

# Infor ERP System21 Aurora

Statement of direction



# Table of contents

Introduction.....	3
Infor product strategy.....	4
Market landscape .....	5
Solution overview.....	7
Strategic direction.....	11
Product roadmap.....	12
Customer-driven product lifecycle .....	18
Customer support and maintenance policies .....	20
Summary.....	21

# Introduction

Infor™ is changing what businesses expect from an enterprise software provider by delivering, through acquisition and innovation, proven business-specific solutions with industry experience built in. For our customers, this means:

- Lower total cost of ownership
- ROI now, not later
- A wide choice of solutions to support your business challenges, from a provider with global scale
- A product strategy to enrich, extend, and evolve our solutions to meet your needs, at your own pace

With the acquisition of GEAC in August 2006, Infor established a roadmap for long-term development of Infor ERP System21 Aurora through enhancements, embedding Infor Open SOA (service-oriented architecture) to increase interoperability, and introducing a program of lower cost of ownership and usability improvements, including a new reporting solution.

This statement of direction represents an overview of Infor ERP System21 Aurora, how this solution fits within Infor's overall enterprise resource planning (ERP) strategy, and how we will continue to enrich, extend, and evolve the solution for our customers.

This information is provided at a strategic level and is intended to assist customers in their selection of Infor products, as well as in strategic planning for their internal system development. This document is not intended to serve as a complete listing of all the new capabilities, nor does it reflect the extent to which we may enhance the products. Rather, it represents an overview of our intent as of the date of publication and is subject to revision or change without prior notice.

More information regarding each enhancement and the underlying features and functions can be obtained through the Infor ERP Product Management team. Please contact your designated customer service representative if you have questions or if more detailed information is required.

## Infor product strategy

Infor is passionate about enterprise software and we are committed to delivering, through innovation, the best business-specific solutions to meet our customers' diverse business challenges and ever-changing needs. This commitment is at the core of our product strategy, our comprehensive approach to delivering business value to our customers based on three key objectives:

- **Enrich**—Our commitment to adding new features  
We are enriching your software with ongoing customer-driven enhancements based on a feedback system that lets you rank what is important to your business.
- **Extend**—Our commitment to offering more software choice  
We are extending our solution portfolio to provide you with more software choices from one partner that understands your business. And, you can add solutions as you need them—on your schedule.
- **Evolve**—Our commitment to using next generation software  
We are evolving our solutions by leveraging the size, industry expertise, and intellectual property within Infor to build next generation technology that provides for the non-disruptive introduction of new capabilities into your software. You can apply this new technology incrementally, on your timetable.

The bottom line: An ongoing investment in the products you already own, complementary solutions that provide you with new business value, and a commitment to your future success as an enterprising company.

A more detailed explanation of our commitment to enrich, extend, and evolve Infor ERP System21 Aurora is presented in the appropriate sections of this statement of direction.

## Market landscape

There is a misconception in industry that large organizations are much more sophisticated than smaller businesses. Large businesses may have more resources, but the reality in today's dynamic, often global marketplace is that the differences between large and small manufacturers are not that great.

Manufacturers large and small have similar challenges in that they are driven to increase revenue, improve customer satisfaction, improve product success rates, protect or increase margins, become more sustainable or green, and operate more effectively in the global economy. They also need to evolve their business model and meet new industry regulations.

### **Meeting industry challenges takes an advanced ERP system.**

For decades, companies have been making substantial IT and operational investments in ERP systems. For the most part, they have realized moderate benefits as a result of implementing those solutions because of the general nature of the functionality provided. However, to keep up with the fast pace of change that characterizes today's business environment, it's clear they need deep and specific manufacturing capabilities that can bring a high return on investment through efficiency improvements and better decision support.

Based on research conducted by Infor, as well as direct feedback from our customers, market forces precipitating the need for an advanced ERP system include:

- **Finding alternative sources of revenue.** With reduced discretionary spending and higher costs, leading companies are trying to sell into additional channels. With each channel comes unique pricing, product, and customer expectations. While incrementally expanding into new channels and product categories, companies must continue to meet existing service level agreements.
- **Improving customer service and loyalty (customer retention).** Manufacturers are finding they must make it easier for customers to place orders, offer customers more options, improve perfect order rates, and minimize customer service issues. This is complicated by the growing buying power of the mega retailer, which often translates into custom pricing, palletization, and even custom products. Increased reliance on promotions has resulted in a need for increased effectiveness analysis and the streamlining of deduction management. To make things even more challenging, manufacturers may also be competing with retailers' private label products. Customers and retailers want suppliers that can help increase revenue with fewer issues and customer service costs. This ability to meet service levels while controlling costs is often called minimizing the cost to serve.
- **Improving product success rates.** To meet customer expectations and react to market conditions, companies grapple with increased product complexity, product proliferation, and increased packaging. The ability to ensure safety, efficacy, and compliance while accurately costing products is critical. The ability to manage at the bulk and package level improves agility and can increase fill rates.

