

FlexNet Operations On-Demand

Infor Implementation

 SoftSummit™

CHICAGO

October 24, 2013



INSIGHT DRIVING INNOVATION

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

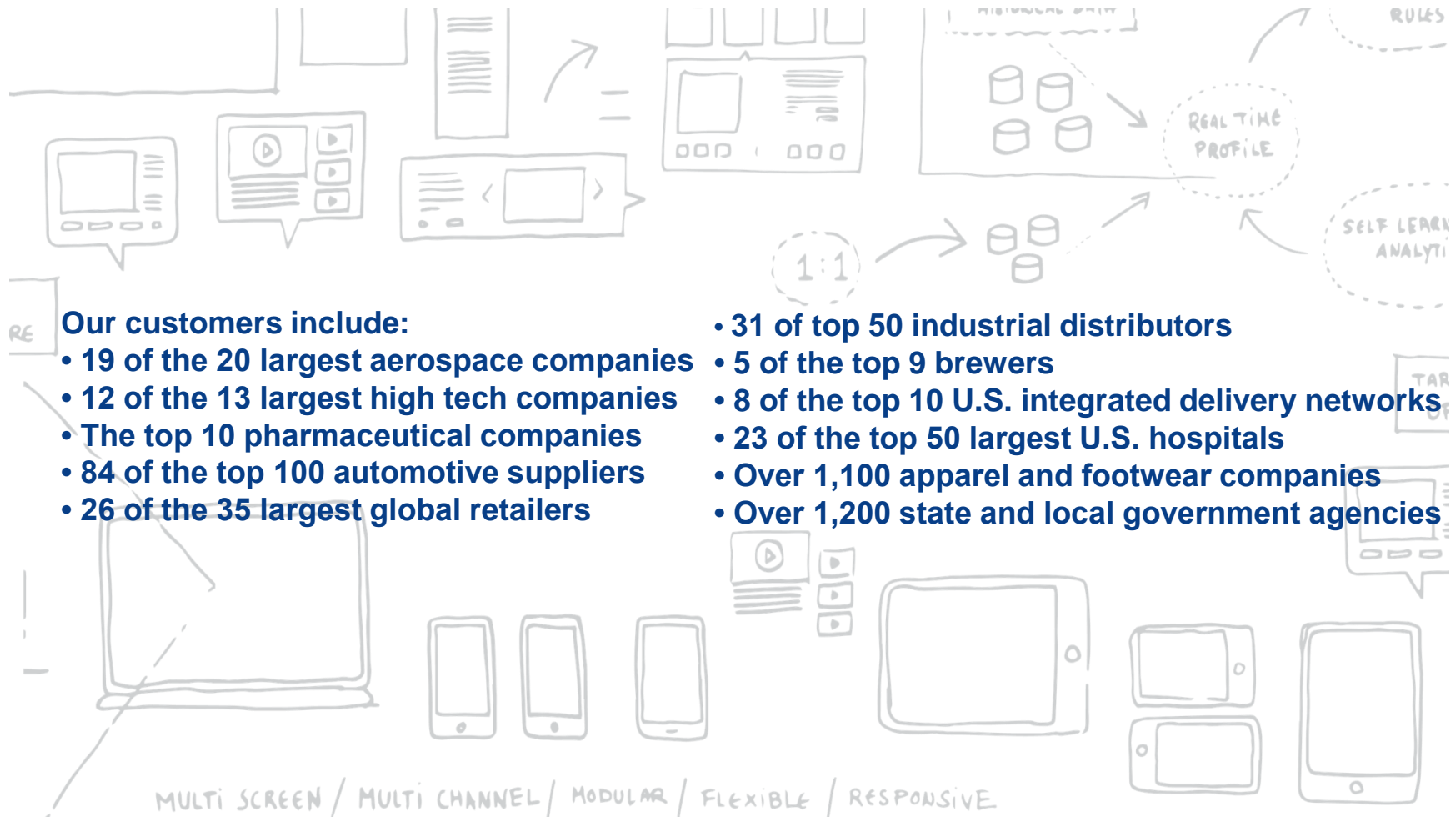
Approximately 12,700 worldwide employees.

