



REFERENCE GUIDE

# Support operations handbook

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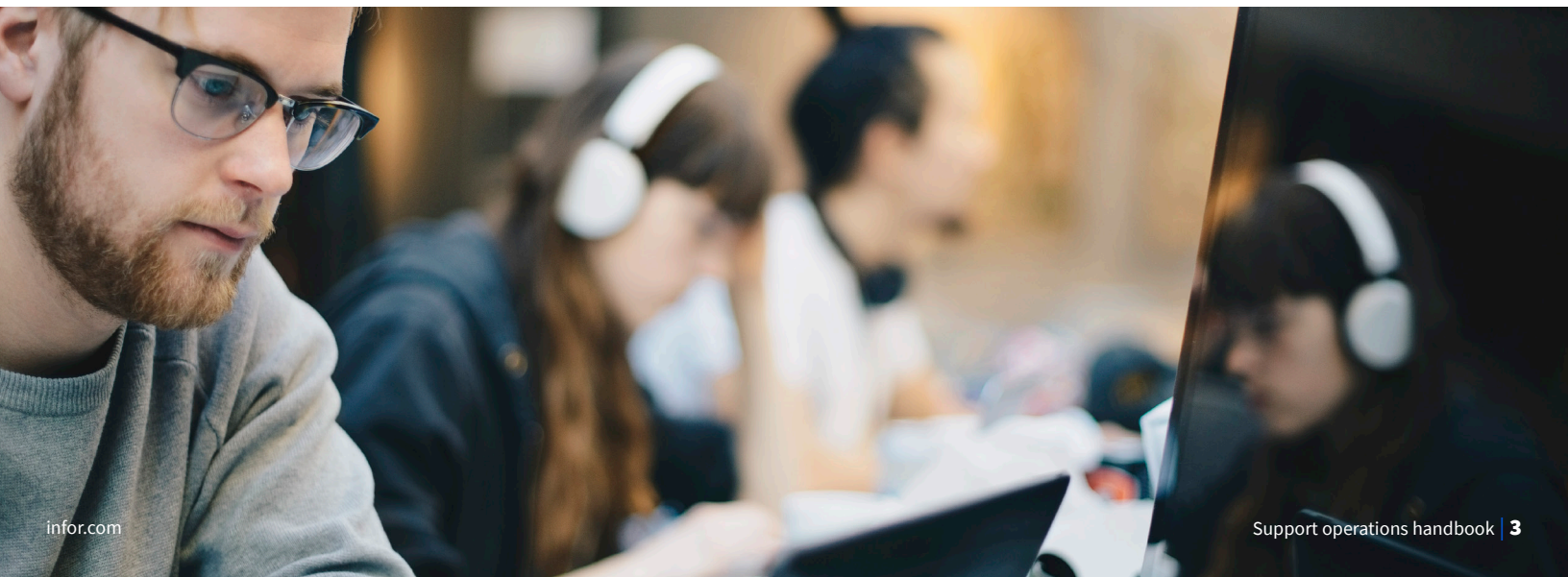
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## Overview

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 Subscription Services Guide for additional details, as the Subscription Services 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 Incidents, online support through Infor Concierge, 24x7 access to Infor's Support portal, and priority queuing based on the severity level of an Incident.

**Note:** *The Essential Support plan is no longer available to new Licensees, but Licensees that 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 incident 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 offerings is located at: [www.infor.com/support/support-plan-features](http://www.infor.com/support/support-plan-features). The following information provides supplementary detail on Infor's Support offerings.

In connection with the Essential and Premium Support plans, Infor offers the **Infor Customer Success Plus program**, which is available for an additional fee. Some of the key offerings of this program are:

- One-on-one instruction to help maximize Infor resources, people, and systems
- Onboarding and provisioning coordination and guidance
- Discussions on basic data usage and opportunities for increased utilization
- Collaboration opportunities with Infor senior development resources on high-level product requirements
- Inforum attendee incentives and executive session for Infor Customer Success Plus program members

A general description of the Infor Customer Success Plus program can be found at: [infor.com/customer-success-plus](http://infor.com/customer-success-plus).

## CareFor

CareFor is an integrated portfolio of offerings and solutions across three pillars that give customers flexible options to help them support and evolve their Infor solution as their business changes and grows. A general description of the Infor Customer Success Plus program can be found at: [infor.com/customer-success-plus](http://infor.com/customer-success-plus).



## 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 Incidents that have been reported via telephone, managing access to Infor Concierge, and generating license keys for Licensees, if applicable.

