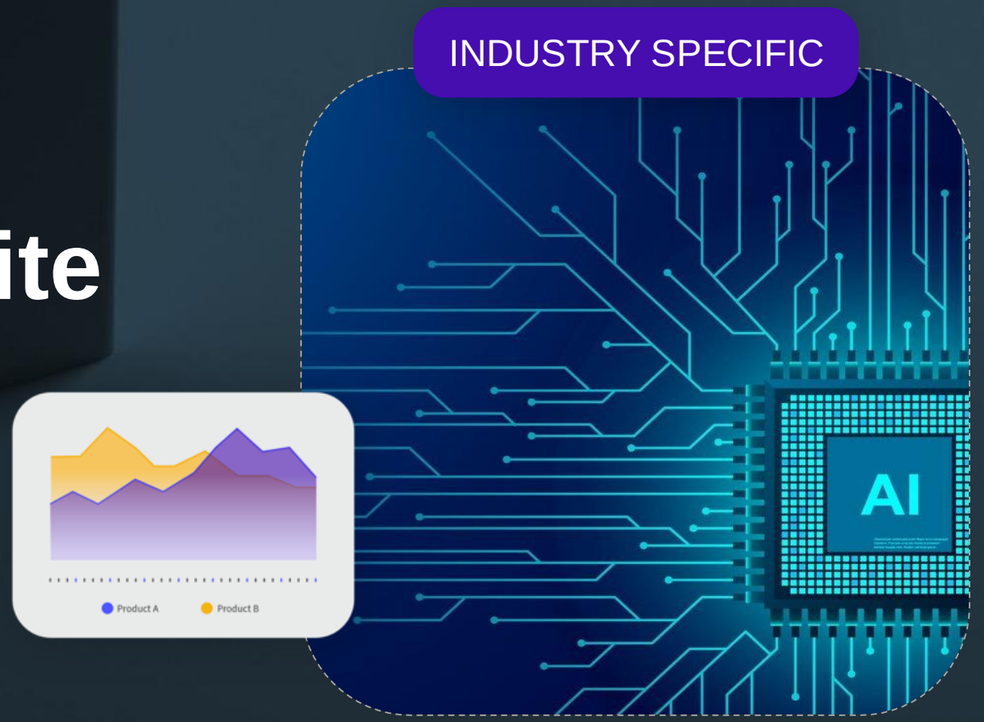
November 27th. 2024

Empowering your LN CloudSuite with Generative AI

Infor Product Management team



CLOUDSUITE INDUSTRIAL ENTERPRISE
CLOUDSUITE AUTOMOTIVE
CLOUDSUITE AEROSPACE & DEFENSE
CLOUDSUITE ENGINEERING & CONSTRUCTION

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Agenda

01

Welcome

Introduction of Infor team

Infor updates

- **Release Highlights 2024.10 release**

02

Infor OS suite

Infor AI capabilities

03

LN Cloudsolutions

Demo GenAI

04

Questions

Summary

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Today’s speakers – Infor Team

Marina ter Haar
Discrete Enterprise Product Management (LN)

