



Infor Xtreme™ Support

Real people. Real answers. Real support.

A photograph of three office workers in a server room. A man in a light blue shirt and glasses stands behind a woman in a black top who is seated at a desk. Another man in a light beige shirt and glasses is leaning over her, looking at the computer monitor. The background shows server racks and office cubicles.

“Technical expertise and timely resolution are just two of the factors that keep us extremely satisfied with Infor Xtreme Support. The Infor analysts do an excellent job in handling our issues when they arise.”

Nick DeSimone
States Logistics

Takayuki Suzuki, Keiko
Arata, and Minoru Morita

Tokyo, Japan

Meet the Xtreme Team

Real people

We would never trust an automated robot to solve your problems. Whether your question is big or small, we're here to support you every step of the way.

Real answers

We don't believe in canned responses or "one-size-fits-all" support. When you have a question, we're listening. And when we have an answer, we make it specific to the issue you're facing right now.

Real support

We joined the Xtreme Team with backgrounds in engineering, development, and other technical fields. Some of us even helped develop the apps we support, so we understand them inside and out. We are all experts and we are all passionate about providing you with exceptional support.

We are vast

1,600+
superstars

Total number of Xtreme Support staff around the globe

We are experienced

10.27
years

Average experience in Xtreme Support

We are celebrated

6
awards

We won the Conformat Achievement in Customer Excellence Award six years in a row (2009-2014)

We are worldwide


24
countries

The Xtreme team spans across the world with 60 offices in 24 countries

We are adored

8.73
out of 10

Average customer satisfaction score

A photograph of two women in a call center environment. The woman on the left is wearing a red t-shirt, glasses, and a headset with a microphone. She is laughing and covering her mouth with her hand. The woman on the right has blonde hair and is also laughing heartily, with her hands clasped under her chin. The background shows a typical office cubicle setting.

“ Infor’s customer service, compared with hundreds of other vendors we’ve dealt with, is top-notch. When we have issues and need support, they’re always there for us.”

