

## Managed Services

➔ Infor Managed Services allows you to get more for less.



### Do business better.

Your organization doesn't generate its own electricity or manufacture its own paper—everyone buys those products from specialists. Technology has reached that same point—it's now a critical resource that's too important to handle yourself. When you consider the cost of regulatory requirements for privacy, security, and other external mandates, the value of strategically assigning parts of your IT operation to outside experts becomes unmistakable. You'll not only save money by outsourcing IT functions to a reliable managed services provider, you'll also gain the high degree of focus that you need to excel at your core competencies.

### Leverage experience.

Infor™ brings 30 years of experience on more than 600 managed services contracts and a global workforce to ensure that your managed services advance your business and meet your budget. We carefully select and train our employees to make sure they have the knowledge and skills to manage your business applications, configure those applications to support your business processes, and run your applications at top performance. Our resources are available around the clock and around the world, so that you can do business wherever opportunity arises.

INFOR™

## Get business specific.

Business continuity requirements and cost controls typically drive the decision to use managed services. Your organization can gain flexibility, continuity, and important cost reductions when you bring strategically selected IT functions to Infor Managed Services.

Also, you can stop worrying about asset ownership and information security because our expert specialists stand available and completely ready to run, store, and back up your applications and data to eliminate the risk of interrupting your business. Our teams also take care of updates and patches and add new feature packs to your applications so that you can stay focused on the things you do best.

Infor Managed Services assures consistent uptime and top performance through service level agreements, and offers predictable costs through fixed fees. By tailoring an agreement to the specific needs of your business, you get to choose the ideal mix of managed services in a number of critical areas, including:

- **Application Management Services.** This covers all operational services, including service desk, system administration, capacity planning, service pack maintenance, backup, recovery, and archiving, as well as a full range of services for optimum application performance. Service level agreements may even include migrations and upgrades to upcoming versions with richer functionality.
- **Customization Support Services.** We support all maintenance and enhancements to your application framework to meet specific business needs, including architecture, customization, integration, enhancements, and migration development.
- **Skills Capacity.** You get to specify the number of contract personnel that will be included in your service level agreement to best suit your organization's specific business requirements.

When you rely on Infor Managed Services you're gaining a lot more than cost savings—you're getting assured continuity,

better service, more reliability, and more flexibility. You'll also gain the support of a global network of experts with decades of experience in the field.

## See results now.

"Doing more with less" remains the perennial challenge for organizations of all sizes. That challenge has special significance for IT departments, as the race to keep up with advancing technology gets more complex and critical every day. What's more, by using Infor Managed Services, you can free up capital that you'd otherwise spend on hardware, software, office space, and equipment for IT services and devote those funds to your business. You'll also eliminate IT-related management distractions so that your organization can concentrate fully on the things you do best.

## About Infor.

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become one of the largest providers of business software in the world. For additional information, visit [www.infor.com](http://www.infor.com).

Infor Corporate Headquarters  
13560 Morris Road  
Suite 4100  
Alpharetta, Georgia 30004  
USA  
Direct: +1 (800) 260 2640

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

The Infor logo consists of the word "INFOR" in a bold, sans-serif font. The letters "I", "N", "F", and "O" are black, while the letters "R" and "O" are red. A small trademark symbol (TM) is located to the upper right of the final "O".