

Rimini Support™ for Infor LN (Baan)

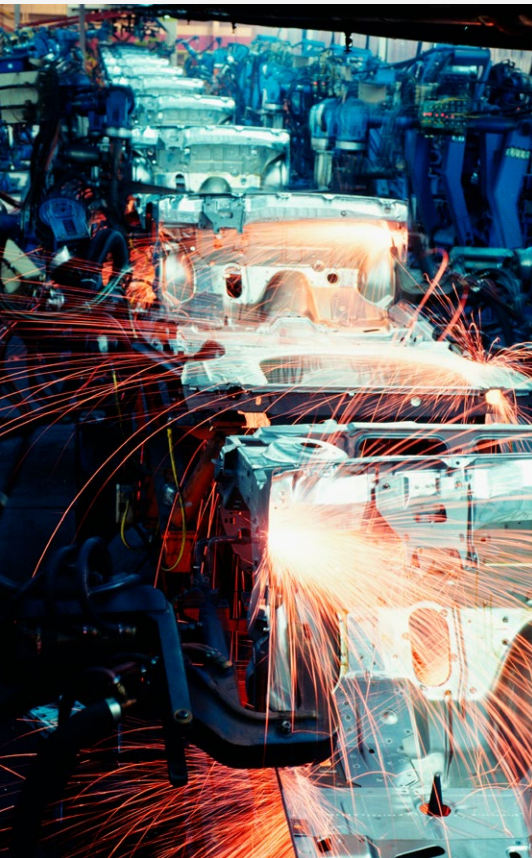
Premium, ultra-responsive support for mission-critical enterprise resource planning solutions

KEY BENEFITS

- > Ability to secure and extend the life of existing software investment for 15+ years while maintaining compliance
- > Ultra-responsive support, including support for customizations at no extra charge
- > No pressured upgrades or disruptive migrations to subscription-based cloud products

SOFTWARE SUPPORTED

- > M3
- > Lawson
- > LN (Baan)



Product support overview

Infor is a global enterprise software provider specializing in industry-specific cloud solutions centered on ERP and tightly integrated systems. It complements ERP with deep functional solutions such as supply chain management, manufacturing execution systems, and more. In 2006, Infor acquired Baan, which became the foundation for Infor LN — an ERP solution for complex, global, project driven manufacturers.

As Infor LN (Baan) underpins core production, financial and supply chain processes, maintaining its security, stability and performance is critical. Disruptions or degradation can impact operational efficiency, service levels and compliance, introducing risk to business continuity and revenue.

Rimini Support™ for Infor LN (Baan) delivers a high-touch, ultra-responsive support experience to extend the stability, performance and value of your existing implementation — without pressured upgrades or operational disruption.

Business challenges

Some Infor LN (Baan) implementations are in or approaching an end-of-support phase, highly customized and deeply embedded in organizations' operational processes. As the software vendor reduces or eliminates support for older versions or encourages cloud-only adoption, organizations face risks of unsupported products, escalating support costs, pressure to upgrade, interoperability issues, skills gaps and challenges with maintaining customizations. Under these pressures, many organizations find they are running critical Infor LN (Baan) applications with **decreasing vendor support quality** and **increasing operational risk and burden**.

The Rimini Support™ difference

Rimini Support™ for Infor LN (Baan) includes break/fix support, defect analysis, configuration guidance and operational continuity for production environments. It redefines enterprise application support by providing:

- **A named Primary Support Engineer (PSE)**
with deep experience, backed by a global engineering team available 24/7/365
- **10-minute guaranteed response time**
for critical issues, delivered on average in less than 2 minutes
- **Guaranteed 4-hour resolution**
of priority tickets with 2-hour update communications
- **Full support for customizations,**
which often account for the majority of issue volume in complex systems
- **Guaranteed support**
for your current release for the length of your contract
- **Interoperability support**
across OS, browsers, email and other technology layers to keep your software versions working in evolving environments — without unnecessary upgrades — and availability of the Rimini Connect™ solution for additional future-proofing
- **Security advisory services,**
proactive risk mitigation guidance and availability of the Rimini Protect™ solution for advanced security posture improvement
- **Roadmap, architecture and optimization guidance**
to help you plan an innovation path aligned to your business, not a vendor-dictated upgrade cycle

Rimini Support for Infor LN (Baan) transforms the traditional support model, eliminating tiered escalation and queues with direct access to an expert who manages each issue through to resolution while helping you stay in control of your IT budget and roadmap.

KEY DIFFERENTIATORS

- > Industry-leading SLAs for responsiveness and case update communications
- > Direct access to experienced engineers with deep domain expertise
- > Included advisory services for licensing, technical and functional roadmaps, cloud, security and interoperability



4.9/5.0

Client satisfaction



< 2 Minutes

Average response time for critical (P1) and serious (P2) issues



99.991%

On-time delivery of case update communications

SUPPORT FEATURES	Rimini Street	Typical Vendor Support
Support Services		
Product break/fix support	■	■
Operational and configuration support	■	■
Installation and upgrade support	■	■
Named, regional Primary Support Engineer from a team averaging 20+ years' experience	■	
Vendor-agnostic account management services	■	
10-minute guaranteed response SLA for critical cases with 2-hour update communications	■	
4-hour target resolution ¹ time SLA for critical cases	■	
Full support with no required upgrades	■	
Full support for customizations for all case priority levels, regardless of the development tools used	■	
Personalized performance tuning support	■	
Compatibility and integration support for diversified vendor products and tech stack components in client-tested environments	■	
Full support of current release for at least 15 years from contract date	■	
Advisory Services		
Technical, Functional & Application Roadmap Advisory Services	■	
Vendor-agnostic cloud advisory services	■	
License advisory services	■	
Security advisory services	■	
Interoperability advisory services	■	
Impact on Operations		
Significant improvement and efficiencies in software operations	■	
Independence from vendor-dictated roadmap	■	

1. Resolution can be a solution, work around or action plan

Get ultra-responsive, comprehensive software support from Rimini Street for Infor LN (Baan).

Request a proposal at

riministreet.com/solutions/support-services/rimini-custom/

Rimini Street

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