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GUIDE

REFERENCE GUIDE

Support Operations Handbook

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Overview

This Support Operations Handbook has been developed to communicate how the Infor Support team engages with Licensees to provide Support. This document summarizes key features of Infor's Support offerings and addresses common areas of inquiry by Licensees. This document does not replace or amend any rights or obligations set forth in Licensees' agreement(s) with Infor. Licensees of Subscription Software should also reference the Infor Software as a Service (SaaS) Delivery Guide for additional details, as the Infor Software as a Service (SaaS) Delivery Guide serves as a supplement to this Support Operations Handbook.

Infor offers two Support plans as follows:

Essential Support includes support for an unlimited number of Cases, online support through the Infor Customer Portal, 24x7 access to Infor's Support portal, and priority queuing based on the priority level of a Case.

Note: The Essential Support plan is no longer available to new Licensees but Licensees who purchased Essential Support prior to May 2017 and have remained active on Essential Support may continue with the Essential Support plan for applicable Software.

Premium Support includes all the benefits of the Essential Support plan, plus extended Critical Case Support 24x7 (as specified herein) and live interactive briefings.

The services offered under each Support plan are subject to change and may not be available for all Software.

A general description of Infor's Support is located at infor.com/support.

Additional Customer Success offers are available for certain Infor products and provide enhanced Support and Success features:

- **CareFor Success**

- **Customer Success Plus**

Managed Services are also available to help run and operate your Infor solution:

- **CareFor Managed Services**

Visit infor.com/support/carefor or contact your Account Executive for more information and pricing.

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Definitions

"Component System" means any one of the computer software programs that is identified in the applicable order form or other ordering document as a Software Product being licensed and supported by Infor (and may be referred to in a legacy agreement as Products, Software Products, Software, Programs, or Licensed Programs). Component Systems owned by a third party may also be referred to in the underlying Software license agreement as Additional Software, Third-Party Products, or Third-Party Software.

"Customer Care Team" means certain Infor employees who are responsible for creating and updating Cases that have been reported via telephone, managing access to Infor Concierge and the Infor Customer Portal, and generating license keys for Licensees, if applicable.

"Case" is the general definition of a Support Case, which is a single, reproducible issue, problem, or symptom. A "Case", for the purposes of Infor Support, is a request for assistance or a question fully and accurately logged within the Infor Customer Portal that is related to Infor Software operation, Software keys (if applicable), or information requests about Infor Support offerings. Other commonly used names for a Case are "incidents," "inquiry," "call," "log," "issue," and "ticket."

"Infor," "our," or **"we"** refers to Infor (US), Inc. or one of its affiliated entities (and their respective predecessor companies) that has entered into license agreement(s) with a Licensee, and if applicable, a Support agreement.

"Infor Customer Portal" means the Infor Support website that provides Licensees with the ability to log issues, search the Product Knowledge Base, download available updates and modifications, view Infor contacts, and other self-service functions available to all Infor Support Licensees who have a valid Support/ Subscription Services agreement in place with Infor.

"Infor Concierge" means the Infor website that provides Licensees with the ability to participate in Infor Support Communities, request enhancements, pay invoices, and access other self-service functions available to all Infor Support Licensees who have a valid Support/ Subscription Services agreement in place with Infor.

"Infor Support Center" means a local, regional, or central location that handles all inbound and outbound communications with a Licensee via the telephone or through the Infor Customer Portal.

"Infor Support Communities" is an online channel available through Infor Concierge that enables Licensees to communicate with their peers who have licensed the same Infor Software.

"Licensee," "you," or **"your"** refers to the entity who has purchased Support or Subscriptions Services, as applicable (from Infor or an Infor-authorized partner or distributor), for a Support Period.

"Product Knowledge Base" or **"Knowledge Base"** means the centralized repository of information specific to Infor Software.

"Software" means Component Systems and/or Subscription Software, as appropriate given the context.

"Subscription Services" means the Subscription Software-related application hosting Services and Support that Infor provides a Licensee under the applicable agreement.

"Subscription Software" means collectively or individually the computer software programs identified in the applicable order form or other ordering document for which Infor is providing the Subscription Services.

"Support" refers to Infor's then-current standard maintenance and Support Services for its eligible Software, as applicable (and may be referred to in a legacy agreement as Maintenance, Maintenance and Support, Maintenance Services, Annual Support, Support Services, On-Going Support, or One Point Support). "Support" may also be used generically to refer to the Infor Support organization, as applicable.

