

## Helping customers do business better.



➔ IBM and Infor have joined forces to provide companies worldwide with a comprehensive, integrated IT portfolio combining Infor's business-specific applications and IBM servers, middleware, and database management, as well as collaborative support and services.

### The competitive edge in a global economy.

In a market increasingly driven by globalization, personalized services and products, and real-time response to customer demands, organizations need to find innovative ways to cut costs, improve performance, and respond rapidly to changing customer and regulatory requirements. The need to link suppliers, customers, partners, and employees around the world to streamline processes and improve profitability is increasingly important to success. Technology plays a critical role in delivering a competitive edge to forward-thinking companies of all sizes.

### Customers win. Here's why.

The Infor™ and IBM® alliance means getting the most from your IT investment—bringing the assets of the two companies together to create “enterprise-strength” IT solutions that can help reduce the overall cost of doing business, with no compromises. The alliance provides:

- Industry experience built in for lower total cost of ownership.
- A proven technology foundation for your critical business applications.
- ROI now, not later.
- A wide choice of solutions to support your business challenges, from providers with global scale.

INFOR™

### The Infor advantage.

When it comes to business challenges, one size clearly doesn't fit all. Packaged with smart functionality to address key challenges in every area of your business—enterprise resource planning, enterprise asset management, supply chain management, customer relationship management, to name a few—Infor solutions require less customization, shorter implementation times, and fewer IT resources to maintain. And they are backed by a company with the business expertise, commitment, and scale to address your requirements. In addition, our solutions are built to accommodate multiple languages and currencies, so they stand ready to support you wherever your business grows.

Infor solutions include:

- Infor EAM (Enterprise Asset Management)
- Infor CRM (Customer Relationship Management)
- Infor ERP (Enterprise Resource Planning)
- Infor FMS (Financial Management System)
- Infor HCM (Human Capital Management)
- Infor PLM (Product Lifecycle Management)
- Infor PM (Performance Management)
- Infor SCM (Supply Chain Management)
- Infor SRM (Supplier Relationship Management)

### Industry-focused functionality.

Infor understands the unique processes, regulatory requirements, and trading environments of a wide range of manufacturing, distribution, and service industries. With products representing a collective 35 years of experience in those industries, we are more than industry-specific—we are business-specific. We zoom in close with solutions that include functionality for sub-verticals and specific geographies.

### The future is built in, too.

Infor Open SOA (Service-Oriented Architecture) is the framework for our solutions. Designed for your growth, Infor Open SOA lets you take advantage of new products and upgrade to new composite solutions.

And the Infor System i Center of Excellence combines Infor's considerable System i resources into a single community focused on enriching, extending, and evolving customer solutions through new capabilities and innovations. The Center of Excellence is a cross-section of development and domain experts from within Infor who are committed to business software innovation and application development for the IBM System i platform. Demonstrating Infor's long-term commitment to this platform through ongoing support and innovation, it is designed to modernize our customers' solutions.

### Joint agreements benefit customers.

Infor and IBM's strong alliance offers opportunities to present targeted solutions to our customers. Infor is an active and growing participant in IBM's System i Vertical Industry Program (VIP), an initiative designed to advance the use of technology among small- and medium-sized companies using System i-based solutions in select industries. For Infor these include Infor ERP A+ for janitorial/sanitation, medical supplies, and restaurant supplies; Infor HCM Infinium for hospitality and gaming; and Infor ERP Xpert for automotive. In addition, Infor and IBM are delivering end-to-end business solutions designed for discrete manufacturers and their customers. The IBM offering, which includes Infor ERP LN software and IBM Global Business Services, will help users streamline operations and automate business processes.



## The IBM advantage.

For nearly a century, people have looked to IBM to realize opportunities, analyze developments, and tackle and overcome grand challenges. The leader in information technology, IBM has a history of success which is rooted in its ability to offer customers the solutions they need. IBM complements Infor's industry-specific enterprise applications with a breadth of infrastructure, middleware, and services offerings to round out the customer solution.

### Servers.

IBM servers are the first choice of the world's leading enterprises, designed for every size business and every business requirement. These award winners come with a range of optional services—including IBM Capacity Upgrade on Demand—and encompass virtually everything you need to step up to ever-evolving business requirements. IBM shares over 15,000 System i customers with Infor and offers the IBM System i5™ Solution Edition for Infor for mid-market customers. There are also 1,600 joint customers on the System z platform and several Infor applications that run on the System p and System x platforms.

### Middleware.

Many of Infor's J2EE™ applications run on WebSphere® Application Server, helping customers deploy and manage web applications, ranging from simple websites to powerful e-business solutions. WebSphere Application Server allows forward-thinking companies to take advantage of the productivity, performance advantages, and portability that Java™ provides for dynamic websites.

### Services.

IBM has vast industry experience in business process and transformation, technology leadership, and world-class implementation services. IBM has a practice around Infor ERP LN (noted above), targeted at discrete manufacturing customers in automotive, aerospace, electrical and transportation equipment industries. IBM Global Business Services also works closely with the Infor CRM and Infor HCM Workforce Management applications.

“ The IT consolidation made possible by the Infor and IBM on demand infrastructure has saved Greif more than \$1 million dollars a year in IT costs. ”

DON HUML  
CHIEF FINANCIAL OFFICER  
GREIF, INC.

## There is a better way.

At Infor, we work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that's simple to buy, easy to deploy and convenient to manage. Our 70,000 customers in more than 100 countries and 8,000+ employees stand with us. We look forward to your sharing in the results of our belief. There is a better way. For additional information, visit [www.infor.com](http://www.infor.com).

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Contact your local Infor office regarding availability of products in your region.

**INFOR™**