



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.

[See Infor's Lisa Pope describe cloud strategy >](#)

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.

2,800

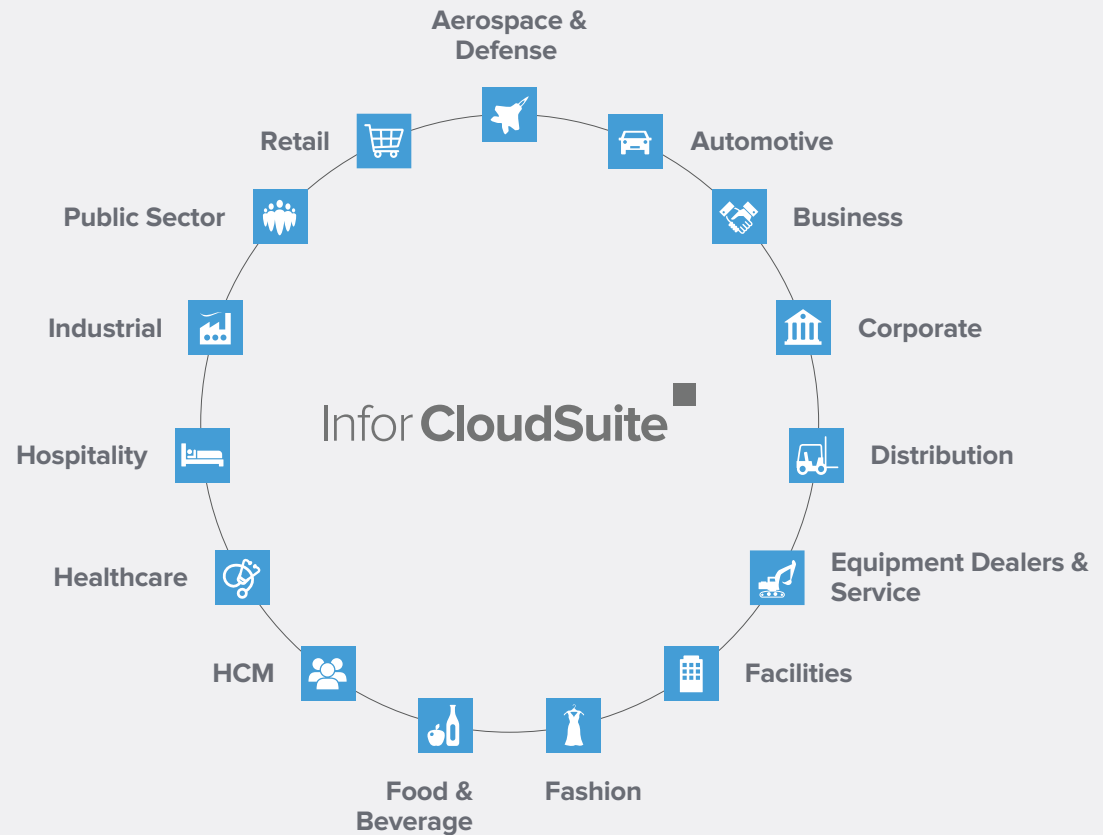
customers globally and growing

45+ million

users

ISO/IEC 27001

compliance



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 45 million users and 2,800 customers worldwide.

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

Adapt

Manage seasonal demand fluctuations for storage and computing needs by expanding and contracting capacity as needed, paying only for what you use.

Streamline

Reduce the complexity of your existing deployment landscape and decrease the burden on IT resources.

Innovate

Keep your systems up-to-date and more easily take advantage of innovative new technologies.

Grow

Manage growth and change effectively with a high degree of scalability.

Capitalize

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.



Looking for advice on moving to the cloud? Watch this video featuring Kevin Ellsworth, CFO of Scott County, Minn.

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 \(AWS\) >](#)

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



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 CloudSuite Aerospace & Defense	
Infor CloudSuite Industrial (Enterprise Edition)	
Infor CloudSuite Industrial (SMB)	

CPG	
Infor CloudSuite Food & Beverage	
Infor CloudSuite Fashion	

Service Industries	
Infor CloudSuite Corporate	
Infor CloudSuite Hospitality	
Infor CloudSuite Healthcare	
Infor CloudSuite Public Sector	
Infor CloudSuite Business	
Infor CloudSuite Retail	

Global SMB Business Platforms	
Infor CloudSuite Industrial (SyteLine)	
Infor CloudSuite Business	

Horizontal business platforms

General Business Platforms

Infor CloudSuite Corporate	
Infor CloudSuite Business (SMB)	
Infor CloudSuite Facilities	

Human Capital Management

Infor CloudSuite HCM	
Global HR	
Talent Management	
Talent Science	
HR Service Delivery	
Workforce Management	
Learning Management	

