

Infor® SmartStream®



Your Total Solution Package

SmartStream



SmartStream Offerings

With over 40 years' experience in the market, Infor[®] offers a fully flexible, reliable and international solution, rich in functionality, combined with solid system expertise and creativity, all factors that guarantee success in implementing a solution that is suitable for individual business needs. Infor professionals are able to use the best technology available to the client and maximize the business potential, even in the realm of e-business.

Infor's core business is based on products that have been developed with and that use the most advanced technology available, designed to maximize business processes and to provide access to business intelligence/knowledge management throughout the organization and across multiple platforms.

In order to compete in continually evolving global markets, we focus on ensuring that our customers are able to get the most out of their technological investments. By adding value to our core applications with complementary solutions, we can help them thrive in the world of e-commerce.





A Complete Solution

At Infor, we not only address the features and functions our customers require, but also how they work, why decisions are made, and where computing takes place. Furthermore, we focus on helping customers measure their performance, improve their internal processes, and improve the relationship they have with their vendors and customers.

Infor's SmartStream® product suite, which is offered either as a client/server or web-based solution covers the areas of financials, human resources, procurement, and knowledge management/business intelligence and contains solutions that allow you to:

- Quickly adapt to changes in business processes.
- Decrease required customization at installation.
- Implement and see results quickly.
- Facilitate online integration with industry-specific, third-party systems.
- Extend accepted business procedures to users, customers, partners, and suppliers.

SmartStream allows you to manage and classify large amounts of data and create useful, pertinent information, guaranteeing the sharing of necessary information. SmartStream's advanced functionality makes it easy to incorporate the logical flow of activities and information within the most complex organizations. These tightly integrated applications, combined with automated workflow processes, speed up processes and manage transactions, approvals, and corresponding documentation.

Business is not just about the collection and analysis of data. It is also necessary to have rapid access to the applications that provide the information by users who have widely differing needs.

SmartStream is able to provide these processes, managing them efficiently both before and after first implementing the system.

SmartStream Applications

SmartStream Financials for the complete management of information and administrative and financial processes.

SmartStream Procurement for the management of logistical processes from purchase to consumption.

SmartStream Human Resources for the optimization of business processes relating to the management of human resources.

E-Business Active Access™ for SmartStream, web-enabled solutions that facilitate the processing of data, with free access to information and global communications.

Additional Application Suites from Infor

Infor Expense Management

Travel Plans

Expense Reports

Payment Requests

Infor MPC

Strategy Management

Planning

Budgeting

Financial Consolidation

Forecasting

Reporting

SmartStream Is Different

SmartStream provides a range of solutions for all back-office operations. Providing the right information to the right person at the right time, SmartStream can empower rapid results to maximize profitability. Its unique enterprise design encapsulates individual tasks associated with a business process into configurable workflows that enable organizations to efficiently automate their processes.

SmartStream's structure allows for analysis and online drill-down as well as integration between associated activities. A few of SmartStream's features include:

- Active Access for SmartStream - These web-based e-business applications add value by providing total information accessibility, as well as improved communications and workflow, throughout a distributed environment via the Internet.
- Workflow - In using this technology, SmartStream is able to streamline information and business activities, maximizing performance levels.
- Integration and drill-down capabilities - SmartStream applications work in tandem to allow for rapid sorting of data and drill-down to specific information.
- Fast, flexible implementation - SmartStream is very fast and easy to implement as well as simple for everyone to use.
- Standardized application services - Infor leads the market in maximizing the use of available technology to continually improve its service and provide competitive advantage to customers.
- Flexible, personalized interfaces - SmartStream can easily be customized to business requirements without having to make changes to the base code. Users can see familiar screens, thereby learning how to use the system's features and functionality quickly and easily.

SmartStream Modules

SmartStream Financials

Ledger
Ledger with Average Daily Balances
Payables
Receivables
Billing
Asset Management
Projects
Allocations
Consolidations
Budget
Funds Control

SmartStream Human Resources

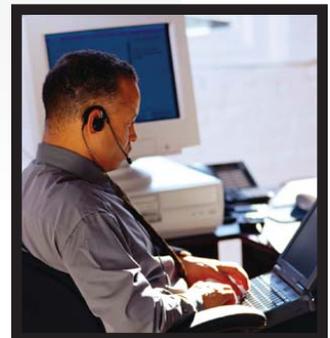
Payroll
Personnel
Benefits

SmartStream Procurement

Payables
Purchasing
Supplies Management

Active Access for SmartStream

ePortal
Requisition
Purchase Order
Receiving
Vendor Self-Service
Invoice Approval
Employee Self-Service
Benefits Enrollment



Active Access for the World of the Web

The Active Access suite of e-business products is designed to leverage your investment in existing Infor applications and evolve your business processes by extending them across the Internet. Active Access delivers increased application interoperability and real-time connectivity, while providing secure, controlled access linking your business, your customers, and your suppliers.