- **Thin margins are under constant pressure.** Due to increased input costs, energy and transportation costs, and reduced pricing power, manufacturers are under constant pressure to protect and improve margins. Companies are uncovering opportunities to improve their materials usage based on accurate lot/sublot characteristics, reduced variability in formulas, and by using package and processing data for more accurate forecasts. In essence, companies can use the same materials and capacity to reduce rework and excess material usage and improve yields and fill rates. With input, transportation, and other costs continually fluctuating, companies need actual costing to accurately understand the impact on margins and standard costs to quickly identify and mitigate quality or efficiency issues. Companies can increase margins by improving efficiency and improving quality or protecting margins with superior quality and fill rates. This is often called minimizing the total cost of quality.
- **Being more sustainable or green.** While many companies view green as a supply chain issue, ERP provides a daily opportunity to be greener. Every reworked batch, returned shipment, inventory write-off, and redundant purchase shipment is an example of wasted energy or carbon miles. Improved material usage and reduced material write-off can eliminate an excess purchase shipment and carbon leg. Every time a batch is reworked, excess energy and materials are needlessly consumed. By improving quality, companies get a chance to become a little greener and reduce costs every day.
- **Competing more effectively in a global economy.** The risk and global market opportunity varies greatly by product category and region. Companies producing more global products with global material availability and longer shelf life can face increased competition from countries with lower production costs. While some companies are extending production to countries with lower costs, others are moving to producing products for the emerging markets. With the rise of green, other companies are moving to near-shore sourcing strategies. No matter what stage your company or market is in, you need business process-based solutions that can support extended supply chains without extensive custom coding.
- **Adapting to new business models.** With increasing demand volatility, shorter product lifecycles, and tightening credit markets, companies need to react to short- and long- term trends while controlling capital expenditures and maintaining profitability. To increase capacity and provide additional processing capabilities, companies are increasing the use of copackers or increasing supplier expectations. Companies need business process-based solutions that can support increased collaboration and help them react profitably and with lower capital expenditures.
- **Regulatory pressures are increasing.** From Sarbanes-Oxley to GMP, to REACH, to allergens or trans fats, increased compliance complexity is a given. With increasing validation mandates, even chemical and food companies have to meet stringent Article 21 CFR Part 11 and validation mandates. Companies in the food and beverage industry must comply with the traceability requirements of the U.S. Bioterrorism Act, as well as with HACCP (Hazardous Analysis and Critical Control Point), a regulation designed to protect against food-borne illnesses. Chemical companies are regulated by the Environmental Protection Agency (EPA), Occupational Safety and Health Administration (OSHA), FDA, and their international counterparts. In addition, regulatory control and enforcement in areas such as Good Manufacturing Practices (GMPs)—and more specifically the electronic signature requirements of Article 21 CFR Part 11—are increasing overhead costs for many companies. Companies must ensure safety, compliance, and efficacy while minimizing the total cost of quality.

This commercial reality serves as the fundamental driver to the future direction of Infor ERP System21 Aurora.

## Solution overview

### **Infor ERP System21 Aurora features and benefits**

Infor ERP System21 Aurora and Infor ERP System21 Aurora Style are integrated advanced ERP solutions that bring together a wide variety of essential business functions in a scalable, multi-language, IBM® System i® platform for manufacturers in industries such as food manufacturing and distribution, chemicals, pharmaceuticals, fast-moving consumer goods/consumer packaged goods, automotive component manufacturing, wholesale distribution, electronics, and industrial materials. Aurora Style provides functionality for garment, apparel, and textile manufacturing and distribution companies

Infor ERP System21 Aurora and Aurora Style provide manufacturers and distributors with real-time business process management (BPM) capabilities that support manufacturing, financials and procurement, customer service, and logistics. System21 Aurora supports industry specific capabilities such as after sales service management. The wide range of capabilities it offers can provide a high return on investment (ROI), and many functions are embedded for specific industries that can lower operating costs, improve quality, ensure compliance, and further improve competitiveness.

