

INFOR COMMUNITY INSIGHTS

SURVEY FINDINGS UNLOCKED

RPI Consultants administered a survey across the greater Infor Services Industries community to understand members' experience using the ERP and its applications. From functionality and ease of use to future plans and areas where Infor has the most room to improve, we've captured it all.

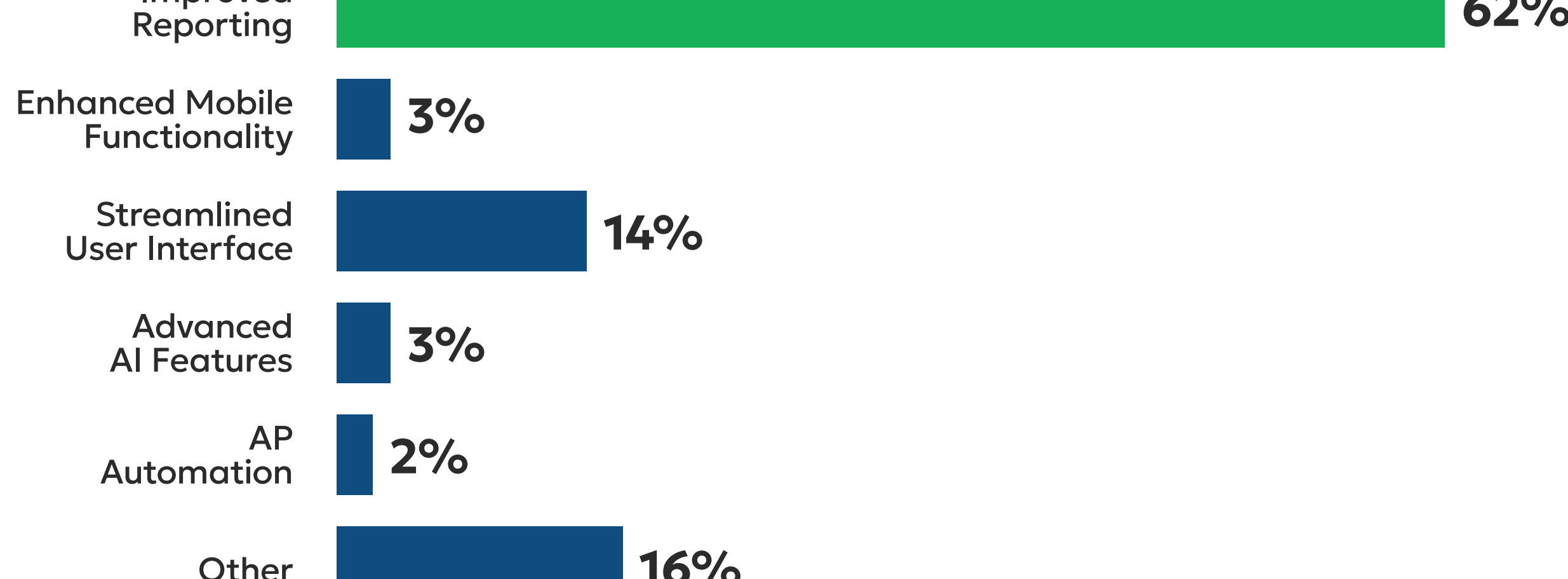
INFOR FUNCTIONALITY

Users weigh in on Infor system satisfaction

	VERY POORLY	POORLY	NEUTRAL	WELL	VERY WELL
The solution meets business requirements	0%	7%	31%	58%	5%
Job tasks are easy and intuitive	3%	8%	42%	44%	2%
The system allows data to be accessed and reported on	0%	7%	40%	32%	18%
Training, support, and enablement resources are available and easy to access	3%	17%	44%	32%	3%
The product evolves to meet the changing requirements of my business	0%	12%	42%	39%	7%

