Agenda

Who is Infor

Implementation

Operations

Interfaces

Acquisitions
WHO IS INFOR

The World’s Largest Startup
GLOBAL SCALE

Infor offers customers the benefits of a global company with local presence and experience.

More than 70,000 customers

168 direct offices in 38 countries

Implementations and support capabilities in over 194 countries

Approximately 12,700 worldwide employees.

- 3,550 in development
- 3,620 in consulting services
- 1,600 in customer support.
# Products

## Soho User Experience

<table>
<thead>
<tr>
<th>Infor Ming.le Social Business</th>
<th>Motion Micro-vertical Mobile Apps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analytics Pervasive, Embedded Business Intelligence</td>
<td></td>
</tr>
</tbody>
</table>

## Micro-vertical Suites

<table>
<thead>
<tr>
<th>Manufacturing</th>
<th>Healthcare</th>
<th>Public Sector</th>
<th>Distribution</th>
<th>Hospitality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financials</td>
<td>HR Shared Services</td>
<td>Inbound/Outbound Marketing</td>
<td>Governance Risk &amp; Compliance</td>
<td>Time &amp; Attendance</td>
</tr>
<tr>
<td>Budget Planning &amp; Consolidation</td>
<td>Workforce Scheduling</td>
<td>Marketing Resource Mgmt</td>
<td>Expense Management</td>
<td>Talent Management</td>
</tr>
<tr>
<td>Asset Mgmt &amp; Sustainability</td>
<td>Product Life Cycle Management</td>
<td>HR &amp; Payroll</td>
<td>e-Commerce</td>
<td>Learning Management</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Service Management</td>
</tr>
</tbody>
</table>

## Technology

<table>
<thead>
<tr>
<th>Local.ly Cloud Based Localizations—Tax Reporting, Accounting, Bank Messages</th>
<th>ION Integration, Workflow, Alerts, Business Vault, Business Intelligence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mongoose Rapid Application Development</td>
<td>Business Cloud Hybrid, SaaS, Sky Vault</td>
</tr>
</tbody>
</table>
Industries

Our customers include:
• 19 of the 20 largest aerospace companies
• 12 of the 13 largest high tech companies
• The top 10 pharmaceutical companies
• 84 of the top 100 automotive suppliers
• 26 of the 35 largest global retailers
• 31 of top 50 industrial distributors
• 5 of the top 9 brewers
• 8 of the top 10 U.S. integrated delivery networks
• 23 of the top 50 largest U.S. hospitals
• Over 1,100 apparel and footwear companies
• Over 1,200 state and local government agencies
IMPLEMENTATION

How the Shipping Department Became a Download Center
Implementation - ROI

Began migration in 2006

• Primary ROI was reduction in shipping costs
  • Initially, biggest savings was eliminating shipments to internal users.
  • Over time customer adoption rate also produced significant savings.

• Later ESD became important to customer satisfaction

• Critical step to ensure rev rec at high volume quarter end.

• Ultimately found biggest savings in overall efficiency
  • Centralized operation.
  • Reduction in headcount (no more “chicken-ducks”).
  • Efficiency allows quick integration of acquisitions.
  • Reduction in customer care incidents (upgrade and patch requests).
Team Structure

- Director (1)
  - Product Infrastructure
    - Pricing Specialists 2
    - Product Structure 2
  - Order Fulfillment
    - Warehouse / Partner Products (7)
    - Download Center (6)
  - Project Manager (2)
Implementation - Products

**Adopted Flexera catalog / product / version structure**

- Prior implementation had version specific products.
- Dramatically reduce customer care and order entry workload by providing automatic entitlement to new versions.
- Single Sign-on from Support site increased adoption rate.

**Implemented one product line at a time over approximately 2 year period**

- Doubled the size of the company in this time frame when Infor acquired SSA.
- Used xml templates to load all products.

