

# Infor XA in the Cloud Program

Infor's recently announced software as a service (SaaS) for Infor® XA means that Infor will provide the infrastructure for you to run XA in the Cloud, with supported IBM hardware and system software, based on your requirements.

Infor's Sales and Services team will work with you to conduct a proper assessment to ensure you have the right XA software; determine which custom or third-party applications you're currently using; and calculate how much IBM® System i disk, memory, and processing power you'll need (based on your data and number of users). Based on this assessment, Infor will determine your annual cost for XA in the Cloud, which also includes your current annual maintenance fee.

Please contact your account manager to learn more and to conduct an assessment of your environment. Here are some details of the program:

## General cloud agreement and service levels

- Single tenant: Modifications, extensions, and integrations allowed in IDF tools
- SaaS licensing, three-year agreement, subscription paid annually
- Hosting and application management services provided by Infor
  - Infor Global Delivery Services (GDS) as prime contractor
  - Abacus Solutions as subcontractor
- Infor standard service levels
  - 99.5% uptime
  - One-hour recovery point objective (RPO)
  - Approximate four-hour return time objective (RTO), verified by initial role swap test

## Cloud components

- Standard XA footprint, Infor supported
  - XA Transaction User Bundle (Includes CRMi, VPI)
  - IFM suite (includes Enterprise Financials)
  - Infor Operating Service (OS): ION®, Infor Ming.le® and other optional components
  - Power Suite Bundle (Enterprise Integrator, Net-Link, System-Link)
  - F9 Financial Reporting (on-premise at your company)
  - Additional XA modules can be supported in most cases
- Infor Premium Support standard and Elite Support level as an option
- Third-party and custom applications on IBM i allowed in most cases (not Infor supported)
- Data communication at customer cost and discretion

## Infor best practices

- System upgraded to current release upon entry to cloud
- System maintained at current release, patches applied continuously
- Three partition types (to be selected by customer), including Production, Test, and HA
- High availability role swap test prior to startup and annually
- One-hour RTO/four-hour RPO (subject to failover testing)
- 24/7 capability with backups on HA target hardware
- World-class security management
- Flexible user count and system capacity
- Full Infor OS user interface (optional)
  - Power-Link requires RDP support at additional cost
- Single tenant allows modification and extension using IDF tools

## XA in the Cloud assessment process

- Process for evaluating cloud deployment:
  - High-level questionnaire
    - XA environment sizing
    - Detailing out current infrastructure
    - Monthly/annual investment
    - Third-party applications and integration details
  - Assessment
    - Review current IT environment
    - Map to Infor cloud
    - Report out and next steps
  - Cloud modeling/pricing
  - Total cost of ownership comparison

## XA in the Cloud pricing

- Pricing:
  - Depends on hardware requirements and named user count
    - CPW
    - Storage
    - Memory
- Incremental Infor software priced separately
- Non-Infor and custom software may affect pricing

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Pricing is estimated and subject to change and final approval.



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### About Infor

Infor builds business software for specific industries in the cloud. With 16,500 employees and over 90,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit [www.infor.com](http://www.infor.com)

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