AppCare®

Comprehensive outsourcing solutions

Do business better.

Infor's AppCare provides a real service to customers by managing applications with a level of expertise and focus that can't be maintained by your staff. To remain competitive in today's business world, it's no longer a question of whether you should outsource. Rather, the question is: "Who will your partner be?" Do you lack sufficient internal resources to manage your Infor® applications? Do you need to replace lost skills or manage special or difficult functions? If you answer "yes" to any or all of these questions, then AppCare® from Infor is the solution you need.

INFOR™

What is AppCare®?

AppCare is a comprehensive software outsourcing solution for managing your Infor FMS E Series, FMS M Series, and Infor FMS SmartStream® applications 24x7, allowing you to take advantage of a number of customized services to ensure maximum productivity and user application proficiency. Specifically, AppCare is a service that either supplements or replaces your internal application support that is necessary to maintain your Infor application(s), interface with key users of the application(s), and develop end-user reports.

AppCare levels of management include:

- Application management
- 24x7 production support
- Key user consulting

AppCare benefits include:

- Faster response to user requests
- Higher productivity
- Relief from routine tasks
- Freedom to reassign staff to strategic projects
- Flexible pricing and predictable costs
- Gain access to world-class capabilities
- Contract term flexibility

AppCare enables you to:

- Access the necessary Infor resources you need
- More efficiently deploy your critical IT resources to focus on more strategic projects
- Provide better service (e.g., faster response times, higher productivity, greater availability)
- Accurately predict your Infor IT costs
- Maintain complete flexibility

AppCare is a true partnership approach to selective outsourcing from the software company that built your Infor applications, enabling you to focus your efforts on your bottom line and your core business.

Single Point of Contact

Every AppCare customer is assigned a Single Point of Contact (SPOC), a backup of the SPOC, and a service manager. The SPOC is responsible for the day-to-day activities for customers and manages your service remotely, eliminating the travel burden and other costs associated with traditional onsite consulting. From this central contact point, all application questions will be answered, all routine maintenance will be performed, and all service packs or upgrades will be applied.

Specifically, the SPOC either performs the work you need or, if necessary, assigns appropriate additional AppCare resources. Through the utilization of a SPOC, you will be given premier response to issues and new enhancements.

Enhanced Productivity Support

As the sole developer of Infor applications, we are the product experts and know our solutions more intimately than any other vendor in today's marketplace. As a result, we can provide the most efficient and knowledgeable team of professionals to manage your applications.

Our AppCare professionals, who are Infor employees, work very closely with the development and support teams in order to be more responsive and accurate when managing your applications.

Infor also understands the difficulties in successfully operating application software. AppCare recognizes the burden to retain critical staff, the limits to available application resources, and the necessity to constantly retrain technical management. These aspects are critical to operational successes, and changes in effort levels can cause significant negative impact to any business. All organizations need constant insight to technical innovations in order to remain competitive.

AppCare Services Matrix

Service Element	Checklist
Production Support	
8x5 coverage	
24x7 coverage	
Production processing	
Job scheduling	
Database index maintenance	
Database sizing	
Database performance monitoring	
Application Management	
Proactive research and application of SRs, bulletins, updates	
Tax and regulatory updates	
Upgrade of the SmartStream application server database software	
Key User Consulting	
Usability questions	
Ad hoc requirements	
New reports and/or queries, report changes	
Specialized training for new users	
Implementation of new applications features	
Application enhancements/modifications	
Technology deployment	
Interface to third-party software for problem resolution	
Develop new interfaces	
Special projects	

Value-Added Features Checklist

Documentation Management	
Applications documentation Included	Included
Critical and non-critical job processing documentation Included	Included
Key contacts documentation Included	Included

Performance Reporting and Quality Assurance Checklist

Monthly Review	
Major accomplishments	Included
Production support issues and resolutions	Included
Performance report card	Included
Key user consulting activity	Included
Special project status reporting	Included
Semi-Annual Executive Review	
Review AppCare performance against SLAs	Included
Discuss upcoming key initiatives	Included
Infor and product updates	Included
Perform customer satisfaction survey	Included

Efficient Resource Deployment

AppCare enables you to more efficiently deploy your IT resources so you can focus on more strategic business opportunities that position you more competitively in your marketplace.

In addition, AppCare lets you more accurately predict your IT costs on a regular basis. That's because AppCare's flexible offerings allow you to expand your "internal" IT staff to accommodate special projects or long-term business objectives.

Because Infor's AppCare staff manages time-consuming routine tasks, you can reassign your resources to more leading-edge projects and, therefore, retain more talented IT professionals.

Complete Management Services

Your Infor applications have proven their value by demonstrating the power and functionality to meet your organization's requirements. Furthermore, Infor's applications will help you optimize productivity and maximize your return on investment.

By leveraging our rich heritage of business application development and support, Infor is uniquely qualified to provide AppCare—a complete suite of management services.

About Infor

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become the third largest provider of business software. For additional information, visit www.infor.com.

To Take Action

To find out more about AppCare
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