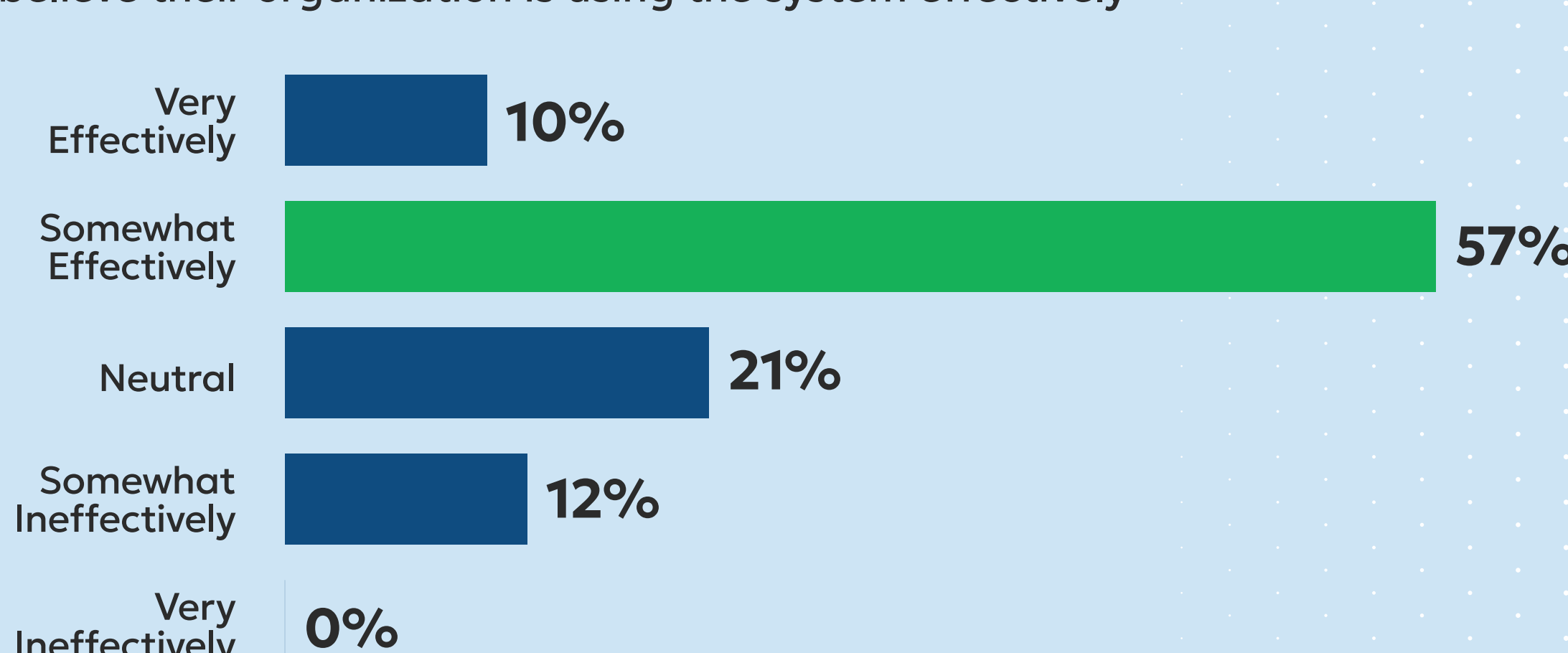
AREAS FOR IMPROVEMENT

The majority of Infor users would like to see improved reporting



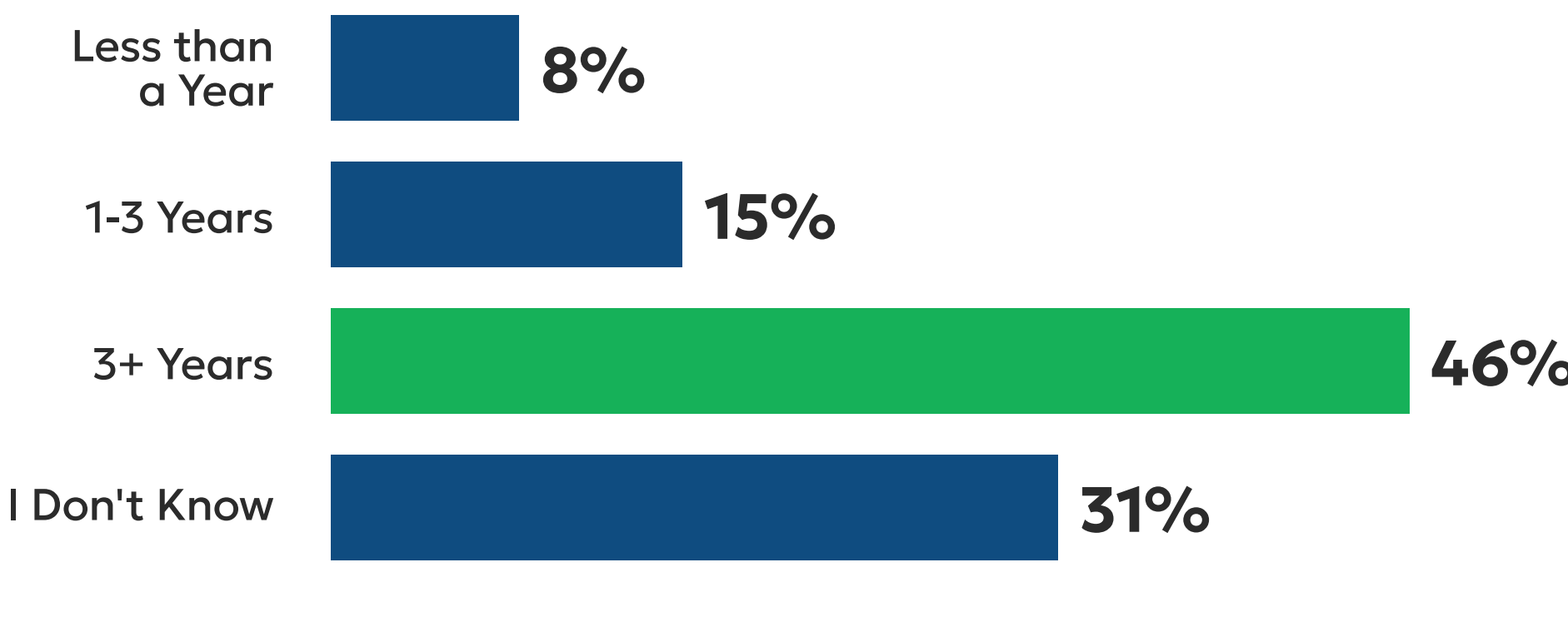
INFOR SYSTEM USAGE

