enough for perpetual evolution.
THIS IS RETAIL THE WAY IT SHOULD BE
Infor CloudSuite™ Retail, a new holistic, cloud-based retail management solution, will support all formats and types of retailing—including online, brick-and-mortar, social, mobile, fashion, hardlines, and grocery—on a global scale. The suite is architected and delivered in a way that allows retailers to take advantage of next generation capabilities incrementally without ripping and replacing legacy platforms.
Whole Foods Market has found a partner ideally suited to help us co-create a new retail platform that enables a more efficient, connected enterprise with greater visibility, flexibility, insight, and ease-of-use for our team members—all while delivering a better end-to-end shopping experience for our customers.”

Jason Buechel
EVP and CIO, Whole Foods Market
The advantages of cloud include not only multi-tenancy securely hosted by Amazon Web Services (AWS) and upgrades with minimal downtime and interruption, but also the ability to access supercomputing—on demand as needed—on a massive scale that transforms data analysis and decision-making.

Open source technology (e.g., Hadoop, Node.js, etc.) is what modern cloud companies are built on. Utilizing this modern and open source technology will enable retailers to manage massive amounts of real-time data in ways that were not available before.

Putting the supply chain on the network (e.g., items, orders, etc.) will enable retailers to orchestrate the supply across a network of suppliers and partners on behalf of customers. As one of the world’s largest cloud-based global commerce platforms, GT Nexus, an Infor company, will help retailers to act as interconnected, agile business networks that operate far more efficiently and much more quickly than they do today.

Infor CloudSuite Retail will unify disparate systems that have grown up over the last 20 years to support the evolving landscape of retailing (e.g., e-commerce, social, merchandising, supply chain, planning, etc.). It is not uncommon for retailers to have 10 or more systems that manage items and inventory, with redundant data and business logic. Unifying these into one elegant solution will drive efficiencies, alignment, and speed.
Big Data and Machine Learning

Big data architecture will allow retailers to be data rich, atomic rich, attribute intensive, and to run to petabytes. Applying machine learning against this data on AWS, which functions as an enormous, elastic, on-demand supercomputer, will help drive breakthrough decision-making. Scientists at Infor Dynamic Science Labs are leading the data revolution for Infor CloudSuite Retail.

Digital

This is the dawn of the digital revolution in retailing. A modern merchandising solution will put marketing and customers at the core, promoting collaboration among merchandisers and marketers to synchronize activities that shape demand, and enabling merchandising to be part of the digital strategy. Today’s employees demand a work experience on par with the mobile, social and application experiences they have in their personal lives.

API-based

The modern web is API-based. Infor CloudSuite Retail will make it easier to integrate with other solutions versus current legacy approaches that are batch-based and hard to implement. This approach will also allow retailers to open up their unique capabilities and assets via APIs to business partners that want to digitally innovate on their retailing platform.

User Experience

Hook & Loop, Infor’s Manhattan-based internal creative agency, starts with user needs to create intuitive, elegant, engaging, and beautiful experiences. Antiquated forms-based interactions are replaced with a user experience that is mobile, touch- and gesture-based, contextual, search driven, and employs gamification. Infor is leveraging Whole Foods Market stores as living, functional labs to design experiences merchants love.
HELPING CUSTOMERS TODAY
Infor Retail solutions are designed to support core operations, management teams, on-the-go district managers, and employees in a revolutionary new way that takes advantage of the latest consumer and business technologies: mobile, social, and cloud. We are bringing together best-of-breed solutions with over a decade of experience earned in working with customers in 67 countries to change the way retailers run their businesses. We help power retail businesses that are more informed, connected, and proactive than ever before.

With more than 1,700 retailers already using our software, Infor Retail is real today. Over the next two years, we’ll be extending upon that platform by co-developing a next-generation merchandising system as well as a next-generation converged commerce platform.

Infor Retail is changing the way retailers work. We connect stores and local customers to headquarters, efficiently helping to create a scalable, optimized customer experience.
A POWERFUL SUITE OF PRODUCTS
Our current suite of retail software products is already adding value to retailers around the globe.

**Human Capital Management**
Infor Human Capital Management software gives HR and business leaders critical information to optimize the workforce.

**Customer Experience Suite**
Retailers can deliver personalized online experiences with tailored content, marketing messages, and offers that align with user activity and buying behavior to maximize sales.

**Facilities Management**
Infor Facilities Management gives retailers the power to improve capital asset management in ways that increase reliability, enhance predictive maintenance, ensure regulatory compliance, reduce energy usage, and support sustainability initiatives.

**Supply Chain Execution**
Infor Supply Chain Execution combines warehouse management, transportation execution, labor management and 3PL billing in a single unified solution, minimizing cost and fulfillment times by optimizing warehouse inventory, space, equipment, and labor.

**Talent Science**
Our cloud-based Infor Talent Science™ solution enables retailers to select, retain, and develop employees through the combination of behavioral and performance analytics and big data.

**Dynamic Enterprise Performance Management**
Infor Dynamic Enterprise Performance Management (d/EPM) is an integrated suite of performance management and business intelligence applications for analytics, financial performance, and compliance on a common, real-time, in-memory architecture.