Infor ERP System21 Aurora and Aurora Style support global operations and increased collaboration, are easy to use, provide visibility of information for decision makers, and support a low cost of ownership and flexibility in the business. Capable of being reconfigured quickly to support change in manufacturing styles and business operations, System21 Aurora addresses business processes that include:

- Manufacturing capabilities such as MPS, MRP, CRP, RCCP, production and costing. Industry specific capabilities for traditional or inverted BOM, Quality Control, material availability planned to operation not WO start, Lot trace throughout the manufacturing process, Unique manufacturing definition to unify the "greige" and UPC definition, planning at style / color / UPC, bundle tracking and reporting, RFID support, and contracting or outworker support
- Sales capabilities such as configurable customer hierarchies with ship to and bill to definitions; order, fulfillment and return processing; advanced pricing and promotions; case and bottle ordering; and retrospective discounts
- Purchasing capabilities such as order from and pay to definitions; vendor schedule and discrete orders; EDI support; manual and planned requisitions; blanket purchase orders; supplier pricing and material cross references; purchase in multiple UOMs; receiving; and returns.
- Financial management capabilities such as full financial management and reporting in General Ledger and sub-ledgers; tax and European VAT (value-added tax) support; global organizational setup to support multi-company, multi-currency, and multi-facility capabilities; and support for enterprise management of customers and vendors.

- Equipment service capabilities with high levels of configuration; availability of replacement parts; sales and customer service functions; and customer self-service.
- Logistics capabilities, such as transport planning, advanced shipping notifications, production and EDI of ASNs, and integration to third-party warehousing.
- Customer relationship management (CRM), which offers an innovative approach to leveraging customer-related information. Infor CRM IBM i Edition features a single database for customer information that is tightly linked to Infor ERP System21 Aurora. The result is a single, integrated view of all customer-related information, including credit limits, financial transactions, customer orders and quotes, and shipments.

This combination of deep manufacturing operations support, flexibility, and extended capabilities means Infor ERP System21 Aurora is a platform that can support a business as it develops and changes to meet new customer needs and market demands.

#### **Global support for Infor ERP System21 Aurora**

The solution is available in many countries and is enabled by localizations, translations, and multi-byte support.

The standard product supports the following regions and countries:

##### *Americas*

- USA
- Canada

##### *Europe, Middle East, and Africa*

- UK, Ireland
- Germany
- Netherlands
- Belgium
- France
- Spain

##### *Asia Pacific*

- China
- Hong Kong
- Singapore
- Australia
- New Zealand

#### **Extended solutions**

Infor is committed to serving our customers, with a full portfolio of solutions to meet their most challenging business requirements. To honor this commitment, we are continuously looking at ways we can extend our portfolio with new, innovative, and complementary solutions. Since 2002, when Infor was founded, we have acquired and built a strong portfolio of business-specific solutions with industry experience built in. These solutions are grouped in the following solution categories:

- **Infor CRM (Customer Relationship Management)** enables you to make the most of every customer interaction by integrating marketing, sales, and service, and by creating a multi-channel, closed-loop dialogue with your customers that nurtures the customer experience.
- **Infor EAM (Enterprise Asset Management)** helps organizations better manage, maintain, and track their assets, as well as drive better decision-making in maintenance, inventory/warranty, uptime, risk management, and strategic planning.
- **Infor ERP (Enterprise Resource Planning)** gives you the flexibility and control necessary to automate, plan, collaborate, and execute according to your unique business requirements, with a breadth of functionality that never locks you in to one mode of operating.
- **Infor FMS (Financial Management System)** takes today's CFO beyond the procedures, controls, and data necessary to carry out core financial management functions and extends financial systems into new areas—automating more processes, boosting productivity, and providing opportunities for greater strategic leadership.
- **Infor HCM (Human Capital Management)** helps you automate and optimize the entire “recruit-to-retire” process, as well as improve competitiveness by ensuring that your staff is always aligned with demand.
- **Infor PLM (Product Lifecycle Management)** helps you maximize profit, ensure product compliance, improve quality, and reduce time to market by optimizing every stage of the product lifecycle, from portfolio management to product development to obsolescence, so you can innovate faster.
- **Infor PM (Performance Management)** enables you to improve overall business performance by developing effective strategies, aligning resources and actions to plans and strategies, and proactively monitoring business processes and results.
- **Infor SCM (Supply Chain Management)** helps you manage the most complex supply chains with a full suite of planning, warehouse management, and transportation and logistics solutions that deliver the visibility and event management you need to operate a chaos-tolerant supply chain and support profitability, competitiveness, and growth from concept to customer.

For more information about the above solutions, please visit [www.infor.com](http://www.infor.com).

We are continuing to extend our portfolio based on the domain expertise of our product specialists, market conditions, and most importantly, customer input. This ongoing effort means our customers can continue to rely on Infor to supply them with extended business value regardless of industry or geography.