Natalia Ptaszek
Infor OS Product Management

Ganesh Pillai
LN Development

Mercedes Larrea
Client Experience team

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Infor updates

Marina ter Haar
Director, Product Management

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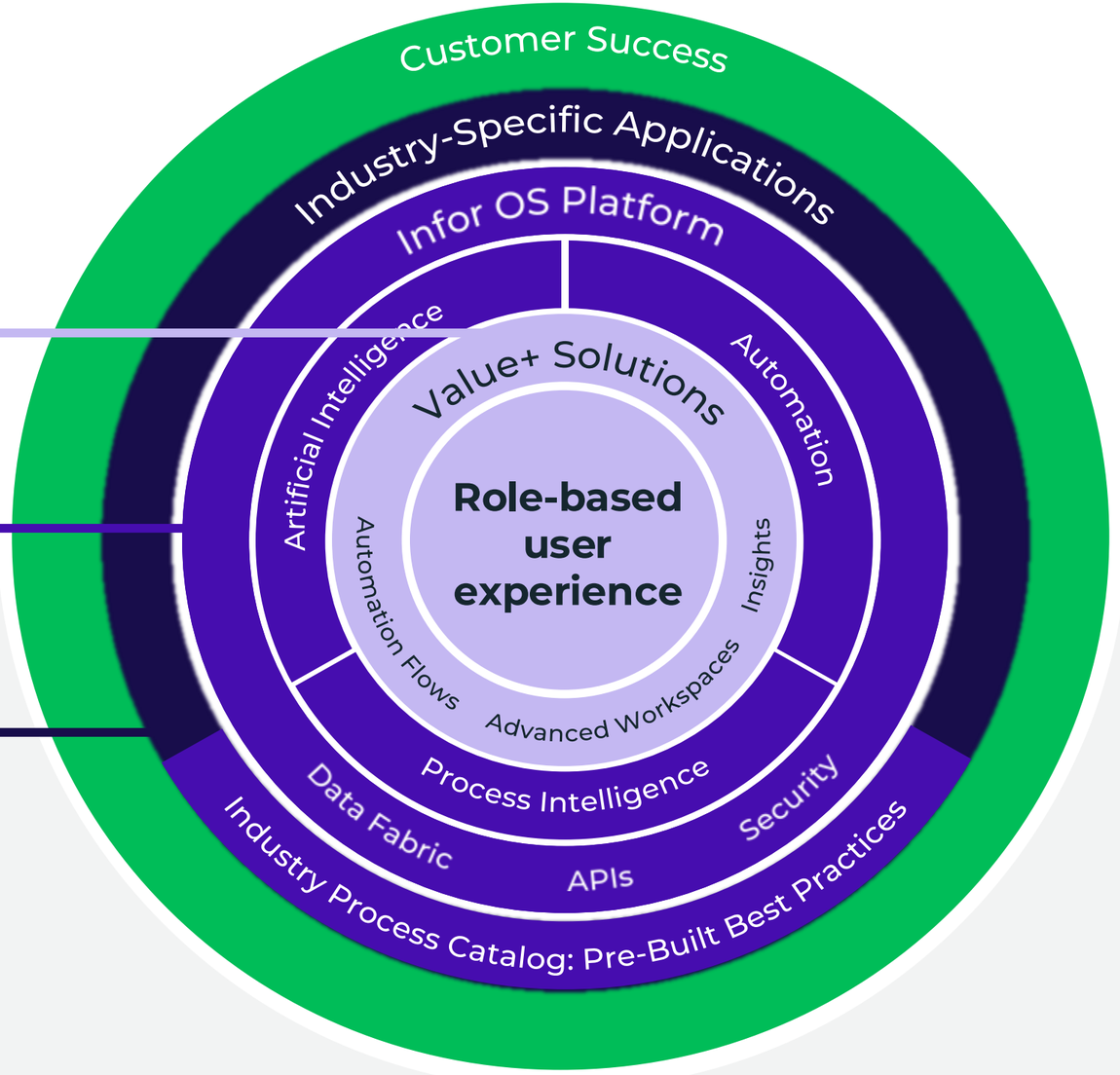
Infor’s Product Vision

Infor understands the challenges of manufacturers and the need to leverage technology to provide a competitive edge. Infor innovation and product roadmaps reflect input provided by customers.

Experience-oriented and Hyperproductive Solutions

One Connected Platform for Innovation and Intelligence

Complete Industry-Specific Solutions



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LN Cloud - October 24 Headlines

Industrial manufacturing capabilities delivered through LN

- Planner Plus - Advanced Planning
- Enterprise Collaboration Portal
- Multi-site Feature Expansion
- PLM for Discrete, CPQ and Factory Track Additions
- Time-to-Value Tools for Project Fast Start

AI-powered enterprise automation

- **New Infor Gen AI and Gen AI Assistant**
- RPA in combination with Infor Document Processing
- Core Technology - Extended REST API Library and Cloud Archiving