Marty Brenner
NYC Department of Parks & Recreation

Fran Pterskalla and Lynn Rivard
St. Paul, MN



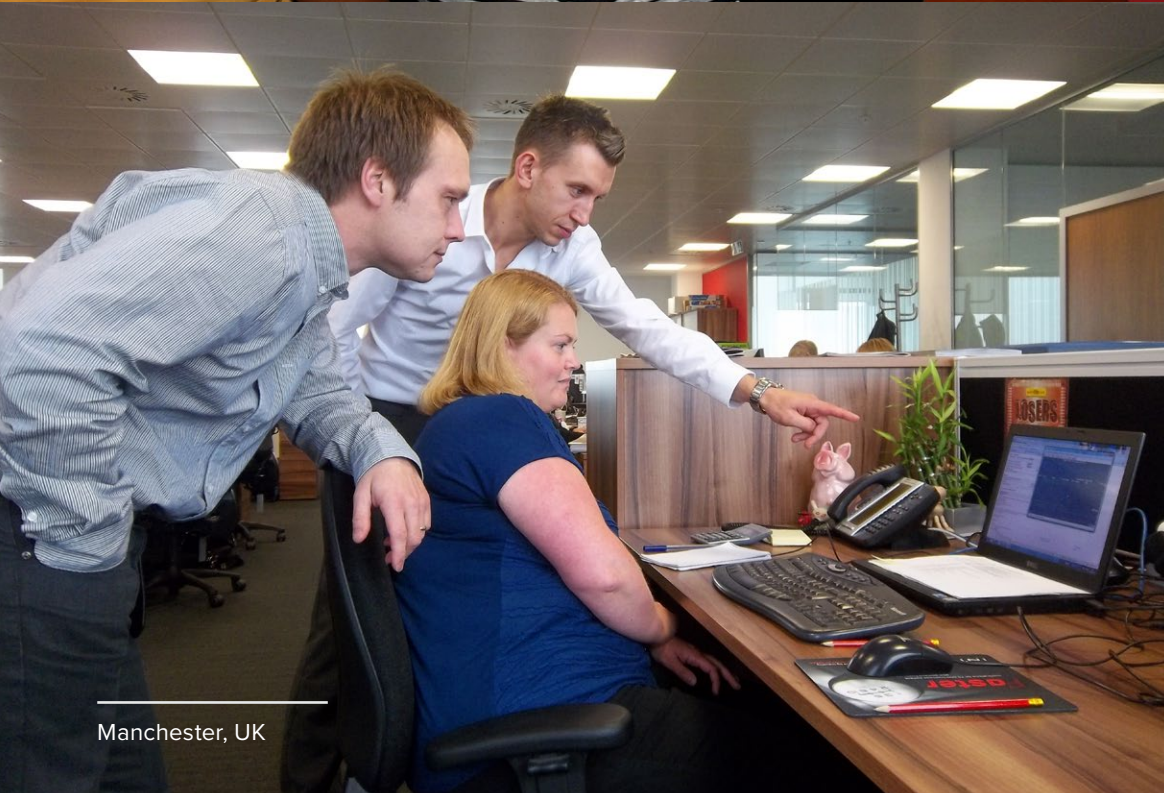
Alpharetta, GA

“We’ve all developed personal relationships with our customers and we really want to help them succeed.”

Alan from Alpharetta, GA



Kista, Sweden



Manchester, UK



Hyderabad, India



Manila, Philippines



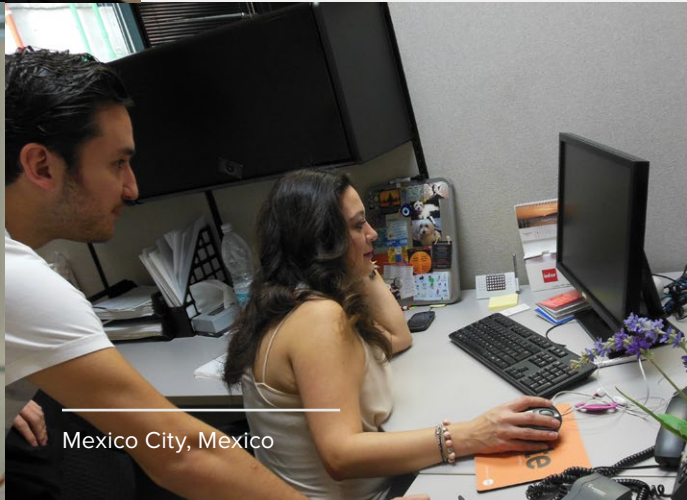
Barneveld, Netherlands

“We give our customers unconditional support.”

Missy from Greenville, SC



St. Paul, MN



Mexico City, Mexico



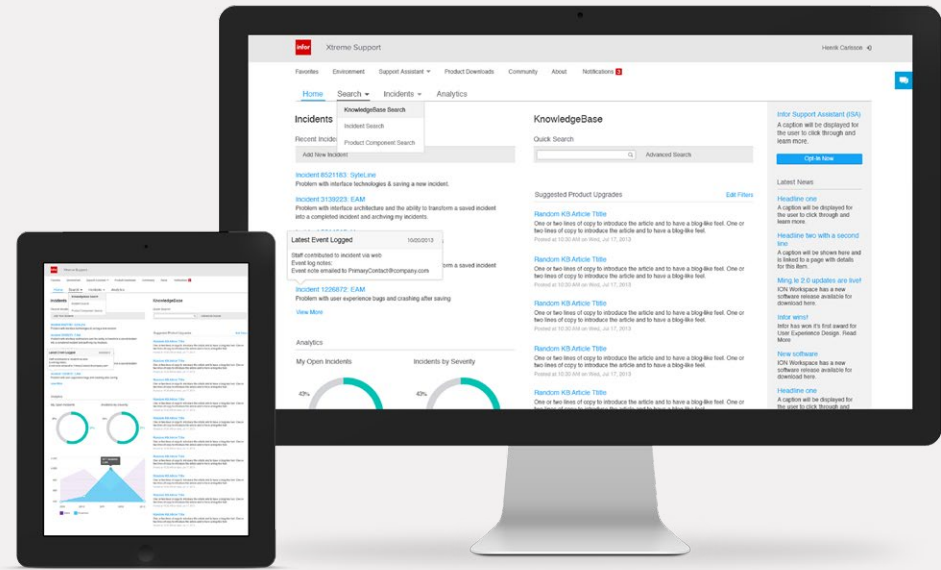
Sydney, Australia

“Helping people is part of my DNA. I take great pride in giving customers the amazing support they deserve.”

Mary from Saint Paul, MN

Infor Xtreme Portal

This all-in-one hub gives you instant access to everything available through Xtreme Support.



