

Infor Application Managed Services

Flexible ERP support model for high performance & reliability

Hands-on Success with Legacy Infor, v10, and CloudSuite

ROI has a dedicated CloudSuite specialized Infor ERP practice focused on bringing to life the full suite of Infor Healthcare applications. For 20+ years, our resources have been enabling clients to optimize processes and maximize their investment in Infor. Our experienced consultants have extensive experience in ERP, healthcare, finance, supply chain management, EDI, human resources, talent management and business process optimization.

Infor AMS Delivery

- ✓ **Infor CloudSuite Clients:**
Long-term application and technical support of CSF & GHR
- ✓ **Infor v10 Clients:**
Long-term support for v10 sustainability and short-term support during CloudSuite transition
- ✓ **Infor Legacy Support Clients:**
Transitioning to another ERP
- ✓ **Infor EDI Clients:**
Looking to optimize purchase order and invoice transmission efficiency

Client-tailored support model, delivered by ROI Senior Consultants

In healthcare, there is constant pressure to deliver more with less. Once Infor users implement their ERP solution, there is a continual need for high-availability, reliability, issue resolution processes, and operational efficiency. Beyond a system implementation, Return-on-investment must be proven on an ongoing basis, with proactive system management and efficient issue resolution by those who understand the ins and out of Infor technology. Historically, managed services models have been designed as rigid, costly, and in some cases, ineffective. ROI's flexible support model is designed to be tailored based on what each client needs with the level of expertise that minimizes cost and frees clients up to focus on more pressing initiatives.

Goals of ROI's Infor AMS Support Model

- **Sustain high performance and availability** of Infor Finance, Supply Management, & Human Capital Management solutions with senior functional & technical expertise
- **Focus on the activities that are most important to each client** with timely responses, strong communication, and precision
- **Define and deliver ongoing support model** with optimal processes and technical maturity
- **Empower increased client knowledge of Infor solutions** with ongoing knowledge transfer, documentation, and repeatable processes

ROI Healthcare Solutions has officially been named Category Leader for Business Solutions Implementation Services in both 2018 and 2019, based on our work as a CloudSuite specialized Infor Alliance Partner.



Infor Application Management Services: Not Your Traditional AMS

Overview	Technical Support Options	Functional Support Options
<ul style="list-style-type: none"> • Remote and on-call after hours support • Dedicated & fractional teams • Defined SLAs & response times • Engagement management & oversight • Communications & status reporting • Regular account review meetings • Quality Assurance 	<ul style="list-style-type: none"> • Incident management & troubleshooting • Break-fix support • Root cause analysis & resolution • System administration • Database administration • Security support • Reporting setup • Service pack & Patch installation • Scheduled maintenance 	<ul style="list-style-type: none"> • Process analysis support • Period closes • Reports definition • Ongoing knowledge transfer • Application Incident Management

ROI Managed Service Benefits: Quality, Communication, Expertise



- ✓ High quality support as an extension of each client organization
- ✓ Reduced time to resolution SLA for incidents
- ✓ Access to certified Infor consultants when you need them
- ✓ Expert level knowledge with Infor S3 and CloudSuite applications
- ✓ Backfill support for employees to focus on high demand projects
- ✓ Flexible support packages based on each client's requirements
- ✓ Reduced operational costs
- ✓ Ability to define, plan, and quickly kickstart small to mid size projects and scope additions with a familiar team

The Return On Your Investment

ROI was recognized as Best in KLAS within the 2019 Partial IT Outsourcing category with a score of 95.7, based on our application support delivery. Our core offerings center around project management, legacy support, application management/shared services, data migration/extraction, and decommissioning services. Our proven methodologies are applied to create smooth transitions of people, processes, and systems for healthcare providers across the country.

