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of Infor*

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TheUserGroup.org
TUG 2011 U2U

interface

Klososky, Berry Trace Technology Transformation

From home to business to international politics, technology continues to transform the way people communicate, live, work, and play, keynote speaker Scott Klososky told general session participants Monday morning.

Technology changes things more than we understand, he said, giving businesses “the most wonderful palette of things we can do if we’re

willing to be innovative, if we’re willing to work at it.”

If Web 1.0 connected organizations and 2.0 connected people, Web 3.0 will link devices and 4.0 will bring together the intelligences of multiple organizations. Even now, “social technologies amplify our ability to communicate and influence in a way that we never have before.”

For businesses, that means the ability “to market to billions of people, for free and instantly. Some companies are learning to use it. Some companies have no clue.”

Earlier, Infor Vice President and General Manager Andy Berry restated the company’s plan to triple its distribution business to US\$300 million in three years. The strategy depends in part on making

Klososky, Berry Trace Technology Transformation

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it “easy, affordable, and lower-risk” for existing customers to adopt newer technologies.

Berry announced a fixed-cost migration option for companies with up to 50 users at up to two locations, adding that Infor is open to discussion with customers outside of these criteria. “We’ll sit down with where you are today and make sure we can get you where you’re going in the future.”

He stressed the role of ION and Desktop as a common point of integration for all the software components in Infor’s distribution business strategy.

TUG President Carla Pickard welcomed the group, noting that the 620 participants onsite had far exceeded past attendance records. This week’s program includes 174 educational sessions, including a new executive track that covers the strategic side of the business. “Obviously, the content is what brings you to our conference,” she said.



Storeroom Offers Seamless Data Flow

User convenience and seamless data flows are two of the major advantages of Infor’s Storeroom Management, a new web-based inventory management module.

In a Monday morning breakout session, Infor Business Solutions Consultant Jim Brown explained that the module can be used by either the distributor or the distributor’s customer. “When you log in, you log in as an entity,” he said. “It’s not one login for each storeroom. It’s for each relationship.”

Security and functionality are specified on a per-entity basis, allowing the system to work appropriately for the user, regardless of that user’s role. A distributor, for example, may not want its customers to be able to adjust inventory levels.

The module tracks both the distributor’s and the customer’s inventory. “Functionally, there’s another bucket in inventory that represents the customer owned inventory,” Brown said. An order can include the distributor’s inventory, the customer’s, or some mix of the two.

Brown demonstrated how data flows automatically back and forth between the Storeroom Management module and Infor Distribution Enterprise (SX.e), including information about employees, inventory, purchasing, transfers, invoicing, adjustments, returns, and repairs. Repairs, or regrinds, allow a user to send an item out for maintenance, then include it as inventory when it returns.

The module interface includes features to speed data entry, including “key-ahead” windows. It also interfaces with scanners. If a user with an incompatible scanner saves the data to a spreadsheet, Storeroom can import it.





Program Update

Due to unforeseen circumstances, Session #205, Family Business Succession Planning, at 3:00 PM today, has been cancelled.

Speed to X Means Speed to Anything

Infor's Speed to X is both an app development philosophy and a technology platform. It represents the ability for distributors to anticipate or react quickly to customers' needs and deliver specific solutions in record time. For example, the Showroom app was developed and deployed in just four weeks!

Speed to X apps are:

- Intuitive
- Multi-platform
- Developed in weeks, not months or years
- Created by Infor Development, Infor ICS, or YOU

By moving to a service-based architecture, your developers can create interactions with your ERP to empower your organization and set new standards in service. Innovation and agility can be at your fingertips.

Want to learn more? Email Infor at speedtox@infor.com, or join Kelly Squizzero and Eric Ryerson for lunch Wednesday to understand how you can take advantage of this game-changing technology.

