Infor CloudSuite™

Infor CloudSuite solutions
Flexible, proven solutions designed for your industry

Unlock your full potential with Infor CloudSuite

Cloud technologies can offer your business a degree of agility and path to rapid growth that simply wasn't possible in the past. By delegating IT infrastructure responsibilities to third-party cloud infrastructure partners, you can keep your business from being distracted by technical details and stay focused on offering unique benefits to your customers. With cloud technology, you need minimal IT staff at any new location, and no remote data centers; as long as you have Internet service, you have what you need to do business.

There's a strong chance that you can take advantage of the cloud to increase the number of ways in which you interact with customers. Those ways might include better delivery options, personalization, more flexible pricing and ordering processes, and more. Because you can have automated processes hosted, managed, and expanded so readily through cloud services, your business may well have more flexibility than you realized.

The world's first industry cloud company

Infor offers a comprehensive portfolio of solutions designed to help support a wide variety of industries and business areas.
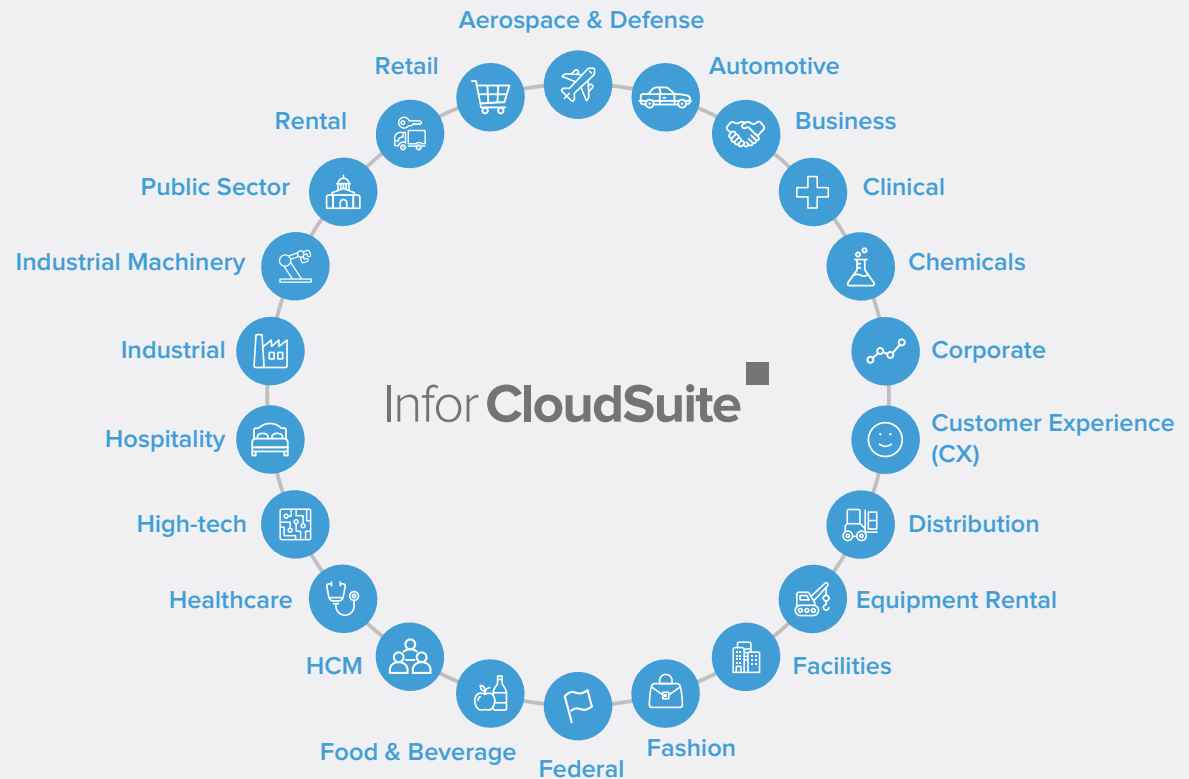
7,000
customers globally and growing

62+ million
users

ISO/IEC 27001
compliance

Infor CloudSuite

- Aerospace & Defense
- Retail
- Automotive
- Rental
- Business
- Public Sector
- Clinical
- Industrial Machinery
- Chemicals
- Industrial
- Corporate
- Hospitality
- Customer Experience (CX)
- High-tech
- Distribution
- Healthcare
- Equipment Rental
- HCM
- Facilities
- Food & Beverage
- Fashion
- Federal

Industry-specific functionality—delivered in the cloud

Infor is transforming enterprise software by delivering business-critical applications with the benefits of cloud computing. Agile, highly flexible, and proven, Infor cloud technologies are currently serving more than 62+ million cloud users and 7,000 cloud customers worldwide.

The value of Infor CloudSuite solutions can be summed up in one word: simplicity.

