The secret to business success.

The universal secret of business growth remains the consistent, reproducible business process, which requires:

- Identifying every task in a business process

- Refining that process for maximum efficiency

- Replicating that process as widely as possible

Until now, most business software gave short shrift to the most variable, error-prone parts of that process—the parts performed by people. When you have strong technology to help you ensure that routine human tasks are always completed consistently and reliably, you can make a good business great.

Business acceleration technology.

Even Infor™ customers who only own a single Infor solution will gain surprising value from Infor ION Workflow & Events. With a wealth of new capabilities for accelerating your business and helping your people work more efficiently, ION Workflow & Events helps you continuously refine your business processes for improved results. At Infor, we know the value of making business solutions that create a seamless flow between your software and the activities of your employees, suppliers, and customers. ION Workflow & Events does exactly that by putting workflow management in your hands.

Infor ION Workflow & Events can help ensure that all the work in your organization gets done correctly and on time.

A framework for excellence.

Infor ION Workflow & Events gives you a framework you can use to create, standardize, and monitor any business process and change it yourself without IT involvement. By connecting directly to your Infor solution, ION Workflow & Events connects your software to the actions that take place outside your software. It gives your people a framework for managing, monitoring, and documenting what's been done, what needs doing, and what didn't get done—but should have. You'll also be able to:

- **Design workflows quickly.** ION Workflow & Events lets you design your workflow in a simple flowchart view, which makes it easy to create even complex workflows and refine them whenever you want. With graphical modeling based on Business Process Management Notation (BPMN 2.0) standards, you know that any process you create will work across different applications.

- **Prevent oversights.** ION Workflow & Events detects events that should have happened, but didn't. For example, if a shipment to an important customer misses its due date, ION will alert the right people immediately to make sure that a minor problem doesn't erupt into a crisis before anyone knows about it.

- **Ensure consistency.** Once you've created a workflow, you can rapidly reproduce it between different sites to ensure consistency in all parts of your business.

- **Make your own rules.** ION Workflow & Events detects exceptions based on business rules that you define. It can also trigger notifications and alerts directed to the appropriate people.

- **Provide better service.** You can set up ION Workflow & Events to monitor service levels to make sure that you meet your performance levels and maintain excellent customer service.

- **Automate approvals.** You can create simple or sophisticated workflows to automate document routing and approvals across departments and office locations worldwide. If the person responsible for approving something fails to take action on time, ION Workflow & Events automatically escalates the issue to a higher level to ensure that the issue is addressed soon enough to prevent problems.

The path to great results.

People matter more than software when you're trying to make your business more efficient and profitable. Infor ION Workflow & Events can help your people track the performance and completion of routine tasks so that all the work in your organization gets done correctly and on time. Because it connects through the heart of the software that streamlines your manufacturing, finance, and administrative operations, it will help you boost performance to new levels.

infor

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About Infor.

Infor is the world's third-largest supplier of enterprise applications and services, helping more than 70,000 large and mid-size companies improve operations and drive growth across numerous industry sectors. To learn more about Infor, please visit www.infor.com.