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

Products

| Soho User Experience | | | | | | |
|---|-------------------------------|----------------------------|------------------------------|--|-----------------------|---------------------------------|
| Infor Ming.le Social Business | | | | Motion Micro-vertical Mobile Apps | | |
| Analytics Pervasive, Embedded Business Intelligence | | | | | | |
| Micro-vertical Suites | | | | | | |
| Manufacturing | | Healthcare | | Public Sector | Distribution | Hospitality |
| Financials | HR Shared Services | Inbound/Outbound Marketing | Governance Risk & Compliance | Time & Attendance | Talent Management | Learning Management |
| Budget Planning & Consolidation | Workforce Scheduling | Marketing Resource Mgmt | Expense Management | Procurement | Salesforce & Inforce | Service Management |
| Asset Mgmt & Sustainability | Product Life Cycle Management | HR & Payroll | e-Commerce | Social S&OP | Supply Chain Planning | Warehouse & Transportation Mgmt |
| Technology | | | | | | |
| Local.ly Cloud Based Localizations—Tax Reporting, Accounting, Bank Messages | | | | ION Integration, Workflow, Alerts, Business Vault, Business Intelligence | | |
| Mongoose Rapid Application Development | | | | Business Cloud Hybrid, SaaS, Sky Vault | | |

Industries



IMPLEMENTATION

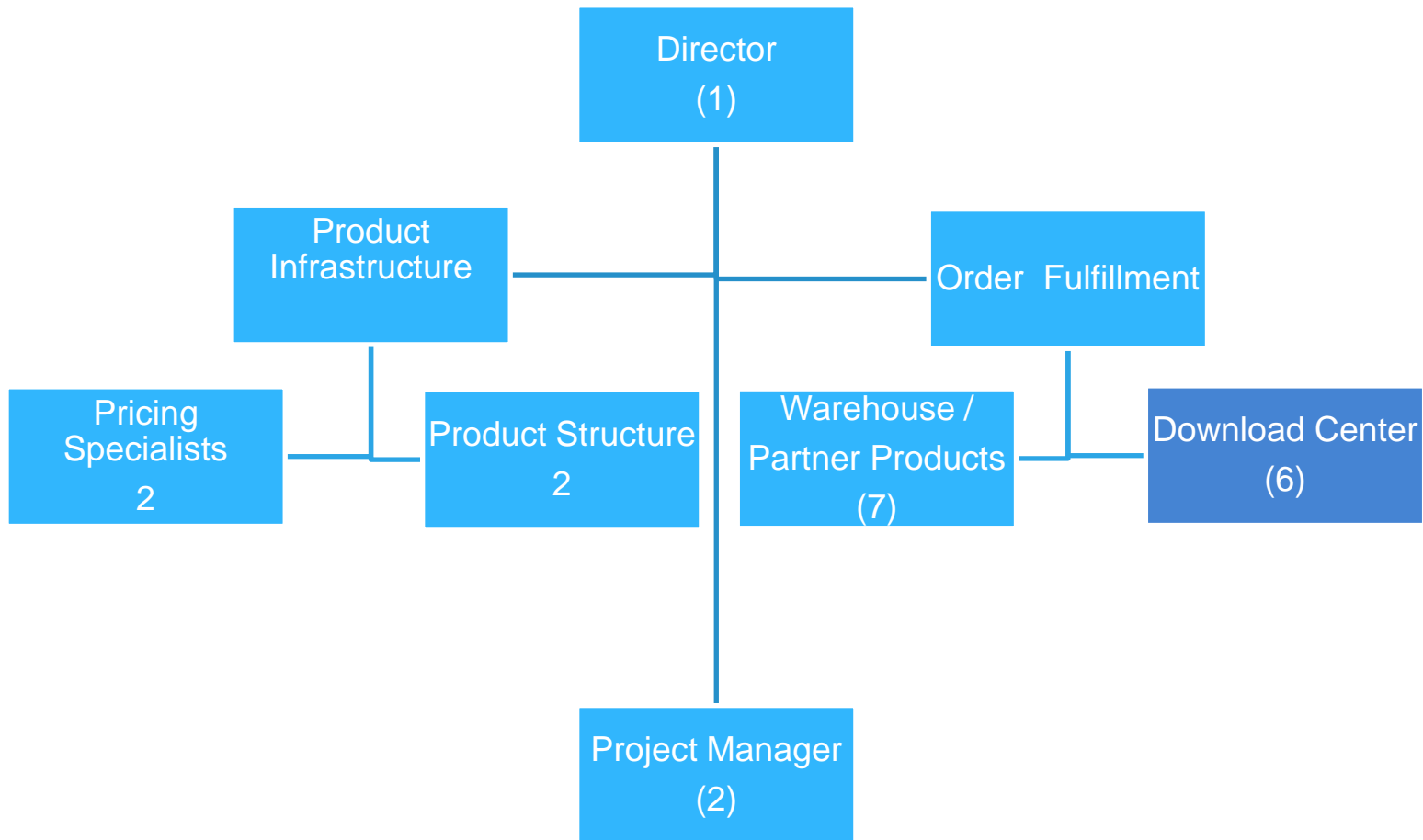
How the Shipping Department Became a Download Center

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



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.