**Managed customer migration gradually so not to overwhelm support**

- Allowed us to develop best practices which are still used when adding new or acquired product lines.
- All interfaces were initially done through batch uploads with no real time interfaces. Eventually implemented real time interface for new entitlements.
- Nightly batch job syncs entitlement data.
Product Hierarchy

35 Solution Areas
(Catalog Product Line)

237 Product Lines
(Product Line)

2426 Catalogs

10506 Products

21152 Files

5335 MB storage
OPERATIONS

FlexNet Operations On-Demand Out-of-the-Box
## Weekly Transactions

<table>
<thead>
<tr>
<th>Category</th>
<th>Average</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts created:</td>
<td>75</td>
<td>63,780</td>
</tr>
<tr>
<td>Members created*:</td>
<td>974</td>
<td>299,269</td>
</tr>
<tr>
<td>Entitlements created:</td>
<td>951</td>
<td>444,046</td>
</tr>
<tr>
<td>ESD images loaded:</td>
<td>106</td>
<td>21,137</td>
</tr>
</tbody>
</table>

*Members are added from new orders and also imported from Support Portal every day*
# Email Activity

<table>
<thead>
<tr>
<th>Category</th>
<th>Trailing Average</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome Emails Sent:</td>
<td>244</td>
<td>133,957</td>
</tr>
<tr>
<td>Welcome Emails Bounced:</td>
<td>10</td>
<td>11,074</td>
</tr>
<tr>
<td>Order Emails Sent:</td>
<td>925</td>
<td>231,396</td>
</tr>
<tr>
<td>Order Emails Bounced:</td>
<td>10</td>
<td>3,716</td>
</tr>
<tr>
<td>Update Notifications Sent:</td>
<td>24</td>
<td>639,572</td>
</tr>
<tr>
<td>Update Notifications Bounced:</td>
<td>4</td>
<td>72,737</td>
</tr>
</tbody>
</table>
Download Transactions

<table>
<thead>
<tr>
<th>Category</th>
<th>Trailing Average</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of software downloads:</td>
<td>2,902</td>
<td>569,558</td>
</tr>
<tr>
<td>Number of documentation downloads:</td>
<td>2,729</td>
<td>349,241</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>Trailing Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg software download size:</td>
<td>474MB</td>
</tr>
<tr>
<td>Avg documentation download size:</td>
<td>421KB</td>
</tr>
<tr>
<td>Avg software download time:</td>
<td>0:23:11</td>
</tr>
<tr>
<td>Avg documentation download time:</td>
<td>0:00:04</td>
</tr>
</tbody>
</table>
Release Process

Product Management drives the release process

- SKU
- Pricing
- Deliverables

Fulfillment team attends certification meetings and provides guidance on packaging deliverables.

Development team follows “Software Delivery Process” to document final deliverables and mappings

Fulfillment team configures DLC and controls Beta and GA release dates.
Software Delivery Process: 5-10 Deliveries/Day

1 Developer

- Stage Files (.ISO if physical shipment is allowed)
- Test install from stage files
- Submit Product Delivery Checklist - SKU, description, File names, checksum, etc.

2 Order Fulfillment

- Move files to GA location
- Checksum
- Configure, Upload using Aspera, Verify Checksum
- Restrict Access

3 Developer

- Review and approve

4 Order Fulfillment

- Set Effective Data and remove restriction
## Product Release Checklist

<table>
<thead>
<tr>
<th>Task</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check if there is a PDR for the product delivery and assign it to yourself</td>
<td>Check the Product Delivery Checklist for any errors or missing information</td>
</tr>
<tr>
<td>Create MK part numbers for CD/DVD (and kit if required) and attach the PDC</td>
<td>Create or update Bill(s) of Material in MK</td>
</tr>
<tr>
<td>Rename the image file on ProductImages\Staged if needed and make sure the extension is .iso</td>
<td>Run an MD5 checksum on the .iso file to check if it matches the data that is on the PDC</td>
</tr>
<tr>
<td>Fill in the properties tab of the .iso file (MK partnumber and MD5 checksum)</td>
<td>Move the .iso file from ProductImages\Staged folder to ProductImages\GA folder</td>
</tr>
<tr>
<td>Move the previous version file to the Previous folder on ProductImages\GA</td>
<td>Open manager.flexnetoperations.com, and add Product (10.xxxx)</td>
</tr>
<tr>
<td>Add File(s) (20.xxxxx)</td>
<td>If File(s) size is over 3+GB the following note has to be added in the Upload File</td>
</tr>
<tr>
<td>Associate File to Product and indicate the display order</td>
<td>Check to which Catalog(s) the previous Product is associated. If it doesn't exist, Associate Product to Catalog</td>
</tr>
<tr>
<td>In case of new Catalog; create entitlement for the Infor account to the new Catalog</td>
<td>If the Product replaces an older Product, archive this by putting the archive date in today's date</td>
</tr>
<tr>
<td>Update the 'Overview Part Numbers' excel list with the topkit part number</td>
<td>Check mapping and update MSF if needed</td>
</tr>
<tr>
<td>Update the PDR; note 10 and 20 part number</td>
<td>Create Escrow PDR if Escrow is required. Note the child part number, and</td>
</tr>
<tr>
<td>Create Master PDR for Alpharetta. Note the child part number</td>
<td>Close PDR request</td>
</tr>
</tbody>
</table>
Rev Rec and Audits

