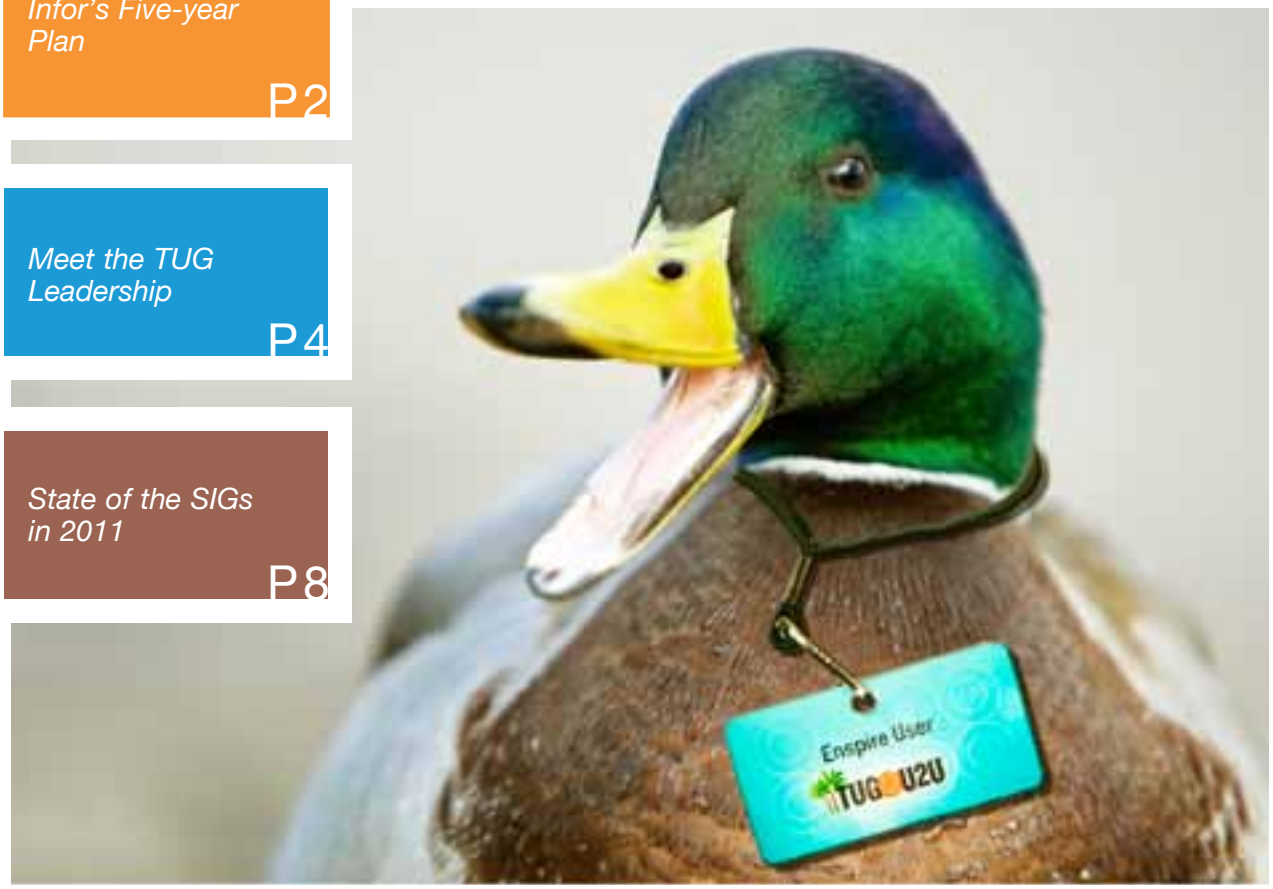
Infor's Five-year Plan P2

Meet the TUG Leadership P4

State of the SIGs in 2011 P8



TheUserGroup.org
TUG 2011 U2U
interface

Integrated Platform Targets Distribution Industry Needs

A deepening of the partnership between Infor and IBM has ushered in a bundled hardware and software solution that will position TUG members to modernize their distribution operations and boost their competitiveness in a tough global market.

