



Infor CloudSuite Portals

Improve how you do business

Your business is all about relationships. And these relationships depend on good communication. With Infor CloudSuite™ Portals, you can enhance your relationships with three key constituencies—your customers, vendors, and resellers—by providing them with an easy, self-service way to communicate with you and get the information they need to do business with you.

Our Portals give them direct access to information about their order status, product and support information, and answers to their most common questions. With our recent update to Infor CloudSuite Portals, we have updated the Customer Portal so it is now a full portal, offering your customers shopping and credit card purchasing features.

Just as Infor CloudSuite Industrial (SyteLine) and Infor CloudSuite Business provide the foundation for Infor CloudSuite Portals, our solutions also provide the foundation for discrete manufacturers in a broad range of industries, such as metal fabrication, industrial equipment and machinery, and high tech and electronics, to improve your business efficiency, customer service, and productivity. With Infor CloudSuite Portals, you can extend the power of this foundation to your customers, vendors, and resellers.

Provide your customers with the ability to shop and make credit card purchases with Infor CloudSuite Portals' Customer Portal.

Give customers, resellers, and vendors self-service access

Today's fastest-growing companies view online portals as an essential tool for doing business. Infor CloudSuite Portals is one of the best available—designed by business people, for business people who need to connect quickly, efficiently, anytime, anywhere. You can put the portals in place quickly and efficiently to keep communication between you, your customers, your vendors, and your resellers flowing smoothly.

Customer Portal

Infor CloudSuite Portals can enhance your relationships with your customers by giving them direct access to the information they need.

With Infor CloudSuite Portals, in addition to browsing through products and making purchases online, your customers can:

- Shop for products with a product catalog/look-up.
- Check out from a shopping cart.
- Pay with their account or credit card.

In addition, your customers can also perform self-service tasks like:

- Check on their order status.
- View estimates.
- View their A/R balance.
- Reprint an invoice.

Customers who have a license for the service module of Infor CloudSuite Business or Infor CloudSuite Industrial can access a self-service call center where they can log an incident or create a ticket, as well as check on the status of an incident or ticket.

Lastly, portal users from companies that sell configurable goods and use Infor Configure Price Quote (CPQ) can gain access to configuration options.

Vendor Portal

Infor CloudSuite Portals give your suppliers direct access to the data they need to be successful. With the self-service applications available in Infor CloudSuite Portals, your vendors can:

- View purchase orders.
- Stay updated on consigned inventory.
- Respond to price requests.
- Update a due date on purchase orders.
- View information on planned orders.
- Produce price contracts.
- View inventory-level projections.
- See a quick history of all their interactions with you.

With Infor CloudSuite Portals, your customers can:

- Browse for products.
- Make online purchases.
- Shop for products with a product catalog/look-up.
- Check out from their shopping cart.
- Pay with their account or credit card.

Your vendors can use the Vendor Portal to view profiles of their performance with you and then drill down to details to help them make improvements and consistently meet your requirements—like improving their delivery times.

With the communication features, vendors get a customer interaction log where they can access documentation sharing and management, announcements, and press releases, videos, an FAQ, knowledge base, and “contact us” information.

Reseller Portal

The Reseller Portal in Infor CloudSuite Portals gives your resellers direct access to the data that is pertinent to their own accounts, as well as to the accounts of customers that they represent.

This gives them access to the features supported by the Customer Portal, as well as additional capabilities

Resellers can:

- Perform all functions provided in the Customer Portal.
- Query commission information specific to the associated Infor CloudSuite Business and Infor CloudSuite Industrial salesperson.
- Act on behalf of a specific customer whom you represent.

For companies running the services module for CloudSuite, the reseller has access to service request orders (SROs) associated to the customer represented as well as the ability to log material, labor, and expenses incurred on each SRO.

Portal Manager

With Infor CloudSuite Portals, your administrators can personalize the behavior of page layouts, styles, pages sets, and components (such as field display and images). And, you can manage the database that connects to the portals, along with its authentication and security.

Through the Portal Manager, you can:

- Create previews of layouts for visually charged development.
- Control table design, including row and columns with split and merge cell functions.
- Add user-definable styles to the included styles.
- Create collection definitions, down to web part styles, field display formats, and image management.
- Select which events need to be monitored with advanced filter capabilities.

Communicate with your customers 24x7

Infor CloudSuite Portals are uniquely designed to provide your customers, resellers, and vendors with information in a format that is fast, efficient, and easy to use. Want to be a company that is a pleasure to do business with? Infor CloudSuite Portals make that possible. The result:

- Greater productivity
- Better customer service and satisfaction
- Better vendor performance

With Infor CloudSuite Portals, you get a solution that keeps your organization moving with the speed, agility, and flexibility today's businesses need.



641 Avenue of the Americas
New York, NY 10011
800-260-2640
infor.com

About Infor

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 73,000 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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