"Support Period" refers to the applicable twelve (12) month period for which a Licensee has paid Infor for Support or Subscription Services, as applicable.

"Workaround" refers to a temporary resolution or a reduction of the priority of the business impact. A workaround may include a modification to the code, a recommended change in the process, or changes to configurations. In some cases, the temporary resolution will be considered the final resolution.

Case lifecycle			
Case entry	**Qualifying**	**Research**	**Resolution**
• Via Infor Customer Portal • Via phone	• Validate issue • Collect necessary data • Search Knowledge Base • Reproduction	• In-depth troubleshooting • Issue reproduction • Root cause analysis • Debugging	• Issue fix if applicable • Recommendations • Workarounds

Case management	
• Update of the Case • Request for information	• Prioritization of the Case • Detailed documentation throughout the Case's lifecycle

Infor Support Model

Infor's Case management Support model includes four main areas:

- Case entry

- Qualifying

- Research

- Resolution

- **Case entry:** A Licensee may initiate a Case via Infor Customer Portal, located at concierge.infor.com, or by calling one of the Infor Support Centers (refer to the "Accessing Infor Support" section). When a new Case is entered via the Infor Customer Portal, it is automatically routed to a Support Analyst or queued to be picked up by the next available Support Analyst.

Another option is to call the Infor Support Center where a member of Infor's Customer Care Team will request specific information about the Case, including a short description of the issue. The Case will then be routed to the relevant Support Analyst or queued to be addressed by the next available Support Analyst.

- **Qualifying:** Once the Case has been received, the Support Analyst may contact the Licensee for additional information. Clarification of the Case may be necessary before an in-depth analysis can be performed and before the Support Analyst can begin to resolve the Case. Qualification steps may include, without limitation, searching the Product Knowledge Base, reproducing the reported issue, and/or collecting additional information to validate the issue.

- **Research:** Using the results from the qualifying step, the Support Analyst will perform further research and testing to help resolve the Case. This may include, without limitation, debugging, root cause analysis, reproduction of the issue, and in-depth troubleshooting. If the Software does not work in accordance with the then-current documentation, Support will work with Infor development and proactively notify the Licensee of any updates to the Case.

- **Resolution:** Infor will propose a solution that we believe resolves the issue. It will be the responsibility of the Licensee to close the Case, which can be done at any time. Most Cases are resolved by the Support Analyst working with the Licensee and are closed upon mutual agreement of resolution, or the Cases are closed unilaterally by the Licensee. Cases that involve Software not working in accordance with the then-current documentation will be scheduled and addressed, with the higher priority level issues being given priority. Open Cases will be periodically updated with new information. Notwithstanding anything to the contrary set forth above, not all resolutions require an actual fix and may be resolved with a workaround or other recommendations, as solely determined by Infor.

- **Resolution process:** Case resolution is often an investigative process that is iterative with many variables. At times, it requires collaboration and troubleshooting between the Licensee and various teams within Infor to bring the Case to resolution. The nature of this process makes providing target resolution times difficult. However, the resolution process allows the Licensee to continue to do business while Infor investigates the cause of an issue, and provides regular updates to the Licensee as Infor progresses through the troubleshooting process.

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Accessing Infor Support

You may contact the Infor Support Center by submitting a Case via the **Infor Customer Portal** (concierge.infor.com), or by placing a call during Infor's scheduled business hours. For a complete listing of the Infor Support Center phone numbers, access Infor's Support web page (infor.com/support) for international Support numbers.

- A Licensee receives 24x7 online access to a variety of Support services. Infor Support encourages submitting online entry of Cases—a process that enables Infor Support Analysts to quickly begin analyzing the issue and researching the resolution. Online access can be requested from the Licensee's Infor customer/contact administrator or by contacting the Customer Care Team. In addition to logging a new Case through the Infor Customer Portal, a Licensee can access other Support services and capabilities including:

- Viewing and updating the Licensee's Support Case history and status

- Accessing Product Knowledge Base articles

- Accessing the Frequently Asked Questions (and responses)

- Accessing the latest Software information about new releases

- Accessing the Licensee's analytics, which provide information on Support regarding Cases, customer satisfaction, the Product Knowledge Base, and the Licensee's interactions with Infor

- Locating Infor contacts with up-to-date contact information (including phone number), and starting emails to contacts with one click

Other features accessible on **Infor Concierge** include:

- Launching Infor Consulting Services requests

- Receiving recommendations of education courses based on licensed apps

- Logging Product Enhancement Requests

- Confirming Infor product Licenses and Subscriptions and accessing documentation and product lifecycle policies

- Participating in Infor Support Communities with other Licensees to share suggested practices and resolutions to business challenges

- Downloading Software upgrades

- Accessing the Licensee's environment information

Case management

Reporting Cases: A Licensee should document and report all Cases to Infor to help Infor Support diagnose the issue. For Infor Support to effectively address a Case, a Licensee should have the below information available when logging a Case. Doing so can help Infor provide a timelier response in an effective manner.