Most believe their organization is using the system effectively

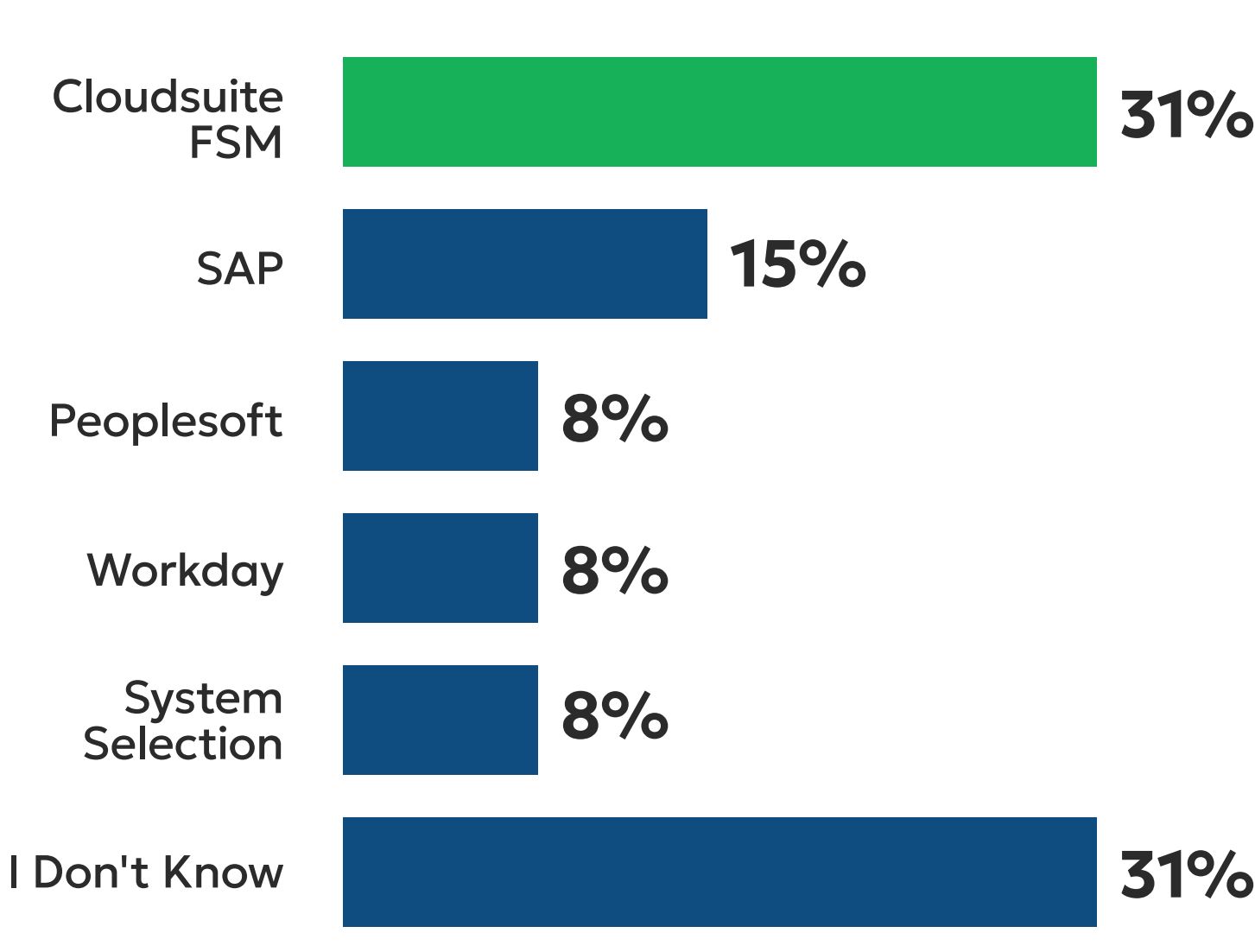


CLOUD MIGRATION PLANS - FINANCIALS

When asked about cloud migration timeline, Lawson