For example, a manufacturing company facing dramatic and unexpected shifts in customer demand may add Infor's demand planning solution to its existing Infor ERP implementation to increase responsiveness. Another company with increasing product complexity and product proliferation can minimize changeovers with Infor SCM Advanced Scheduler, which can increase capacity utilization and increase fill rates. When companies must increase product success rates or convert more sample requests, product lifecycle management can halve time to market and improve margins while ensuring compliance. When you need to improve material usage and reduce

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finished goods inventory while meeting service levels, Infor SCM Advanced Planner can reduce finished goods shortages, overages, and improve cash flow. For companies that process materials into intermediates, Infor SCM Advanced Planner improves material usage while aligning demand and supply. For such a company, inventory control and warehouse efficiency are becoming increasingly important. Infor SCM Warehouse Management might complement the ERP solution to drive this efficiency.

This extended business value is being delivered through interoperable solutions created by leveraging our Infor Open SOA. This allows customers to augment what they have today with minimal disruption to their business, and provides them with extended capabilities through seamless business process execution regardless of technology platform. Of course, the end user won't care or know that he/she is accessing multiple solutions.

Infor MyDay pages provide individuals with a consolidated view of their daily activities relative to their specific role in the business, with the personalization, consolidated reporting, and analytics they need to excel in their jobs.

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## Strategic direction

In every industry and in every geography, there are multiple forces driving companies to reduce costs, increase business velocity, and better respond to customer demand. Infor experts leverage product and industry knowledge gained from years of on-the-job experience and collaborate with customers to understand how their business is changing and to find new ways we can help them achieve improved business results. These requirements are what drive our product strategy and help us determine how we enrich, extend, and evolve our solution portfolio.

Specific details of our enhancements are spelled out in the following sections.

# Product roadmap

Infor is committed to increasing the value of the investment our customers have made in our solutions. As part of our pledge to protect and advance your interests, we will maintain, support, and advance all product lines by aligning our resources to demand.

The following chart represents the recent and planned near-term release schedule and associated functionality for Infor ERP System21 Aurora .

## Infor ERP System21 Aurora roadmap

Infor ERP System21 Aurora (Project name)	System21 Aurora 2.4	Evolve One	International	System21 Aurora 2.4.1	Advanced Purchasing
<b>Goal</b>	- Double Byte Enabled - SOA Enablement	- Optiva Integration - Infor Advanced GL - Infor Decisions	- Infor Webstore; MDM and Pricing	- Customer-driven enhancements - Infor Advanced Costing	- Infor Advanced Purchasing
<b>Features</b>	- Simplified Chinese language availability - China Legal and Statutory requirements - Infor MyDay	- Improve Product Lifecycle Management - Improved Consolidation - Expanded global coverage - Improved Analytics	- Improve Customer Satisfaction and Service levels - Support new banking standards	- Process improvements - Cost simulations and analysis	- Cost simulations and analysis - Improve purchasing efficiency and sourcing
	● H2	● H1	● H2	● H1	● H1
	2009	2010		2011	
				H2	
					2012

### System21 Aurora 2.3 Release

The current release of System21 Aurora includes a full complement of customer-driven enhancements. It provides support for consignment stock, contract pricing, and an extended solution for retrospective discounts. This release will also provide enhancements that help our customers implement RFID solutions. The Aurora integration platform will be further developed, in line with Infor Open SOA, and we will use this platform to provide effective integration to Infor’s strategic solutions.

This release of System21 Aurora includes the following:

- *Streamlined manufacturing receipt booking*—Supplements the existing order-at-a-time processing by allowing you to quickly work with lists of orders that satisfy specific selection criteria. Lot numbers and put-away locations can be automatically generated or entered directly

into the list. This feature, combined with multi-level back-flush, can significantly simplify and expedite operations. Similar capabilities are available to simplify the booking of operations.