- The Licensee is responsible for notifying Infor if data to be accessed is compliance sensitive (e.g., subject to ITAR, HIPPA, etc.)

- The Licensee's Infor customer number and contact details (name, email address, and contact number)

- An accurate prioritization of Case based on defined priority levels

- Details of the Case (e.g., error messages and how to reproduce the error)

  — If the Licensee is logging the Case via the Infor Customer Portal, screenshots and output examples should be included

- Description of the issue's frequency and predictability (e.g., intermittently, each time function is used, etc.)

- Description of the business impact (e.g., does it impact all users? Does it occur on all devices?)

Priority levels: Cases affecting a Licensee's Licensed Software are classified according to the following priority level descriptions. Each Case must have a priority level assigned and the appropriate priority level must be provided as part of the information related to such Case.

The Licensee and Infor Support will use reasonable business judgment to mutually identify the priority level of the Support Case according to the following priority level descriptions:

PRIORITY LEVEL	DESCRIPTION	DEFINITION
1	**Critical**	Service is unavailable for all users in production or a critical business process in production has halted with no acceptable workarounds
2	**Major**	Service is severely impaired, causing disruption to important business processes and there is no acceptable workaround
3	**Medium**	Service is partially impaired. There is disruption to important business processes but there is an acceptable short-term workaround
4	**Standard**	Service is fully operational but there are questions regarding the functionality of the Software
5	**Enhancement Request**	A minor issue or General Inquiry, or a suggestion is made for enhancing the Software by adding new features or improving existing features

Critical Case Support (CCS)—available as part of all Support plans

Essential Support plan—CCS Priority 1:
Software-related issues, as defined in the previous table, will be supported 24x5 until the Software is operational, a commercially reasonable workaround is in place, or the Case priority can be lowered. Coverage begins at 12:00AM Monday through 11:59PM Friday local time in the Licensee's time zone.

Licensees running Infor Subscription Software will receive 24x7x365 Support for Priority 1 Cases where the business impact is a production system outage for all users.

Premium Support plan, Customer Success Plus, and CareFor—CCS Priority 1:

In situations where critical production service is unusable, Licensees will be supported 24x7x365 until the Software is operational, a commercially reasonable workaround is in place, or the Case's priority level can be lowered.

Escalation management

Most Support Cases are best resolved through Infor's standard operating procedures. If you believe a Support Case requires a higher level of attention, you can self-escalate the Case through the Infor Customer Portal by using the "Escalate Case" feature. As part of this process, we ask you to accurately provide the escalation reason, the business impact, the number of people impacted, timelines, etc.

These details can help us properly determine the level of urgency required regarding the escalation. If you would like a Support Manager to call, you can indicate that on the escalation request as well. Once escalated, the applicable Support Manager and Support Analyst are notified of the escalation so they can take appropriate action. If you do not have access to the Infor Customer Portal, escalate by contacting the Infor Support Center.

The use of escalations is reserved for issues that truly merit a higher degree of attention. Escalations are not intended for issues that are effectively addressed with Infor's standard operating procedures.

Some examples of the reason for escalation in the Infor Customer Portal are:

- Issues negatively impacting production

- Imminent go-live impact issues

- Major project milestone impact issues

- Resolution taking too long

- Customer not satisfied with the answer

- Concern over clear ownership of Case

Infor Support Responsibilities

Generally, Infor Support is available for all Infor-owned Software and for certain specified third-party Products. Providing Support for third-party products may require Infor and/or the Licensee to interface with other software suppliers (where applicable) to help resolve Support Cases. Licensees may only access and enjoy the benefits of Support for licensed Software for which they have purchased Support or Subscription Services, as applicable, for the covered Support Period.