for Financials users are in no hurry to migrate the cloud



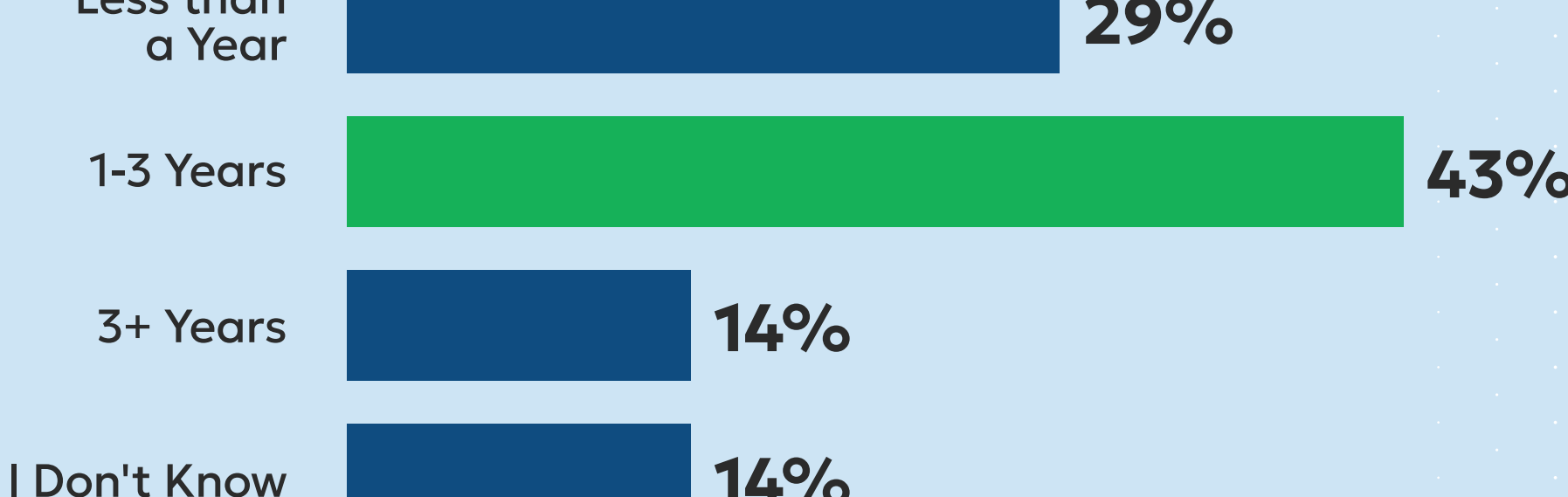
Roughly a third of Lawson Financials users plan to migrate to CloudSuite FSM