Modernized user-experience

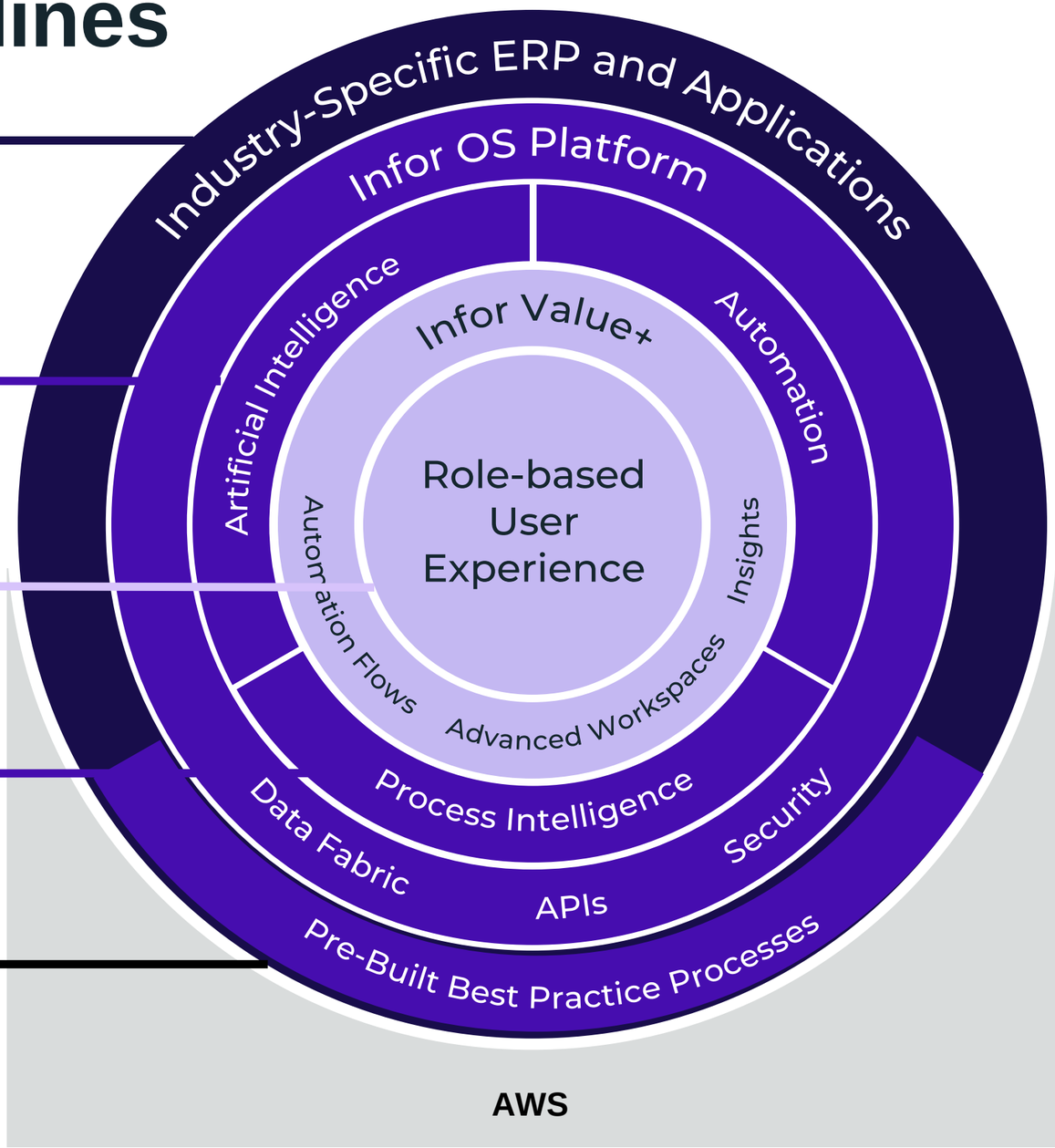
- New Role-based Workspaces
- Dynamic, Animated Graphs
- PLM/Visualization

Process mining for unparalleled insights into your business processes

- New Infor Process Mining for 5 core processes

Time-to-value

- Industry-specific transformational programs



GenAI for LN Cloud solutions

Natalia Ptaszek
Product Manager, Senior

Ganesh Pillai
Development Business Analyst, Senior

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Summary and Customer resources

