

# Infor ERP FACTS

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## **INTRODUCTION**

As a leader in providing solutions to select vertical markets in the manufacturing and distribution industries, as well as to select non-manufacturing vertical markets, Infor® strives to keep our customers competitive in a constantly changing world.

This Statement of Direction for Infor ERP FACTS is an overview of the major enhancements planned for future releases of Infor ERP FACTS. The information provided is at a high level and is intended to assist customers in their selection of Infor products and strategic planning for their internal system development. The content does not include a complete listing of all new capabilities and describes current plans, which are subject to revision or change without prior notice.

More information regarding each enhancement and the underlying features and functions can be obtained through Infor Global Support.

### **Infor customer-first strategy**

To serve the needs of its 70,000 customers worldwide, Infor has a customer-first philosophy built on a powerful combination of people, products, and processes. Infor experts understand the needs of customers and, with Infor's extensive offering of products, they can deliver the business value that customers require. Infor's streamlined processes ensure that this value is delivered in ways that customers will benefit from quickly. This commitment and customer focus form the foundation of the Infor product development strategy.

The Infor customer-first product strategy is a comprehensive approach based on three key objectives: enriching the value of our customers' current investment in Infor solutions, extending the core ERP applications with best-in-class strategic solutions, and evolving the Infor product line to produce next-generation solutions.

### **Infor Open SOA**

At the core of Infor's enrich, extend, and evolve product strategy is Infor Open SOA, a service-oriented architecture that is redefining the way software is used to achieve faster and greater business value. With Infor Open SOA, companies can more easily adapt to change because their software can be reconfigured by a business analyst without having to change core packaged software.

Infor Open SOA is being integrated into all aspects of Infor's solutions, providing the blueprint for delivering next-generation business value from every new product development initiative. Infor Open SOA enables businesses of all sizes to derive SOA benefit with reduced complexity. It can play a major role in helping companies of all sizes grow and become more competitive.

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Service-enabling Infor applications allows companies to derive value by plugging in new modules more easily or writing more specific functionality such as that focused on vertical industry requirements. This could be adding a new tax module to meet a new local legal requirement or, at a higher level, it could be a more substantial change such as adding a new warehouse management solution to an existing IT environment. Infor will use service-enablement to provide out-of-the-box integrations that are more flexible and reduce deployment costs.

A full description of Infor's SOA strategy is available in our whitepaper, which can be downloaded at [www.infor.com](http://www.infor.com).

## **SOLUTION OVERVIEW**

Designed specifically to automate the operations of growing wholesale distribution companies, Infor ERP FACTS is a fully-functional ERP solution covering all core transactional, analytical, and inventory operations with a low-maintenance, easy-to-implement business foundation.

Infor ERP FACTS provides flexibility, low cost of deployment, and ease of use through an interface designed for the specific needs of wholesale businesses. From sales order management and financial processing, to inventory management and procurement, to flexible commissioning and sales account tracking, Infor ERP FACTS helps wholesalers control all of the triggers driving their growth and effectiveness. The solution's flexible hierarchies make it possible to view financial status and business activity at the company, branch, and/or department level, providing rapid input for targeted decision-making.

Infor ERP FACTS automates activity across core materials, financial and transaction management, and sales operations giving distributors a deep and comprehensive view of the factors optimizing customer service, inventory levels, productivity, and profitability:

- Purchase order and inventory control
- Warehouse management
- Full financial operations control
- Service and repair
- Value-added services
- Sales order and e-commerce
- Customer account management
- System management

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## **STRATEGIC DIRECTION**

Customers of Infor ERP FACTS are typically companies whose business has reached an initial level of complexity and grown beyond their current ability to manage effectively. Specific areas of complexity that are competitive strengths of Infor ERP FACTS include:

- Pricing
- Contracts management
- Backordering
- Service and repair
- Kitting
- Multiple warehouse locations

The solution is used by smaller distributors that are looking to increase their control and efficiency after periods of growth and that need to fight for new business by extending the value they offer – such as light manufacturing, e-commerce sales and service, or service and repair offerings.

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## SOLUTION ENHANCEMENTS

As a mature solution, Infor ERP FACTS' footprint contains all of the core operations expected by customers. The upcoming release (1Q07) completes a period of modernizing in the areas of the user interface, architecture, and scalability. The architecture changes that are coming to completion include a shift from character Business Basic to Graphical versions built on the ProvideX® programming language. The effect of this change is to enable Infor ERP FACTS for a truly updated deployment on a SQL database using a JAVA™ interface.

Solution priorities can be grouped in three areas:

- Interface and technology modernization (see above)
- Increased scalability (number of warehouses served, eliminating mask restrictions, etc.)
- Deeper functionality (multi-level BOM, rebates, more efficient returns, increased replenishment flexibility), and exception-based business alerting

However, the current release is significant in terms of updating the architecture and usability in response to ongoing market demand.

