



## **Tucking up for Winter - Is Your Business Tucked up Nicely Too?**

Welcome There

77% of Companies do not have an Incident Response Plan.

Flooding seems to hit the news with sickening regularity, from the Florida hurricanes to the submerged underground car parks in Valencia. None of us will emerge unscathed from the results of climate change.

We must be prepared, and that includes being able to deal with these incidents with a plan of action for life and continuity. The above statistic that 77% lack an Incident response plan, highlights how so many businesses (and governments), can fall victim to ransomware, brute-force, business email compromises and even to physical weather catastrophes.

So, as you order your logs for the winter, make sure you have also taken a proactive approach to your business' response to incidents. It is all about being prepared, so that you are not just responding in a panic but being proactive. Review now the services available for all incidents from cybersecurity to physical security to see

what you need to do to help your business to remain resilient, no matter what is thrown in its way.

---



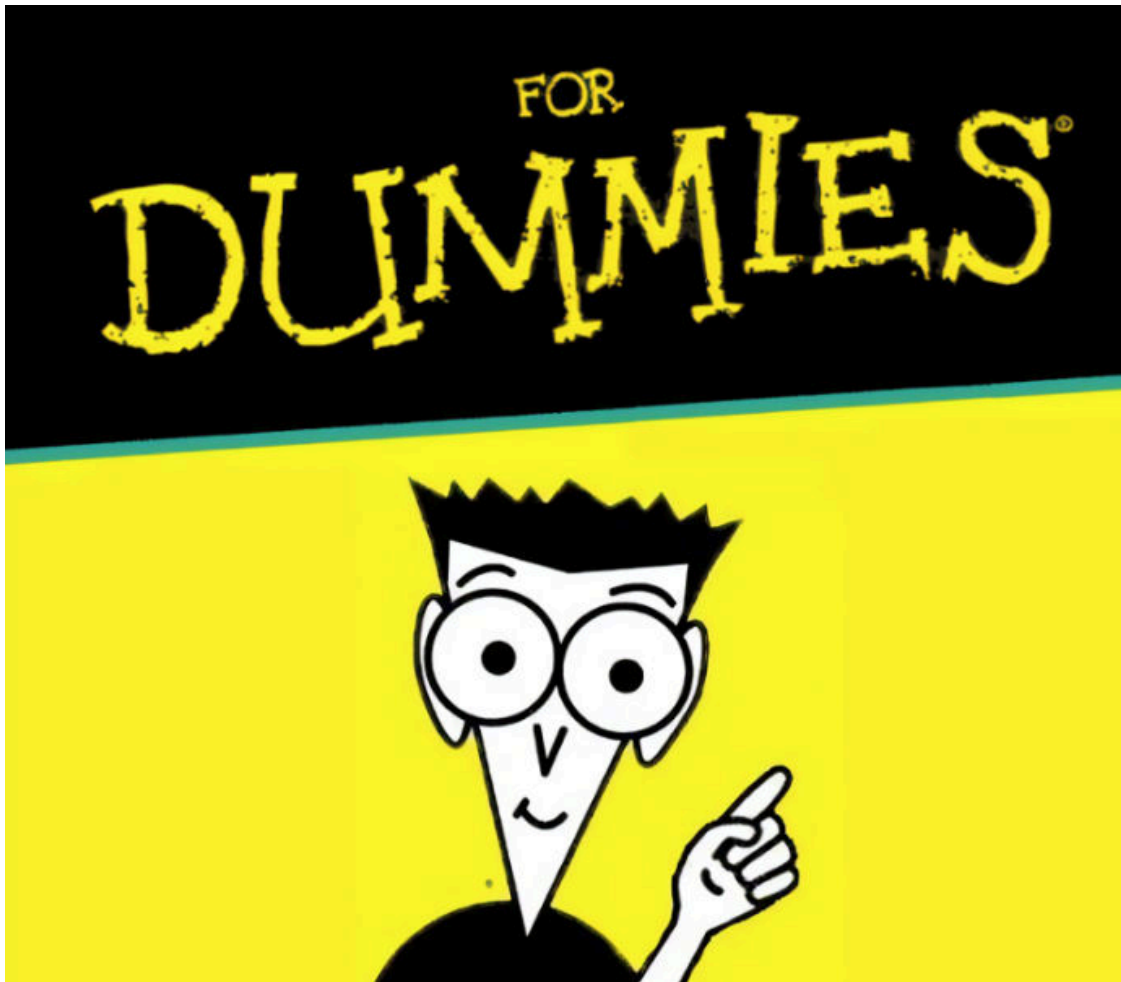
## Going Back to your Roots

Knowing who you are working with is important to understand the ethos and culture of your suppliers. And so, it is important to know that Infor is a wholly owned subsidiary of Koch Industries, based in Wichita, Kansas, and one of the largest private companies in America. They have estimated annual revenues of over \$110 billion, according to Forbes. That's more than many whole countries.

That can be reassuring to know that your IT supplier is well funded and part of a significant business infrastructure. Koch industries own a diverse group of companies involved in refining, chemicals, and biofuels; forest and consumer products; fertilizers; polymers and fibres; process and pollution control systems; electronics, software and data analytics; minerals; glass; automotive components; ranching; commodity trading; and investments.

This gives some credence and understanding to the industry strategy adopted and driven by Infor in that their ERP solutions are designed with industry in mind. This means that their core ERP solutions contain industry standard components that help to accelerate adoption and utilisation of their industry specific solutions. It is also of note, that since 2003, Koch companies have invested nearly \$120 billion in what they describe as "Growth and improvements" and more details are available online [www.KOCHind.com](http://www.KOCHind.com).