Active Access for SmartStream products has been developed utilizing Infor's Active Architecture®, an innovative e-business strategy that uses Internet technologies. Using this strategy and related technologies, it is now possible to offer SmartStream's functionality as a web-based solution.

In addition to the core SmartStream offering, there are also integrated solutions available that are of particular benefit to decentralized operations, such as:

- eHR web solutions.

- Active Access Employee Self-Service

- Active Access Benefits Enrollment

- eCommerce web solutions.

- Active Access ePortal

- Active Access Vendor Self-Service

- Active Access Requisition

- Active Access Receiving

- Active Access Purchase Order

- Active Access Invoice Approval

With Infor's Active Access applications, organizations can enjoy the benefits of streamlined business processes, increased productivity, and improved service levels to internal and external customers. For example, the Employee Self-Service application lets employees access,



view, and maintain their HR information at their convenience via the Internet or your intranet. Benefits Enrollment allows employees to access, view, and maintain periodic benefit elections. Vendor Self-Service gives vendors access to their invoice and payment files.

These applications help reduce business costs, allowing employees, customers, and suppliers to see information in real-time using a web browser with secure and controlled access, quickly and easily.

Another example is Infor's Active Access eProcurement application that empowers your employees and trading partners to conduct self-service e-commerce over the web. Everyone benefits. Employees become more productive by acquiring the goods they need without unnecessary administrative overhead. Managers dedicate more time to high-value tasks while streamlining the often tedious approval process. Supplier relations strengthen and develop through sharing mission-critical information over the web.

Workflow Processes

As an industry leader in workflow application, SmartStream can save money and, through its graphical workflow maps, allow organizations to measure and modify their business processes for maximum results. In fact, the cost savings from implementing workflow alone can easily justify the purchase of any or all of the SmartStream suite of applications. In addition, changes to workflows can be made without changing code, so SmartStream can adapt as quickly as the business changes.

SmartStream's embedded workflow architecture incorporates a design vision that anticipates future software components, as well as a system of "intelligent" operational and process controls. These controls not only enable the delivery of the right information to the right place, but also compare requests and data to developed standards that ensure all activities fall within certain guidelines.

For example, workflow lets organizations determine the way they want payables processes to work. The financials applications can then be configured to follow a sequence of activities, routings, and users in the accounts payable department.

Once it has been decided who is responsible for each step—data entry, approvals, verification, adjustments—the financial workflow will automatically route the necessary information and activity windows to each user. As a result, everyday operations become customized; streamlined processes and information gathered lead to better decisions and increased efficiency.

Furthermore, while Infor's SmartStream workflow is self-contained, it also easily coordinates with other applications as required. Therefore, users can fit software around their business processes, not the other way around. The result is less maintenance and a maximized return on investment.

Other workflow features incorporated into SmartStream include the following:

- The ability to perform online work in the actual applications, rather than just receiving notification to find the work in the applications
- Optional "to-dos" that can be sent through email to non-SmartStream users
- Conditional rules that allow different workflows based on data in a document (e.g., invoices over a certain amount)
- Cross-functional workflow across all modules (e.g., Ledger, Payroll, Purchasing)

In summary, workflow provides organizations with a more productive and flexible environment for supporting business processes, integrating applications, and spreading processes across multiple servers and locations, while retaining a "logical" view into enterprise-wide activities.





Integration and Drill-Down Capabilities

SmartStream's integration between, and drill-down capability into, online applications allows you to go all the way through a transaction's audit trail. For example, it is possible to drill down from a journal entry to its corresponding invoice and purchase order all the way back to its originating requisition. This ability to drill down all the way to the transaction level in order to find and fix problems with individual transactions translates into quick and easy access to source information.

SmartStream's online drill-down through a transaction's audit trail also shows the very strong integration between all of the SmartStream applications. This is due to the drill-down feature, which makes it possible to follow any transaction through the entire SmartStream system to a particular module.