**“Incident”** Is the general definition of a Support Incident, which is a single, reproducible issue, problem, or symptom. An “Incident” for purposes of Infor Support is a request for assistance, or a question fully and accurately logged within Infor Concierge that is related to Infor Software operation, Software keys (if applicable), or information requests about Infor Support offerings. Other commonly used names for an Incident are “case,” “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 Concierge”** means the Infor Support website that provides Licensees with the ability to log issues; search the Product Knowledge Base; participate in Infor Support Communities; download available updates, enhancements, and modifications; view Infor contacts; pay invoices; and 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 Infor Concierge.

**“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 that 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 severity 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.

Target resolution time			
Target response time			
Incident management			
<ul style="list-style-type: none"> <li>• Update of the incident</li> <li>• Request for information</li> </ul>		<ul style="list-style-type: none"> <li>• Prioritization of incident</li> <li>• Detailed documentation throughout lifecycle of incident</li> </ul>	
<b>Incident entry</b> <ul style="list-style-type: none"> <li>• Via Infor Concierge</li> <li>• Via phone</li> </ul>	<b>Qualifying</b> <ul style="list-style-type: none"> <li>• Validate Issue</li> <li>• Collect necessary data</li> <li>• Search knowledge base</li> <li>• Reproduction</li> </ul>	<b>Research</b> <ul style="list-style-type: none"> <li>• In-depth troubleshooting</li> <li>• Issue reproduction</li> <li>• Root cause analysis</li> <li>• Debugging</li> </ul>	<b>Resolution</b> <ul style="list-style-type: none"> <li>• Issue fix if applicable</li> <li>• Recommendations</li> <li>• Workarounds</li> </ul>

### Infor Support model

Infor’s Incident management Support model includes four main areas:

- Incident entry
- Qualifying
- Research
- Resolution
- **Incident Entry:** A Licensee may initiate an Incident via Infor Concierge, located at [concierge.infor.com](https://concierge.infor.com), or by calling one of the Infor Support Centers, as referred to in the “Accessing Infor Support” section below. When a new Incident is entered via Infor Concierge, it is automatically routed to a Support analyst, or to the appropriate queue to be picked up by the next available Support analyst. Another option is to call the Infor Support Center and speak to a member of the Infor Customer Care Team. The Customer Care Team member will ask for specific information about the Incident, including a short description of the issue. The Incident will then be routed to the appropriate Support analyst or appropriate Incident queue to be addressed by the next available Support analyst.
- **Qualifying:** Once an Incident has been received, the Support analyst may contact the Licensee for additional information. Clarification of the Incident may be necessary before in-depth analysis can be performed and before the Support analyst can begin to resolve the Incident. 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 Incident. 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 Incident.
- **Resolution:** Infor will propose a solution that we believe resolves the issue. It will be the responsibility of the Licensee to close the Incident, which can be done at any time. Most Incidents are resolved by the Support analyst working with the Licensee, and are closed upon mutual agreement of resolution, or they are closed unilaterally by the Licensee. Incidents that involve Software not working in accordance with the then-current documentation will be scheduled and addressed, with the higher severity level issues being given priority. The open Incident will be periodically updated with the 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:** Incident resolution is often an investigative process that is iterative, with many variables, and at times requires collaboration and troubleshooting by various teams within Infor and a Licensee to bring the Incident to resolution. The nature of this process makes providing target resolution times difficult. Infor works to allow a 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.



## Accessing Infor Support

You may contact the Infor Support Center by submitting an Incident via the web at [conciierge.infor.com](https://conciierge.infor.com), or by placing a call during Infor's scheduled business hours. For a complete listing of the Infor Support Center phone numbers, please access the Infor corporate website at [www.infor.com](https://www.infor.com), Click on Contact Us, and scroll down to the US Support section where you will find a link for "International support numbers." A Licensee receives 24x7, online access to a variety of Support services. Infor Support encourages online entry of Incidents—a method that enables Infor Support analysts to quickly begin analyzing the issue and researching the resolution. Online access can be requested from a Licensee's Infor customer/contact administrator or by contacting the Infor Customer Care Team. In addition to logging a new Incident through Infor Conciierge, a Licensee can access other Support services and capabilities including:

- Viewing and updating the Licensee's Support Incident history and status
- Accessing Product Knowledge Base articles
- Accessing Frequently Asked Questions (and Responses)
- Accessing latest Software information about new releases
- Downloading Software upgrades

