Why move to the cloud?

What are some things to think about?

Before sharing my perspective…

… some building of Credibility!

About Shahriar…

3+ Years - Global CIO

4 Years - Corporate Tech CIO

2 Years - Applications CIO

10 Years - Business Unit CIO

3 Years - Project Manager / Architect

3 Years - Programmer Analyst & Project Manager

5 Years - Programmer / Analyst
_____
30+ Years

Cloud Experience…

Infor at a Glance

90,000 customers

16,000+ employees

61 offices around the world

Customers in 170 countries

71 million cloud users

176 new products in the last 12 months

Global headquarters— New York City

The Infor Strategy

○ A modern foundation for driving transformation and progress in enterprises across every industry

A.I.
Coleman

Analytics
Birst

Network
Commerce and IoT

Cloud
Industry CloudSuites

Industry
Last-mile features

14 Cloud Implementations: Infor@Infor

CRM - Sales Automation
- Largest Cloud deployment in product history
- 6,500 Active Users

Live

CLM - Contract Lifecycle Management
- 11,214 contracts signed, 10,237 projects created
- 50% reduction in admin time to create work orders

Live

CPQ - Configure, Price, Quote
- 18,300 quotes processed, 222 product lines converted
- 20 price books decommissioned

Live

HCM – People Technology
- 16,483 users, 42 countries, 395 PTO plans
- 2K candidate visits on average per day

Live

XM - Expense Management
- 126,000 expense reports processed
- 8,300 active users

Live

DSL – Dynamic Science Labs
- Bookings Forecast Model deployed
- > 95% overall accuracy

Live

EAM - Enterprise Asset Management
- All IT assets (~53,000) being management by EAM
- Next phase: analyzing Infor facilities and real estate

Live

d/EPM - Performance Management
- ~10,000 opportunities per quarter
- Global rollout to all of Sales & Services

Live

Infor OS - Enterprise Social & Mobile Integration
- 16,241 users on SSO
- 1,558 Infor Ming.le Groups with a total of 31,940 posts

Live

Birst - Business Intelligence
- 10 Business Units with dashboards in production
- 18 Source systems modeled, 20,164 unique views

Live

LMS - Infor Learning Management System
- 182 employees certified, 1,053 courses loaded
- 35,454 partners & 7 universities have access to LMS

Live

Elastic Search - Infor OS Federated Search
- Search rolled out to Global Customer community on Concierge, 2,000 searches per month

Live

Financials - CloudSuite Financials
- CSF Multi-tenant global ledger deployed to 250 users
- 170 ledger entities, ~33m journal lines in FY19

Live

Financials Phase 2 - CloudSuite Financials
- 2,623 global users: Accounts Payable, Accounts Receivables, Purchasing & intercompany

