

# Rimini Support™ for Infor Lawson S3

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

An Infor Lawson S3 perpetual license typically includes one or more of the following tightly integrated modules:

- > **Financial Management** (GL, AP/AR, budgeting, reporting)
- > **Human Capital Management** (HCM) (HR, payroll, benefits, talent)
- > **Supply Chain Management** (procurement, inventory, sourcing)
- > **Industry-specific workflows and compliance**

## Product support overview

Infor is a global enterprise software provider known for its industry-focused cloud solutions, built on a strong ERP foundation and tightly integrated operational systems. It serves sectors like manufacturing, distribution, healthcare, retail, hospitality, and the public sector, combining ERP with deep capabilities across supply chain, manufacturing execution, asset management, human capital management, financials, customer experience, and analytics to deliver end-to-end operational visibility and control.

A major part of this portfolio comes from the 2011 acquisition of Lawson, a robust ERP and HCM platform well suited for service-centric industries, known for strong financials, workforce management, compliance, and scalability. Rimini Support™ for Infor Lawson S3 helps organizations extend the life and value of these systems with high-touch, ultra-responsive support—without the pressure to upgrade or risk disrupting operations.

## Business challenges

Many Infor Lawson S3 implementations are in extended, time-bound support with clear end dates and increasing limitations. No new features are being developed for those versions, and they depend on Lawson OS and OS Lite, which are now in sustaining maintenance. 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 challenges, skills gaps and challenges with maintaining customizations. Under these pressures, many organizations find they are running critical Infor Lawson S3 applications with decreasing vendor support quality and increasing operational risk and burden.

## The Rimini Support™ difference

Rimini Support™ for Infor Lawson S3 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<sup>1</sup>** 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** and proactive risk mitigation guidance, plus 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 Lawson S3 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 frequent case update communications
- › Direct access to a team of highly 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
<b>Support Services</b>		
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 <sup>1</sup> 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	■	
<b>Advisory Services</b>		
Technical, Functional & Application Roadmap Advisory Services	■	
Vendor-agnostic cloud advisory services	■	
License advisory services	■	
Security advisory services	■	
Interoperability advisory services	■	
<b>Impact on Operations</b>		
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 Lawson S3.**

Request a proposal at

[riministreet.com/solutions/support-services/rimini-custom/](https://riministreet.com/solutions/support-services/rimini-custom/)

**Rimini Street**

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