



Infor Support Plans Frequently asked questions (FAQs)



Purpose

This document is intended to provide answers to the most common questions about Infor® Support Plans and is designed to help you make well informed decisions. If you have any questions, comments or suggestions related to the content of this document or Infor Support plans, please contact your Subscription Services Manager or email infor-supportplans@infor.com.

Q. What are Infor's Support Plans?

A. Infor's support plans were enhanced based on direct input from our customers and rebranded as Infor's Support Plans. Infor is now offering customers more choice with three support plans that a customer can purchase:

- Essential Support
- Premium Support
- Elite Support

Q. Were any features removed from the previous support plans?

A. No, Our support plans have been enhanced to better serve our customers.

Q. What is the difference between Essential and Premium?

A. Infor Premium Support includes all components of Essential Support, but extends critical incident coverage through the weekend 24x7*. Premium also includes the ability to participate in Live/Interactive Briefings. These are WebEx sessions that will be scheduled throughout the year based on common topics of interest where you can have the opportunity

to ask questions of the experts. We also encourage you to recommend topics that are of value to your company.

Q. What are the key differentiators of Elite Support?

A. Infor Elite Support* includes all components of Infor Essential and Infor Premium plans, but adds additional features that you'll appreciate if you're looking for a more personalized support experience: Most notably, Elite customers are assigned an Customer Success Manager. The Customer Success Manager will review a support activity report scorecard with your team and go through logged incidents, discuss what's outstanding, what's waiting for an Infor response, or what may be waiting on you. Customer Success Managers will also facilitate upgrade planning assistance where they coordinate calls to discuss upgrade plans, any known issues and other support considerations. They will also follow up for the duration of the service pack or update installation to help ensure all goes smoothly. They will involve the appropriate resources within Infor, whether it is senior-level Support Analysts or development engineers to help resolve urgent issues. In addition to this dedicated resource, Elite extends Priority Support level queuing in which incidents are not only prioritized by severity level, but also by support plan. Another component of Infor Elite is "Special Events Support." While Elite Support provides 24x7 critical incident support with Special Events Support, customers also schedule Infor support to be available to respond to all levels of incidents. For example, if you have a planned upgrade or an end-of-year closing over a weekend, you could request to have Infor support on standby and ready if any issues arise.

Q. As a current customer with a standard or standard + 24x7 CIS support in place, Was I expected to do to anything specific to make the transition to the Infor Essential or Premium Support Plans?

A. No, If you are an existing Infor customer and current on a support agreement, you did not need to take any action. There were no new contracts to sign as a result of these revised plans. You should have already started to see the new Support terminology from Infor and can continue to simply work with your Subscription Services Manager or email infor-supportplans@infor.com to learn more about the improved Premium plan or the new Elite plan options and how to take advantage of these enhanced offerings.

Q. What if I want to move to a different level of support?

A. As a current customer you may choose to move to a different level of support. Please contact your Subscription Services Manager or email infor-supportplans@infor.com for details on how to do this.

Q. Is there a price increase associated with these support plan enhancements?

A. No, Infor support plan pricing has not changed. However, we did introduce a new level of support, Infor Elite, that you may choose to purchase.

Q. How do I know what level of support is right for me?

A. We encourage you to contact your Subscription Services Manager or simply email infor-supportplans@infor.com, we are happy to review the plans with you. Additionally, the new support brochure found at <http://www.infor.com/support/about-support> provides additional details that may help you to understand all of the features and components of the Infor Support plans and what level of support will best meet your needs.

Q. Who do I contact if I have questions?

A. If you have questions about Infor Support Plans, please contact your local Subscription Services Manager or email infor-supportplans@infor.com

*Note this service may not be available for all products; some features may be delivered in English only.

Infor is in no way committing to the development or delivery of any specified enhancement, upgrade, product, service, or functionality.



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About Infor

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