For all Infor Support plans/programs, Infor's primary responsibilities are:

- Providing guidance and offering tips and techniques regarding supported Infor Software

- Troubleshooting issues with Infor Software when a Licensee experiences unexpected results

- Reproducing discrepancies and assisting in providing alternative methods to help maintain stability until the discrepancy is corrected

- When available, providing Software updates, enhancements, and modifications that may include fixes for Cases and minor and major releases

Non-production server Support (applicable to on-premises deployments only): For details regarding Support purchased specifically for non-production servers, (e.g., active disaster recovery server) refer to the relevant ordering document and/or agreement between the Licensee and Infor evidencing such Support.

Support for any non-production server Case consists solely of Support for the Infor Component Systems running in these environments, in accordance with the parameters of the applicable Support plan. It does not include, for example, and without limitation, disaster recovery failover/recovery process or data synchronization between servers—both manual and automatic.

Lifecycle Support information (applicable to on-premises deployments only): Infor's current policy is to provide Support for all Infor Component Systems for as long as it is commercially practical and technically feasible. However, Infor will periodically evaluate product families to determine whether there are an appropriate number of Licensees willing to invest in annual Support contracts. Infor will communicate any substantive Support changes to Licensees proactively. Contact Infor Support for the lifecycle information regarding a Licensee's specific Component System(s); this information is also available on Infor Concierge.

The Support of third-party products and databases used by Infor Component Systems can be provided as long as these third-party products and databases are supported by Support plans from their respective vendors, which coincide with the terms and conditions of the then-current Infor Support offerings, and provided further that Infor maintains a contractual relationship with such vendors that permits Infor to provide the same level of Support for such third-party products and databases that Infor then-currently offers under applicable Support plans.

Infor Support coverage limits: Infor will respond to all Support Cases; however, Infor, in its sole discretion, will only spend up to fifteen (15) minutes on any Case that is outside the scope of Infor Support. Without limitation, this applies to the following areas:

- **Implementation setup**—Any implementation issue, such as business flow processes, configurations, or for on-premises deployments; or the installation of third-party components, such as databases and operating system (OS), benchmarking, training of users, etc.

- **Software optimization**—Assistance in analyzing, testing, or improving the performance of the Infor Component Systems for on-premises deployments.

- **Hardware/operating system**—Any Case regarding assistance with hardware configuration, operating system tuning, or database administration tasks for on-premises deployments.

- **Modified objects (customizations/custom code)**—Infor provides Support for Infor's standard code set but this does not include analyzing the code of Software customizations. Customization Support services are generally available through our Infor Services organization.

- **Data correction**—Cases related to data corrections or corruptions that are not caused by the malfunction of the unmodified standard Software.

- **Test or development server**—Troubleshooting issues regarding Software functionality when conducting a test on a test server or development server.

- **Training**—Training and education are provided by Infor's Services organization. If you are unsure whether the issue is a Support Case or whether it requires consulting or training services, follow the Case submission process within the Infor Customer Portal. A Support Analyst will work with you to determine the appropriate course of action.

