Introduction

For over 20 years, continuous functional and technical development has allowed Infor® System21 to deliver industry-leading functionality to the food and beverage, fashion, and other discrete manufacturing and field service industries. The solution is suitable for small-to mid-sized deployments, with the scalability to support global environments.

As the ERP software industry has matured, the need for advanced tools and technologies that complement deep functionality has become even more important. Only ERP products that provide the functionality and innovation that can maintain and aggressively grow their customer bases can be considered viable go-forward solutions. Infor is committed to ongoing investment in Infor System21 to provide the capabilities that both new and existing customers need to remain competitive now and long into the future.

Infor System21 is based on the IBM® i operating system. Infor is the dominant supplier of manufacturing ERP solutions on this platform, with an estimated 39% market share. The IBM i market is characterized by intense customer loyalty and a large number of weak ERP competitors. Of the few vendors that remain active on the platform, none have the combination of commitment and capability that Infor offers.

“Only Infor has demonstrated the commitment to continue to develop and sell on the platform, the financial and technical resources to deliver products on the platform, and the global scale and footprint to serve IBM i customers around the world. Infor System21 is the ERP of choice for small- to mid-sized food and beverage and fashion manufacturers using IBM i.

Serving these markets effectively requires speed and agility. This document outlines Infor’s plans for continually investing in and developing Infor System21 to ensure that it continues to offer unparalleled functionality, innovation, and value.”

–Charles Phillips, CEO, Infor
Product investments

Our plan is to rapidly deliver valuable product enhancements to Infor System21, combined with strong field programs, to educate and motivate customers to engage. In this section, both sides of that effort are documented.

High-level results

Over the last four years, Infor and Infor System21 have made great progress on this journey, as demonstrated by the following statistics:

- Hundreds of developers have been added across Infor who deliver products for Infor System21 customers. Four years ago, Infor System21 was largely developed using only Infor System21-specific resources. Now, both core enhancements and shared developments are being incorporated into the product, which means that the size of the development team has effectively multiplied.

- New technologies have been adopted to deliver a game-changing Infor System21 experience, including Infor 10x, Infor ION®, Infor Ming.le™, Infor BI, and the Infor Development Framework (IDF).

- Numerous new and completely redeveloped applications have been delivered in recent years, such as Infor CRM i Edition and Infor Visual Planner for System i.

These are very encouraging results, and we have every expectation that such trends will continue. With the recent launch of Infor 10x, Infor System i Workspace, Infor Ming.le, Infor BI, and other technologies for Infor System21, we expect 2016 to 2017 to be a pivotal time for Infor System21.

Development

All of these initiatives depend on rapid and effective development. To an extent, this is a function of sheer numbers—how many developers can be utilized for an Infor System21 customer? In this area, Infor has rapidly delivered progress on two fronts. First, with sheer weight of numbers: Infor has added more than 700 developers in the last 2 years to deliver products to our customers, including our Infor System21 customers. Second, Infor has the ability to share new components across many platforms, effectively multiplying the impact of our development investments across multiple products.

At the same time, some developments are specific to a single product. In this area, Infor has maintained headcount in the Infor System21 development team, while also sharing development resources across related System i ERP products, such as Infor LX and Infor XA.

User interface

Infor System i Workspace is a user interface for launching System i application tasks through a web browser. It provides an intuitive way for users to navigate the System Manager Menu structure and to launch tasks that can display screens using either a graphical or emulator look and feel.

Using Infor System i Workspace Emulator Designer, system administrators can alter the current Infor System i Workspace application screen at runtime without the need for custom code or modifications. Any changes are automatically deployed to other Infor System i Emulator users of Infor System i Workspace.