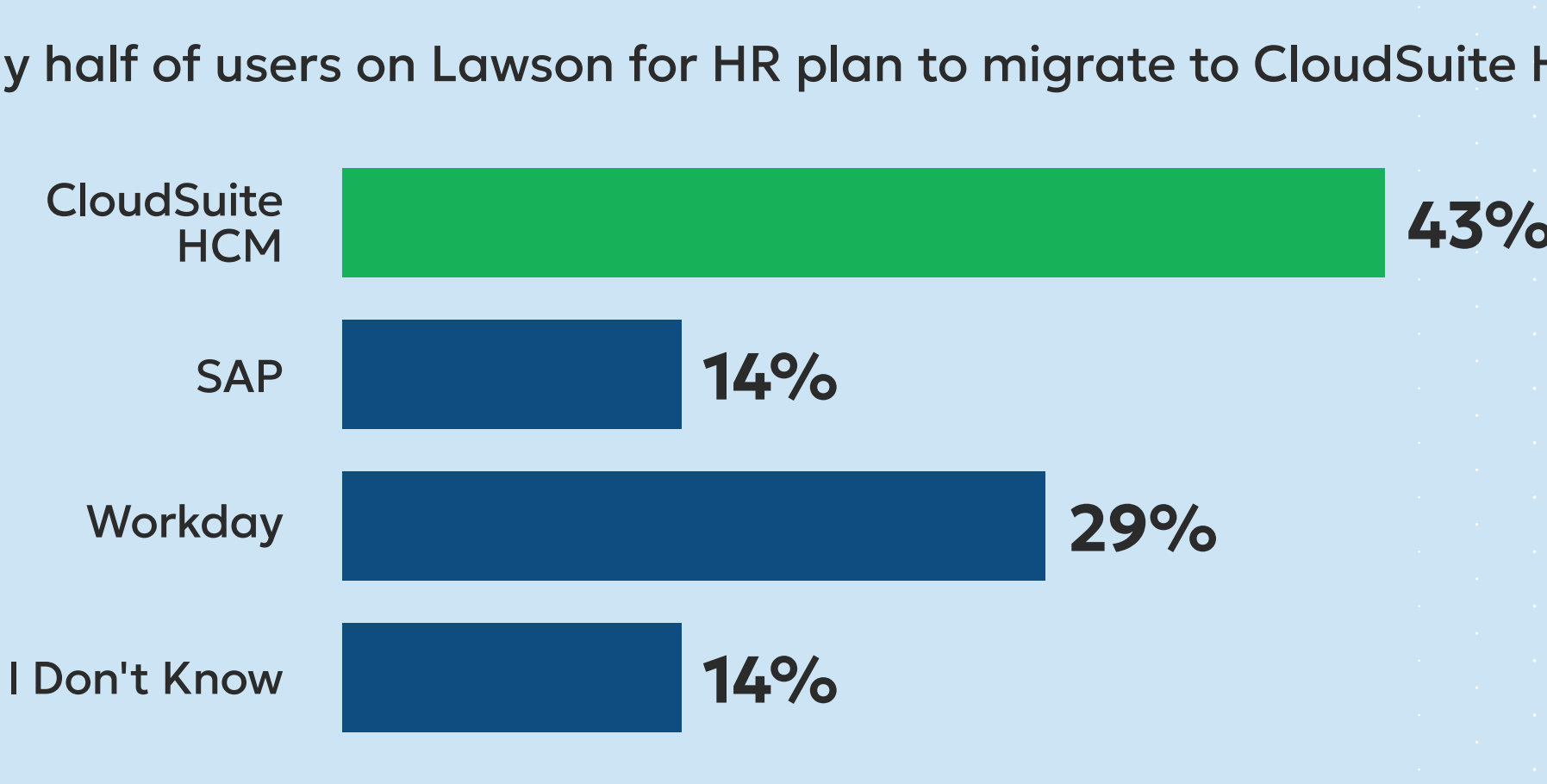
44% of business users already on CloudSuite FSM are likely or very likely to recommend it to another person in their industry.

CLOUD MIGRATION PLANS - HUMAN RESOURCES

When asked about cloud migration timeline, the majority of Lawson for HR users plan to migrate in the next 3 years.