The approach combines a proven software solution and a state-of-the-art hardware platform in a single, integrated package that precisely targets the needs of the distribution industry. Infor Distribution and IBM Power Systems™ are unveiling details this week at TUG U2U.

"While we're onsite this week, we'll be sharing with participants what the partnership means for Infor Distribution customers," said TJ Pomian, Infor's Vice President, Global Channel Sales. "This all-encompassing solution is exactly what our global customer network has been looking for—a proven, deeply functional, easy-to-use ERP solution, built on the most reliable and widely accepted hardware platform in the world."

The solution integrates the core applications, Enterprise (SXe) and Enterprise i (A+), with the new essentials. The modern distributor needs value-added solutions like CRM, mobile applications, online shopping, forms and expense management,

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Integrated Platform Targets Distribution Industry Needs

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and business intelligence. Infor and IBM are delivering on that need, using a common platform that offers what the two partners describe as "ridiculous processing speed."

The IBM Power® 720 Express and IBM Power 740 Express combine the expertise of IBM and Infor in a system based on Power 7® processors, designed to minimize complexity, energy consumption, system down time, and operating costs.

"Packaged together, Infor Distribution Enterprise i (A+) running on the IBM Power Systems platform is the best possible configuration on the market, offered at a very attractive price point," states a joint Infor-IBM solution brief. The system "is uniquely suited to help wholesale distributors use technology to improve efficiencies and promote growth." The Solution Edition for Enterprise i comes with a system discount that should catch the attention and warm the heart of the most discerning CFO.

Getting more out of your business requires more than great enterprise software. Infor and IBM have joined forces to offer an integrated and optimized combination of software, hardware, and services that can help the modern distributor thrive.

Andy Berry: Five–Year Plan Holds Infor Accountable

Infor will build a world lead in distribution software by publishing its five-year plan, listening to customer feedback, and encouraging users to hold the company accountable for what it plans to achieve, Andy Berry told participants in the SX.e SIG meeting Sunday afternoon.

"We've been given a target of being the global market leaders in distribution solutions," said Berry, Infor's Vice President and General Manager of Global Distribution. Achieving that vision will depend on understanding customers' needs and challenges. Berry said he and his team are consulting widely to understand what users expect and "what we have to change, structurally and from an innovation standpoint, to put us back in the rightful position that we should have been in in the first place."

Infor is sharing a vision of its five-year business roadmap today, and "every investment we make in our group will be aligned" with that plan. "It's hard to hold us accountable if we never publish where we're going, so we'll be giving you the five-year plan and inviting you to influence it as part of your user group," Berry said.

"You can hold me accountable for it, and you can hold my managers accountable."

In conjunction with the plan, Infor Distribution will expand its programming team by 50% in the next six months, and plans to extend support to include both SQL and Oracle, publish its APIs, and offer a web-enabled user interface on top of Enterprise.

"We want you to see us as a trusted advisor that you can turn to, not just a product company," Berry told participants. "You'll be able to have a business conversation with us and see it reflected in the innovation investments we make, and in the solutions we deliver back to you."

Earlier in the session, SIG Chair Don Harrington conducted a real-time poll to gather participants' feedback on their current relationship with Infor.

- 75% said they were "hugely" or "rather" satisfied with SX.e as their companies' ERP, and 25% said they were somewhat satisfied.
- 46% said they were hugely or rather satisfied and 48% said they were somewhat satisfied with Infor as a partner.
- 52% said they were hugely or rather convinced of Infor's commitment to distribution, and 30% said they were somewhat convinced.

Program Update

Due to unforeseen circumstances, the following sessions have been cancelled:

- **Session #101, Radically Moving Lean-Thinking Supply Chains Forward at 3:00 PM today**
- **Session #114, Infor WM, at 4:30 PM today**
- **Session #205, Family Business Succession Planning, at 3:00 PM Tuesday**
- **Session #413, IBM SQL for DB2, at 4:30 PM today**

Speed to X Demonstration

Did you bring an iPad? Droid tablet? Laptop? Smart phone? Test drive one of Infor's latest innovations, designed for distributors that have product showrooms or manage quotes in the field.

