Rimini Support™ for Infor M3

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

KEY BENEFITS

- Secure and extend the life of existing software investment for 15+ years while maintaining compliance
- Get fast, personalized support, including support for customizations at no extra charge
- Avoid unwanted, disruptive upgrades or forced migrations to subscription-based cloud products

SOFTWARE SUPPORTED

An Infor M3 perpetual license typically includes one or more of the following tightly integrated modules:

- Core ERP for manufacturers and distributors
- Financials, inventory management and supply chain planning and execution
- Multi-site, multi-company and global operations support
- Industry-specific functionality for food and beverage, fashion, chemicals and equipment manufacturing and distribution

Product support overview

Infor delivers industry-specific ERP and operational systems that are deeply embedded in core business processes across manufacturing, distribution and other complex industries. Infor M3, originally introduced through the acquisition of Intentia, is a full-featured ERP platform that supports financials, manufacturing and supply chain operations in large, global environments. Its depth and flexibility have made it a foundational system for organizations with highly customized, integrated operations.

However, the same complexity and customization that make M3 valuable also increase operational risk over time. As M3 environments age, maintaining stability, performance and security becomes more difficult, especially as dependencies across systems, integrations and workflows grow. Any disruption can impact critical functions such as production, supply chain execution and financial reporting.

Business challenges

Many Infor M3 environments, along with platforms such as Infor OS and XI, are in or approaching end-of-support phases. As vendor support declines and cloud migration is pushed as the default path forward, organizations are left managing rising costs, increased risk and limited flexibility.

They must contend with unsupported or under-supported systems, increasing maintenance expenses and pressure to upgrade regardless of business readiness. At the same time, interoperability challenges, evolving technology environments, and shrinking skills availability make it harder to sustain and optimize existing investments.

The result is a growing gap between what the business needs and what vendor support delivers—forcing organizations to operate mission-critical systems with declining support quality, increasing operational burden and escalating business risk.

The Rimini Support™ difference

Rimini Support™ for Infor M3 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 M3 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
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 M3.

Request a proposal at
riministreet.com/solutions/support-services/rimini-custom/

Rimini Street®

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