---



## AI Explained - The Dummy's Guide

How do we “win with AI” rather than be overwhelmed by its impact. How do we use these powerful tools of the future and ensure we are along for the ride, not finding that it has revolutionised our working environment without us. How can we use it intelligently?

Let's start by understanding the basic terminology.

- **Automation AI** - Automates repetitive, routine tasks, and workflows that a machine can handle. As one of the earliest and most prevalent AI capabilities, it's present in many tools used today.
- **Perceptive AI** - Focused on quantitative outputs, perceptive AI analyses vast amounts of data and provides pattern-based analysis and valuable insights on this information.
- **Predictive AI** - Looks at historical data and makes quantitative forecasts of future events and outcomes based on trends and correlations and the application of statistical models.
- **Prescriptive AI** - Optimizes outcomes by providing personalization or recommending the next best steps (and/or next best actions) to drive better engagement.

- **Generative AI** - Ideates and generates new content — such as data, written content, imagery, videos, code — based on learned patterns and highly trained large language models.

I suspect we've all used Gen AI as a tool to create a piece of content or summarise a meeting, but it is interesting to note that now 87% of buyers (buying technology solutions) are regularly using GenAI content to inform their purchase decisions. So, if purchasers are reading it, sellers must be generating content with it. This is becoming commonplace, and everyone recognises its uses. Generally, people know it is being used and are "OK" with that.

I think we are all beginning to accommodate this as it has become clearer to us what is, and what is not, AI generated, so we are now comfortable with reading something that was NOT created by you or me.

Not surprisingly 96% of younger buyers report using or planning to use Gen AI in their purchasing process whereas "older buyers" are only at the 84% mark. The only surprise to me was that this wasn't a bigger gap.