## EXTENDED BUSINESS VALUE

Infor ERP FACTS can be easily extended through add-on modules written by Infor that are components of the base code and that can be activated in terms of the license agreement:

- Job cost
- Manufacturing control
- Payroll

There are also several add-ons that have been developed and are maintained by our partners on the base of the solution:

- Relationship Management (Pivotal Systems)
- Faxlink (VSI-FAX)
- Report Writer (SDSI's General Report Writer)
- Archive (Earnest & Assoc.)
- UnForm (SDSI)
- EDI (EDI Alliance)
- Email (Earnest & Assoc.)
- Document Delivery (Earnest & Assoc.)

The above are integrated with Infor ERP FACTS and are provided through our strong relationships with our partner and customer bases. They enable a flexible expansion of Infor ERP FACTS deployments and a low-cost/low-barrier means for customizing the deployment to fit a broader set of customer needs.

In addition, Infor offers a range of strategic solutions that provide extensive support for all aspects of modern business.

**Human Capital Management** provides workforce management capabilities in the areas of employee recruitment, compensation, benefits, self-service, learning, and performance management tracking.

**Supply Chain Management** puts companies firmly in charge of their supply chain with superior supply chain planning and execution, warehouse management, and transportation management capabilities.

**Corporate Performance Management** provides the clear visibility across multiple applications, data sources, and business processes needed to measure and monitor performance, deliver business intelligence, and promote informed decision-making.

**Customer Relationship Management** drives intelligent customer interactions at every touch point with integrated marketing, sales, and service capabilities.

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**Supplier Relationship Management** provides valuable, web-based communication tools that complement our supply chain management solutions and help customers manage their suppliers more tightly to meet changing customer demands.

**Product Lifecycle Management** improves control over product integrity with specification management, product data management, and content and document change management.

**Enterprise Asset Management** ensures that equipment is properly managed and maintained, optimizing equipment performance and, therefore, asset utilization.

**Financial Management** gives companies the reach they need to handle the financial requirements of a global economy, from financial accounting and budgeting to reporting and analysis.

**Event Management** is a configurable technology that notifies employees of events that require action. It acts as an invisible assistant and helps streamline operations because employees need to focus only on exceptions. This helps foster a more efficient and responsive enterprise and also supports compliance requirements because it produces an audit trail of events and actions that have been taken to address them. Infor Event Management has many uses, including transportation logistics and general supply chain applications where there is a need for event and non-event notification.

**Workflow** provides business process modeling, execution, and monitoring capabilities while integrating processes across applications, people, and organizations to enable them to behave in a responsive and predictable manner.

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## **CUSTOMER SUPPORT AND MAINTENANCE POLICIES**

The mission of Infor Global Support is to provide support excellence with continuous improvement resulting in the highest levels of customer satisfaction. We achieve this by delivering value, responsiveness, consistency, and quality through our efficient product support centers and expert support staff, each of whom has the training, knowledge, and field experience required to understand your business requirements and resolve any issues in a timely manner.

Our focus is on anticipating and exceeding customer expectations, providing a consistent customer experience across all of our support centers, and maintaining an engaged environment where both our employees and our customers have a sense of empowerment.

For employees, that means a total, knowledge-based dedication to resolving customers' issues, which in turn translates to loyalty, confidence, and pride on the part of customers — the conviction that Infor Global Support is reliable, fair, and respectful in handling support and maintenance issues and administering policies.

As part of our commitment, we will continue to support all versions of Infor ERP FACTS for as long as customers require (and it is technically feasible). Enhancements and regulatory changes are in general applied to the current release, while warranty fixes are in general applied to the latest two releases of the product.

For more information about Infor Global Support and our policies, please contact your local support center.

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## **SUMMARY**

Infor ERP FACTS is the distribution ERP solution of choice for growing companies with revenues in the range of \$50M and below. With its broad footprint and upcoming SQL/Java architecture, it gives customers a flexible and distribution-specific business foundation for automating their business operations. Through this low-cost, low-maintenance, easy-to-deploy solution, Infor demonstrates its commitment to helping growing distribution companies.

Our aim is to enable customers to perform better in their business, and we will respond to both customer requests and market demands and continue to enrich Infor ERP FACTS while providing additional options for customers to extend and expand their business systems to address new requirements through Infor's strategic solutions.

### **About Infor**

Infor delivers fully integrated enterprise solutions for a wide range of industries, as well as best-in-class, stand-alone products that address the essential challenges its customers face in areas such as enterprise resource planning, supply chain planning and execution, customer and supplier relationship management, asset management, product lifecycle management, financial and performance management, as well as business intelligence. With 8,100 employees, Infor provides enterprise solutions to more than 70,000 customers and has offices in over 100 countries. For additional information, visit [www.infor.com](http://www.infor.com).