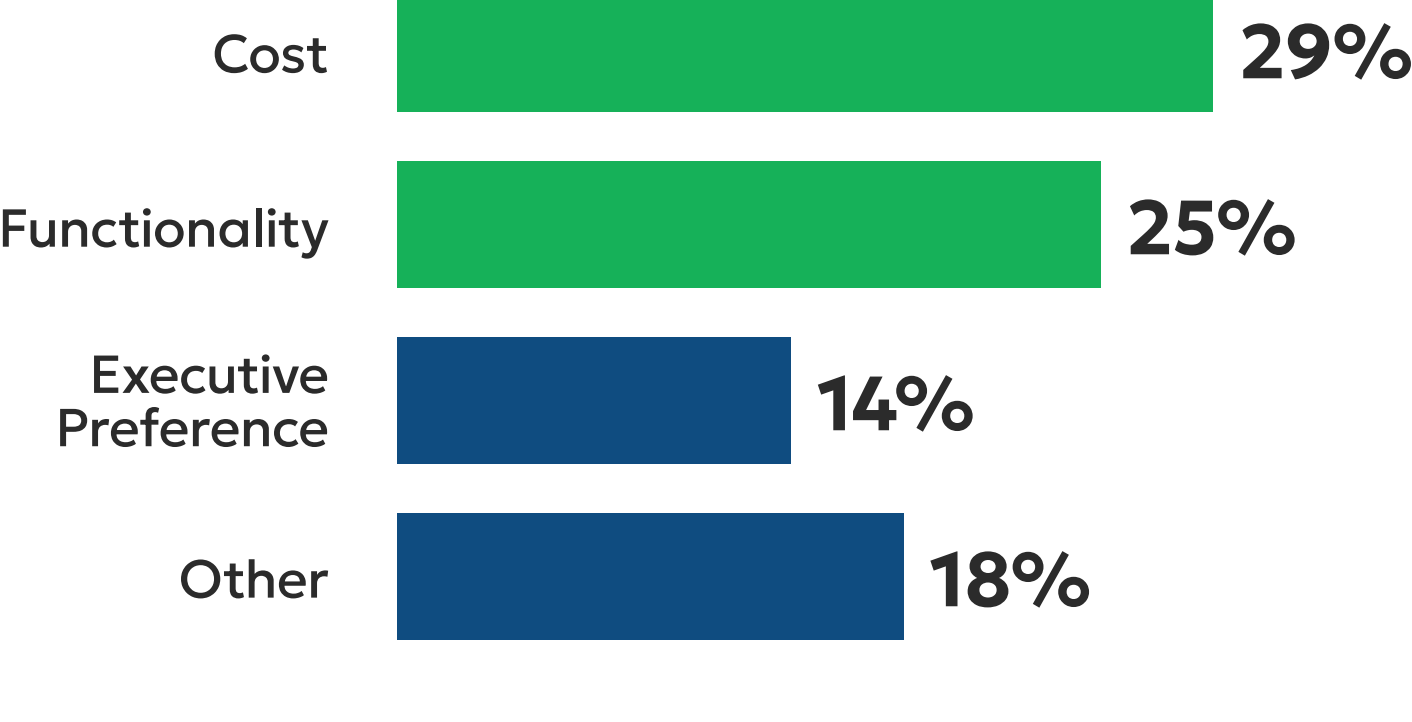
Nearly half of users on Lawson for HR plan to migrate to CloudSuite HCM



30% of business users already on CloudSuite HCM users are likely or very likely to recommend it to another person in their industry.