Marina ter Haar
Director, Product Management

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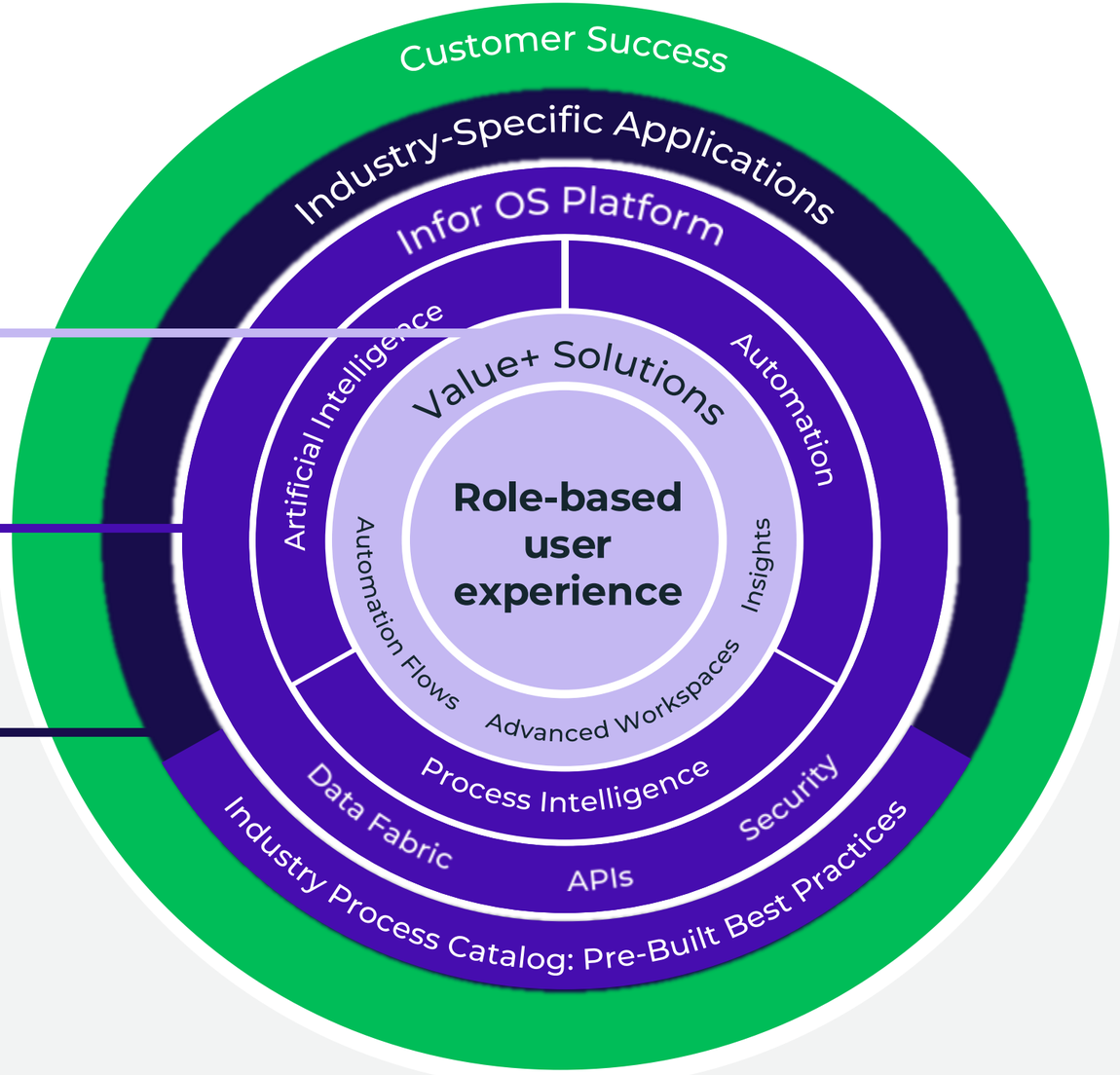

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Release report

Each released feature (enhancements and solutions) documented

Release training

Introducing slides and prerecorded Using sessions

Release Highlights

Live presentations of selection of release features (recording available)

Service Now / Infor U / Infor Concierge (Release Centre)