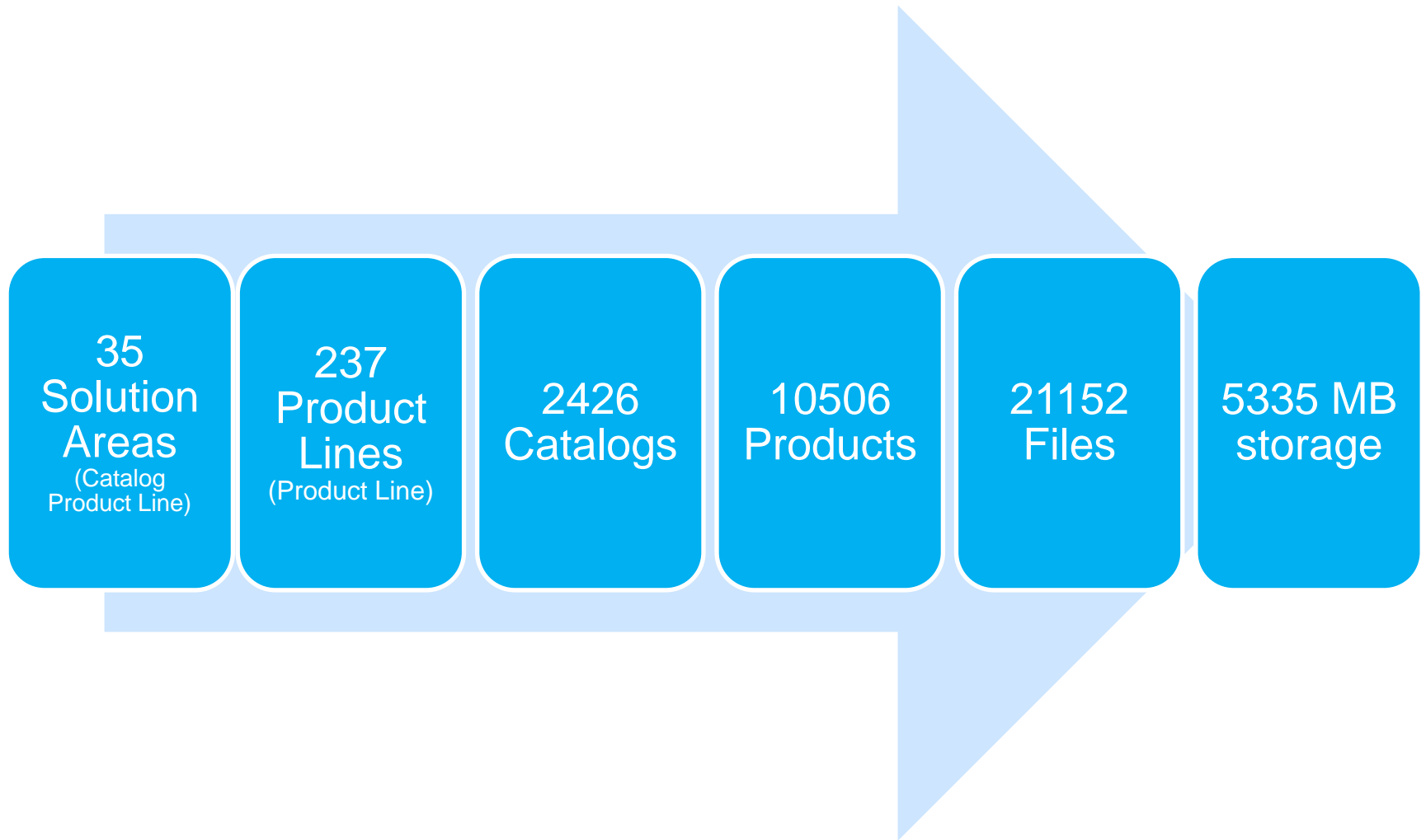
Implemented one product line at a time over approximately 2 year period