Infor Support Assistant

The Infor Support Assistant is a groundbreaking tool that's in tune with your Infor applications, so we can proactively help manage your issues and upgrades.



Software updates and patches

Stay current on the latest updates, patches, and more, with little to no downtime. These often include statutory and regulatory updates and issue corrections.



Critical solution notifications

Receive instant notifications when resolutions to critical issues are available*.



Web chat

Ask the Xtreme Team a quick question via web chat*.



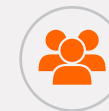
Knowledge base

Easily access almost one million how-to articles, recorded briefings about hot topics, and more.



Incident management

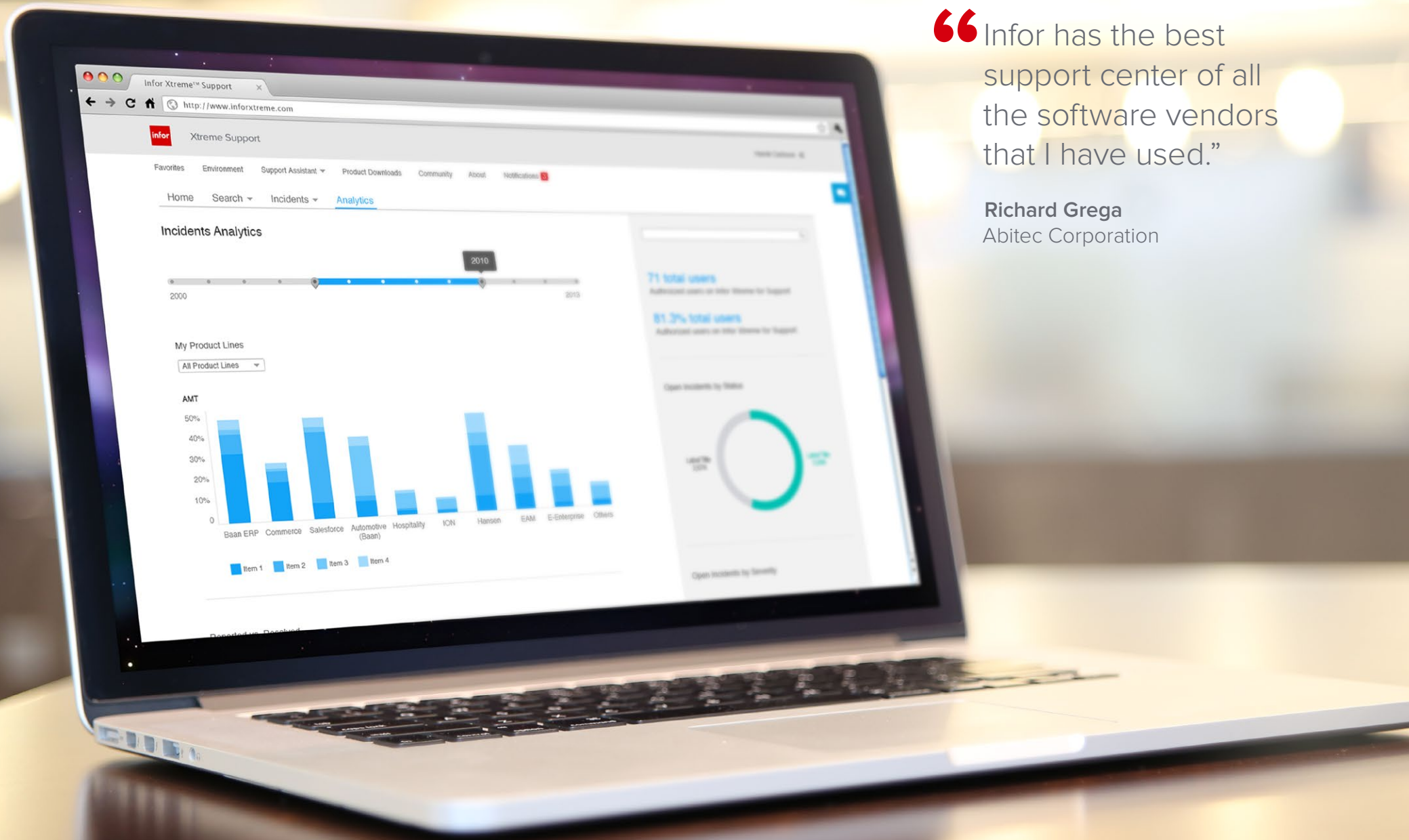
Quickly log, track, and monitor progress on incidents. Personalize your views and get analytics on incident history.