Adapt	Streamline	Innovate	Grow	Capitalize
Manage seasonal demand fluctuations for storage and computing needs by expanding and contracting capacity as needed, paying only for what you use.	Reduce the complexity of your existing deployment landscape and decrease the burden on IT resources.	Keep your systems up-to-date and more easily take advantage of innovative new technologies.	Manage growth and change effectively with a high degree of scalability.	Explore options for structuring technology investments as operating expenses, rather than capital expenses.

How can Infor help give you game-changing flexibility? Watch this video featuring Kendal Phipps, enterprise business applications manager at PRIDE Industries.

Watch Kendal Phipps' interview at:
https://player.vimeo.com/video/140943465

World-class cloud infrastructure

Infor is proud to partner with Amazon Web Services (AWS), a global cloud hosting leader whose singular expertise and highly secure infrastructure provide unparalleled protection and reliability. The Infor cloud team builds upon the world-class security provided by Amazon Web Services (AWS), using best-practice protocols and practical safeguards that not only protect your data, but also offer confidence and peace of mind.

Learn about Infor's partnership with Amazon Web Services (AWS) at: infor.com/content/brochures/cloud-built-on-aws.pdf

Why Amazon Web Services?

Security

Deploy in one of the most secure cloud environments available, providing visibility and control that's trusted by the US federal government.

Compliance for virtually any industry

Simplify compliance and reduce risk with AWS's strict adherence to industry guidelines such as ISO/IEC 27001, HIPAA, SOX, PCI, and GLBA, in addition to regional privacy laws.

Innovation

Optimize system performance and keep your technology current. AWS is committed to ongoing innovation and to providing tools that support and empower your IT staff.

Next-generation cloud security to give you peace of mind

When it comes to cloud deployment, security is top of mind for all involved. Infor builds upon AWS's world-class security to not only protect your data, but also give you confidence to explore new business initiatives. Learn more about Infor CloudSuite security by reading our white paper* or contacting Infor's Information Security Officer, Jim Hoover, CISSP, CISM, CeH, ITILf at **Jim.Hoover@infor.com.**

Application security

- Best practices built into development
- Regular code reviews
- Vulnerability and penetration testing

Network security

- Security through separation
- Layered defense architecture
- Third party interception protection

Policies & procedures

- ISO/IEC 27001 Compliance
- Regulatory compliance on as-needed basis (e.g., HIPAA, SOX, PCI, GLBA, regional privacy laws, etc.)

Physical security

- Biometric-protected data centers
- Guard-controlled access; locked cage spaces
- Closed-circuit television monitoring
- Systems for physical intrusion monitoring, detection, and alerting

Operations security

- Restricted access, limited user account permissions
- Hardening and managed patching
- SSL/TLS and transaction-based business logic
- Encryption using mechanisms like TLS/SSL, PGP and secure FTP

Monitoring

- Dynamic password management
- Server authentication through digital certificates
- Formal configuration and change management processes
- Customer-owned data, privacy protection
- Incident monitoring, logging, and auditing

*White paper can be found at:
infor.com/content/executive-briefs/cloud-security-and-your-enterprise.pdf

Reliability you can trust

With Infor CloudSuite, you get guaranteed levels of server availability and system up-time that are both difficult and costly to replicate with internal resources. Leave the hardware, licenses, and upgrades to us.

High-performance standards

• 99.5% guaranteed server availability, 24/7/365 (99.9% historically)

• Service level agreements covering application uptime; strong business continuity measures

• Architecture designed to help support unexpected spikes in demand

• Secure connectivity with encrypted Internet traffic and server access

Disaster recovery strategy

• Immediate response to outages, threats, and other incidents

• Daily backups and data replication with a minimum of 14 days' retention

• Off-site data centers containing redundant energy, networking, and hardware that include backup generators, UPS, PDUs, HVAC, firewalls, load balancers, N++ server farms, clustered servers and storage, and double parity RAID

Infor CloudSuite solution opportunities

Simplify your company's complex deployments with Infor CloudSuite. You'll be able to efficiently manage the diverse needs of your business with high-value extension applications and industry-driven solutions that work together beautifully.

Industry business platforms

Industrial Manufacturing

Infor CloudSuite Automotive
infor.com/cloud/cloudsuite-automotive

Infor CloudSuite Aerospace & Defense
infor.com/cloud/cloudsuite-aerospace-defense

Infor CloudSuite Industrial (Enterprise Edition)
infor.com/cloud/cloudsuite-industrial

Infor CloudSuite Industrial (SMB)
infor.com/cloud/cloudsuite-industrial

CPG

Infor CloudSuite Food & Beverage
infor.com/cloud/cloudsuite-food-and-beverage

Infor CloudSuite Fashion
infor.com/cloud/cloudsuite-fashion

Global SMB Business Platforms

Infor CloudSuite Industrial (SyteLine)
infor.com/cloud/cloudsuite-industrial

Infor CloudSuite Business
infor.com/cloud/cloudsuite-business

Service Industries

Infor CloudSuite Corporate
infor.com/cloud/cloudsuite-corporate

Infor CloudSuite Hospitality
infor.com/cloud/cloudsuite-hospitality

Infor CloudSuite Healthcare
infor.com/cloud/cloudsuite-healthcare

Infor CloudSuite Public Sector
infor.com/cloud/cloudsuite-public-sector

Infor CloudSuite Business
infor.com/cloud/cloudsuite-business

Infor CloudSuite Retail
infor.com/company/news/pressroom/pressreleases/cs-retail/