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Data Warehouse	Populate a data warehouse while maintaining consistency between unrelated systems. Populate a central repository.
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Infor Brings Business Logic, App Data to Consumer Level



The new face of Infor Distribution is innovative, responsive, resourceful, and determined to find the quickest way to bring new adaptations to market, Infor Development Director Eric Ryerson told participants in a Monday morning breakout session.

Over the last year, Infor management has taken a close look at its Enterprise and Enterprise i applications, seeking the best path to offering consumer-grade interfaces and best of breed domain knowledge expertise. That strategy quickly focused on the business logic as the most valuable part of the system.

“Where we’ve invested a tremendous amount of time, and what we hope you guys value, is the world-class business logic built into the application,” Ryerson said.

Although the database and user interface are important, the business logic is the cornerstone of the system. So “the initiative we’re taking is to expose the business logic and the data in the applications and bring those up to consumer level access.”

Meanwhile, Infor is exposing the database into data sets and pushing it out to a web service layer that is “kind of the secret sauce to what we’re doing with the user interface.” The challenge is to anticipate which user interfaces will survive. “One of the things we struggle with is that I don’t want to rewrite this interface again in two years. So I’m trying to be as technology-agnostic as possible, yet leverage the best of what’s out there to really get us to consumer grade.”

Within the core application, Infor is rendering web services through Silverlight, using an Infragistics control toolset to deliver “tremendous speed and power” within the application. “One of the things this industry has been plagued with is that people want a browser-based interface,” Ryerson said, but can’t get the same speed they would expect from a client app. “You’re taking a step backwards, and that’s a struggle.”

With the enhanced Silverlight interface, users can load a million rows in a table in seconds. “That’s not a good practice from a coding perspective, but it’s the kind of horsepower we need to drive your enterprise application,” Ryerson said.

xRM Integration Plan Promises Faster Results

Infor's partnership with Microsoft Corporation is generating tangible results for Infor customers, Product Manager Mike Bristol told participants in a Monday afternoon breakout session, with a new release of the xRM package due for release in mid-May.

"Our big picture strategy is to partner with great players in the CRM marketplace, then let Infor focus on building integration and functionality that make sense to our customers," he said. To bring Microsoft CRM into the Infor orbit, "we've been working on integration using ION, one of our first homegrown products."

For the mid-May release, Bristol said Infor plans to integrate xRM with SX.e and A+, as well as a couple of software platforms that serve other industry verticals.

"The good news is that we start with a great CRM solution, then focus the Infor effort on integration and functionality," he explained. "Because we're using ION, I'm building integration from CRM once. Then, on the other side, the ERP integrates with ION."

The result is that development teams can do their work more quickly. "Instead of maintaining individual integration relationships with all the ERP solutions, I can do that with one integration layer," he said.



Jon Collins, a former Microsoft developer who joined Infor Consulting Services as principal solutions architect, explained that Infor will build its work on Microsoft Dynamics CRM 2011.

When it comes to applying the basic CRM package for distribution industries, "that's where you come to us," he said. But "one of the reasons we love the partnership with Microsoft is specifically because of xRM."

SharePoint Brings Web Development to Everyone

Microsoft SharePoint gives non-developers the ability not only to easily create and post websites, but also to share files, Infor Technical Consultant Jeremy Simmons told a Monday afternoon breakout session.

Infor's customization of the program is currently called Companion. SharePoint Foundation, the entry-level version of the software, is available at no cost.

The SharePoint structure starts with a site "collection", Microsoft's label for a container that holds multiple sites. Each site holds everything that goes on a single website, including a category of "lists" that contain items like

calendars, spreadsheet files, or web pages. Each web page is contained in a list, and is composed of what SharePoint calls web parts.

To design a web page, users drag and drop web parts to produce customized views of the files and data contained in lists. A web part could be a contact list, for example, or a calendar. Adding them is as simple as dropping them on the page. No database work or HTML coding is needed, and the interface is similar to Microsoft Word.

