

A photograph of two women in an office environment looking at a computer monitor. The woman on the left has short brown hair and wears glasses and a dark top. The woman on the right has long dark hair and is also wearing a dark top. They are both smiling and appear to be engaged in a collaborative work activity. In the background, a framed poster is visible on the wall with the text "Infor is built for distribution." and a small image of a warehouse aisle. The entire image is overlaid with a large blue diagonal graphic that contains the main text.

We're committed
to your success

The Infor logo, consisting of the word "infor" in white lowercase letters on a red square background.

infor

Customer Success

Get the most from your software and take your business to the next level

Infor applications are designed to automate all your essential processes—from front to back office, to mission critical core functions—allowing you to gain deep visibility into all your operations and accelerate your response to change. An Infor Customer Success Manager (CSM) collaborates to help you work better, faster, and smarter to achieve your business goals.



Dedicated experts

We want you to get the most value from our continuous innovations in the cloud, and that is why we offer Infor Customer Success Managers. Infor CSMs bring micro-vertical expertise and a keen understanding of how to mitigate the challenges of everyday business. They serve as advocates who consider your goals and leverage the right Infor software features and resources to help you accomplish your objectives.



Focus on strategy

While sharing their knowledge of cutting-edge Infor technology, Infor CSMs will make sure you are made aware of the very best ways to optimize your business processes using your Infor solutions. You still control your business—but you'll be able to make better decisions, armed with a deeper understanding of your technological options, which include features that go beyond core functionality.

A dynamic partnership

With Infor, you have the potential to utilize technology that meets your specific needs more precisely and efficiently than has been seen in the enterprise world. Infor CSMs help you reach that potential.

Your Infor CSM is an expert account manager:

Advisor

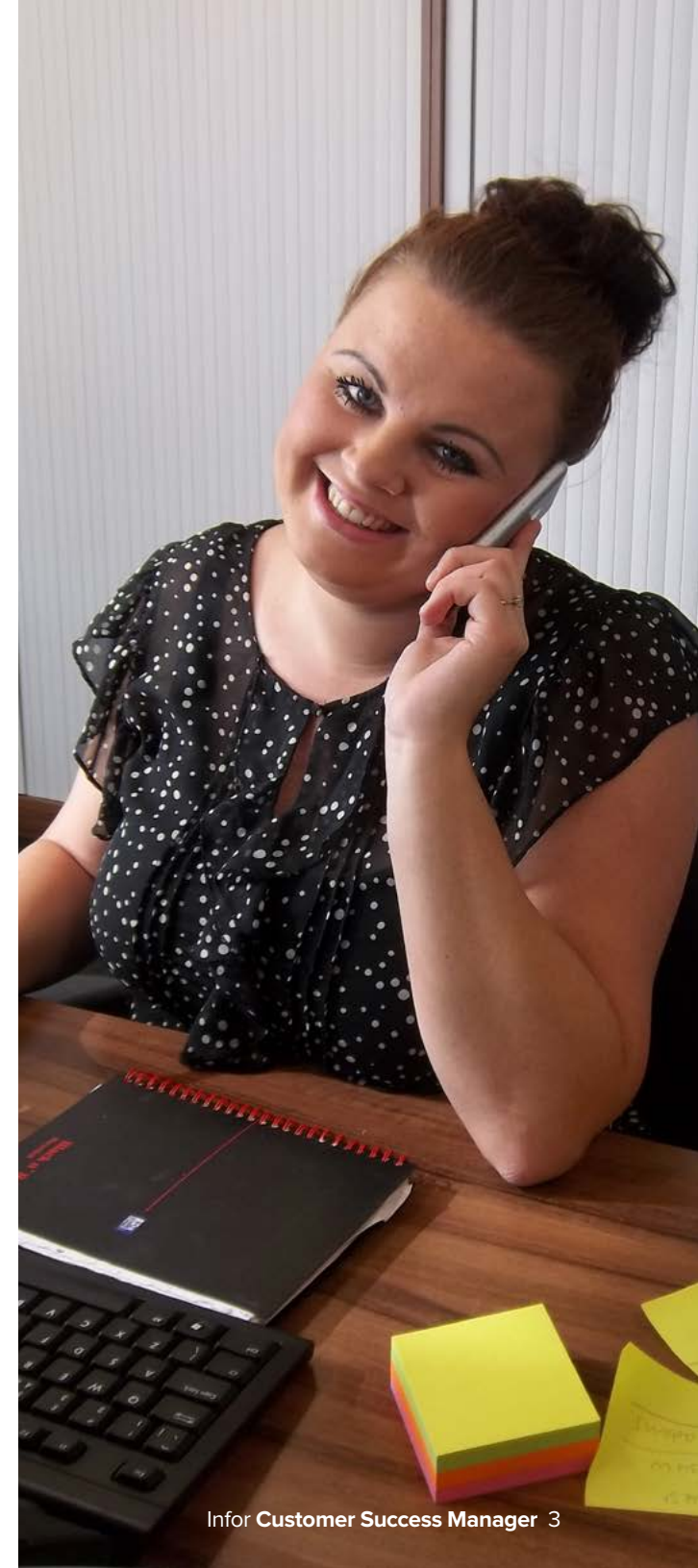
who discovers value in ways Infor apps can help reach business goals