In addition, SmartStream's drill-down capability is a live drill-down, meaning that changes made to live data (with proper security) will automatically result in a corrected entry with full audit trails.

Fast, Flexible Implementation

Due to its real time, configurable workflows and flexible implementation choices, SmartStream allows for efficient management and customization of applications as business needs evolve. With full control of the systems, it is possible to save both time and money.

Infor's continued investment in research and development ensures that SmartStream is the leader when it comes to delivering state-of-the-art technology. This leadership also requires a commitment from Infor to bring applications into production immediately. Customers making a significant investment need to be able to see a return on investment as quickly as possible.

With this goal in mind, Infor works closely with organizations to understand their goals and objectives and to subsequently set appropriate expectations so that implementation is on time and does not exceed budget. Infor trains all those involved with implementing SmartStream within the organization's internal staff, business partners, or associates.

Interfaces

SmartStream's flexible, customized interfaces enable authorized end users to simply tailor the appearance and organization of their SmartStream windows without programming changes to the system. As a result, employees see familiar images and learn features and functions more quickly and easily.

More importantly, SmartStream's functionally robust software is packaged within a versatile, easy-to-use Microsoft® Windows® interface that allows small, mid-sized, and large multinational firms to easily leverage world-class application technology. Also, organizations will appreciate SmartStream's easy-to-use interface and its ability to handle expanding business processing requirements.

Application Services and Architecture

SmartStream offers a number of functions and a common technical architecture designed to provide increased productivity and efficiency with less training. Functions include:

- A security system that manages access to information and SmartStream processes by a single user or a group of users for all SmartStream applications and functionality.
- A common, flexible searching facility used throughout all SmartStream applications that makes it easier and quicker to find information.
- An easy-to-use scheduler that can be distributed even to non-IT specialist employees to control business processes such as posting entries, periodically process jobs, and report schedules as required by authorized staff.
- Policy defaults at a variety of levels to ensure that the organization's policies are automatically followed throughout all of the SmartStream applications without having to retype policy information repeatedly.
- Multilingual and multicurrency applications for global requirements, making it easier for employees to use the software according to local and international requirements.
- Shared enterprise policies and information for vendors, banks, currencies, and calendars with process details set anytime during or after implementation.
- Information stored in one place, yet accessed by any application or user, regardless of their location.

- Shared information between the various modules (e.g., SmartStream Payables and Purchasing) to provide a flow of information on the purchasing cycle. Integration of information even goes as far as the automatic addition of income within SmartStream Asset Management while raising an invoice.
- Bank, currency, country, and language information used by all SmartStream applications that helps the management of deposits and disbursements, definition of bank policies, reconciliation of bank balances, recording/management of transactions in different currencies, and setting up of various other applications.
- Common calendar information, such as period types and valid workdays, shared by all applications.

Technical Architecture

SmartStream's architecture enables the management of shared tasks in the two-tier or web-based environment, whether Microsoft SQL Server™ or Sybase ASE databases are in use.

The database server of SmartStream can operate on a wide selection of popular servers running Microsoft Windows or UNIX® operating systems.

Options for integrated email include Microsoft Outlook and other industry standards.

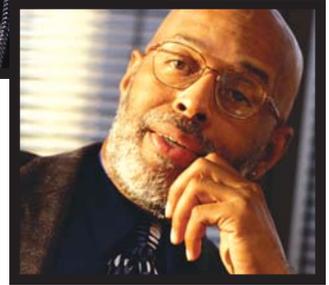
Web Access

SmartStream can also be used in a web-based business environment with a single point of access to SmartStream and access to other applications using a browser. Consequently, it is possible to use this architecture to provide web server access to existing applications that remain on the local server or a central location on the network. This provides one point of access to the applications that SmartStream manages and controls centrally using the “thin client” system.

SmartStream Business Intelligence

The SmartStream design enables you to take full advantage of all business information available within an enterprise. Infor partners with leading third-party providers of business intelligence tools. Our reporting solution is a comprehensive business intelligence system that unlocks the business value of information and allows decision-makers to focus on taking appropriate action that has strategic organizational impact.