- *Mass maintenance of manufacturing set-up and runtime*—Manufacturing companies are always looking at ways to increase throughput of machines and reduce associates set-up times. New with Aurora 2.3 is the ability to easily apply these changes to the manufacturing database.
- *Item Transformation*—Allows you to combine or split inventory items. You may want to split two cases (product A) into 24 individual items (product B), while maintaining full traceability. Other examples include packing items to a case; combining two or more items to create a new item – light assembly; changing the quality or potency of an item.
- *Consignment stock*—Allows you to hold stock at a customers' facility, invoicing the customer when the product is used or sold. This release will provide support for consignment stock in the areas of accounting, customer ordering, shipment, and invoicing.
- *Retrospective discounts*—To remain price competitive, many of the businesses that use System21 Aurora offer their customers a discount based on an agreed volume of sales of a product or group of products over an agreed period of time. (This function was made available as an add-on to System21 Aurora 2.2.)
- *RFID*—This release provides base RFID support to help customers who need to execute pilot projects. This includes the ability to associate global trade identification numbers (GTIN) with products. It also includes the ability to specify which product-customer combinations require tags and interfaces to allow external applications to easily retrieve product information from System21 Aurora. (This function was made available as an add-on to System21 Aurora 2.2.)
- *More than 30 customer-prioritized requirements*—These will enhance application flexibility, reporting, and auditing. Some of these enhancements include added flexibility in the application of charges to sales orders, greater control over credit notes, and greater flexibility in invoice print.
- *Infor's web-based customer self-service application for System21 Aurora*—This will be enhanced to support a web services interface. This offers Infor customers an out-of-the-box web store for business-to-business and business-to-consumer, or the option to build their own solution using the same flexible, high performance interfaces used by the standard solution. Similarly, doc.connect, the System21 integration platform, will be extended to support web services.

#### *System21 Aurora 2.4*

Now more than ever, companies are operating around the globe. While the manufacturing of products is done in more cost-effective regions like China or Eastern Europe, the financial and product planning remains in the original country. This change in running the business also creates the need for Asian character sets. The System21 Aurora 2.4 release will help those companies that are planning global implementations of System21 Aurora. Double-byte character support (DBCS) will allow System21 Aurora to be translated into East Asian languages. Tax compliance will be accomplished via integration to an external tax module that will simplify the application of local taxation. Specific releases of System21 Aurora will be made available for China during 2009.

Future releases of System21 Aurora will continue to focus on the internationalization of the solution by adding support for additional countries. The planned integration with Infor Advanced General Ledger will play a large role in the support of local legal and fiscal reporting as it provides the ability to view a transaction as it is affected by multiple accounting rules or standards.

### **New Offering for System21 Aurora 2.3: Infor CRM IBM i Edition**

To meet the need for enhanced CRM capabilities among its IBM System i ERP customers, Infor has developed Infor CRM IBM i Edition, a new solution with an innovative approach to leveraging customer-related information. Infor CRM IBM i Edition features a single database for customer information that is tightly linked to your System i platform and Infor ERP application, such as Infor ERP System21 Aurora. The result is a single, integrated view of all customer-related information, including credit limits, financial transactions, customer orders and quotes, and shipments. Infor CRM IBM i Edition helps you take the next logical step in improving your business performance, offering a wide range of CRM functionality to leverage your enhanced customer information for improved opportunity management, campaign management, and sales forecasting.

System21 Aurora will be the foundation for enablement of the Infor Open SOA model. In addition to the functionality discussed in the enrich section above, integration to the following solutions will be offered:

- **Infor SCM SupplyWEB**—Including traditional EDI communication and web-based methods, this advanced supplier collaboration solution helps automotive companies and discrete manufacturers solve their toughest challenges in the areas of supply chain management, automotive/supply replenishment, supplier performance, and partner collaboration. Proven to lower supply chain costs, reduce inventory, and increase operational efficiencies, the solution delivers significant ROI by increasing supplier visibility, enabling inter-enterprise communication, and providing a high level of systems integration.
- **Infor SCM Demand Planning**—This proven set of forecasting tools supports collaborative forecasting and packaged statistical methods to improve forecast accuracy. This tool has a web-based collaboration interface, with sales and operations reporting and metrics to help companies predict and shape customer demand with greater accuracy.
- **Infor PM**—This performance management solution allows you to improve overall business performance by developing effective strategies, aligning resources and actions to plans and strategies, and proactively monitoring business processes and results.
- **Infor SCM Advanced Scheduler**—This proven set of optimization-based volume and tank tools help companies increase capacity and improve asset utilization. Sequencing of critical resources, from materials to packaging, ensure compliance, increase throughput, and minimize change over costs and downtime.

For more information about the above solutions, please visit [www.infor.com](http://www.infor.com).

Over forthcoming new releases, Infor ERP System21 Aurora will gain increased flexibility to support operational agility and embed further business-specific capabilities, particularly for general manufacturing, for organizations operating in industrial equipment and machinery, and high-tech and electronics manufacturing, and for global operations in the automotive industry.

For heavy project-based manufacturing in industrial equipment and machinery, as well as commercial aerospace manufacturing, we are considering support for advanced project costing (including cost pegging) and program management capabilities. This will be supported by making use of new innovative solutions leveraging the Infor Open SOA platform and capabilities.

