

Infor FMS SunSystems

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INTRODUCTION

As a leader in providing solutions to select vertical markets in the manufacturing and distribution industries, as well as to select non-manufacturing vertical markets, Infor® strives to keep our customers competitive in a constantly changing world.

This Statement of Direction for Infor FMS SunSystems® is an overview of the major enhancements planned for future releases. The information provided is at a high level and is intended to assist customers in their selection of Infor products, as well as in strategic planning for their internal system development. The content does not include a complete listing of all new capabilities. Rather, it describes current plans, which are subject to revision or change without prior notice.

More information regarding each enhancement and the underlying features and functions can be obtained through Infor Global Support.

Infor customer-first strategy

To serve the needs of its 70,000 customers worldwide, Infor has a customer-first philosophy built on a powerful combination of people, products, and processes. Infor experts understand the needs of customers and, with Infor's extensive offering of products, they can deliver business value that customers require. Infor's streamlined processes ensure that this value is delivered in ways that customers will benefit from quickly. This commitment and customer focus form the foundation of the Infor product development strategy.

The Infor customer-first product strategy is a comprehensive approach based on three key objectives: enriching the value of our customers' current investment in Infor solutions, extending the core ERP applications with best-in-class strategic solutions, and evolving the Infor product line to produce next-generation solutions.

Infor Open SOA

At the core of Infor's enrich, extend, and evolve product strategy is Infor Open Service-Oriented Architecture (SOA), which is redefining the way software is used to achieve faster and greater business value. With Infor Open SOA, companies can more easily adapt to change because their software can be reconfigured by a business analyst without having to change core packaged software.

Infor Open SOA is being integrated into all aspects of Infor's solutions, providing the blueprint for delivering next-generation business value from every new product development initiative. Infor Open SOA enables businesses of all sizes to derive SOA benefits with reduced complexity. It can play a major role in helping companies of all sizes grow and become more competitive.

Service-enabling Infor applications allows companies to derive value by plugging in new modules more easily or writing more specific functionality such as that focused on vertical industry requirements. This could be adding a new tax module to meet a new local legal requirement or, at a higher level, it could be a more substantial change such as adding a new warehouse management solution to an existing IT environment. Infor will use service-enablement to provide out-of-the-box integrations that are more flexible and reduce deployment costs.

A full description of Infor's SOA strategy is available in our whitepaper, which can be downloaded at www.infor.com.

SOLUTION OVERVIEW

Infor FMS SunSystems is a suite of financial management solutions that ensures financial discipline is strengthened, compliance is achieved and maintained, governance best practices are utilized, and efficiencies are realized by automating and standardizing key business processes. Infor FMS SunSystems' flexible financial and business management software solutions are used by a quarter of the Fortune 500 and 75 of the FTSE 100. During the past 20 years, these solutions have been implemented in over 18,000 sites and in more than 190 countries, providing businesses with the tools to manage operations both locally and globally.

Mid-market companies increasingly face the complexity of larger companies but without the budget and capabilities to integrate multiple applications into a solution capable of supporting the complete business. Infor FMS SunSystems solutions support global operations. They are easy to use, providing visibility of information for decision makers, support for low cost of ownership, and flexibility in the business. They can be reconfigured quickly to support changes in business operations.

The solutions are as follows:

Infor FMS SunSystems v4. This flexible financial and business management software solution is available in 30 language variants. Infor FMS SunSystems v4 comprises ten modules split across two major functional areas: SunAccounts® (a complete accounting system) and SunBusiness® (a comprehensive inventory and order processing management solution).

Infor FMS SunSystems v5. This flexible financial and business management software solution is split into two major elements comprising core modules and options: Financials (core financial accounting and reporting) and Order Management (inventory, sales, and purchasing).

Procurement. This web-based, end-to-end, procure-to-pay solution supports centralized or decentralized purchasing, covering purchase requisitions, orders, contracts, receipts and invoice processing, and reconciliation.

Purchase Requisitioning. This zero-footprint, web-based requisitioning module is designed specifically to work with Purchase Management where integration with Inventory is mandatory.

Time. This comprehensive web-service-based solution is designed to be deployed to large numbers of employees to provide a quick-to-implement, easy-to-use time capture and management solution. It provides a foundation for billing, business intelligence, and resource planning.

Expense. This web-based, self-service application can produce dramatic results for organizations by reducing costs, increasing employee productivity, and improving business performance. FMS SunSystems Expense is a uniquely powerful and comprehensive travel and expense recording, approval, tracking, and management information solution, which can be adapted easily to meet any organization's expense policies and rules.