Infor’s open environment reporting enables you to effectively leverage your investment in your software applications and to unlock the business value of the associated data by using “best of breed” business intelligence tools. Business intelligence reporting is a multi-tier decision support system that supports all types of users with varying reporting requirements and skill levels. It provides instant information and high-end visuals for the executive decision-maker. It gives the business analyst in-depth access to key performance indicators. It offers the information consumer presentation-quality status reports delivered straight to his or her report inbox. It supplies users at all levels with real-time ad hoc query creation, exploration, and



navigation on the web. This extensive breadth and depth of capabilities satisfies all reporting needs to cultivate and improve business-to-business relationships.

With Infor’s open-environment reporting, your company is able to:

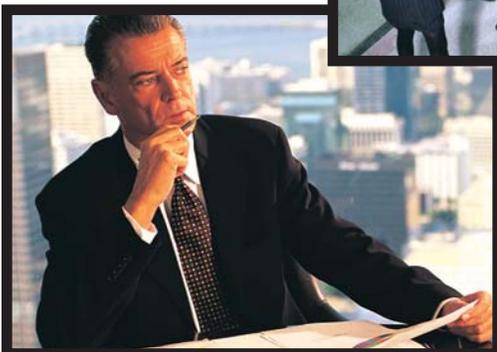
- Deliver a reporting solution that meets the diverse needs of the enterprise. Everyone gets the report they need, in the format they prefer. Furthermore, one size cannot fit all, so Infor’s open-environment reporting solution offers the flexibility to meet the reporting requirements of every type of user.
- Eliminate reporting backlogs by allowing users to service themselves. Local administrators, or users themselves, can quickly and easily build reports that meet their business needs. Infor’s open reporting solution enables IT to manage their reporting solution centrally, but offloads administration.

Professional Services and Support

Infor's activities and services are many and varied when it comes to the provision of professional services. The Professional Services Team assists clients in implementing applications as well as training, a service that has been developed over many years of experience from working on various projects and technologies including the Internet. This has enabled Infor to widen its knowledge base and collaborate with leading organizations.

In addition to the traditional areas of support with implementation, Infor offers a range of additional services:

- Customization of applications for perfect integration, including upgrades and future releases.
- Research and development of new modules or ad hoc developments, thanks to the client/server and web architectures.
- System integration of Infor applications with existing business applications.
- Training, which can be tailored to your needs.



- AppCare® Services for remote system management, with HelpDesk and user support.
- Technology consulting for network traffic optimization and Internet security implementation (e.g., VPN, firewalls).
- Business intelligence consulting for database analysis, as well as training and support.

Extend the Value of Your Investment

Infor helps you further extend the value of your SmartStream application by leveraging your existing data. Our financial performance management offerings help you streamline processes, reduce costs and risks, and improve accountability, control, and predictability.

Infor Expense Management

The Infor Expense Management suite automates and reduces costs of key expense-related business processes, enables organizations to analyze and benchmark results for ongoing insight, and allows instantaneous updates to policy and processes for continuous improvement. Its modules include:

- Infor Expense Reports
- Infor Travel Plans
- Infor Payment Requests

With this suite, individuals can plan, book, and expense business travel; request and approve payment requests; and capture time for charging projects and cost centers, as well as for calculating paid time off and overtime. These pioneering solutions are among the first to allow for cohesive control and analysis of all employee-initiated corporate spending.



Infor MPC

With Infor MPC financial performance management software, enterprises do more than just measure business performance. They manage it. Infor MPC is more than a mere reporting system with eye-catching dashboards. It is a powerful, user-friendly management tool that enables organizations to streamline and improve management processes, including strategic planning, financial and operational planning, budgeting, financial consolidation, reporting, and analysis.

This single, integrated application delivers a single, accurate version of management data. Leveraging nearly four decades of decision support expertise, Infor embeds financial intelligence and business best practices into this suite of applications. The result? Software that greatly enhances the ability to access and analyze critical data, identify problems and opportunities, evaluate alternatives, and implement effective business decisions.

About Infor

Infor delivers fully integrated enterprise solutions for specific industries, as well as best-in-class stand-alone products that address the essential challenges its customers face in areas such as enterprise resource planning, supply chain planning and execution, customer and supplier relationship management, asset management, product lifecycle management, and business intelligence. With more than 8,100 employees and offices in 100 countries, Infor provides enterprise solutions to more than 70,000 customers.

To Take Action

To find out more about Infor products or services, visit www.infor.com, call +1.800.922.7979 or +44 (0)20 7349 6000, or send an email to chris.kelly@extensity.com.