To help serve all our customers efficiently, Infor Support will refer Licensees to Infor Services to assist with these types of issues. In the event the Licensee wishes to engage Infor Services, Infor Support will arrange a handover to the Infor Services organization to help transition the applicable findings. The Licensee may log a request directly with Infor Services using the Infor Marketplace tool at **infor.com/services.**
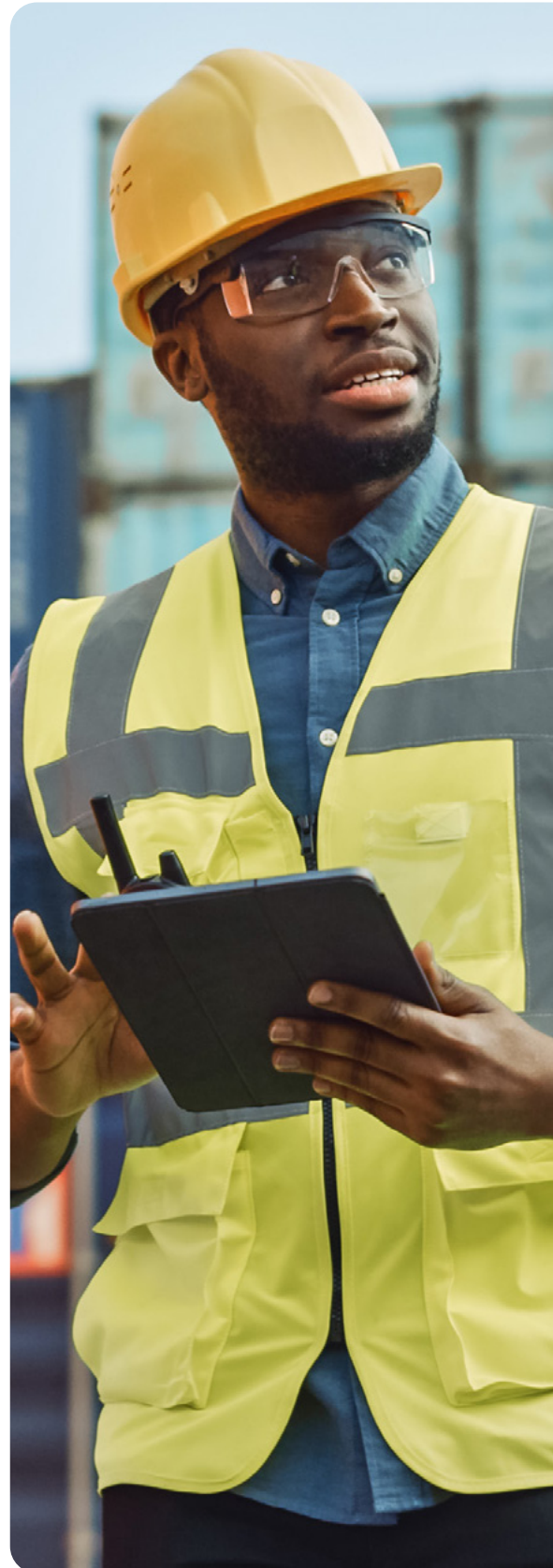
Support plans

Infor currently offers Support for all Infor-owned Software.

The detailed description of all components in these offerings and their current features are set forth below:

Note: The Essential Support plan is no longer available to new Licensees, but Licensees who purchased Essential Support prior to May 2017 and have remained active on Essential Support may continue with the Essential Support plan for applicable Software.

Essential Support

FEATURE	DESCRIPTION
Telephone access to Infor Support services	Infor Support Center's business hours are generally Monday through Friday, 8:00AM to 5:00PM local time in the Licensee's time zone, excluding holidays observed by Infor that fall within the applicable coverage window. These hours may vary based upon the Licensee's Software. Refer to the Infor Customer Portal as Support hours by Software are noted in specific Knowledge Base articles.
24x5 Critical Case Support	Critical Case Support for Priority 1 Cases is generally available Monday through Friday. This service will also be available during holidays observed by Infor.
How-to-assistance	Licensees can speak with Support Analysts who will help answer procedural questions, including questions about processes, Software functionality, and features of generally available Software.
Defined Case Response Targets*	Responding promptly to Licensees' requests is an important goal of the Infor Support team. The "Response Target(s)" below are calculated as the difference between the time a Case is appropriately logged into the Infor Customer Portal and the time of Infor's first value-added communication. Value-added communication may include, without limitation, requests for additional information, the collection of error logs, findings from initial issue triage, timeline for the next step, or providing existing information from the Knowledge Base.

* The response time may vary for some Infor Component Systems. Contact your local Infor Support Center or refer to your contract with Infor.

Infor will make commercially reasonable efforts to respond, based on the following targets:

FEATURE	DESCRIPTION
Priority 1	Within thirty (30) minutes
Priority 2	Within two (2) business hours during scheduled coverage hours
Priority 3	Within two (2) business hours during scheduled coverage hours
Priority 4	Within four (4) business hours during scheduled coverage hours
Priority 5	There is no set response target for Priority 5 (minor issue or enhancements) If you do not see the Priority 5 option available, this means your Software utilizes the enhancement request system to enter enhancements requests. You can locate the enhancement request system via **ers.infor.com/Ers/Login.aspx.**