- Locating Infor contacts with up-to-date contact information (including phone number), and starting emails to contacts with one click
- Launching Infor Consulting Services requests
- Recommending education courses based on licensed apps
- Logging Product Enhancement Requests
- Confirming Infor product Licenses and Subscriptions and accessing documentation and product lifecycle policies
- Accessing key resources like the Compatibility Matrix, Documentation Central, and the Infor Demo Center
- Participating in Infor Support Communities with other Licensees to share suggested practices and resolutions to business challenges
- Accessing the Licensee's environment information
- Accessing the Licensee's analytics, which provide information on Support experiences regarding Incidents, customer satisfaction, the Product Knowledge Base, and the Licensee's interactions with Infor



## Incident management

Reporting Incidents: A Licensee should document and report all Incidents to Infor to help Infor Support diagnose the issue. For Infor Support to effectively address an Incident, a Licensee should have the below information available when logging an Incident. 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 Incident based on defined severity levels
- Details of the Incident (e.g., error messages and how to reproduce the error)
  - If the Licensee is logging via Infor Concierge, 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?)

**Severity levels:** Incidents affecting a Licensee's Licensed Software are classified according to the following severity level descriptions, each Incident must have a severity level assigned to it, and the appropriate severity level must be provided as part of the information related to such Incident.



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

SEVERITY LEVEL	DESCRIPTION	DEFINITION
1	Critical production service unusable	Service is unavailable for all users in production, or a critical business process in production has halted with no acceptable workarounds
2	Major impact	Service is severely impaired causing disruption to important business processes and there is no acceptable workaround
3	Medium impact	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. There are questions regarding functionality of the software or an issue where an acceptable workaround exists
5	Minor issue or suggestion for enhancement	A minor issue or General Inquiry, or a suggestion is made for enhancing the Software by adding new features or improving existing features



## **Critical Incident Support (CIS)—included as part of all Support plans:**

**Infor Essential Support plan—CIS Severity 1:** Software—related issues, as defined in the above table, will be supported 24x5 until the Software is operational, a commercially reasonable workaround is in place, or the Incident severity 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 receive 24x7x365 Support for Severity 1 incidents where the business impact is a production system outage for all users.

## **Infor Premium Support plan, Customer Success Plus Program and CareFor — CIS Severity 1:**

Critical production service unusable situations will be supported 24x7x365 until the Software is operational, a commercially reasonable workaround is in place, or the Incident severity can be lowered.

## **Escalation management:**

Most Support incidents are best resolved through Infor’s standard operating procedures. If you believe a Support incident requires a higher level of attention, you can self-escalate the incident through Infor Concierge by using the “Request Escalation” feature on the Incident. As part of this process, we ask you to accurately provide escalation reason, business impact, number of people impacted, timelines etc.

This detail 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 Infor Concierge, you can escalate by contacting our regional 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 standard operating procedures.

Some examples of the options in Infor Concierge 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 Incident

## **Infor Support responsibilities**

General: 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 Incidents. 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 Incidents 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) please reference the applicable ordering document and/or agreement between the Licensee and Infor evidencing such Support.

Support for any non-production server Incident 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, the 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 make available 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, and Infor will communicate any substantive Support changes to Licensees proactively. Please 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 Incidents; however, Infor, in its sole discretion, will only spend up to fifteen (15) minutes on any Incident 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 Incident regarding assistance with the 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; this does not include analyzing the code of Software customizations; customization support services are generally available through our Infor Services organization
- **Data correction**—Incidents 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 through Infor's Services organization; if you are unsure whether the issue is a Support Incident or whether it requires consulting or training services, please follow the Incident submission process within Infor Concierge; a Support analyst will work with you to determine the appropriate course of action

To help serve all of 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 hand-over 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 [www.infor.com/services](http://www.infor.com/services).

## Support plans

Infor currently offers Support for all Infor-owned Software.

