



## COVID-19: Important Update for Infor customers and partners

MARCH 17, 2020

With the rapid development of COVID-19, it is a priority to help ensure the health and safety of our employees, customers, partners, and communities. We are working diligently to reduce the risk to our ecosystem, as well as to ensure that our customer support and services continue without interruption. Our thoughts are with our customers and Infor communities, people affected, and healthcare professionals who are working around the clock to help people in need.

At Infor, we are protecting our employees in affected areas by allowing them to work remotely, taking additional sanitary precautions, restricting visiting guests, and even physically closing some offices temporarily as needed. Our services and sales teams, as well as our partners, are working together to help meet our customers' business-critical technology needs.

Customer Support, Cloud Operations, and Infor Consulting Services (ICS) are equipped to continue working without interruption. Using technology/online tools, we plan to continue business as usual, progressing toward planned milestones and providing you with support. Our workforce is equipped with laptops, VPN access, and conferencing tools to be able to work from home as needed. We are committed to providing exceptional service to our customers.

For more information, please see the FAQ below. We are thankful for our employees, customers, and partners, and look forward to emerging as a stronger community.

Kevin Samuelson

Chief Executive Officer

Infor

### **1. Does Infor have a business continuity plan?**

Infor has a Business Continuity Plan in place. Our business continuity strategy covers disaster situations impacting employees, office locations, and data centers—and is supported by a cross-functional team that meets daily to assess risks, responses, and document processes for disaster response.

Our support staff are set up to work remotely with the ability to access support systems and customers as required. Our consultants are equipped to provide continued services remotely through use of technology and online collaboration tools.

### **2. Will my cloud services be impacted?**

We do not expect any disruption of our services due to the COVID-19 outbreak. Infor designed the cloud services with a high degree of automation, resiliency, and self-healing capability. The services are also deployed across multiple data centers in separate geographical locations for fault tolerance at the data center

layer.

**3. Do you anticipate any disruption to support service levels at this time?**

Infor is committed to providing support according to current service level objectives without disruption.

**4. Will Infor consultants continue to travel on-site to support our active projects? What are the alternatives to on-site visits?**

Infor's goal is to keep our employees and our customers safe. As such, we have restricted employee travel. Our workforce is equipped with laptops, VPN access, and conferencing tools to be able to work from home. We are committed to progressing toward planned milestones and providing you support and services through the use of online collaboration tools and technology.

**5. How will Infor provide updates on the impact of COVID-19?**

Infor leadership and the Infor Global Crisis Management Team are continuously monitoring developments surrounding the COVID-19 outbreak. We will continue to communicate with our customers via local account teams, Infor Concierge, the Infor Support Portal, and User Community Boards.

Please continue to send your specific queries regarding Infor solutions through the Infor Support Portal. Should you have questions related to the impact of COVID-19, please contact your local account team or send an email to [crisis.management@infor.com](mailto:crisis.management@infor.com) and a representative from the Infor Global Crisis Management Team will respond accordingly