In addition, Infor will enrich the Infor ERP System21 Aurora maintenance and services offering in the following ways:

- A consistent tempo of new releases.
- Improved Infor365 Online Support, with technical and non-technical product resources, incident tracking, and a host of other support tools including rich new customer-to-customer networking capabilities.
- A Voice to Infor program for Infor ERP System21 Aurora that facilitates a global enhancement voting process via user groups and helps us openly and fairly manage product lifecycles with customers.
- Center of Excellence programs that focus expertise on and enhance development.
- Significant expansion of our domain experts within Infor Professional Services. We will continue to make our deep domain expertise accessible to customers, enabling them to gain from the best practices learned through our experience gained by working with industry-leading organizations across the globe. Infor ERP System21 Aurora plays a vital role in the day-to-day operations of the world's leading industrial equipment and machinery, high-tech and electronics, component, and project-based manufacturing companies. Through our ongoing support and interaction with these organizations, we continue to develop and refine our products, services, and strategies. As a result, our entire customer base benefits.

In addition, by rapidly adopting Infor Open SOA, we will be able to deliver increased agility, improve interoperability, and enhance the usability of our solutions. By opening up the application and connecting Infor ERP System21 Aurora to the Infor SOA On-ramp, which facilitates interoperability between all Infor solutions, it becomes easier and faster to connect to other Infor and non-Infor solutions. Delivering content with messages according to the OAGIS standard, different solutions within the Infor portfolio are easily connected and integrated into specific solutions to address customer business issues.

### *Infor MyDay*

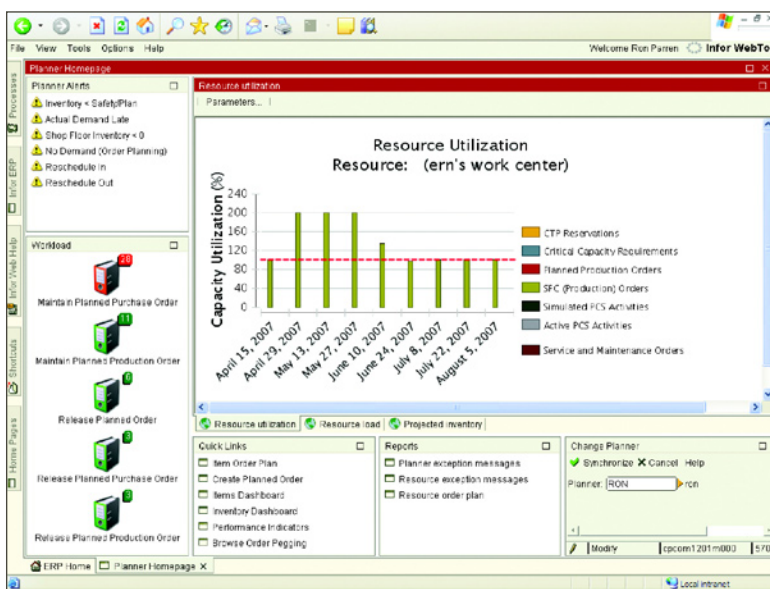
Infor MyDay pages are planned for dozens of organizational roles ranging from executive level to managerial level, and are universally applicable to multiple Infor product lines via Infor Open SOA. Each Infor MyDay page represents “a day in the life” of an individual performing a given role and provides a portal-like view of workload, alerts and exceptions, analytics and KPIs, favorites, and reports in an easy-to-read format with colorful charts, graphs, and icons. By viewing their page, users can get quick visibility into everything that is important to their role on a daily basis. They can also personalize their Infor MyDay page to incorporate preferred links, set thresholds to further highlight critical conditions, move panels, and add additional links.

For example, a planner can see alerts regarding potential stock/material shortages and use workload hyperlinks to access screens where work related to purchase, distribution, and production orders can be executed immediately. He or she also can receive alerts about items that

need special attention and priority, such as requisitions that are coming due and receipts that are late, as well as monitor KPIs on requisition-to-receipt lead time. A sales administrator can view alerts for expired quotations, workload focused on unapproved orders, and KPIs for discounts outside of tolerance, as well as set up quick links to “create order” and “create quotation.” Each user’s Infor MyDay page unites the relevant information on one screen.

Infor developed the Infor MyDay page design template according to established user-centered design techniques and the results of extensive research into the specific requirements for each role. Infor MyDay pages support Infor’s mission to improve the user experience by providing every user with easy access to all the information and tools they need to do their jobs, thus increasing the overall productivity and effectiveness of the organization.