- 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



OPERATIONS

FlexNet Operations On-Demand Out-of-the-Box

Weekly Transactions

| Category | Average | Total |
|-----------------------|---------|---------|
| Accounts created: | 75 | 63,780 |
| Members created*: | 974 | 299,269 |
| Entitlements created: | 951 | 444,046 |
| ESD images loaded: | 106 | 21,137 |

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

Email Activity

| Category | Trailing Average | Total |
|-------------------------------|------------------|---------|
| Welcome Emails Sent: | 244 | 133,957 |
| Welcome Emails Bounced: | 10 | 11,074 |
| Order Emails Sent: | 925 | 231,396 |
| Order Emails Bounced: | 10 | 3,716 |
| Update Notifications Sent: | 24 | 639,572 |
| Update Notifications Bounced: | 4 | 72,737 |

Download Transactions

| Category | Trailing Average | Total |
|------------------------------------|------------------|---------|
| Number of software downloads: | 2,902 | 569,558 |
| Number of documentation downloads: | 2,729 | 349,241 |

| Category | Trailing Average |
|----------------------------------|------------------|
| Avg software download size: | 474MB |
| Avg documentation download size: | 421KB |
| Avg software download time: | 0:23:11 |
| Avg documentation download time: | 0:00:04 |

Release Process