Infor Development Framework (IDF)

Infor System21 has adopted Infor’s standard IBM i ERP development architecture, IDF. This architecture is used by Infor System21, Infor XA, and Infor LX—which allows for joint development projects and therefore delivers enhancements to three times as many customers. The IDF is a fully modernized, Java®-based development architecture that offers the following key features:

- Open standards compliance
- A full object-oriented, service-oriented architecture (SOA) that utilizes XML messaging internally to provide rapid development, and supports easy extensions and integrations; customers typically report 5- to 10-times improvement in development and integration development productivity
- A metadata-driven user interface that allows almost infinite personalization by non-skilled users, while providing seamless integration of extended objects
- A user-friendly system and data navigation that puts information into the users’ hands; single right-clicks provide access to all related objects and records, which can easily be put together into custom views and reports
- Master data management, under the control of the security model—with support for multi-environment and multi-server deployments; full security control means that data is consistent and controlled (in the next release of Infor System21)
• Support for multiple deployments from a single business object (each object can deploy as a full client, thin client, web part, or via XML at the click of a button); one executable object with four deployments means that everything is perfectly consistent, regardless of deployment, and extended objects behave in the exact same manner with no extra work; the extremely powerful IDF security model is deployed consistently across all objects and all deployments.

IDF also provides release transparency; extensions and integrations are untouched by upgrades to the core ERP object, which makes upgrades much simpler and less risky.

Infor Ming.le

Infor System21 uses Infor Ming.le to tap into the social enterprise—with enterprise-wide collaboration, analytics, and business process management in a single platform. This solution delivers a unified user experience across enterprise applications and allows in-context information to be pushed to personalized user dashboards.

Infor System21 recent and planned Releases

Infor System21 continues to provide user-driven enhancements that are designed to increase functionality of the core solution. The following is a high-level summary of recent core releases and the next planned core release. Infor values our relationship with our customers. We’ve continued to invest in Infor System21 to provide value for our customers’ maintenance investments with features such as:

• **Infor System21 Aurora 2.4**—This release of Infor System21 focused on extending the ability to run Infor System21 globally, while providing flexibility at the regional and facility levels. In addition to a number of functional enhancements, this release introduced DBCS capabilities, Chinese support, Chinese localization and translation, and Infor ION enablement.

• **Infor System21 v3.0**—This release of Infor System21 delivered hundreds of customer enhancements for the distribution, finance, and manufacturing industries, as well as industry-specific enhancements for the food and beverage and fashion industries (this version also included a number of IT maintenance improvements as well). This version of Infor System21 provides support for the full Infor technology stack, including Infor 10x, Infor Ming.le, and the Infor SoHo experience.

• **Infor System21 v3.1**—This next release of Infor System21 will focus on the area of purchasing. We’re currently in the analysis-gathering phase for Infor System21 v3.1. Some of the features under consideration are listed below. Please contact your product manager if you would like to contribute additional input on these features or any other features that have universal appeal for Infor System21.
  
  – Purchasing import functionality
  – Batch matching of credits
  – Landed costs maintenance
  – Purchase quotation processing

Infor 10x enhancements

**Infor ION**—Infor System 21 now supports Infor ION functionality. Perhaps most importantly, Infor System21 also integrates with the Infor ION Business Vault to support Infor Business Analytics, and Infor d/EPM™ (Dynamic Enterprise Performance Management).

**Infor Ming.le**—Infor Ming.le provides a centralized space for collaboration, information sharing, and tracking. You can organize conversations into enterprise-wide streams and share key screens, data, and attachments—which help you save time and allow you to focus on what matters most.

**Infor Business Analytics**—Based on the Infor ION Business Vault, Infor Business Analytics brings pervasive analytics and operational reporting to Infor System21.

**Infor d/EPM**—Infor d/EPM brings world-class, in-context business intelligence, financial consolidations, and business performance management capabilities into Infor System21.

**Infor SoHo experience**—Inspired by modern and intuitive, consumer-based user interfaces, the Info SoHo experience consolidates the information you need into a single source, and offers personalized tools that help eliminate wasted time, reduce frustration, and allow you to work in the most efficient way possible.