Customer communities

Connect with peers who have the same product, environment configuration, or industry challenges.

*Not available for some products.



“Infor has the best support center of all the software vendors that I have used.”

Richard Grega
Abitec Corporation

Pick a plan that's just right for you



Xtreme Support

Choose our standard plan and you'll receive 24/5 support for critical issues, plus easy access to software updates, feature packs, and so much more.

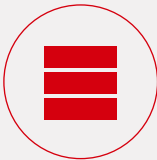
- **How-to assistance**
Get direct access to the Xtreme Support engineers who will answer your questions about processes, product functions, and features.
- **24/7 online support**
The Xtreme Support Portal is available to you 24/7 to log incidents, download updates and patches, and find answers within the knowledge base.



Xtreme Premium

Go with Premium and you'll receive all the benefits of Xtreme Support as well as 24/7 critical incident coverage and access to our interactive briefings.

- **Extended critical incident support**
We'll respond to your critical issues within an hour, 24/7*.
- **Interactive briefings**
Our educational briefings feature live Q&A sessions with the Xtreme Team.



Xtreme Elite

Sign up for Elite and you'll receive all the services of Xtreme Premium, plus we'll set you up with your very own Elite Account Manager.

- **Elite Account Manager**
The Elite Account Manager adds an extra-special personal touch to Xtreme Elite. He or she will function as your ambassador within Infor and help you with everything from overseeing your incidents and upgrades to working closely with you to help your organization achieve its initiatives and vision for the future.

*Not available for some products.

Xtreme Support plan features**

Feature categories	Features	Xtreme Support	Xtreme Premium	Xtreme Elite
Support	Unlimited incidents	●	●	●
	Continuous online support	●	●	●
	Telephone access	●	●	●
	Remote access	●	●	●
	Dedicated Elite Account Manager			●
	Access to senior-level support and development resources			●
				●
Responsiveness	Defined incident response*	●	●	●
	Priority incident queuing	●	●	●
	Critical incident support*	●	●	●
	Extended critical incident support*		●	●
	Priority plan queuing		●	●
Knowledge sharing	How-to assistance	●	●	●
	Customer communities	●	●	●
	Recorded briefings	●	●	●
	Interactive briefings		●	●
Updates	Critical solution notification	●	●	●
	Component system updates and feature packs	●	●	●
	Component system patches and service packs	●	●	●
	Support activity reviews			●
	Early adopter program			●
Resource planning	Update planning assistance			●
	Special events support*			●

*Not available for some products.

**The above Xtreme Support explanations apply to all standard Xtreme Support plans Infor currently offers in the normal course of its business. All Xtreme Support features set forth above shall be provided in accordance with Infor's current policies and procedures.



A closer look at Xtreme Elite

Elite Account Manager: Your go-to partner at Infor Xtreme

Quick resolutions

When you have a problem, your account manager will access senior support team members and developers, and make sure your incident is quickly resolved.

Always improving

Your account manager will stay up-to-date on new patches and upgrades to ensure you're always running the latest and greatest version of your Infor software.

Easy access

You'll have direct access to your account manager, and can always contact him or her for any and all questions and issues related to your software.

More amazing benefits

Senior-level support

Infor Xtreme Elite gives you access to our most seasoned product and support experts.

Early adopter program

The early adopter program gives you upfront insight into new Infor products and enhancements.

Special events support

When you're applying patches, performing upgrades, or involved in other important company/IT events, you'll receive all-access support for all severity levels one weekend a year.

Xtreme Elite customer testimonials

“ [Our Elite Account Manager] works on our behalf. She really gets in there and digs into the issues that we need help solving.”

Lisa Marty
Red Wing Shoe Company

“ [The Elite Account Manager] is like having an advocate, a person who is intimately familiar with what your initiatives are, where you’re going, and what your vision is for your organization.”