Customer Experience Management

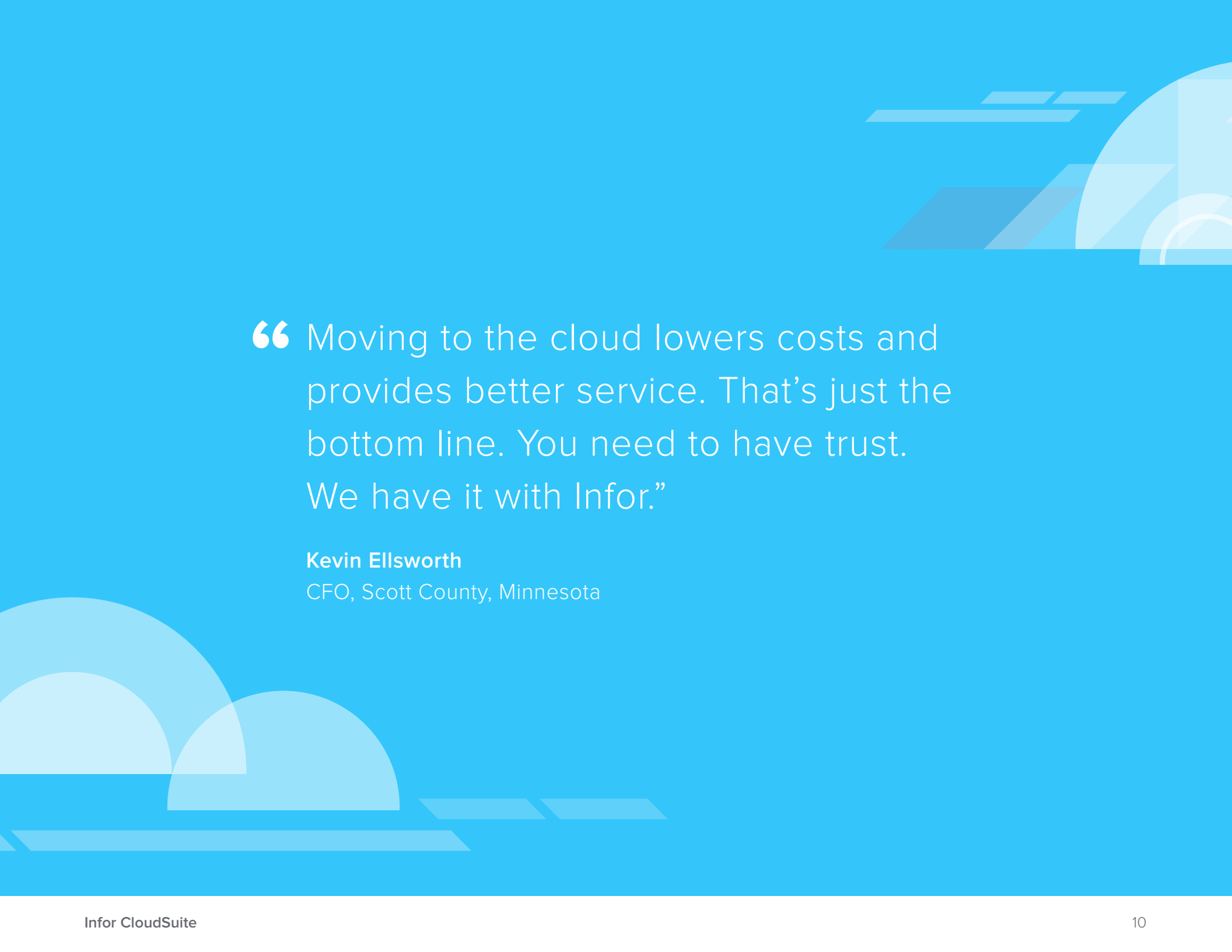
Customer Relationship Management (CRM)	
Configure Price Quote	
Marketing Management	
Interaction Advisor & Outbound Marketing	
Service Management	
Infor Rhythm E-commerce & Collaboration Platform	

Technology Platforms

Infor ION Integration Framework	
Infor Ming.le™ Collaboration Framework	
Infor BI Analytics Framework	
Infor Mongoose Development Framework	

System i Applications in the Cloud

XA	
LX	
System21	



“ Moving to the cloud lowers costs and provides better service. That’s just the bottom line. You need to have trust. We have it with Infor.”

Kevin Ellsworth

CFO, Scott County, Minnesota

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.



About Infor

Infor builds beautiful business applications with last mile functionality and scientific insights delivered as a cloud service. With 13,000 employees and customers in more than 200 countries and territories, Infor automates critical processes and helps eliminate the need for customization through embedded industry domain expertise. To learn more, visit www.infor.com.

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