FEATURE	DESCRIPTION
Unlimited Cases	There is no limit to the number of Cases that can be submitted.
Electronic Support	Infor provides 24x7x365 online access to the Infor Customer Portal.
Knowledge Base	The Infor Customer Portal provides access to the Knowledge Base and other resources that can help a Licensee find answers to outstanding questions, including links to available fixes.
Remote Support	When necessary, and with the Licensee's permission, Infor Support Analysts will remotely access the Systems associated with Infor Software to help analyze and help resolve any complex issues that the Licensee may be experiencing. The Infor Customer Portal contains further details and necessary instructions.
Case ranking	The Licensee ranks their Support Cases, based on their importance, to direct Support on what to prioritize and work on next.
Access to Software patches and service packs	Generally available fixes and patches can be accessed via Infor Customer Portal. These often include statutory and regulatory updates and issue corrections.
Software updates and feature packs	The Infor Customer Portal includes Software enhancements, updated releases, issue corrections, documentation updates, and related release notes.
Critical solution notification	The Infor Customer Portal enables each Licensee contact to develop a unique profile. Each contact may also choose to sign up for Knowledge Base articles that may be of interest. When Infor develops a Knowledge Base article for a Critical Case, the Licensee contact can receive a notification about its availability and how to access it.
Recorded briefings	Infor provides Licensees with access to recorded webinar Support briefings (lasting an average of 5 to 15 minutes), which are designed to help Licensees become familiar with the latest Infor Software functions and features.
Priority Case queuing	Cases are handled based on priority; a Licensee's most critical issues are handled as a priority.
Infor Support Communities	Infor Support Communities were developed as a social networking forum—allowing Infor Licensees, partners, and employees to share suggested practices and possible resolutions to challenging or complex business issues.
License keys	Access to License keys is available within the scope of a Licensee's Software License and/or Support agreement, as applicable.

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Premium Support

The Premium Support plan offers all the benefits of the Essential Support plan, plus the following:

FEATURE	DESCRIPTION
24x7 Critical Case Support	Critical Case Support for Priority 1 Cases is available 365 days a year, 24 hours per day. This service will also be available during holidays observed by Infor.
Defined Case Response Targets*	Responding promptly to Licensees' requests is an important goal of the Infor Support team. The "Response Target(s)" below are calculated as the difference between the time a Case is appropriately logged into the Infor Customer Portal and the time of Infor's first value-added communication. Value-added communication may include, without limitation, requests for additional information, the collection of error logs, findings from initial issue triage, timeline for the next step, or providing existing information from the Knowledge Base. **Infor will make commercially reasonable efforts to respond, based on the following targets:**
Priority 1	Within thirty (30) minutes
Priority 2	Within two (2) business hours during scheduled coverage hours
Priority 3	Within two (2) business hours during scheduled coverage hours
Priority 4	Within four (4) business hours during scheduled coverage hours
Priority 5	There is no set response target for Priority 5 (minor issues or enhancements) If you do not see the Priority 5 option available, this means your Software utilizes the enhancement request system to enter enhancements requests. You can locate the enhancement request system via **ers.infor.com/Ers/Login.aspx.**
Priority plan queuing	Cases are prioritized based upon priority level as well as the applicable Support plan. (i.e. Premium or Customer Success Plus plans have a higher priority in the queue than the standard Essential Support plan).
Live interactive briefings	Licensees can attend live briefing sessions throughout the year, ask the analysts questions on general interest topics, and recommend topics for future briefings.

* The response time may vary for some Infor Component Systems. Contact your local Infor Support Center or refer to your contract with Infor.

Customer Success Plus

Customer Success Plus is available for certain Infor products. Contact your Account Executive for more information. In addition to the Premium Support plan, Customer Success Plus Licensees can benefit from these enhanced support features:

FEATURE	DESCRIPTION
Defined Case Response Targets*	Infor will make commercially reasonable efforts to respond, based on the following targets:
Priority 1	Within thirty (30) minutes
Priority 2	Within one (1) business hour during scheduled coverage hours
Priority 3	Within one (1) business hour during scheduled coverage hours
Priority 4	Within two (2) business hours during scheduled coverage hours
Priority 5	There is no set response target for Priority 5 (minor issue or enhancements) If you do not see the Priority 5 option available, this means your Software utilizes the enhancement request system to enter enhancements requests. You can locate the enhancement request system via **ers.infor.com/Ers/Login.aspx.**

* The response time may vary for some Infor Component Systems. Contact your local Infor Support Center or refer to your contract with Infor.

CareFor Success

CareFor Success is available for certain Infor products. Contact your Account Executive for more information. In addition to the Premium Support plan, CareFor Success Licensees can benefit from these enhanced support features:

Note: CareFor Foundation, Business, Business Plus and Enterprise are no longer available to new Licensees, but Licensees who purchased prior to 2024 may continue to receive this service.