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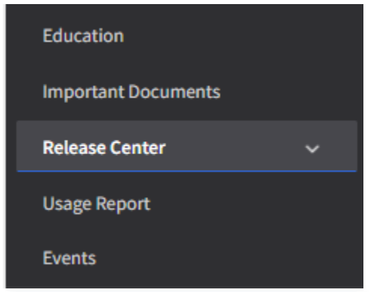
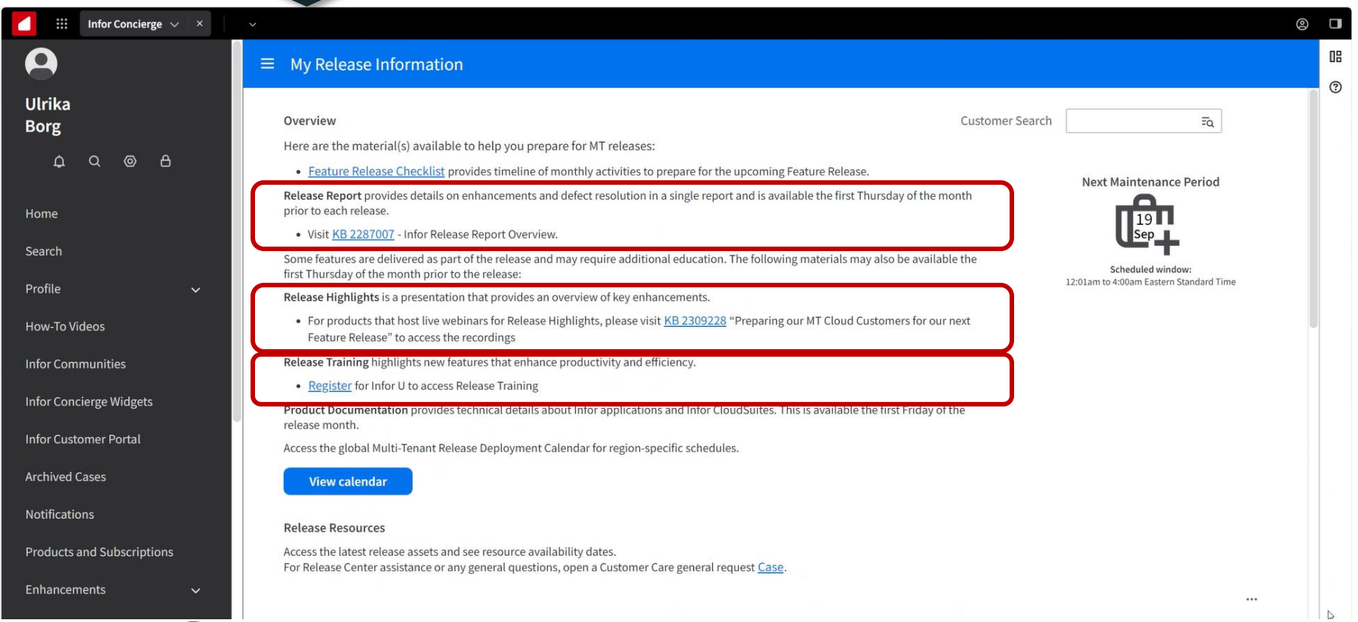
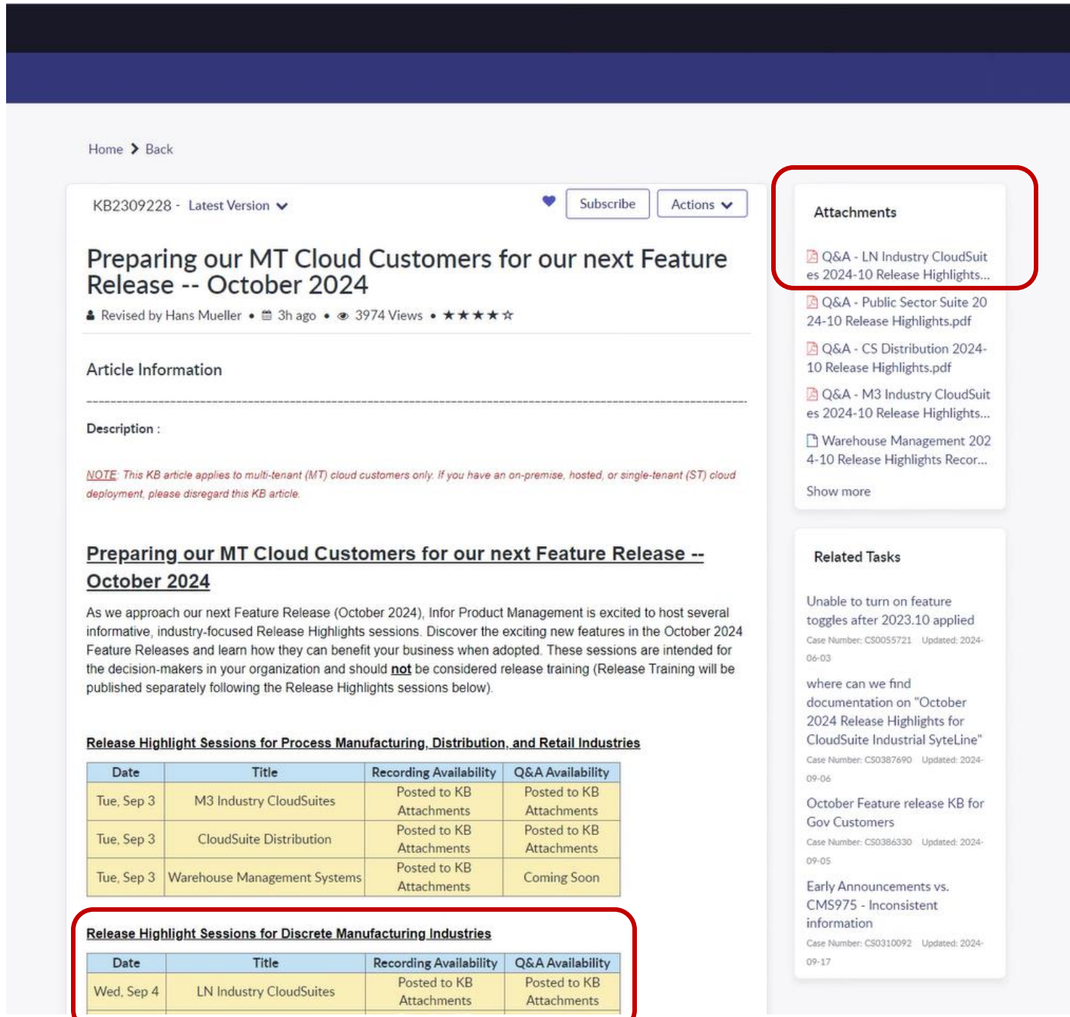
Release Materials for October 2024 release Discrete Enterprise industry solutions







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Questions?