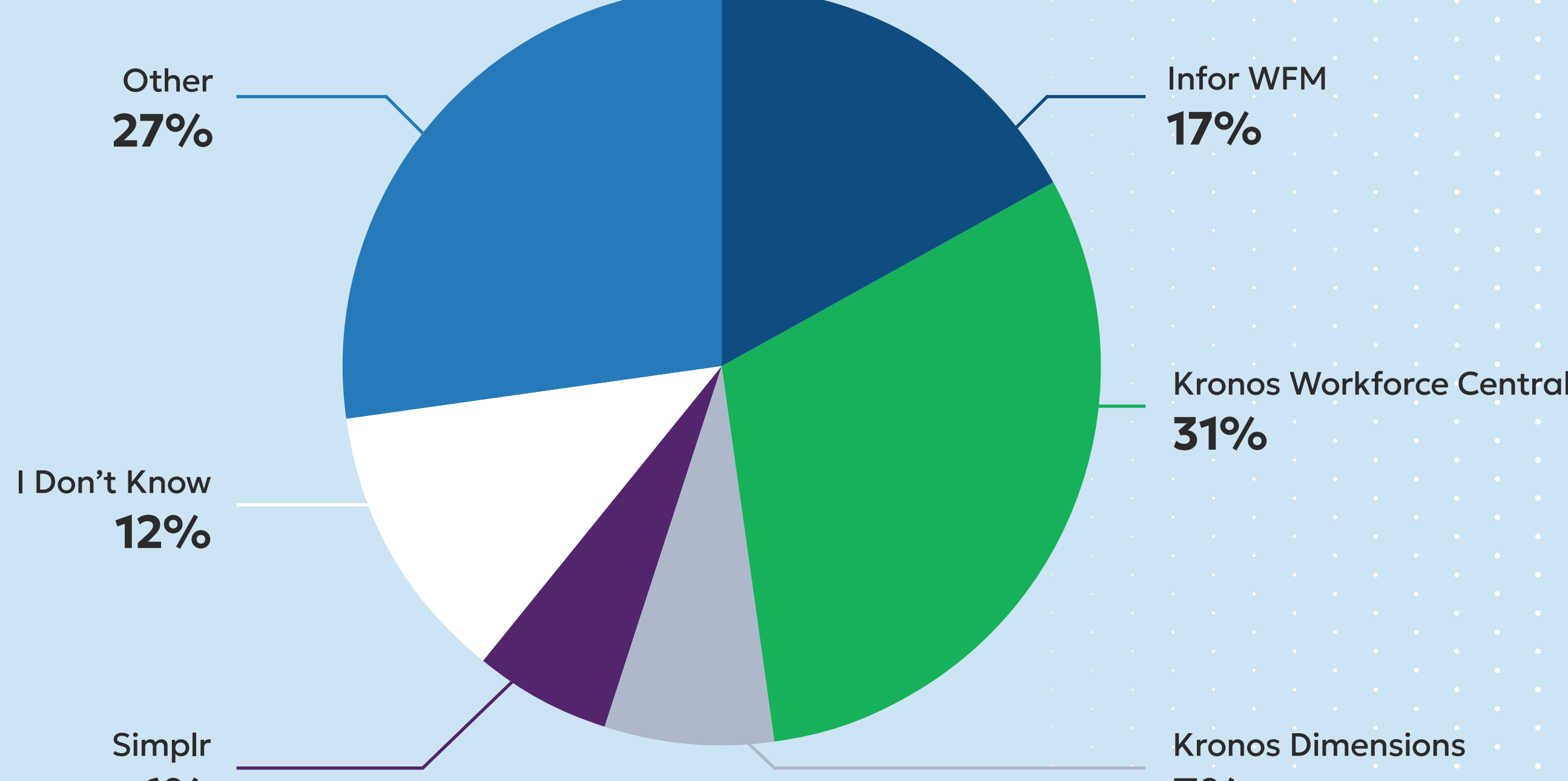
WHY SOME ARE LEAVING INFOR

Of those who have left Infor/Lawson, Cost and Functionality were the most common drivers