Order Detail Report

• Run on the first day of the month, to show orders for previous month. Includes down to the file level. Internal Rev Rec team uses this to see the Bill of Materials for each product delivered. This has allowed them to answer majority of “did you delivery” or “does this include” questions on their own.
• The reports are stored as permanent record and made available to external auditors.

Order Confirmation Emails

• Bounced emails are monitored and corrected and resent every day using online tools.
• **Bounced Email Report** - First day of the month we send a detailed report which shows evidence that Order Confirmation was sent and did not bounce (or was resent to corrected or alternate email that did not bounce).
• **Order Confirmation Email Box** - We store copy of every order confirmation email in a shared outlook mailbox (one folder for each month) so team can check for proof of delivery as needed.
### Reporter

#### Scheduled Jobs

- Download Reports (weekly, monthly)
- Product Hierarchy (weekly)

#### Daily “Imports”

used in batch processes

- All active products
- All active customers
- All active members
- New entitlements
- Entitlements Entered today
## Daily SSIS Packages

| Daily jobs take less than 30 minutes to run. | • Inputs from multiple systems, including the “imports” from previous slide  
• Outputs XML templates that are manually uploaded |
|---|---|
| Add new customers | • AddAccount transaction  
• Used to pick up re-instatements that don’t go through normal order process. |
| Add Contacts | • AddMember transaction  
• Only adds members for new accounts created in step above. |
| Add new orders | • AddOrder transaction  
• Picks up corrections or adjustment to entitlement data |
| Add support contacts | • AddMember transaction  
• Picks up any new contacts that were added to support system so they can take advantage of single signon. |
| Update existing orders | • UpdateOrder transaction  
• Used to extend expiration dates for maintenance renewals. |
| Add License Key Codes | • UpdateOrder transaction |
Other

Multi-lingual / Product Specific templates

- Germany and China
- Unique support contacts

Licensing

- Use license groups to store instructions for accessing a license key
- For some products we import the license key value after it has been issued
- Just implemented License Pool for one product line
Enhancements

**CD REQUEST**

- Sends email to our team mailbox which is auto-loaded as a new order.
- Only allow on ISO file images
- Do not ship documentation or hard copy

**IRELAND SERVER**

- Mirror all products in Ireland
- Only accounts with US address download from US
- All others download from Ireland
INTERFACES

Flexera at the center of our operation
FlexNet Operations On-Demand Interfaces

Customer Orders and Maintenance Renewals

Fulfillment Requests From Softrax

Tracking details from MK

Send Intraware Sales Orders

Delivery/tracking details from Intraware

Acct. information sent to FedEx from MK, then tracking information is sent back to MK

FedEx

Alpharetta

Colorado Springs

Chicago

Hansen

Customer CD Requests

ISO Image Upload

Download Center

Single SignOn

ISO Image Upload

Product Images

Product Images Escrow Backup

Product Images Mirror

ISO images are delivered to Distribution or created using the Rimage Application QuickDisc. The image can be burned to also for physical delivery.

The file is then placed on the product images server and uploaded to Intraware for Electronic Delivery.

Infor Product Distribution Server Environment Connections

InforXtreme Online Support
WWW.inforXtreme.com

Daily OGS Renewal Process

Renewal Process
ACQUISITIONS

Acquisitions have become part of our daily process
Flexera Customer throughout transformation
Acquisition Integration

• Product Infrastructure
  – Team dedicated to building product and pricing structure.
  – Take price book and entitlement data from acquisition
  – Create new products following Infor standard and build mapping table

• Order Fulfillment
  – Obtain deliverables for each active product/version
  – Map end deliverable to sellable SKU (one to many relationship)
  – Create BOM internal system and export to Flexnet
  – Create unique Welcome Email for initial customer load

• IT
  – Transform data from acquisition and load internal systems
  – Standard interfaces automatically pick up new accounts, members, and entitlement records and load.
QUESTIONS?