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Summary

Marina ter Haar
Director, Product Management

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Thank you

Infor is a global leader in business cloud software specialized by industry

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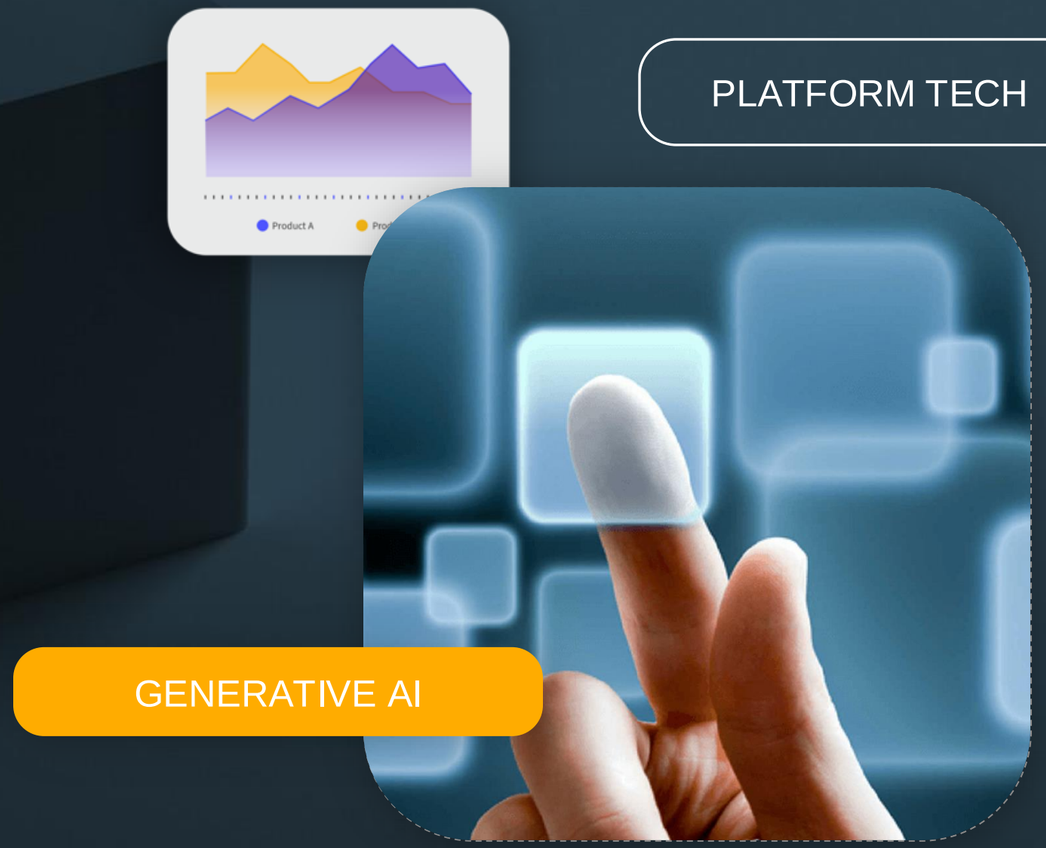
Product Overview

Infor GenAI

Natalia Ptaszek
Senior Product Manager, Infor OS

Ganesh Pillai
Dev Business Analyst, Senior, LN



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01

Infor Industry AI

Artificial Intelligence unpacked.

Infor Suite of AI-Solution powered by two district technologies

02

Infor GenAI

Overview of the GenAI platform. Deep dive into three initiatives: Embedded Experience, Bot Ensemble, Doc Know- Hub.

03

Demo

Live demonstration of GenAI capabilities within the LN Suite

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What is Infor Industry AI

Industry AI is a suite of purpose-built AI solutions for every micro-vertical.

Empowering organizations with predictive, prescriptive, and generative AI to drive greater personalization, productivity, and innovation for every user, any industry.

Powered by Infor OS Platform.

Solutions

Infor GenAI Assistant

Conversational assistance to manage, track, and analyze business performance

Infor GenAI Embedded Experiences

Smart widgets for assisted text generation, analysis, translation, & summarization

Infor Augmented Intelligence Service

Predictive and prescriptive AI-driven insights with guided expertise

Infor Value+ Solutions

Pre-built enterprise automations with AI, RPA, and IDP.

Technology

Infor GenAI

Generative AI service leveraging large language models to enhance productivity across Infor CloudSuite, enabled by Amazon Bedrock.