Horizontal business platforms

General Business Platforms

Infor CloudSuite Corporate
infor.com/cloud/cloudsuite-corporate

Infor CloudSuite Business (SMB)
infor.com/cloud/cloudsuite-business

Infor CloudSuite Facilities
infor.com/cloud/cloudsuite-facilities-management

Customer Experience Management

Customer Relationship Management (CRM)
infor.com/product-summary/cx/infor-crm

Configure Price Quote
infor.com/solutions/cpq

Marketing Management
infor.com/solutions/customer-experience

Interaction Advisor & Outbound Marketing
infor.com/product-summary/cx/interaction-advisor

Service Management
infor.com/solutions/service-management

Infor Rhythm E-commerce &
Collaboration Platform
infor.com/solutions/rhythm

Human Capital Management

Infor CloudSuite HCM
infor.com/cloud/cloudsuite-hcm

Global HR
infor.com/product-summary/hcm/global-human-resources

Talent Management
infor.com/product-summary/hcm/talent-management

Talent Science
infor.com/product-summary/hcm/talent-science

HR Service Delivery
infor.com/product-summary/hcm/hrservicedelivery

Workforce Management
infor.com/product-summary/hcm/workforcemanagement

Learning Management
infor.com/product-summary/hcm/learning-management

Technology Platforms

Infor ION Integration Framework
infor.com/solutions/technology/ion

Infor Ming.le™ Collaboration Framework
infor.com/solutions/technology/infor-ming.le

Infor BI Analytics Framework
infor.com/solutions/technology/analytics

Infor Mongoose Development Framework
infor.com/solutions/technology/app-dev-framework

System i Applications in the Cloud

XA
infor.com/product-summary/erp/xa

LX
infor.com/product-summary/erp/lx

System21
infor.com/product-summary/erp/system21

Right for today, ready for tomorrow

Infor CloudSuite gives your business modernized technology to enable future growth. Less hassle, more value, and true business agility. That's the bottom line. Infor CloudSuite solutions can help you:

1

Modernize

Get a clearly defined project scope and complete program for moving to a modernized platform.

Speed deployment with implementation accelerators and pre-built industry platforms.

Reduce uncertainty with transparent pricing; SaaS-based, per-user per-month.

Scale up or down to meet changing needs.

Get support for hybrid deployments, including Infor and third-party solutions.

2

Extend

Take advantage of extension solutions that integrate with existing systems and increase the value of your technology.

Easily connect to existing third-party hubs, such as SAP or Oracle, with pre-built integrations.

Integrate relevant data, KPIs, and reports to get a comprehensive view of your business.

Extend the capabilities of your solutions with a growing number of mobile-enabled offerings.

3

Accelerate

Keep your technology up-to-date and performing at optimal levels with automatic upgrades.

Get comprehensive, industry-driven suites that deliver the capabilities you need, right out of the box.

Provide a modernized, consistent user interface across all of your applications.

Increase response times and productivity with dynamic workflows.

Improve decision-making with embedded, pervasive industry analytics.

Best-in-class support and services

The goal of the Infor Xtreme™ team is to help you get the greatest possible value from your solution. Whether connecting with us via our customer portal or over the phone, you get full support from professionals who have deep expertise covering Infor's solutions and industries, including Infor-managed upgrades that keep your technology optimized and up to date. The benefits of Infor's cloud support and service options include:

Online and phone support

Get the most from your solution with access to online chat sessions, knowledgebase articles, and video briefings on Infor's latest application features—all delivered via the Xtreme Portal. You can also get help when you need it by speaking with an experienced support representative during regular business hours.

Upgrades

Ensure your business stays up-to-date, and up and running on the latest version of your technology solution. With cloud deployment, upgrades are taken care of automatically with minimal disruption to your business operations.

Premium options

Includes 24/7 critical incident support for severity 1 issues; a flexible set of remote administrative service offerings across a broad range of categories; and a designated Customer Success Manager (CSM) to provide you with advice and guidance on your Infor CloudSuite application.

The services described herein are subject to change and may not be available for all products.

Transform your business with Infor CloudSuite

Infor CloudSuite can help open up a world of opportunity for your business and make it easier and more cost-effective to take advantage of a broad range of innovative technologies, from high value extension applications to industry-driven solutions. Don't miss this chance to learn how Infor CloudSuite can help dramatically simplify your IT infrastructure, reduce your total cost of ownership, and build a technology platform with the flexibility and scalability to equip your business for future success.

**Learn more about Infor CloudSuite at:
infor.com/cloud/**

About Infor

Infor builds business software for specific industries in the cloud. With 16,500 employees and over 90,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit www.infor.com.