### Infor ERP System21 Aurora Planner MyDay Page



### Evolve

Infor understands that our customers want evolutionary, not revolutionary change. Lengthy implementations that consume resources or forced marches to a proprietary platform that entail abandoning your existing solutions just won’t work. That’s why we are continually evolving our product portfolio to develop innovative new components that are designed for easier deployment and greater reuse across all applicable business processes, so you can stay competitive over the long term.

Infor product evolution is both a high priority and a collaborative effort. It’s a high priority because we know that, in order to help customers effectively address the challenges of today, we must develop the breakthrough products they will need tomorrow. It’s a collaborative effort because we know that the only way to truly understand how to innovate on behalf of customers is to work closely with them at every step, understanding the specifics of their challenges and working with them to identify the new software capabilities that best serve their needs. The resulting net new development is optimized for our Infor Open SOA design to enhance, upgrade, or consolidate existing functionality. What this means to our customers is that they will benefit by having greater choice in the solutions they deploy as they mix and match Infor and non-Infor solutions and components for continuous and non-disruptive innovation.

Responsiveness to our customers' most challenging business requirements makes us a better and stronger partner to our customers. Evolving our product portfolio to realize this responsiveness is key to our business performance and vital to our growth as a company.

Future Evolve components for System21 Aurora include:

#### *Infor Decisions*

Infor Decisions takes Infor MyDay to the next level. Whereas Infor MyDay provides you with the answer to your first level of inquiry, much like a Microsoft Excel spreadsheet provides, Infor Decisions presents the data much like a Pivot Table, allowing you to easily slice and dice the data anyway that you want. It provides for the "stream of consciousness" type of inquiry where you do not necessarily know exactly what you are looking for within the data, however each layer of the inquiry provides you insight in where to drill into next.

#### *Infor Advanced General Ledger*

Infor Advanced General Ledger allows a company to maintain multiple sets of general ledgers to meet multiple accounting standards. For example, if you have an entity that operates in both China and Korea, you may historically have a chart of accounts for the Korean operation that does not meet the standards established by the Chinese authorities. A transaction from your ERP application can feed either, one, or both sets of books depending on your requirements. Likewise, consolidations are easier when multiple ERP applications are involved since the system connects via the Infor SOA architecture. In addition, extended analysis codes have been provided so that you can do complex analysis as needed.

#### *Infor Master Data Management*

Infor will deliver Infor Master Data Management (MDM) as part of its SOA architecture. MDM eases the pain of integrating multiple systems, whether they're from Infor or other providers, by allowing you to cross reference values that represent the same thing. For example you may have purchased a competitor that is using a different ERP solution. Because they were a competitor, they have many products and/or customers that are the same as what is already contained in your Infor ERP system. With MDM, the acquired entity can still refer to customer ABC as AB1 and you can continue to call them ABC. MDM cross references this information so that when you look at an Infor MyDay page, the data for AB1 and ABC will be combined to give you a consolidated view.

#### *Infor Advanced WebStore*

As with many web storefront applications, you can enter rich content about the part so that customers can become self serviced. Catalogue functions are included that allow you to add photos, descriptions, and search words. This customer-facing application uses Web 2.0 standards, which means that when data needs to be validated to the server, the screen does not need to refresh. This enhances the user experience.

#### *Infor Advanced Pricing and Promotions*

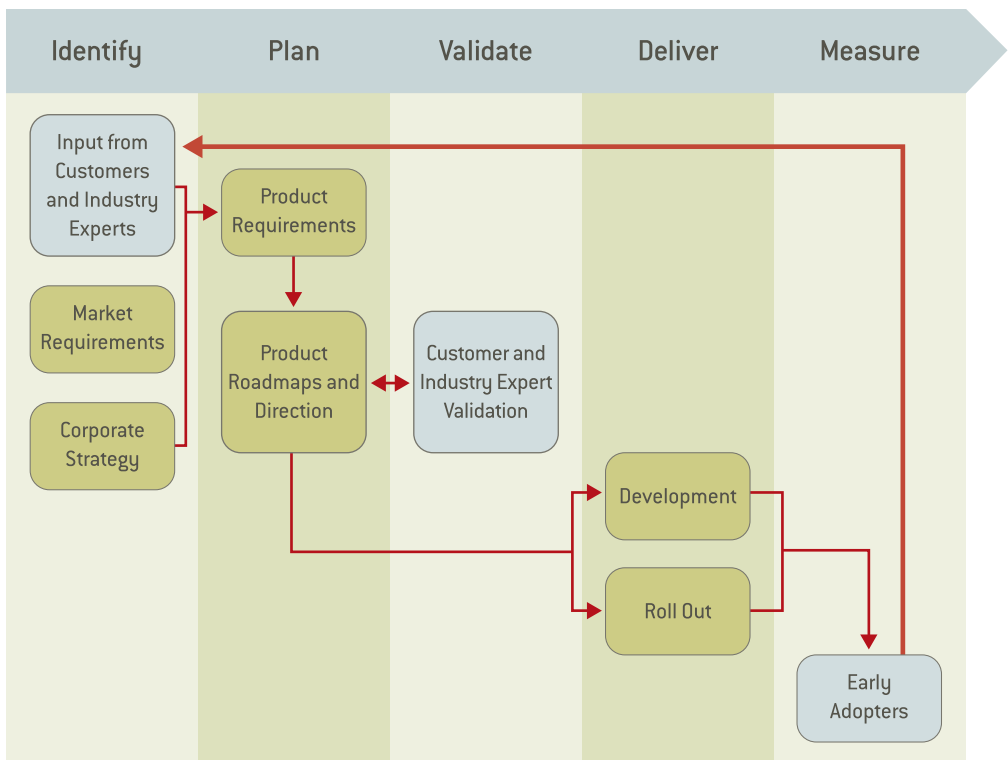
Infor Advanced Pricing and Promotions expands upon the rich functionality that is contained within your Infor ERP application. It allows for complex pricing scenarios utilizing multiple attributes coming from the part, customer, or customer order. Attributes can be used in multiple discounting methods and the methods can be combined to allow for the most demanding, complex pricing situations.