**Financials**
Infor Financials is a single application that fulfills every budgeting, planning, and forecasting need; allowing retailers to operationalize strategic plans and seamlessly consolidate multiple sets of books.

**Workforce Management**
The Infor WFM portfolio is a comprehensive solution that encompasses the full life cycle of workforce management processes.

**Product Lifecycle Management**
Infor Product Lifecycle Management leverages data from across the entire enterprise to help retailers make better decisions about product development, management, design, and production.
INFOR RETAIL WILL EMPOWER CUSTOMERS TOMORROW—AND BEYOND

GT Nexus
GT Nexus is the cloud-based backbone of Infor Retail’s supply chain functionality. About 25,000 businesses already rely on GT Nexus, which gives brand owners global order visibility so they can manage and optimize shipments to customers, distribution centers, and retail outlets.

Hook & Loop
Hook & Loop is the internal creative agency of Infor, based at the company’s headquarters in New York City. This energetic think tank is composed of more than 80 talented creatives—writers, designers, developers, and filmmakers, driving innovation around product design and user experience across Infor’s entire suite of business applications including retail.

Infor Dynamic Science Labs
Infor Dynamic Science Labs is Infor’s data-minded think tank that’s helping to make retail more powerful, more accessible, and more insightful than ever before. With its focus on predictive analytics, machine learning, and big data usability, it’s the perfect foundation for a futuristic retail platform.

Infor Rhythm
Infor Rhythm is a cloud-based B2C engagement platform that delivers integrated, intelligent, and beautiful online experiences. It offers comprehensive capabilities in a single, integrated package, from design services and ERP integration, to optimized web design and support for omni-channel interactions.

Hook & Loop Digital
Using Infor’s industry-leading enterprise software platforms, Hook & Loop Digital builds robust digital ecosystems that empower customers with the agility and infrastructure to sustainably adapt new technologies. Leveraging the power of big data, APIs, large-scale digitization, networks, and the instrumented world, it works closely with partners from the consultation phase through the design and creation process to realize digital transformation.

Infor Labs
Infor Labs is responsible for defining and developing optimal cloud-first ERP solutions and service delivery—encompassing security, automation, compatibility, scalability, industry focus, and return on investment. Working closely with Development to define the company’s cloud standards, Infor Labs ensures applications are being built with cloud-first principles integrated into the design and development stages.
Our mission is to transform retail through creative thinking, shopper insight, and logistical muscle that the industry has never seen before. In order to get there, we’re using the power of design, the potency of data, and the potential of the cloud.
TRANSFORMATION IS ALREADY UNDERWAY
This is going to let us understand how products perform across the entire organization,” [said Jason Buechel, CIO, Whole Foods Market]. “This is the key tool to driving business day-to-day and driving benefits back to our customers.”

Whole Foods is creating a new collection of business applications with a key technology partner that are said to be unlike anything on the market. That’s a bold claim and to back it up the nation’s leading organic and natural grocery chain is partnering with cloud-based business application provider Infor to develop a new enterprise platform called Infor CloudSuite Retail.”

“

All of this means that Whole Foods and newfound partner Infor will be under a microscope as they create this new system. If it does allow Whole Foods to better defend against supply chain accusations while also lowering prices, that’s going to be a big win for everyone.”
INDUSTRY LEADERS
TRUST INFOR

Infor has 3,400 fashion and retail customers and has created a dedicated cloud business unit to support the retail industry. This unit comprises some of the best and brightest minds in retail software, with deep experience and understanding of the industry’s unique challenges. Approximately 500 employees are currently focused on the retail industry, including Infor CloudSuite Retail, which is being designed in New York City, infused with data science from Cambridge, Mass., and developed in St. Paul, Minn. Infor also provides leading human resources, financials, customer relationship management (CRM), enterprise asset management (EAM), social collaboration (Infor Ming.le™), and Infor Analytics to the retail industry.

infor.com/industries/retail

Visit infor.com to learn more about our retail offering, who we serve, and how we’re already helping to change the way people work.
The Infor Retail team has been established not only to launch a new business unit for Infor, but also to reimagine enterprise software for the retail industry and its verticals. The team is a passionate, collaborative group of developers, designers, scientists, and visionaries with deep understanding of the industry. Infor Retail fuses next generation technology with beautiful design, engaging experiences, and the unprecedented power of science, smart data, and predictive analytics.

Infor builds beautiful business applications with last mile functionality and scientific insights for select industries delivered as a cloud service. With 13,000 employees and customers in more than 200 countries and territories, Infor automates critical processes for industries including healthcare, manufacturing, fashion, wholesale distribution, hospitality, retail, and public sector. Infor software helps eliminate the need for costly customization through embedded deep industry domain expertise. Headquartered in New York City, Infor is also home to one of the largest creative agencies in Manhattan, Hook & Loop, which is focused on delivering a user experience that is fun and engaging. Infor deploys its applications primarily on the Amazon® Web Services cloud and open source platforms. To learn more about Infor, please visit www.infor.com.