Infor Artificial Intelligence

Machine learning modeling environment, optimization, and decision management for full flexibility to create custom predictive and prescriptive models, enabled by Amazon SageMaker

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AI Science Overview

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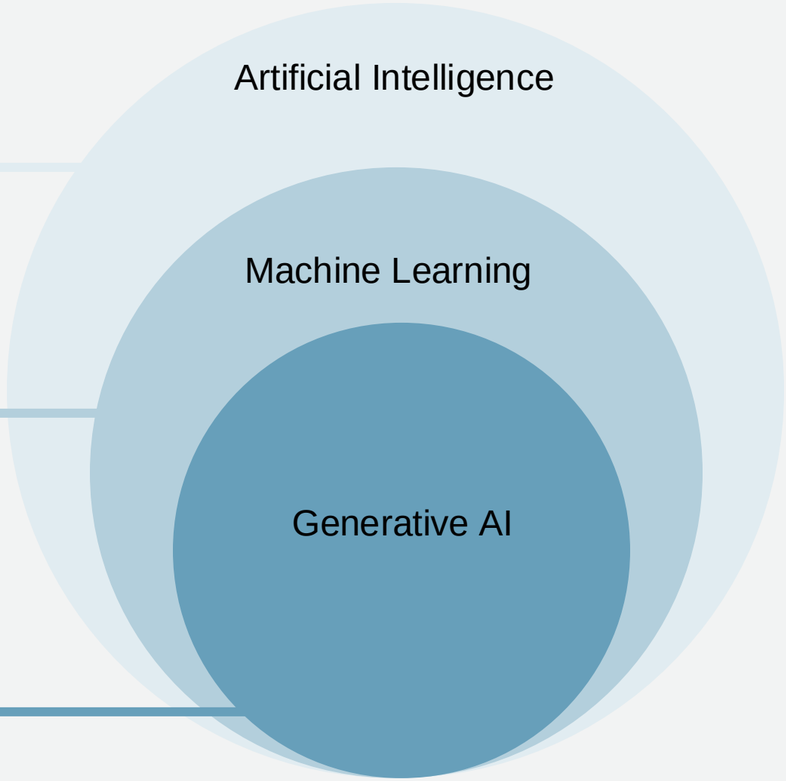
AI vs ML vs Generative AI

Artificial Intelligence is the **broader concept** of enabling a machine or system to sense, reason, act, or adapt like a human

Machine Learning is a subset of AI that involves training algorithms to learn from and make **predictions or decisions** based on data
Outputs: Number, classification, probability

Generative AI enable machines to understand, learn and **generate new content**, images and conversations autonomously.
Outputs: Natural language, text, image, audio



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Large Language Model

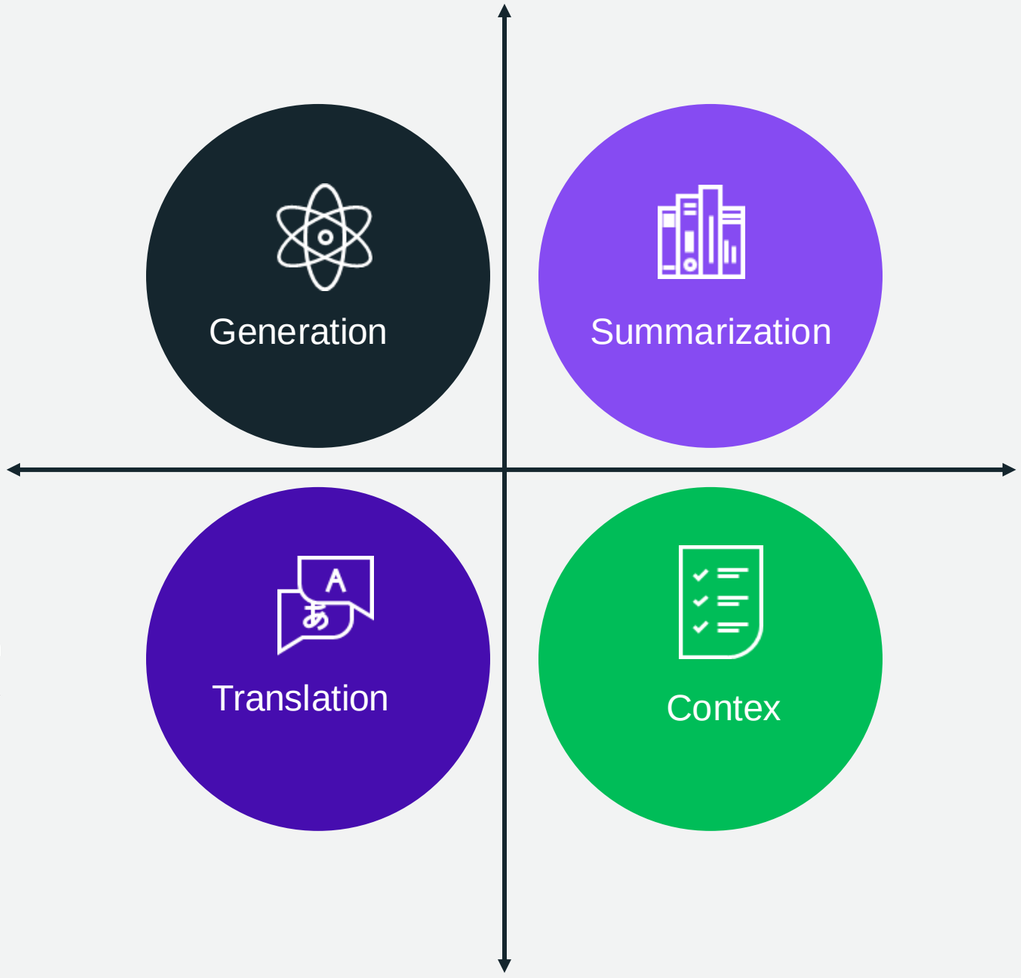
Models trained on large text datasets coming from all kinds of data sources