FEATURE	DESCRIPTION
Enhanced Support	**An enhanced response model including the following features:** * Faster response times * • Priority 1: Within thirty (30) minutes • Priority 2: Within one (1) business hour during scheduled coverage hours • Priority 3: Within one (1) business hour during scheduled coverage hours • Priority 4: Within two (2) business hours during scheduled coverage hours Live Case triage for Priority 1 and Priority 2 Cases Priority queuing for CareFor Cases 24-hour "Special Event" Support for all priority level Cases for one weekend a year Regular reviews of Support Cases with a Case Review Analyst

CareFor Managed Services

CareFor Managed Services are available to help run and operate your Infor solution. Contact your Account Executive for more information.

FEATURE	DESCRIPTION
Managed Services	• **Business application Support**—Functional and technical expertise, and Support for the way your business uses your Infor applications. • **Extension lifecycle management**—Support for customizations of your Infor solution and development resources to help meet your future requirements. • **Release impact management**—Cloud release update assessment and recommendations specific to your business's Infor solution. • **Application administration**—Application-level administration, maintenance, and pre- and post-cloud update and refresh activities. • **Solution monitoring**—24x7 monitoring and response for your most critical interfaces and application jobs. • **Automated testing services**—Automated regression testing to identify impacts and validate your solution during change events.

Guidelines for optimal support for on-premises

Provided a Licensee's agreement(s) with Infor permit such actions, Infor recommends the Licensee to implement the following guidelines for production, permitted test, and fallback systems. These guidelines are designed to help a Licensee's Software users enjoy a more stable working environment and receive a more optimal quality of Support from Infor. For avoidance of doubt, unless otherwise noted, these recommended guidelines are not Infor requirements.

Remote access: A Licensee can help facilitate Case resolution by providing Infor Support Analysts remote access to the licensed Software. The Support Analyst will require the same clearance level as the Licensee's internal staff; however, Infor will ask for the Licensee's permission prior to connecting to the Licensee's system. The Licensee will also be expected to participate while remote access is available to the Infor Support Analyst. For security reasons, Infor reserves the right, in its sole discretion, to accept or reject obtaining remote access via solutions offered by the Licensee.

System administration: To maintain a solid functioning system, a Licensee must have strong internal system administration and management to help protect the integrity of the Licensee's data.

This includes, but is not limited to, the following:

- Routine system backups

- Periodic checking of the quality of the backups

- Documented system management procedures to help protect information in the event of an error or malfunction of the Software

- Perform periodic vulnerability scanning of systems within your environment

- A change control process to help track changes to the base Software:

  — The process must start during the implementation and must be active for every subsequent change

  — The change control process must cover the operating system database and Software environments

Note: A Licensee's failure to operationalize appropriate procedures, like those set forth above, or a Licensee's lack of successful execution of such procedures, may adversely affect Infor's ability to respond to Support Cases efficiently.

Stay current with Software updates, enhancements, and modifications: It is a recommended practice to stay current on the latest version of the Software and the most current fix levels. This can help a Licensee receive the most efficient Support from Infor.

Product expertise: A Licensee should ensure its users have been appropriately trained on the Software and on working with Infor Support staff. This can result in more productive and effective interactions. The Infor Services organization can aid in this area through its consulting and training offerings.

Maintain current backup of the Software: A Licensee should maintain a current backup of all Component Systems and data to assist in expedient recovery in the event of Component System failure.

Test environment: A stand-alone or separate licensed test environment can help minimize the risk to a production operation. Within the test environment, a Licensee can test resolutions, upgrade releases, isolate specific issues found in the production environment, and test backup strategies.

Space management and performance tuning: Performance and disk space availability normally degrade over time with any system production environment. It is the Licensee's responsibility to continuously monitor these issues so that sudden performance or space issues do not quickly escalate into system downtimes.

Appendix

This section identifies, at a high level, what changes have been made to this document from its previous Version 4.8:

- Replaced the sections related to Customer Success Plus and CareFor Support

- Changed terminology from:

  — Incident to Case

  — Severity to Priority

  — Infor Concierge to Infor Customer Portal (where applicable)
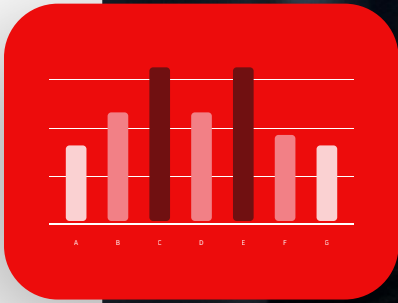
About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

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