Resource Management. This solution provides a powerful resource management and planning tool, enabling project managers and administrators to quickly search for and assign the right resources to projects.

Collect. This debtor management module is specifically designed to provide companies with unparalleled credit management and debt collection functionality. Thorough analysis of debtor days and cash flow, close monitoring of debtors, and the ability to track collection are benefits quickly delivered by FMS SunSystems Collect.

Recurring Invoicing. This solution enables businesses to manage contracts with customers and automatically generate multiple repeat invoices. This capability automates invoice production with user-defined variation, while allowing additional charges to be added at any time over the life of the contract. Recurring Invoicing also calculates deferred revenue based on user-defined parameters, automatically generating the appropriate financial postings.

Extended Financial Management (exfm). This unique combination of financial management, reporting, and performance management applications enables finance functions to deliver greater value to their businesses.

STRATEGIC DIRECTION

Infor FMS SunSystems' mission is to provide a solution to every challenge faced by the finance department. There are a number of pressures facing today's CFOs.

For example, according to global advisory firm Hackett, Sarbanes-Oxley has driven the biggest finance cost rise in 14 years. Typical companies are seeing an 18 percent increase. However, world-class performers now spend 42 percent less than typical companies. IFRS, the Modernisation Directive, BASEL II, and many other local regulations have all added increased pressure for companies to comply, control, and report.

Increased regulation due to globalization, and reduced margins due to downward price pressures are two more challenges facing CFOs. To address them, companies must streamline the finance operation. Cost control is still a focus, and many initiatives are being taken to move towards business process outsourcing and shared service centres. Both software solutions and business processes must be able to adapt to and support these changes of direction.

For CFOs required to comply with regulations as well as manage the business, there is increasing pressure for both financial and operational reporting. Systems must provide access to the right data, at the right time, to the right people, in an easy-to-use format that can be understood. The business challenge is in turning that underlying data into timely information that can guide and improve the business.

Technology is also of increasing importance to CFOs and their companies. New developments such as SOA, new platforms, and increased use of web technology are all key to the success of corporate strategy.

Over forthcoming releases, Infor FMS SunSystems will focus on these key issues faced by the finance department, as well as on providing increased flexibility to support financial capabilities and agility for global operations.

SOLUTION ENHANCEMENTS

Recently and soon-to-be delivered Infor FMS SunSystems enhancements and developments are described below.

Infor FMS SunSystems v4

Infor FMS SunSystems v4.3 was commercially released 31 July 2006. This release:

- Introduces new, up-to-date, user-friendly functionality for reporting and inquiry, continuing to enhance Infor FMS SunSystems v4
- Provides market-leading functionality for our customer base, channel partners, and prospective customers
- Provides functionality on the latest commercially available platforms and database releases
- Delivers a number of maintenance projects, selected to address specific customer requests

Key areas of new functionality include the following:

Global Security Framework. A common Global Security Framework has already been delivered and now has been adopted for Infor FMS SunSystems v4.3. It also will be progressively adopted by other products throughout the Infor FMS SunSystems suite. This simplifies both initial deployment and ongoing administration. The new Global Security Framework also provides Microsoft® Windows® authentication support and superior functionality in the enforcement of password policies—a subject that comes up regularly in Sarbanes-Oxley-inspired audits of system controls.

Infor CPM Reporting. A new, easy-to-use optional reporting tool has been delivered. The main feature is an up-to-date graphical interface that more closely matches the needs of Infor's customers. Infor CPM Reporting comprises a simplified view of Infor FMS SunSystems data and data structures, a user-oriented report design environment to make designing any report quicker and easier, and a report management environment that allows users to run and view reports through a web browser interface. This allows users to organise the reports in user-defined folder structures, and also supports the production of these reports in a variety of formats, including PDF. A selection of sample reports has been provided to highlight some of the additional value delivered through this new facility.

Query Manager. This new and attractive, user-friendly inquiry interface is optional. It provides generalised query capabilities across the full product, including all SunAccounts and SunBusiness data. Query Manager provides an improved, modern-looking interface, with advanced features. For example, users are able to sort data by multiple columns using standard methods (clicking on column headings), group by any column on multiple levels, perform impromptu results filtering using right-click, and so on. Query Manager drills provide enhanced functionality allowing drill queries to other modules. A range of predefined examples has been provided.