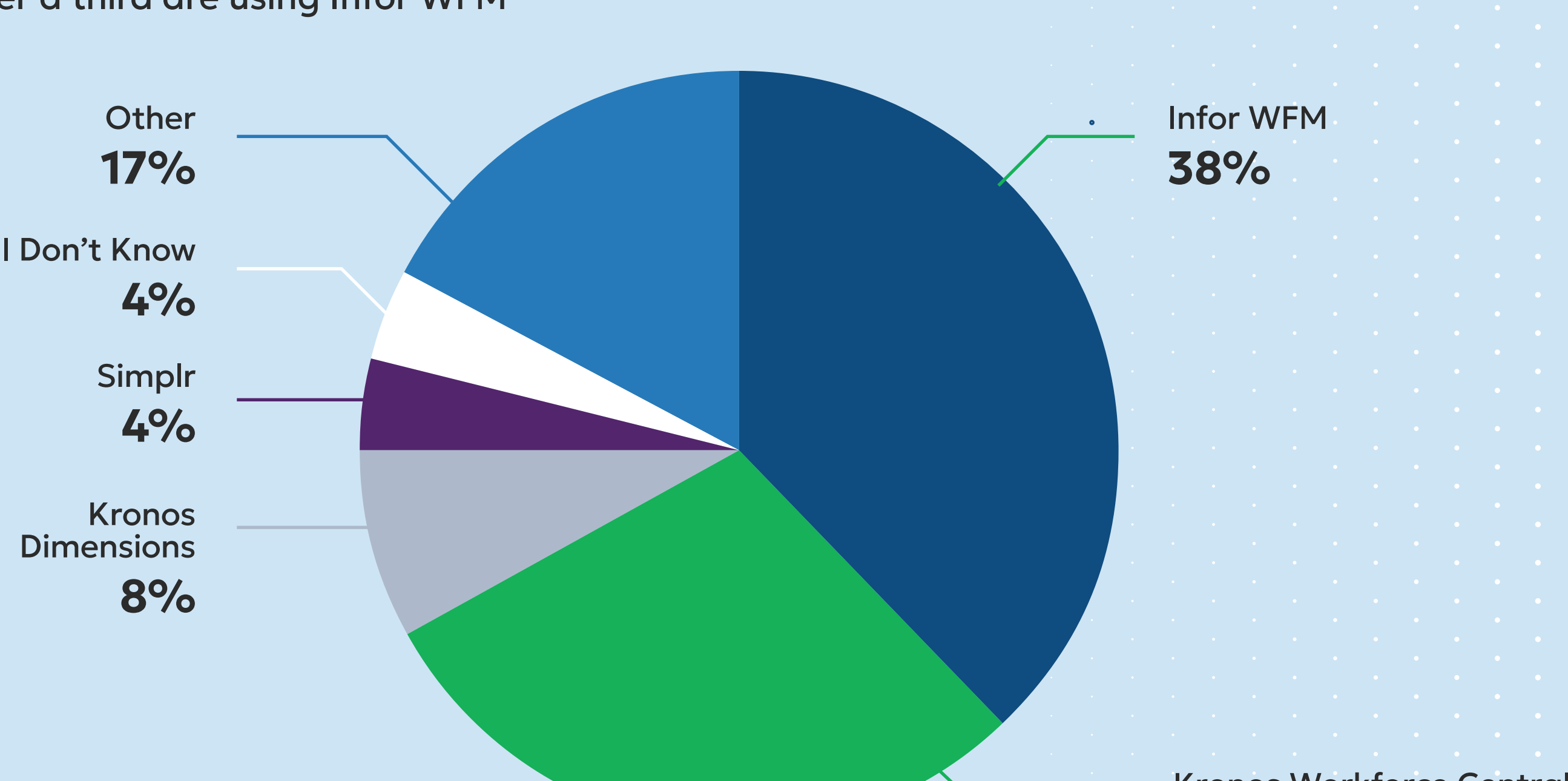


WORKFORCE MANAGEMENT

Of all respondents, WFM system usage varies



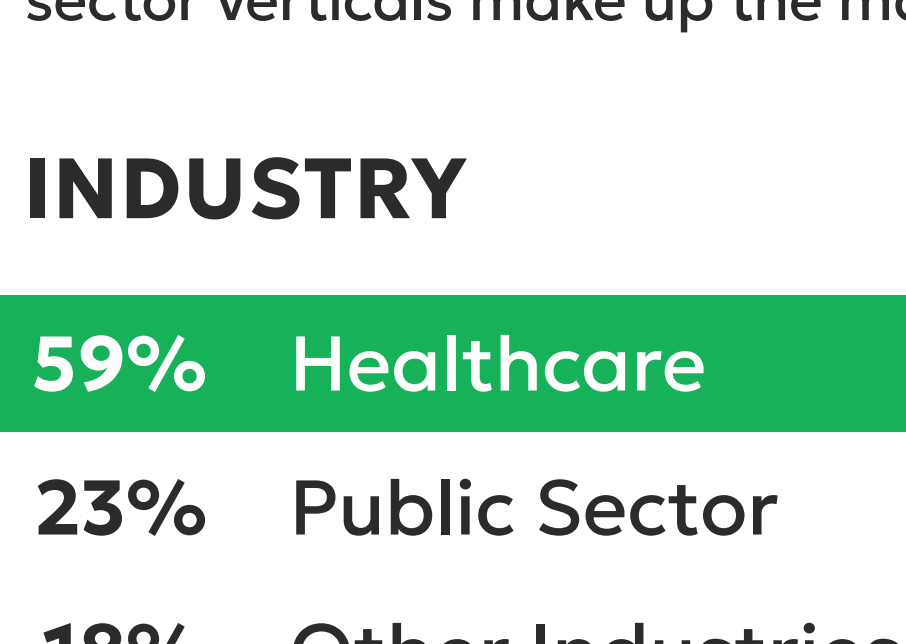
Of those currently on or planning to migrate to CloudSuite HCM, over a third are using Infor WFM



SURVEY PARTICIPANT DEMOGRAPHICS

RPI's State of the Infor Community Survey was administered between December 2023 and January 15. IT, HR, Finance, and Supply Chain, across healthcare and public sector verticals make up the majority of survey respondents.

INDUSTRY



JOB FUNCTION