Catalyst

who produces value by driving rapid onboarding and deployment

Advocate

who maximizes value by proactively minimizing disruption





We go above and beyond

Each CSM is devoted to managing a small group of customer advisors, where their attention is focused on helping you to prosper in your business journey. They are your trusted advisor during the lifecycle of your Infor relationship. You will come to expect deep insights in terms of your product usage, roadmap updates, and delivering best practices. They are the best networked people within the company and as such, will know the right timing to introduce services such as benchmarking business performance, training and events, guidance and handholding, and engaging the right Infor resources. Their activities may include, but are not limited to:

Serving as key Infor contact throughout Customer's entire lifecycle

Acting as catalysts for rapid onboarding and deployment

Contributing in steering committee and planning sessions

Coordinating regular reviews with appropriate personnel

Tailoring communications to the needs of your organization

Conducting outreach for you to connect with user groups and Infor Communities

Enhancing the overall business experience

Proactively minimizing disruption with an appreciation for your most important business needs

Reviewing your support activity and progress of open issues

Facilitating upgrade planning assistance

“

Whether it's staying ahead of trends in fashion, or improving outcomes in patient care, at Infor we succeed when our customers succeed.”



Charles Phillips
Chief Executive Officer, Infor

Who would be a candidate for Infor Customer Success?

Any organization that desires a deeper, more consultative partnership to help drive success should consider engaging this program.

We are focused on understanding your business and guiding you toward technological success. In your Customer Success Manager, you have an expert who is ready and available to help you gain the most value from your Infor investment.

“

Our vision is to ensure that Infor customers are able to gain competitive advantage in a very interconnected and rapidly changing world.

With the Customer Success program we share the best practices, benchmark performance, and monitor support and operations activity for our customers. We want them to extract the most value from their Infor technology investment.”

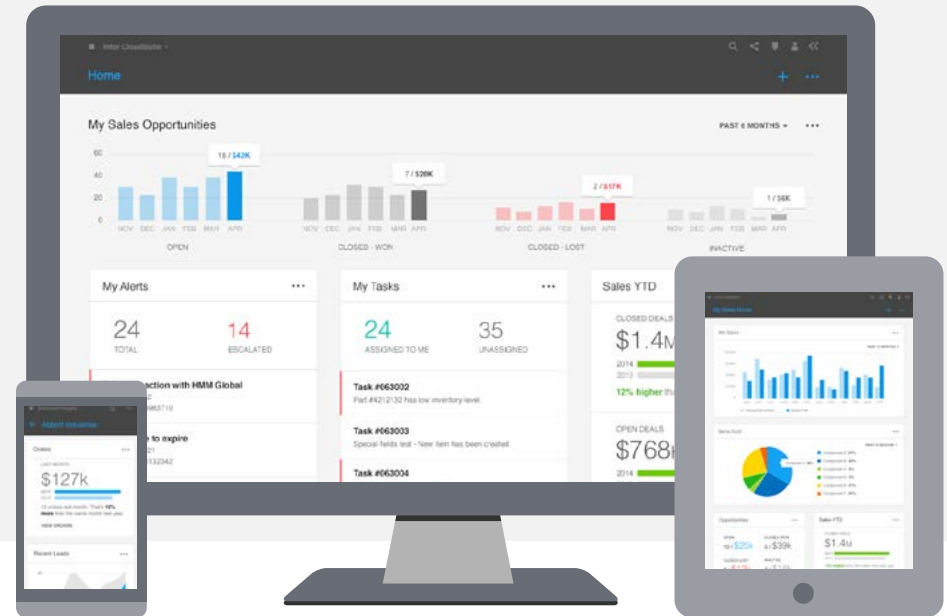


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Contact us

Get the most from your Infor solution with Infor Customer Success.

For more information [email](#) us.



Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 73,000 customers in more than 200 countries and territories improve operations, drive growth, and quickly adapt to changes in business demands.

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INFDP1466589-en-US-0515-4