Additional Infor 10x enhancements for Infor System21 will be delivered according to the Infor 10x adoption schedule as shown in the Infor System21 section of the Infor 10x Discovery Guide.
Sales and customer engagement

Although we are significantly increasing the speed and scope of product deliveries for Infor System21, it means little if customers are not engaged. Infor has continuously added new and better ways to engage Infor System21 customers. From offering attractive upgrade programs and delivering high-value extended ERP products, to building a new user group and identifying sources of new customers, Infor is constantly working to expand the Infor System21 community.

Upgrade and reengage program

**Infor 10x Upgrade**—Infor System21 customers can adopt the expanded technology of System21 with Infor 10x. The Infor 10x Upgrade program bundles all of the core software and technologies into an attractively priced bundle. With the Infor 10x Upgrade, customers can be ready for the next evolution of Infor System21.

**Infor CloudSuite**—Some customers may find that an industry-specific Infor CloudSuite™ offering best meets the needs of their businesses from a functional, economic, or operational standpoint. In those cases, the option to explore Infor CloudSuite is always available. Infor CloudSuite provides all the advantages of the Infor 10x Upgrade, with additional benefits of lower total cost of ownership, continuous updates, protection of capital, predictable monthly costs, increased business agility, and the ability to focus limited IT resources on higher value-add activities.

Expand the customer relationship program

Infor System21 has integrated a number of Infor and partner products to provide extended ERP functionality with Infor System21 as the hub system. Infor ION provides the integration, delivering enterprise functionality (Infor ION Business Vault, Infor Ming.le, single sign-on, etc.) and release transparency for the integration.

A few of the key applications are as follows:

- Infor Supply Chain Execution provides highly advanced warehouse and logistics functionality.
- Infor e-Commerce offers an efficient way to bridge the buying and selling processes over the Internet, and is the best e-commerce solution for companies running an Infor ERP solution.
- Infor Local.ly provides localized statutory reporting, accounting, and tax content by country.
- Infor Supplier Exchange provides bi-directional collaboration and communications with your suppliers.
- Infor F9 is a simple, fast, and effective financial reporting solution that delivers rapid implementation and short closing cycles in a highly cost-effective package.
- Infor Motion™ application support is being added, starting with Infor Motion Road Warrior® for sales representatives in the field, and subsequently with additional Infor Motion applications (as appropriate) for Infor System21 customers.
- Infor Operational Reporting and Business Analytics Manufacturing Foundation provides an extensive collection of pre-built reports and dashboards, as well as report building capabilities that make it easy for any business user to create ad hoc, custom reports without any help from IT.

Future, extended, ERP application support includes:

- Infor EAM
- Infor Optiva®
- Infor Sales & Operations Planning
- Others to be announced

New account program

Infor is the largest application vendor in the world on the IBM i platform, and there is no other manufacturing ERP vendor running on IBM i that invests consistently and significantly in their IBM i solution. Most vendors are too small to deliver the necessary enhancements to be viable in the market, while others have simply decided to ignore or abandon the platform. As a result, many customers are running purely custom applications that are nearing end of life. Infor is committed to the IBM i platform and continues to work closely with IBM on programs that support IBM i.
Summary

Infor is investing heavily in all of its key ERP products. As a key component of Infor’s strategy, Infor System21 is benefitting from those investments and continues to deliver the innovation and functionality required to meet market needs.

All of these investments are focused on the overall goal of growing Infor System21. This year will see tangible steps to grow the Infor System21 user base and to target the IBM i community. Far from viewing it as a “dead” platform, Infor recognizes that IBM i is still the largest platform IBM has. Because only Infor is focusing investment on this platform, we believe that Infor System21 and our other IBM i ERP products have a strong future ahead of them.

Roadmap disclaimer

This document reflects the direction Infor may take with regard to the specific product(s) described in this document, 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, or functionality, even if such is described in this document.

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