Chryste Hofer
City of Greensboro

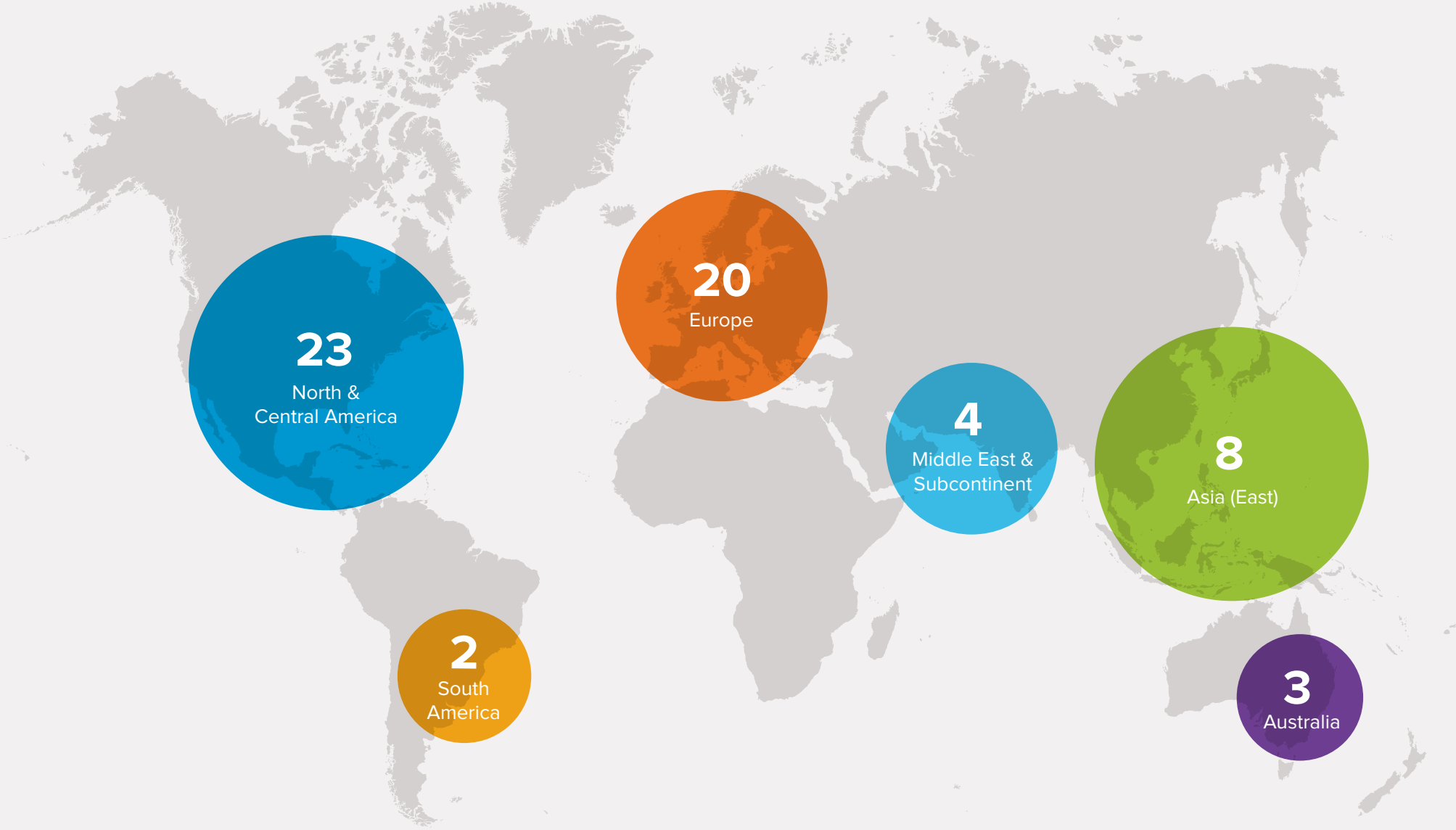
“ Because I have a small support staff, the Xtreme Elite program allows me to supplement them with the expert knowledge they need to do their jobs.”

Manuel Games
Kelsey-Seybold Clinics

“ Xtreme Elite Support puts us at the top of the queue, so that our problems get fixed faster. When people ask us if we’re going to renew Xtreme Elite Support, our answer is always **yes**. It really makes our lives easier.”

Kathy Schultz
Banner Health

24 countries. 60 cities. One united Xtreme Team.





Sarah Steinhofel
and Tricia Campbell
Manchester, UK

We'd love to hear from you

Visit us online

Learn more about Infor Xtreme Support [here](#) >

Check out the Infor Xtreme Portal [here](#) >

Give us a call

Explore our global directory [here](#) >



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About Infor

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 70,000 customers in more than 200 countries and territories improve operations, drive growth, and quickly adapt to changes in business demands. To learn more about Infor, please visit www.infor.com.

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