



Infor Support Plan Features



Infor Essential Support Plan features

Critical Solution Notification

We will proactively notify you when Solutions/Articles are available for critical issues. You may be required to pre-register in order to receive such notifications.

Component System Updates and Feature Packs

You will have access to Component System enhancements, updated releases, documentation updates, and related release notes, which are provided by Infor to support customers in the normal course of its business.

Component System Patches and Service Packs

You will have access to Component System patches and service packs, which are provided by Infor to support customers in the normal course of its business. These may include access to statutory and regulatory updates and any issue corrections.

Unlimited Incidents

You are not limited to a certain number of incidents you may log with Infor.

Continuous Online Support

The Infor Support portal is available to you 24x7 to log incidents, download products or patches, or find information within the knowledge base.

Telephone Access

During your support plan coverage hours, you may contact our support team via phone.

Plan feature comparison



See the full comparison between all three Infor Support Plans on [page 3](#).

Remote Access

We can remotely access your system in order to help resolve complex issues or to provide a more timely response. You must fully authorize such access, provide the necessary connection, and be available to discuss the applicable support issue.

Defined Incident Response

With Infor's defined incident response targets, you will know when we expect to respond to your support incident, based on incident severity, product, and the support plan you choose.

Priority Incident Queuing

We will prioritize your support incidents based on severity.

Critical Incident Support*

Support for Severity 1 issues—after hours, 24x5.

How to Assistance

We will help answer common procedural questions that you may have regarding your standard (unmodified) Infor Component Systems, which are covered by Support. These may relate to processes, product functionality, or product feature-related questions on generally available Component Systems. This assistance does not cover questions regarding installation/implementation—which must be addressed through Infor consulting services.

Access to Online Communities

Communities are Infor's social networking tools that allow you to communicate with and ask questions of your peers, who may have the same Infor Component Systems, environment configuration, and industry challenges.

Recorded Briefings

You will have access to recorded sessions featuring Infor support resources addressing common topics of interest. You can also request that Infor create Recorded Briefings on specific topics.

Infor Premium Support Plan features

Includes all of the above features of the Essential Support plan, plus the following:

Extended Critical Incident Support*

Support for Severity 1 issues—after hours, 24x7.

Priority Plan Queuing

We will prioritize your support incidents based on the support plan level within the severity.

Interactive Briefings

We will offer WebEx delivered sessions where you will have the opportunity to interact and ask questions of support resources on particular topics of interest.

Infor Elite Support Plan features

Includes all of the above features of Essential Support and Premium Support plans, plus the following:

Dedicated Customer Success Manager

A Customer Success Manager (CSM) is assigned to you. The CSM interfaces with identified resources at both your company and at Infor to help ensure support issues are resolved.

Support Activity Reviews

Regular review meetings with your assigned Customer Success Manager detailing your support incidents, including who logged each incident and a summary of all incidents opened and closed.

Early Adopter Program

You will receive priority consideration to participate in Infor beta programs or early adopter programs if the timing fits, required effort is possible, and business and environment requirements are right, at Infor's sole discretion.

Access to Senior Level Support and Development Resources

Where appropriate, your Customer Success Manager will coordinate meetings with senior Infor support and development resources.

Infor Education Incentives

Elite customers to receive discount on Infor Campus Card.**

Update Planning Assistance

An Infor support resource and the assigned Customer Success Manager will conduct a pre-update planning call with you to discuss updates, review any known issues, and discuss any support considerations.


Special Events Support*


You can request Support for all severity levels one weekend a year. You will be assigned a support resource dedicated to help with your support needs over the weekend. Two weeks' notice is required, and the resource is scheduled through the assigned Customer Success Manager. Special Events Support is for standard product only and delivered in English only. Special Events Support is not a substitute for consulting services when implementing Infor products. The Special Events Support must be used within the applicable annual Support period and does not carry over.


Infor Support Plan features

The following Infor Support explanations apply to all standard Support plans Infor currently offers in the normal course of its business. All Support features set forth below shall be provided in accordance with Infor's current policies and procedures.

 Updates	Essential	Premium	Elite
Critical Solution Notification	●	●	●
Component System Updates and Feature Packs	●	●	●
Component System Patches and Service Packs	●	●	●
Support Activity Reviews			●
Early Adopter Program			●

 Support	Essential	Premium	Elite
Unlimited Incidents	●	●	●
Continuous Online Support	●	●	●
Telephone Access	●	●	●
Remote Access	●	●	●
Dedicated Customer Success Manager			●
Access to Senior Level Support and Development Resources			●

 Responsiveness	Essential	Premium	Elite
Defined Incident Response	●	●	●
Priority Incident Queuing	●	●	●
Critical Incident Support*	●	●	●
Extended Critical Incident Support*		●	●
Priority Plan Queuing		●	●

 Knowledge Sharing	Essential	Premium	Elite
How-to Assistance	●	●	●
Online Communities	●	●	●
Recorded Briefings	●	●	●
Interactive Briefings		●	●
Infor Education Incentives**			●

 Resource Planning	Essential	Premium	Elite
Update Planning Assistance			●
Special Events Support*			●

*not available for some products

**as determined in Infor's sole discretion



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INFDP1161351-EN-US-0716-9