# Customer-driven product lifecycle

In order to ensure that the business-specific functionality our customers need to be enterprising is built into our solutions, Infor has developed a proven, comprehensive process for understanding the requirements of the markets and customers we serve. We rely on the deep domain expertise of an extended team of contributors—ranging from our own expert consultants, support staff, and development professionals, to industry analysts and market specialists, to user groups and individual customers—to determine the strategic direction of our solutions. Throughout the process, we place great importance on listening to customers who use our products on a daily basis. Our goal is to help you improve your operations and deliver the innovative solutions that will allow you to excel now and for the long term.

We call this process the customer-driven product lifecycle and it is illustrated in the following diagram.

**Infor Customer-driven Product Lifecycle Process**



In the “identify” stage, we gather information about the strategic direction we want to take with a particular product based on market research, input from industry analysts, and customer feedback garnered through initiatives like the Voice to Infor enhancement voting program and user group domains, as well as through customer meetings with Product Management, Support, and Professional Services. That information then is fed to the product management team who take responsibility for the “plan” component of the process by incorporating the requirements into the product design and determining the roadmaps and direction for each product.

Once those two stages are complete, we move on to “validation.” Here we verify that the product direction determined in product planning is, in fact, the best approach. We do this by going back to customers through various customer groups like our Global Guide Groups and Infor Advisory Boards. We also seek additional input from industry analysts to make sure our product roadmaps are still on track from a market perspective.

Following validation, we make any adjustments that are necessary and our development teams execute their project plans, which advances us to the “deliver” phase of the process, where we roll out products to customers. Whenever possible, we invite customers to participate in early adopter programs—to “measure” how well we have succeeded in incorporating the identified business requirements. This gives us the opportunity to beta-test a solution before making it generally available to customers. Information gathered during this step, of course, is fed back into the loop and applied to the next release.

The strength of our Infor solutions in the market is directly related to our deep domain experience and passion for listening to customers and understanding market requirements. Infor believes in a strong disciplined model of direct interaction with our customers and industry experts who trust and base their businesses on Infor software. This model allows us to better serve our customers and provide them with the proven business-specific solutions with industry experience built in that they need to cost-effectively achieve their business goals.

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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 product 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.

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

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## Summary

Through our product strategy and focus on innovation, Infor is committed to providing value to Infor ERP System21 Aurora customers that helps you be forward-thinking. Our aim is to enable you to meet your changing business requirements and toughest business challenges, and we will respond to both customer requests and market demands and continue to enrich, extend, and evolve your solutions to deliver the best business-specific solutions with experience built in. As a result, you can expect software that is ready to support you wherever your business grows.

For more detailed information regarding Infor ERP System21 Aurora, visit [www.infor.com](http://www.infor.com) or contact your local Infor sales representative.

### **About Infor**

Infor makes business software better by acquiring and improving proven, functionally rich software backed by domain experts. Infor 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).





## Disclaimer

This document reflects the direction Infor may take with regard to the specific product(s) described in this document, all of which is subject to change by Infor in its sole discretion, with or without notice to you. This document is not a commitment to you in any way and you should not rely on this document or any of its content in making any decision. Infor is not committing to develop or deliver any specified enhancement, upgrade, product or functionality, even if such is described in this document.

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