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

**Note:** *The Essential Support plan is no longer available to new Licensees, but Licensees that 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 plan

FEATURE	DESCRIPTION										
Telephone Access to Infor Support Services	Infor's 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. Please refer to Infor Concierge, as Support hours by Software are noted in specific Knowledge Base articles.										
24x5 Critical Incident Support	Critical Incident Support for Severity 1 Incidents 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 Incident Response Targets*	<p>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 an Incident is appropriately logged into Infor Concierge 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.</p> <p><b>Infor will make commercially reasonable efforts to respond, based on the following targets:</b></p> <table><tbody><tr><td>Severity 1</td><td>Within Thirty (30) minutes</td></tr><tr><td>Severity 2</td><td>Within two (2) business hours during scheduled coverage hours</td></tr><tr><td>Severity 3</td><td>Within two (2) business hours during scheduled coverage hours</td></tr><tr><td>Severity 4</td><td>Within four (4) business hours during scheduled coverage hours</td></tr><tr><td>Severity 5</td><td>There is no set response target for Severity 5 (Minor issue or enhancements)</td></tr></tbody></table> <p>If you do not see the Severity 5 option available, this means your Software utilizes the enhancement request system to enter enhancements requests. You can locate the enhancement request system via <a href="https://ers.infor.com/Ers/Login.aspx">ers.infor.com/Ers/Login.aspx</a>.</p>	Severity 1	Within Thirty (30) minutes	Severity 2	Within two (2) business hours during scheduled coverage hours	Severity 3	Within two (2) business hours during scheduled coverage hours	Severity 4	Within four (4) business hours during scheduled coverage hours	Severity 5	There is no set response target for Severity 5 (Minor issue or enhancements)
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Severity 4	Within four (4) business hours during scheduled coverage hours										
Severity 5	There is no set response target for Severity 5 (Minor issue or enhancements)										



FEATURE	DESCRIPTION
Unlimited Incidents	There is no limit to the number of Incidents that can be submitted.
Electronic Support	Infor provides 24x7x365 online access to Infor Concierge.
Knowledge Base	Infor Concierge 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. Infor Concierge contains further details and necessary instructions.
Incident ranking	Rank your support incidents based on their importance to you 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 Concierge. These often include statutory and regulatory updates and issue corrections.
Software Updates and Feature Packs	Infor Concierge includes Software enhancements, updated releases, issue corrections, documentation updates, and related release notes.
Critical Solution Notification	Infor Concierge 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 Incident, the Licensee contact can receive a notification about its availability and how to access it.
Recorded Briefings	Infor provides Licensee 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 Incident Queuing	Incidents are handled based on severity; 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.

## Premium Support plan

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

FEATURE	DESCRIPTION										
24x7 Critical Incident Support	Critical Incident Support for Severity 1 Incidents is available 365 days a year, 24 hours per day. This service will also be available during holidays observed by Infor.										
Defined Incident Response Targets*	<p>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 an Incident is appropriately logged into Infor Concierge 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.</p> <p><b>Infor will make commercially reasonable efforts to respond, based on the following targets:</b></p> <table><tbody><tr><td>Severity 1</td><td>Within thirty (30) minutes</td></tr><tr><td>Severity 2</td><td>Within two (2) business hours during scheduled coverage hours</td></tr><tr><td>Severity 3</td><td>Within two (2) business hours during scheduled coverage hours</td></tr><tr><td>Severity 4</td><td>Within four (4) business hours during scheduled coverage hours</td></tr><tr><td>Severity 5</td><td>There is no set response target for Severity 5 (Minor issue or enhancements)</td></tr></tbody></table> <p>If you do not see the Severity 5 option available, this means your Software utilizes the enhancement request system to enter enhancements requests. You can locate the enhancement request system via <a href="https://ers.infor.com/Ers/Login.aspx">ers.infor.com/Ers/Login.aspx</a>.</p>	Severity 1	Within thirty (30) minutes	Severity 2	Within two (2) business hours during scheduled coverage hours	Severity 3	Within two (2) business hours during scheduled coverage hours	Severity 4	Within four (4) business hours during scheduled coverage hours	Severity 5	There is no set response target for Severity 5 (Minor issue or enhancements)
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Severity 4	Within four (4) business hours during scheduled coverage hours										
Severity 5	There is no set response target for Severity 5 (Minor issue or enhancements)										
Priority Plan Queuing	Incidents are prioritized based upon severity 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.										

## Customer Success Plus Program

Customers on the Essential or Premium plans can upgrade to the Customer Success Plus Program. In addition to Premium support plan content, below are the benefits of the Customer Success Plus program