2019

Why move to the Cloud…

1. Total Cost of Ownership – Hosting, Upgrades, Customizations, Tech Team

2. Disaster Recovery & Business Continuity Planning

3. Scalability – "Pay as You Increase or Decrease" Model

4. Culture of Configuration vs. Customization

5. Business Process Forgiveness – Done vs. Perfect

6. Security – Cyber, Perimeter, and People

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A Quick Drill-Down…

Culture of Configuration vs. Customization

Data driven configuration capability vs. hard-

coded customization…

…is good for <u>both</u> the Consumer and the

Software Service Provider

Business Process Forgiveness – Done vs. Perfect

More systems implementations are using functionality out of the box vs. starting with a blank piece of paper, designing from scratch, and then trying to fit and customize software to those needs
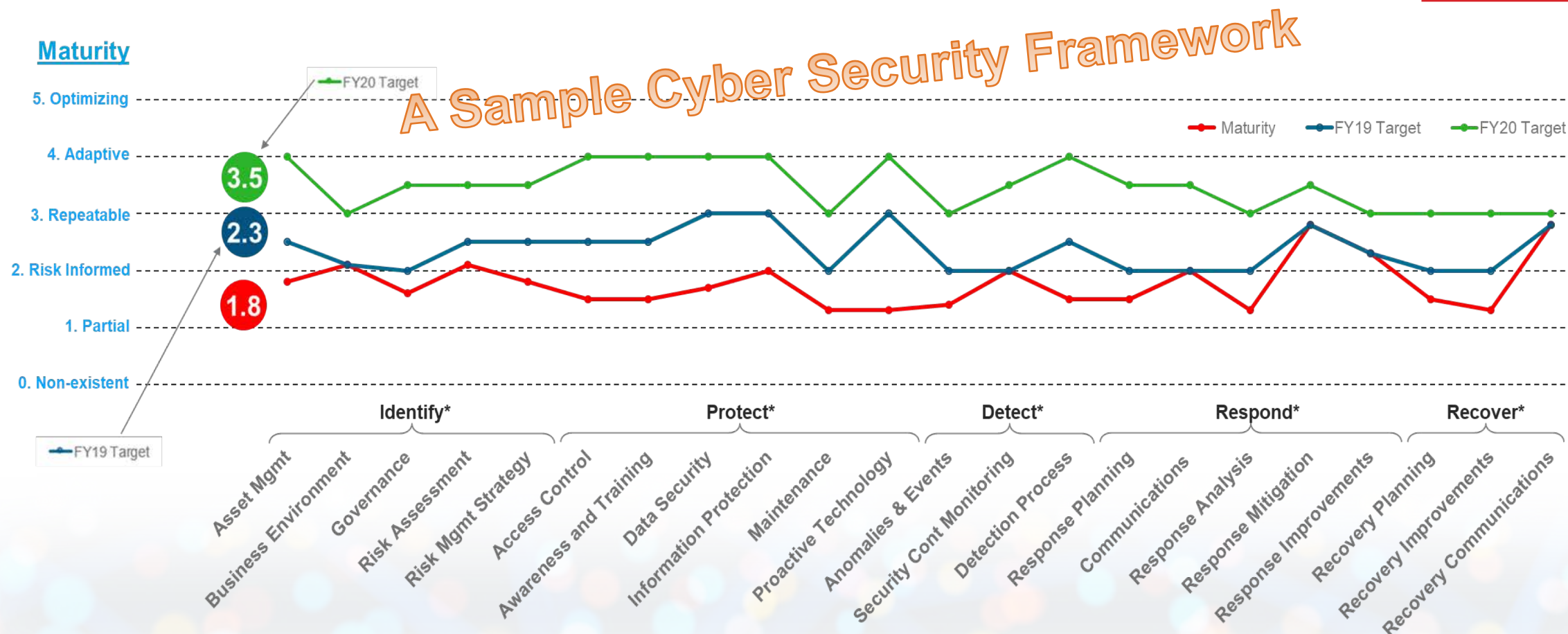
Security – Cyber, Perimeter, and People

○ Data Center Construction & Physical Security

○ Cyber Security Investment

○ Compliance with Regulatory Standards

As long as you have data centers, you need to protect yourself!

A Sample Cyber Security Framework

Our Drivers

Customer Experience	**Employee Experience**	**Partner Experience**
Security & Compliance	**Bookings & Revenue**	**Operational Excellence (Allows for Scale)**
Margins	**Giving**	**Infor @ Infor (Feedback!)**

Cloud Strategy Aligns to Our Drivers!

Customer Experience

Employee Experience

Partner Experience

Security & Compliance

Bookings & Revenue

Operational Excellence (Allows for Scale)

Margins

Giving

Infor @ Infor (Feedback!)

Ingredients for Cloud Success…

Five Ingredients to Think about…

infor

1. Cloud Contracts are more complicated and require technical, privacy, and accounting capabilities combined (You are buying a Service vs. Software)

2. Project Managers, Business Analysts, Quality Assurance Roles become more important

3. Data Migration Strategy becomes an important consideration

4. Don't under-estimate Change Management

5. You need to let go a little and be ok with new features being introduced on a more frequent basis

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Thank You!

Q & A

Shahriar Rafimayeri
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