Product Management drives the release process

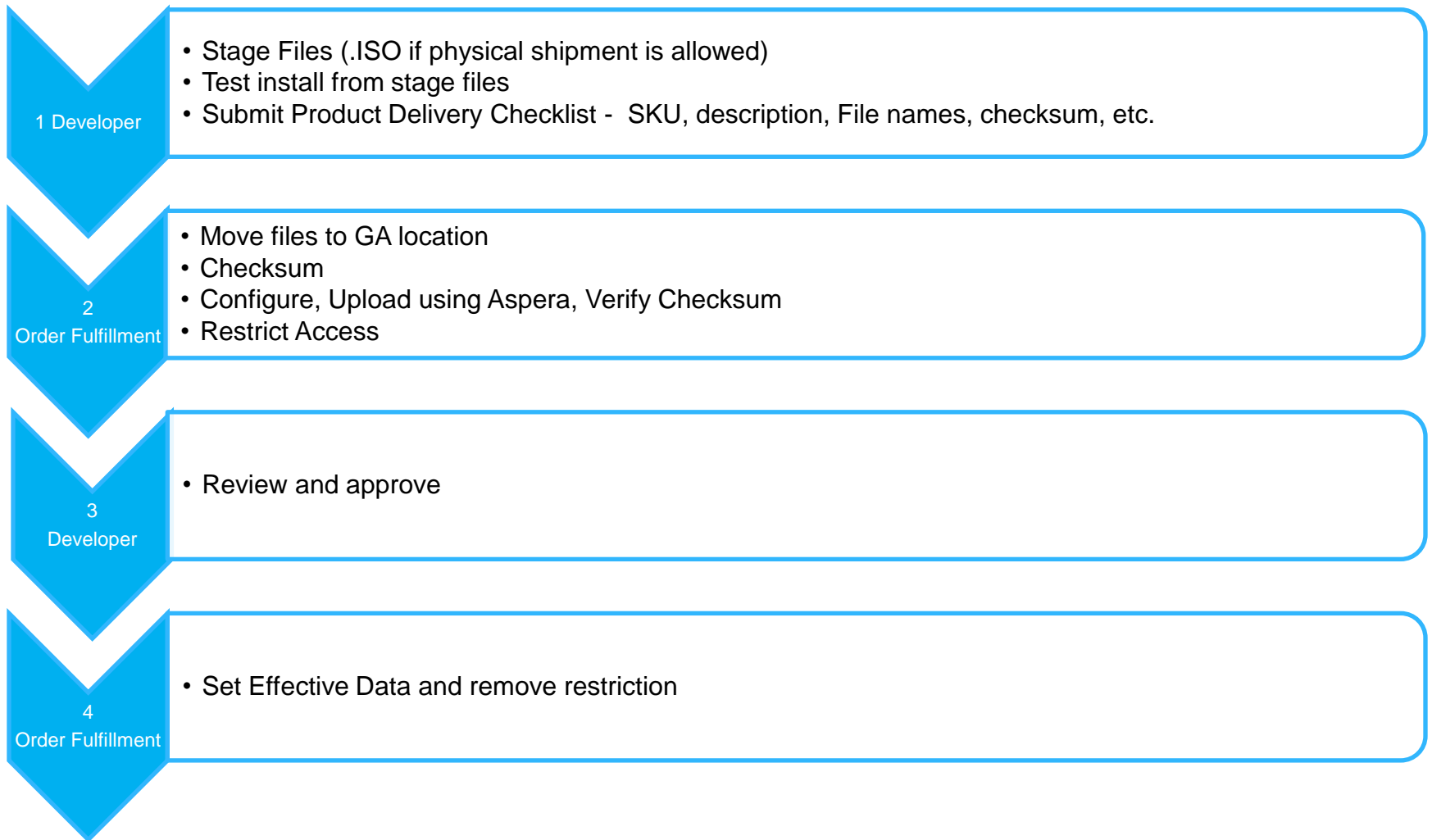
- SKU
- Pricing
- Deliverables

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



Product Release Checklist

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

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

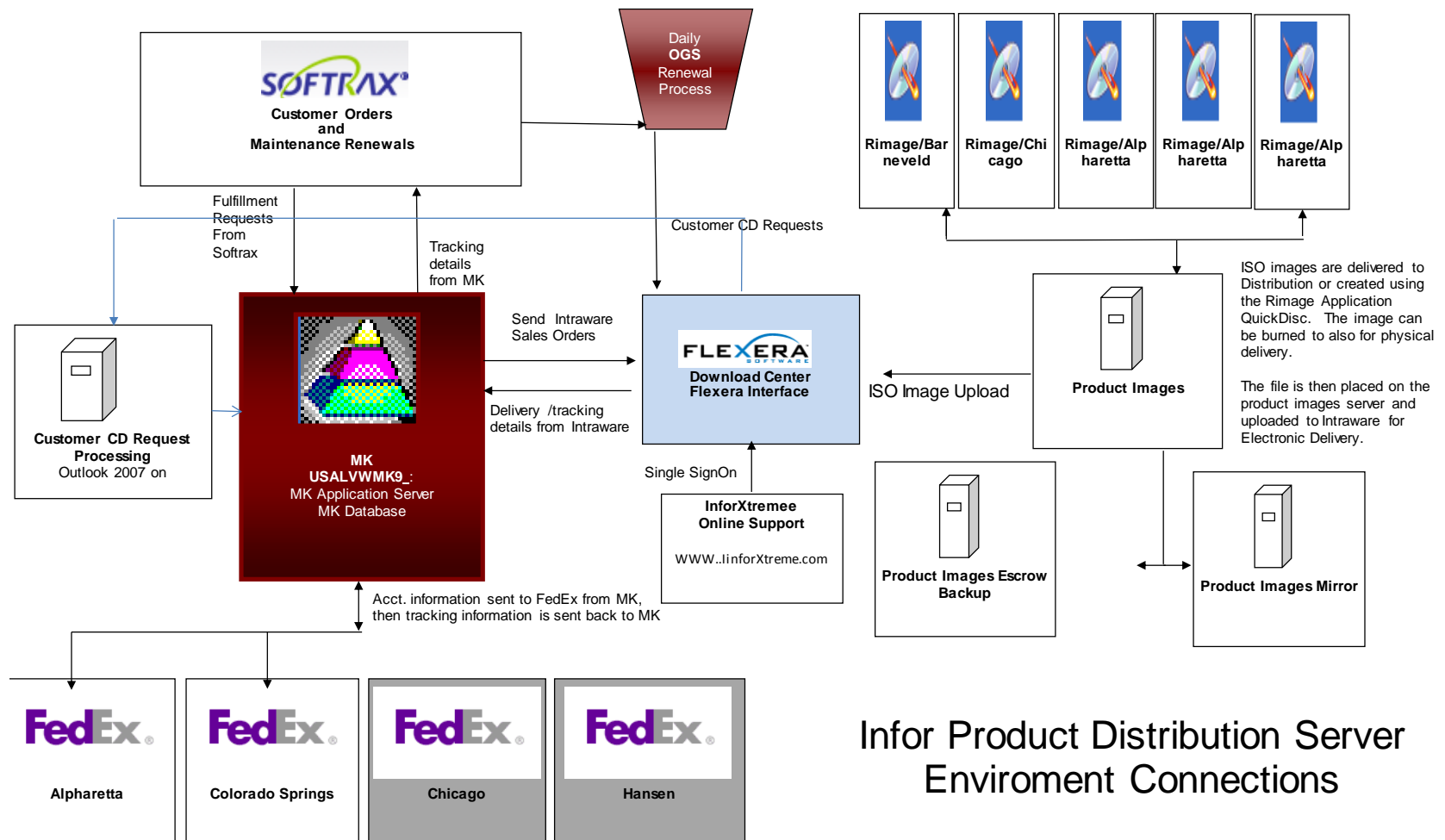
IRELAND SERVER

- 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

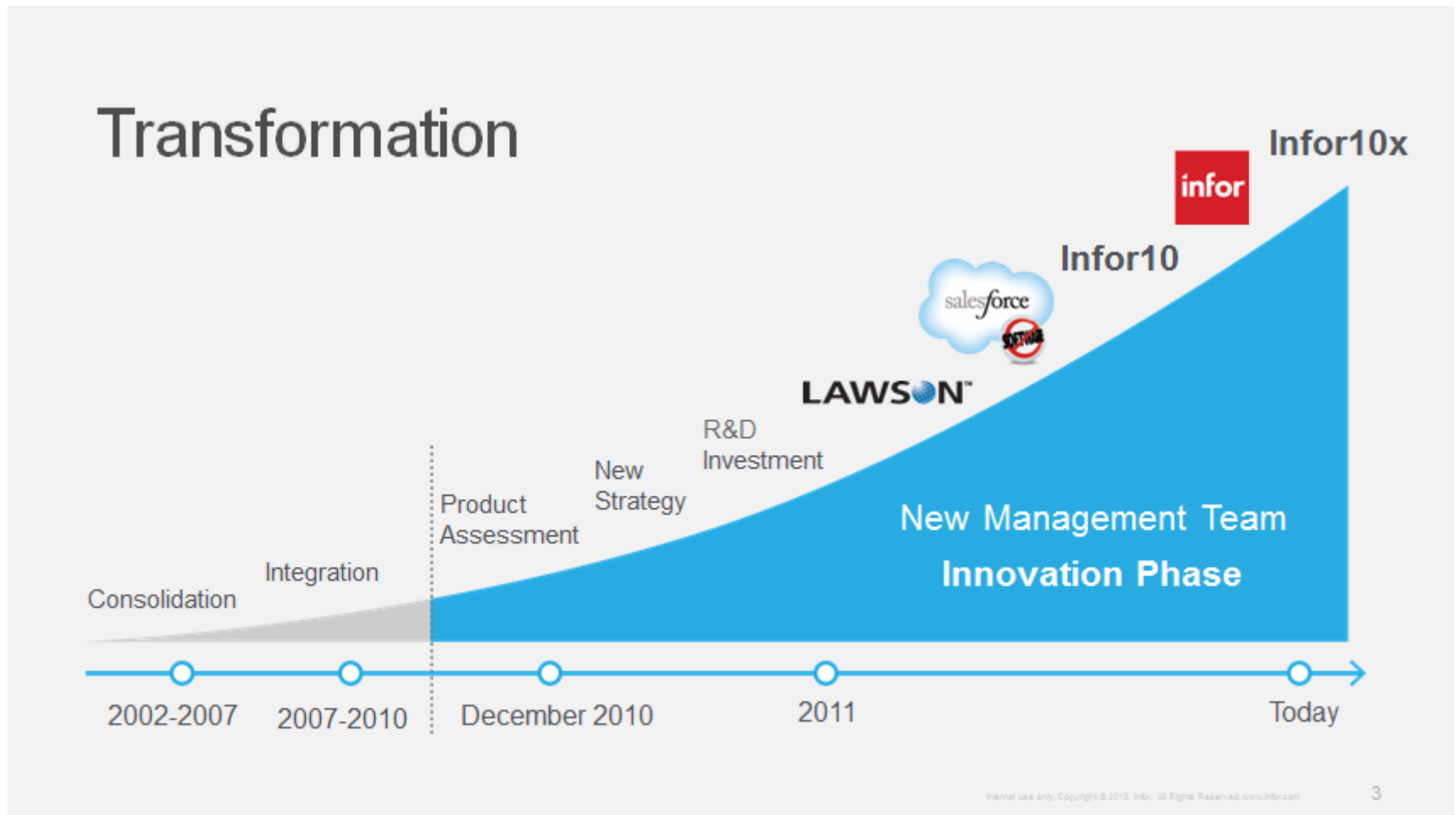
FlexNet Operations On-Demand Interfaces



ACQUISITIONS

Acquisitions have become part of our daily process

Flexera Customer throughout transformation



3

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?