FEATURE	DESCRIPTION
Special Events Support	Licensees get Support for all severity levels for one (1) weekend a year. This can be an advantage when applying patches, planning Software upgrades, or other important company/information technology events.
Assigned Customer Success Manager	An assigned Customer Success Manager can help resolve issues through coordination of the following activities: access to senior-level Support and development analysts, update planning assistance, scorecard activity reports, and the early adopter program.
Access to Senior-level Support and Development Analysts	Where appropriate, the Customer Success Manager will coordinate meetings with senior Support and development resources to help resolve urgent issues.
One-on-one Instruction	One-on-one instruction can help maximize the utilization of Infor resources, people, and tools.
Update Planning Assistance	Licensees can work with Infor Support to help plan service pack and update installations. The Customer Success Manager can discuss plans, any known issues, and other Support considerations.
Discussion on Basic Data Usage	Data usage review can help to find ways to increase usage and realize additional value from the system.
Response Targets*	<b>Infor will make commercially reasonable efforts to respond, based on the following targets:</b>
Severity 1	Within thirty (30) minutes
Severity 2	Within one (1) business hour during scheduled coverage hours
Severity 3	Within one (1) business hour during scheduled coverage hours
Severity 4	Within two (2) business hours during scheduled coverage hours
Severity 5	There is no set response target for Severity 5 (Minor issue or enhancements)
	If you do not see the Severity 5 option available, this means your Software utilizes the enhancement request system to enter enhancements requests. You can locate the enhancement request system via <a href="https://ers.infor.com/Ers/Login.aspx">ers.infor.com/Ers/Login.aspx</a> .
Scorecard Activity Reports	Licensees can receive regular reports detailing Support activity; the Customer Success Manager will analyze the report and make recommendations.
Early Adopter Programs	Licensees can obtain insight into planned products and Software enhancements, as well as the opportunity to participate in Beta or Early Adopter Programs.
Recommendations for Relevant Infor Events and Opportunities	Recommendations can help make Licensees aware of the selective events and options available to Infor Customer Success Plus program members.

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



## CareFor

CareFor is an integrated portfolio of offerings and solutions across three pillars that give customers flexible options to help them support and evolve their Infor solution as their business changes and grows.

In addition to the Premium Support plan, CareFor customers can benefit from:

FEATURE	DESCRIPTION
Customer Success	A designated Customer Experience Manager providing guidance, assistance, and ongoing partnership throughout your journey.
Enhanced Support	<p><b>An enhanced response model including the following features:</b></p> <ul style="list-style-type: none"> <li>Faster response times</li> <li>Severity 1: Within 30 minutes</li> <li>Severity 2: Within one (1) business hour during scheduled coverage hours</li> <li>Severity 3: Within one (1) business hour during scheduled coverage hours</li> <li>Severity 4: Within two (2) business hours during scheduled coverage hours</li> </ul> <p>Live Incident triage for Severity 1 and Severity 2 incidents</p> <p>Priority queuing for CareFor incidents</p> <p>24 hour 'Special Event' support for all severity level incidents for one weekend a year</p>
Services	<p>CareFor Services is a portfolio of outcome-focused managed services designed to provide ongoing capabilities for sustained success. The specific scope of services coverage depends on the CareFor solution purchased. Available CareFor Services:</p> <ul style="list-style-type: none"> <li><b>Business Application Support</b>—Functional and technical expertise and support for the way your business uses your Infor applications</li> <li><b>Extension Lifecycle Management</b>—Support for what makes your Infor solution unique and development resources to help meet future requirements</li> <li><b>Release Impact Management</b>—Cloud release update assessment and recommendations specific to your business's Infor solution</li> <li><b>Application Administration</b>—Application-level administration, maintenance, and pre and post cloud update and refresh activities</li> <li><b>Solution Monitoring</b>—24x7 monitoring and response for your most critical interfaces and application jobs</li> <li><b>Automated Testing Services</b>—Automated regression testing to identify impacts and validate your solution during change events</li> <li><b>Technical Management (premise-based applications only)</b>—Application technical-level support, maintenance, monitoring and incident management skills and capabilities</li> </ul> <p>If you are an existing CareFor customer and want more information or what you are entitled to please reach out to your Customer Experience Manager. If you would like to become a CareFor customer or want to learn more about it visit us online at <a href="https://infor.com/support/carefor">infor.com/support/carefor</a>.</p>

## Guidelines for optimal support for on-premises

Provided a Licensee's agreement(s) with Infor permit such actions, Infor recommends a Licensee 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 Incident 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
- Change-control process to help track changes to the base Software
  - This 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 Incidents efficiently.*



**Stay current with Software updates, enhancements, and modifications:** It is a suggested 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 a 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 4.7:

- Replaced the section related to CareFor Support



Infor is a global leader in business cloud software specialized by industry. Over 65,000 organizations in more than 175 countries rely on Infor's 17,000 employees to help achieve their business goals. Visit [www.infor.com](http://www.infor.com).



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