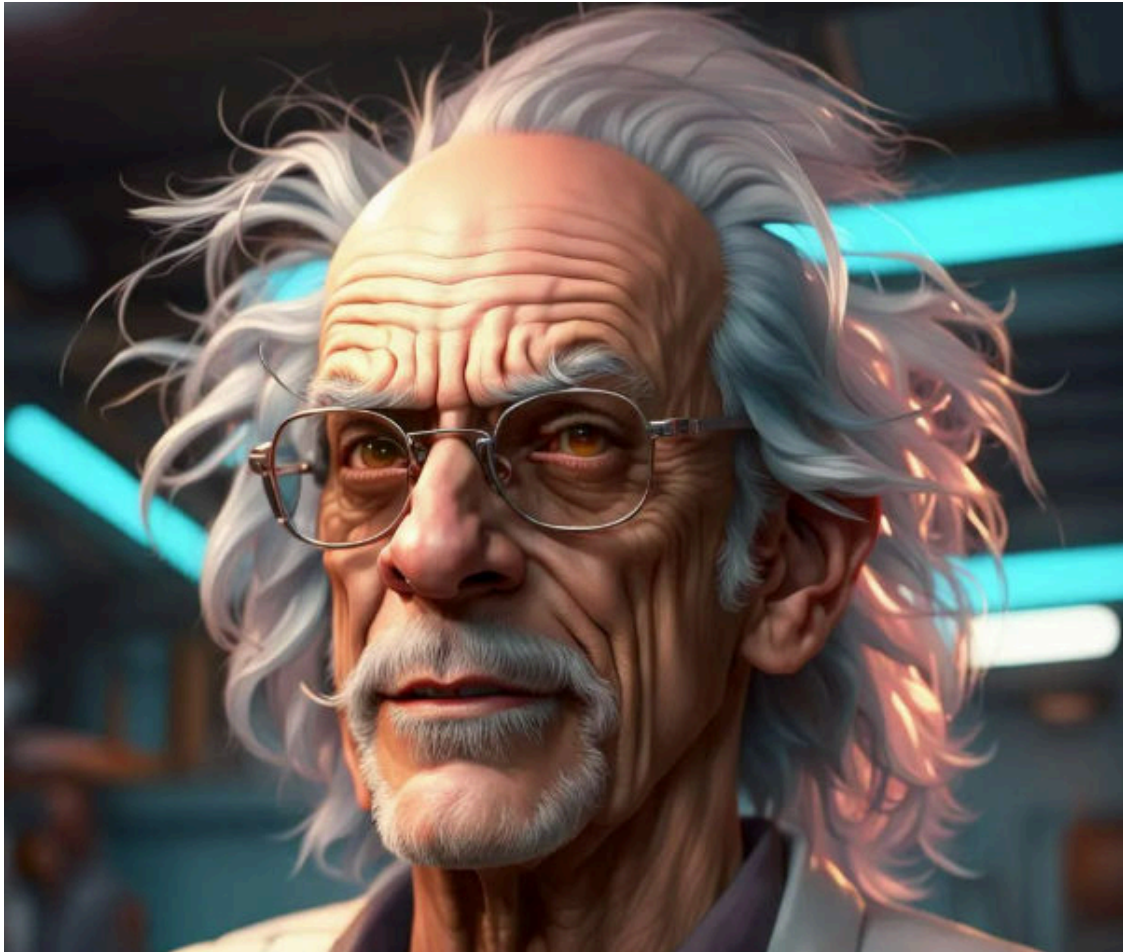
When buying technology solutions, most people are comfortable using GenAI:

- 41% will use GenAI to gather information about specific products
- 39% will ask a question around "best services" or "best practices"
- 38% will use GenAI to gather information about the vendors and even generate comparisons.
- Less than 30% will then use AI to analyse the data gathered, comparing strengths, summarising bid documents, generating RFP and RFI documentation and even going so far as drawing up a vendor short list.

So, are you using AI to generate content, translate or localise content, record and transcribe meetings, recommend best or next actions, segment and profile suppliers? Be prepared to accept this will be "normal" soon.

---





## **A Session for the LN User Community More on GenAI or Are We Going Back To The Future?**

Title: Empowering your LN CloudSuite with Generative AI

Session description: *Join Infor for an insightful session which explores how the cutting-edge capabilities of GenAI within Infor LN can significantly boost productivity, enhance agility, and elevate the employee experience. Don't miss this opportunity to discover how Infor is enabling customers to adopt GenAI in their day-to-day operations.*

Presenters will be Ganesh Pillai, Sr Development Business Analyst at Infor, Natalia Ptaszek, Sr Product Manager at Infor and Marina Ter Haar, Product Management Director at Infor

Date: Wednesday November 27<sup>th</sup>

Timings: between 11 AM CET and 12:15 PM CET (*that's 10 AM GMT and 11:15 GMT*)

Calendar invitation and register here <https://community.infor.com/infor-erp-baanln-technology-product-group/c/e/1764>

---



## How is Infor embracing AI?

Infor is working with Amazon Bedrock to deploy GenAI solutions embedded within Infor CloudSuite. This demonstrates two things:

1. A deeper relationship with AWS
2. The design of industry specific solutions using GenAI can be accelerated and “democratised” in so far as it is possible to make AI accessible to all and show working use cases to the masses.