Microsoft Windows Printing. This has now been enabled within Infor FMS SunSystems v4.3 and is in addition to existing printing functionality.

Fourteen other projects have been delivered to respond to customer enhancement requests. The next release of Infor FMS SunSystems v4 will be in mid calendar year 2007. Details are being confirmed. The focus for this release will be customer enhancements as well as technology updates.

Infor FMS SunSystems v5

Infor FMS SunSystems v5.3 is due for release towards the end of 2006. The key areas of focus for this release will be to:

- Provide FMS SunSystems v5.3 on the most widely used platforms and database releases, including Microsoft SQL Server 2000 and 2005, as well as Oracle® 9i and 10g
- Deliver functional improvements that respond to specific market changes and customer requirements, as well as maintenance projects
- Deliver improved quality through both the zero-defect initiative and the patch set release process introduced in January 2006

Key areas of new functionality will include the following:

Global Security Framework. Originally delivered with Infor FMS SunSystems v5.2.2, the Global Security Framework is being progressively adopted by other Infor FMS SunSystems and companion products to deliver, among other things, a secure single sign-on experience across adoptive products. FMS SunSystems v5.3 applications that support the Global Security Framework include Infor CPM and Infor CPM Reporting.

Infor CPM Reporting. This product has been updated to use the latest versions of Microsoft .NET™ and SQL Server Reporting Services, enabling support for SQL Server 2005 and delivering refinements in performance and usability.

Query Manager. This will continue to be developed so as to match and exceed all existing control desk functionality and will become the default interface for all queries and filter-driven processes. A drill designer for user-definable drills will be made available in a future release. As with Infor FMS SunSystems v5.2.2, the existing control desk facilities will continue to be supported, providing an opportunity for a controlled transfer of functions by customers.

Functional and market-driven enhancements. These will include:

- **Auditability.** In response to audit requirements, including those in line with Sarbanes-Oxley, certain additional data will be captured on ledger transactions, providing a more complete audit trail. Auditors will be able to see when and by whom the transaction was created, and when it was posted and last amended. The system will allow multiple events to be captured.
- **Ledger, second reference.** Many customers have requirements for specialised transaction numbering, and certain transaction types (such as payments and receipts) have multiple natural references. The provision of another specific reference field and facilities for auto-generation of a reference will provide a generic basis for a solution to a variety of needs.
- **Journal reversals/copying.** Infor FMS SunSystems v5.3 includes the development of a facility to automate the reversal of selected transactions and selected journals, including payment runs. Where errors have occurred, Infor FMS SunSystems will allocate reversals and their corresponding originals with a user-definable allocation marker, allowing these transactions to be eliminated, where required, from period movement statistics.
- **Additional Chinese/Japanese requirements:**
 - Chinese reporting. Sample reports in the required Chinese statutory format will be developed and provided with the product.
 - Chinese ledger, second reference. This was initiated by a Chinese market requirement for voucher numbering. It has been addressed as generic functionality.
 - Chinese journals reversal and copying. This was initiated by a Chinese market requirement for negative debits and credits. This has been addressed as generic functionality.
 - Japanese ledger entry. Ledger accounting will be enhanced to support calculation of Japanese consumption tax, using the accepted rounding methods.
- Additional Infor FMS SunSystems Connect components have been provided.

Procurement. Enhancements will include:

- Support for call-off contracts, as well as support for the Global Security Framework (providing support for Infor FMS SunSystems v4.3 and v5.2.2)
- Market-driven enhancements, including improvements to the user interface, security, Procurement portal, and workflow
- The punch-out pilot schema developed for UK customers
- Internationalisation, including multiple languages, dates, and comma support

Purchase Requisitioning. It is Infor FMS SunSystems 4.3 ready, supports FMS SunSystems 5.2.2, and will provide support for Infor FMS SunSystems 5.3.

Time. Updates will include:

- Replacement of SilverStream with Tomcat
- User interface enhancements
- Internationalisation, including multiple languages, dates, and comma support
- Integration with Global Security Framework (with support for Infor FMS SunSystems v5.2.2, 5.3, and 4.3)

Expense. Enhancements will include:

- Replacement of SilverStream with Tomcat
- User interface enhancements
- Internationalisation, including multiple languages, dates, and comma support
- Integration with Global Security Framework (with support for Infor FMS SunSystems v5.2.2, 5.3, and 4.3)

Resource Management. Updates will include:

- Replacement of SilverStream with Tomcat
- User interface enhancements
- Internationalisation, including multiple languages, dates, and comma support
- Integration with Global Security Framework (with support for Infor FMS SunSystems v5.2.2, 5.3, and 4.3)

Collect. It will be compatible with Infor FMS SunSystems 4.3, 5.2.2, and 5.3.

