



Welcome There

With the summer well underway and the Paris Olympics due to start this week, many newsletters and content platforms are drawing upon sporting analogies to promote their business propositions. And I am shamelessly following suit but with an *exceptional* nuance. Firstly, though, I would like to raise a glass to William Funnell who has just achieved an amazing feat, that of winning the Hickstead Derby for the 5<sup>th</sup> time. No other rider has achieved this and it is a testament to endurance, talent, empathy, and utter brilliance. And that is just the description of Dublon, the horse!

So, in this month's newsletter we are geared towards all things exceptional.

- Have a Winning Strategy for Exceptional Use of Technology
- Get a Structured Game Plan for Exceptional ERP Design
- Keep the Swim Lanes Clear for Exceptional Communications
- Team Tactics for Exceptional Knowledge
- Use the Inside Lane for Educational Pieces on ERP

We can't all be exceptional sportsmen and women, but we can aspire to do better in all our work and business undertakings, and so let's learn from the best.

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## Have a Winning Strategy for Exceptional Use of Technology

With the advances in robotic process and AI, how can you take advantage of these innovations and automate your business processes?

Traditionally, we have relied upon point solutions and BPM (Business Process Management), to build automation and efficiencies in our enterprise ERP solutions. However with Infor Operating Services (OS) running ERP processes on auto-pilot this is not just becoming a possibility, but actually a reality. If you are looking for automation efficiencies in your ERP, here are some steps you can take.

- **Observe and document the process workflows** – now you can reconfigure an automation journey within your ERP system itself.
- **Check for repetitive tasks** – which of these are annoying and dull for employees to complete as you can improve user experience by automating these tasks.
- **Prioritise and time-define your list** – some processes may be possible with prebuilt Infor templates, such as invoice creation, data retrieval, invoice processing, email categorising, etc. You can tick these off quickly and easily.

- **Use the technology** – Infor’s composable automation platform is a low/no-code interface for building automations, allowing dragging and dropping and auto-configurations. You no longer need to be a technical guru to use the Infor Enterprise Automation, just a business user like you and me.
- **Training is always key** – nominate an automation champion who is focused on automation initiatives, helping others as well as focusing on strategic and more complex tasks.

Don’t be left behind as the Infor OS enterprise automation capabilities can help you achieve so much more with your ERP.

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## Get a Structured Game Plan for Exceptional ERP Design

Anyone experienced with deploying ERP solutions will know that they are dependent upon the expertise of the implementation team. That team will ask the right questions, and then interpret those questions correctly. Then map the results against the solution capabilities, identify and fill any gaps and design a solution that is right for that unique company.

Having a brilliant team of solution architects is not enough when it comes to certain industries as requirements are industry specific and need industry knowledge to interpret requirements. The building of a requirements document defines the go forward plan, the system design and the baseline for a future successful project deployment.

Infor’s industry specific ERP solutions mean you don’t have to go back to the drawing board every time, but you have a ready-made industry solution for



enterprise, small and medium sized businesses with specific industry needs.

- **Build for your industry** – you can take advantage of 90% of industry specific capabilities that are built into the solution, so the business can focus on developing the processes that make them unique.
- **Cloud ecosystem** – Infor utilises a cloud infrastructure to support integration, workflows, contextual BI, IoT and AI – it offers a roadmap and future of technology excellence.
- **Data and analytics** – ERP is frankly of no use without providing the users with insight and enable them to make informed data driven decisions, made available to all users across the enterprise and aligned with company KPIs and departmental objectives.
- **Security** – you need to be able to rely on system security and be assured of a robust security and risk prevention solution
- **Agile** – we have extensive experience of the deployment of ERP solutions and there used to be a saying; “whatever they quoted you double it and add a year.” However, we know that businesses can’t afford to be tied up in deployment knitting and using the Infor deployment tools makes implementation faster.

At Reinforce Technology we have solution experts who can add value to your Infor ERP solution and accelerate your time to value to the business.



## Keep the Swim Lanes Clear for Exceptional Communications

In my opinion, good communication is all about setting realistic expectations.

A recent enquiry was for a senior VP Level executive to oversee a project and provide internal and external stakeholder liaison. To be the C-level hand on the rudder, steering the ship. However, they had a junior seaman level budget.

There is no point in me securing a resource that will meet their requirements until I have had a conversation about expectations. And there is no point in me discussing the role with a candidate until I have clarified expectations. Once I have voiced my concerns, made suggestions for the approach to the project and have agreement, only then will I move forward.

All too often, in the thrill of a new project, these vital stages are omitted, and everyone is doomed for failure. So, while talking about exceptional, always set realistic expectations and aim to over-achieve.

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## **Team Tactics for Exceptional Knowledge**

### **Become Exceptional - Extend your Infor Knowledge**

Presented by our business partner Crossroads RMC, there is a session planned for August 1<sup>st</sup> at 12 – 1pm Central time, on the use of the IDF tool for Infor LX.

Resented by Nick Oldon, Solutions Consultant at Crossroads RMC, the webinar will start by getting acclimatised with the tool, then cover:

- How to see the item master?
- How to view transaction history
- How to see purchase order or vendor information

There will be a Q&A session and all attendees have a chance to win a \$50 Amazon gift voucher to be announced at the end of the event. To Register please go [HERE](#)  
[Infor - IBM i-series Community \(workoutloud.com\)](#)

### **What is Infor GRC (Governance, Risk and Compliance)?**

Infor Governance, Risk, and Compliance (GRC) is a comprehensive suite of tools for managing an organization's GRC needs. It offers a robust set of tools for proactively addressing regulatory requirements, mitigating risks, and enforcing policies across various business processes.

Video - [What is Infor GRC? In-depth overview \(youtube.com\)](#)

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## **Use the Inside Lane for 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](#)

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## **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**

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