Navigate to www.speedtox.com/showroom. Enter the email address you used to register for TUG U2U. Then enter the password TUG11.

Now, try out the app. You can create a new quote or modify an existing one.

If you have feedback or are interested in the functionality, email Infor at speedtox@infor.com

What is Speed to X? Check out tomorrow's newsletter for the answer.

moBI ERP

Mobile Business Intelligence for Sales & Sales Management

moBI-ERP Features

- Order & Quote Notifications
- Sales / Backlog / Quote Queue
- Customer Detail
- Vendor Detail
- Order & Quote Detail
- Purchase Order Detail
- Item Availability
- GPS Sales Call Tracking
- Blackberry, Android, iPhone, iPad, Palm and more
- Hosted*, No Expensive Hardware/Software Required

moBI-ERP for Infor can transform your sales force into mobile sales warriors. With instant access to information from your Infor Distribution system, your sales team will have the ability to make decisions quicker and answer almost any question their customer has. Come see us in the Distribution Marketplace.

RUBBER TREE SYSTEMS

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Carla Pickard, TUG President

Back on Track for 2011

By Carla Pickard

With record attendance at this year's TUG 2011 U2U, The User Group has left the recession behind and is delivering powerful results to Infor users and the Special Interest user groups that support them. As we arrive in Orlando for this year's conference, I'm excited at how much involvement we've seen from our members on the new website, and in helping to design the content for this event.

Like many of our members, the recession was a struggle for TUG, with lower attendance at the last two annual conferences. But after signs of recovery last year, TUG is back on track for 2011.

We set a goal to make this the largest conference in TUG history. We also set our sights on bringing in more executives

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to U2U, so we've introduced an executive track that gives senior management a first-hand look at the value our members bring home from U2U.

We've worked closely with TUG members, Infor, and our sponsors to deliver a memorable, fast-paced program, and we're already receiving great feedback from some of the industry leaders and users who helped build it. But that's what TUG is about: bringing our community together, and building an agenda that delivers a powerful ROI for every attendee. I'm thrilled to be meeting this year in the community I think of as a second home, and I would like to thank our Board of Directors and SIG leaders for their tireless work to get us to this point.

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IBM Power Systems Deliver Performance at Lower Cost

IBM® has completed another year of progress along its technology roadmap, delivering the performance of a Power Systems™ platform at a 41% cost savings over x86 servers running Microsoft Windows, and 47% over x86 running Linux.

Participants in last year's TUG U2U learned that IBM planned to refresh its entire Power product line, and the company delivered. IBM now offers a full suite of Power 7® systems with four, six, or eight cores per socket, and a maximum of 256 cores in a single, high-end system.

"These 795 systems are proving to be the most powerful available," said IBM Technical Sales Specialist Jeff Elmore. "In addition to the added horsepower of the Power 7 systems, they draw much less energy, have significant virtualization capabilities, and run multiple operating systems simultaneously, allowing IBM clients more flexibility and an easier transition to new technology."

IBM has also made enhancements to the operating systems that run on Power 7 equipment. IBM i users can now perform block level replication to a disaster recovery site asynchronously over long distances through a process that is storage-agnostic. And for AIX, a new feature compresses and decompresses existing memory to provide up to twice the existing memory to the OS. Although applications may see a slight increase in CPU resource requirements as a result, the feature works well for applications that are memory constrained.

Given the sequencing of IBM's development roadmap, Power 8® "is already in the preliminary stages, and should be available around 2013," Elmore said. "We should also see enhancements to the Power 7 technology, as our development labs strive for continual improvements in performance, reliability, and virtualization."

- You need to get things processed right the first time.
- Adherence to strict compliance standards is mandatory.
- You need to document and capture critical business processes.

Visit the EPAK team in the Infor booth and find out how we can help!

INFOR™

Interface *is the daily newsletter of TUG • U2U, March 28-30, 2011 in Orlando, Florida, hosted by TheUserGroup.org.*

Opinions expressed are those of the individuals cited.