Recurring Invoicing. It will be compatible with Infor FMS SunSystems 4.3, 5.2.2, and 5.3.

Professional Services Automation (PSA). It will be compatible with Infor FMS SunSystems 4.3, 5.2.2, and 5.3.

Extended Financial Management (exfm). It will be compatible with Infor FMS SunSystems 4.3, 5.2.2, 5.3, and other solutions.

EXTENDED BUSINESS VALUE

Integrated systems out to the customer, across the organization, and extending into the supply chain can improve efficiencies and allow the organization to become more responsive to change. Infor's strategic solutions provide extensive support for all aspects of modern business.

Human Capital Management provides workforce management capabilities in the areas of employee recruitment, compensation, benefits, self-service, learning, and performance management tracking.

Supply Chain Management puts companies firmly in charge of their supply chain with superior supply chain planning and execution, warehouse management, and transportation management capabilities.

Corporate Performance Management provides the clear visibility across multiple applications, data sources, and business processes needed to measure and monitor performance, deliver business intelligence, and promote informed decision-making.

Customer Relationship Management drives intelligent customer interactions at every touch point with integrated marketing, sales, and service capabilities.

Supplier Relationship Management provides valuable, web-based communication tools that complement our supply chain management solutions and help customers manage their suppliers more tightly to meet changing customer demands.

Product Lifecycle Management improves control over product integrity with specification management, product data management, and content and document change management.

Enterprise Asset Management helps companies effectively monitor the deployment and performance of their equipment, machinery, facilities, fleets, and other capital assets.

Financial Management gives companies the reach they need to handle the financial requirements of a global economy, from financial accounting and budgeting to reporting and analysis.

Event Management is a configurable technology that notifies employees of events that require action. It acts as an invisible assistant and helps streamline operations because employees need to focus only on exceptions. This helps foster a more efficient and responsive enterprise, and supports compliance requirements because it produces an audit trail of events and actions that have been taken to address them. Infor Event Management has many uses, including transportation logistics and general supply chain applications where there is a need for event and non-event notification.

Workflow provides business process modeling, execution, and monitoring capabilities, while integrating processes across applications, people and organizations, to enable them to behave in a responsive and predictable manner.

CUSTOMER SUPPORT AND MAINTENANCE POLICIES

The mission of Infor Global Support is to provide support excellence with continuous improvement resulting in the highest levels of customer satisfaction. We achieve this by delivering value, responsiveness, consistency, and quality through our efficient product support centers and expert support staff, each of whom has the training, knowledge, and field experience required to understand your business requirements and resolve any issues in a timely manner.

Our focus is on anticipating and exceeding customer expectations, providing a consistent customer experience across all of our support centers, and maintaining an engaged environment where both our employees and our customers have a sense of empowerment.

For employees, that means a total, knowledge-based dedication to resolving customers' issues, which in turn translates to loyalty, confidence, and pride on the part of customers—the conviction that Infor Global Support is reliable, fair, and respectful in handling support and maintenance issues and administering policies.

As part of our commitment, we will continue to support all versions of Infor FMS SunSystems for as long as customers require (and it is technically feasible).

To support the migration of customers to Infor FMS SunSystems, services, tooling, and content have been developed to decrease the costs and improve the quality of migrations. In addition, services have been developed to support the process for a successful migration.

For more information about our policies, please contact Infor Global Support.

SUMMARY

Through our customer-first product strategy, Infor is committed to providing value to Infor FMS SunSystems customers. Our goal is to enable customers to perform better in their business. We will respond to both customer requests and market demands as we continue to enrich Infor FMS SunSystems, and will provide additional options for customers to extend and expand their business systems to address new requirements through Infor's strategic solutions.

About Infor

Infor delivers fully integrated enterprise solutions for a wide range of industries, as well as best-in-class, stand-alone products that address the essential challenges its customers face in areas such as enterprise resource planning, supply chain planning and execution, customer and supplier relationship management, asset management, product lifecycle management, financial and performance management, and business intelligence. With 8,100 employees and offices in over 100 countries, Infor provides enterprise solutions to more than 70,000 customers. For additional information, visit www.infor.com.



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