Soma Somasundaram, Infor president and CTO, was quoted as saying:

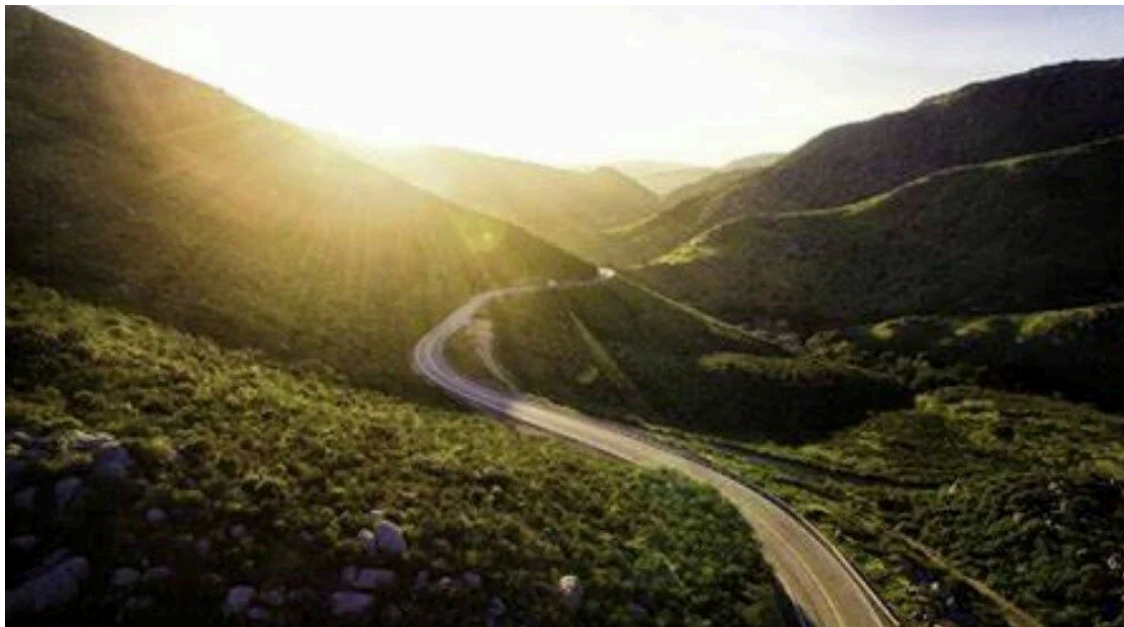
*“Our goal is to build products that deliver transformative technologies directly to those who benefit most – the front-line people using Infor solutions. Our Industry AI approach combines both the tools and deep industry capability and expertise to collaboratively work with customers to build and offer solutions that drive real value.”*

There are already use cases of how AI have helped customers drive operational efficiencies and now with Amazon Bedrock woven into the CloudSuite solution, practical examples are emerging:

- Nurse scheduling – automatically identifying shift coverage alternatives based on nurses’ skills, certifications and availability.
- E-Commerce catalogue building – enabling customers to publish online more quickly.
- Project management – creating project status and issue summaries to identify delays, overruns and suggest actions.

More information on how Infor are adopting AI <https://community.infor.com/infor-erp-baanIn-technology-product-group/c/e/1764>

---



## It's a Learning Journey with our Educational Pieces on ERP

We regularly update and continuously expand our range of educational articles and hope you find them, not only useful for those just starting out on their ERP journey, but also as good reference points for those already in the know:

- [How can your ERP help with Regulatory Compliance?](#)
- [What is Application Management Services](#)
- [ERP Systems Training](#)
- [Everything you need to know about ERP Migration](#)
- [ERP Support](#)
- [What is an ERP Implementation](#)
- [ERP FAQs](#)

---

## Need Assistance with your Infor ERP? Drop us a Line

ReInforce Technology provides expert consulting services for Infor ERP. Our consultants, developers, project managers and data analysts are highly skilled professionals who specialise in LN, Baan, LX, BPCS, M3, Lawson and other Infor solutions. We extend the life of ERPs and knit together systems and processes, with an integrated approach to data to optimise efficiency.

**Support, Optimise, Enhance, Migrate**

[Unsubscribe](#) [Manage preferences](#)