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On the ground…

"What brings you to this year's conference?"

Catherine Henn
Inland Power Group

"We're here for the SX.e products, and also to learn more about other Infor products like the CRM and business intelligence tools. I'd like to hear that they're going to move SX.e to the web, versus a graphical interface."

Darcie Maurer & Julie Baltes,
Infor Business Analysts

"I'm here to meet with our clients, get to know their needs, get a better understanding of what they're looking for, and network with them." — Darcie

"We work on the software the customers are using, so we want to make sure we're meeting their requirements with the new features, find out what their issues are, and make sure they're resolved." — Julie

Jack Lawson
Electrical Equipment Company

"I'm here to get a comfort level with how well aligned Infor's strategic direction is with ours. Thus far, I've been very impressed with their new leadership. I appreciate their willingness to not just talk about what they're going to do, but to actually build that strategic roadmap, put it in writing, and ask us to hold them accountable. I think that's powerful, and it's going to have a substantive and very powerful impact on our relationship. I believe they can pull it off."

SIGs in 2011: Record Membership, Better Communication

With record membership and a growing presence on social media, TUG and its special interest groups are ramping up member communications in both the live and virtual worlds, TUG Board members Jim Schwantes and Suzanne Minard said in pre-conference interviews.

According to association managers Conferences By Design, The User Group welcomed 42 new companies in 2010. Another 47, including 18 sponsors, joined in the first three months of 2011, bringing total membership to 389 companies and 840 individuals. Minard and Schwantes said TUG is using a mix of tools and strategies to help members stay connected.

A highlight of the SIG year was a series of meetings last fall, where participants had the opportunity to drill down to the specifics of their own ERP systems. "They came out of those meetings with enhancements and changes they wanted to see in the software, and they presented them to Infor," Minard said. With key Infor contacts at the table, the meetings were a perfect opportunity for users and designers to continuously improve the product.

"The development teams have really latched onto this," Schwantes said, "so there's a huge value in participating in these SIGs and getting your issues voted on." Snapshots from two of the SIGs show how important the relationship has become:

- Working with the NAPCG SIG, Infor added 24 requests to the A+ product in Version 6, 14 requests in Version 7, and 17 to date in Versions 8.00 and 8.02, with another five in progress for Version 8.03. The SIG requests represent 60 to 70% of the volume produced by the A+ product group.
- Based on advice from the FACTS SIG, Infor has completed 16 requests in 2009 and 2010, with another 22 in progress.

Minard said in-person meetings, including U2U, are the moment for members to "step outside their comfort zone" and interact with people they may have only met online, or not at all. "Meeting some of those new people and validating your contacts really delivers a longer-term return on your investment in the conference," she said. All of TUG's efforts are devoted to building stronger professional networks, "so that networking piece is critical."

Schwantes added that the new TUG website, which went live in December, has the functionality to support the kind of communication members want and need.

"We had a fairly good, static site that would work for posting articles and managing content, but it didn't make it easy for members to talk within groups, or even among themselves," he said. On the new website, users can broadcast messages to entire groups, within a secure setting that prevents unauthorized participation, eliminates spam, and allows each member to determine the information they receive.

He said different SIGs are finding their own uses for the system: while the SXE group "has jumped into it with both feet," generating dozens of messages per week, groups like NAPCG have seen intermittent high volume on specific topics. The new site will also feature a vendor showcase, where third-party partners can create mini-pages for specific products and services.

Members can also log on to the LinkedIn groups that TUG has created for each of the SIGs. "That's a great opportunity to continue the communication and networking between conferences," Minard said.

She added that the evolving relationship between TUG and Infor makes this a perfect moment for member companies to get involved. Over the last year, Infor has designated a liaison for each SIG, responsible for speeding up communication between users and Infor management and helping SIGs find the right contacts to answer specific questions.

"With the change in the leadership of the distribution group, there has been a renewed energy between the two organizations," she said. "We both agree that having a broader group of members involved makes the product better, which benefits the users. It's a win for both. We improve the product and that increases satisfaction, which both of us really want to do."