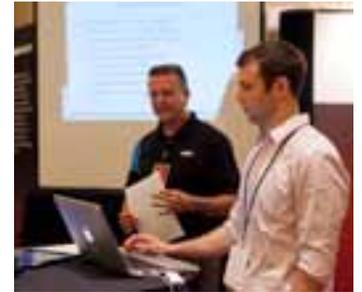
In addition to simplifying web design, SharePoint lists also enable users to share documents. By creating a file library, a user can

specify who receives access to its contents.

"This puts the ability to manage permission in the hands of the people who own the data," said Simmons. Once a file has been posted to a SharePoint server, anyone with permission can edit it. SharePoint handles version control and tracks changes.



Distribution Marketplace Opens with Record Attendance



Shine at Delivering Happiness using Enterprise Social Technology to Nudge your Distribution Management organization past The Tipping Point!

Stop by the bookstore outside Distribution Marketplace for all of those titles and more! You'll find a great selection of management, business, and technology titles at great discounts over list.

And check out Brent Grover's books, including *Distribution Management*, all on sale at 10% below the best price offered exclusively to members of the National Association of Wholesaler-Distributors. It's an exclusive deal reserved for TUG U2U attendees!



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On the ground...

“What brings you to this year’s conference?”



Jennifer Spitz
Infor

“I’m hearing that customers are excited about the velocity we’re putting behind distribution and the investment we’re making in research and development. The fact that we have so many users at this event is very telling.”



Tearel Turner
The Reynolds Company

“So far, the best thing I’ve heard is the commitment Infor is making by hiring new people to further develop their product. It will make our programs and our software more robust and carry us into the future better.”

Nick Velonis
Peabody Supply Co.



“I would say that social media and business intelligence will change the way we do business. We’ll need to work very quickly and very hard to understand how they can work to our advantage.”



Five Minutes with Andy Berry: Translating Vision into Action

With past experience in programming, product management, sales, and supply chain solutions, Andy Berry says he welcomes the “show me” attitude he has encountered from users since he took the helm as Infor’s Vice President and General Manager of Global Distribution.

From the moment he joined Infor, Berry has been on the road four days out of five, meeting users and sharing his vision of what the company can be.

“Our customers have all been very open to the message, and very cynical about our ability to deliver based on our history,” he said. “Every one of our customers has said, ‘we believe in the message, now prove it.’ Because we’ve published our roadmap, published dates and made commitments, they can now hold us accountable and allow us to prove it.”

Berry’s confidence in Infor’s future is built on extensive experience in the business space the company occupies.

“What I bring to the environment is a deep background in technology,” he told *Interface*. “I have a computer science degree and spent 15 years programming. I moved into product management, pre-sales management, and management of a technical organization built in the U.S. and in Europe, then into sales and sales management over the last 10 years, and now into general management.” This career path “gives me a broad understanding of technology, how it can be



deployed, and the business value that technology can drive.”

In his 15 years working with logistics, supply chain, and distribution solutions, Berry said he spotted a pitfall that Infor can avoid. “The challenge for software companies is that they tend to get lost in the weeds,” he said. “Without a roadmap, technologists can do a lot of very interesting things with technology, but not actually solve any business problems.”

The solution was for Infor team members to change the way they saw their role. “They’re no longer technologists. They’re all enabled to deliver business value, and they don’t have to ask for approval to get started.”

He said everyone on the team has embraced the change in approach, delivering “more value than I could ever have expected of them. People within Infor ask me what I did to enable these people to do so much. My answer was simple: Give them direction, give them the tools they need, and get out of the way.”

The User Group will play a central role in Infor’s effort to transform its distribution business. “TUG is independent of Infor. It speaks for our users and what they want, not what Infor wants,” Berry said. “I’m happy that the two are becoming more aligned, and that what our customers want is in fact what Infor understands and delivers. TUG is a huge asset that keeps us honest and keeps us connected with our customers.”