Generate

LLMs can generate human-like text, including articles, stories, and creative content

Translate

Translate text from one language to another with high accuracy.



Summarize

Automatically condense long texts into shorter, coherent summaries.

Contextualize and Analyze

Within a sentence or paragraph, LLMs analyze the context of a given word or phrase to generate coherent and contextually relevant text.

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Predictive AI vs. Generative AI

Type	Predictive AI	Generative AI
Use case	**Predictive Maintenance**	**Project Executive Report**
Desc	Predict equipment failure based on historical data and real-time sensor inputs	Use Generative AI to create the Project Executive Summary, and additionally obtain insights on the project, such as budget overruns, delayed activities, start dates, and critical path information
Benefit	Minimize equipment downtime	Rapid summary report generation
Output	**Predictions** on which equipment will failure to inform a maintenance schedule	**Project Executive summary report** based on project data in the system

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Infor GenAI Introduction

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Industry GenAI, the power of the wisdoms!

GenAI Service

Data Sources

Infor Industry Data
(Cloudsuite)

Enterprise Data
(Data Lake / Lakehouse)

AI Models
(ML)

Documents
(Specs, Guides, etc.)

Data Security

Privacy

Prompt IP

Metering

AWS
Bedrock

IaaS

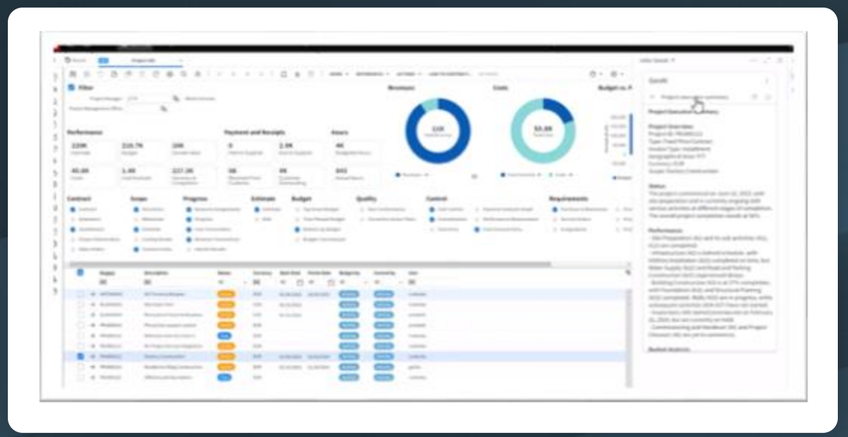
Consumption

Digital Assistant

Smart Widgets/
Embedded Experience

Congierce (CX)

APIs



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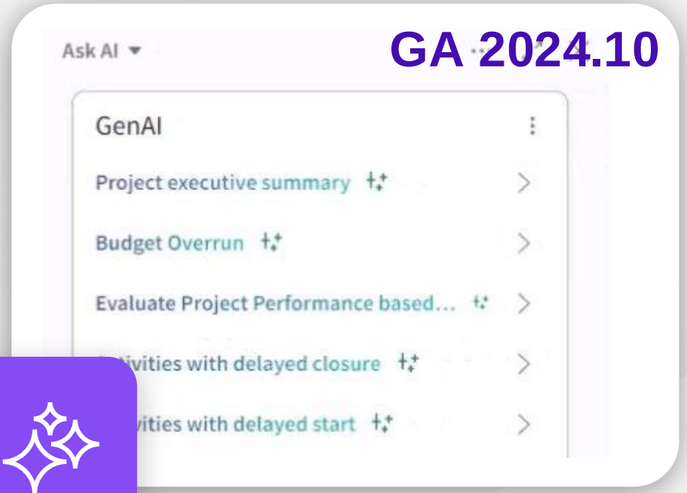
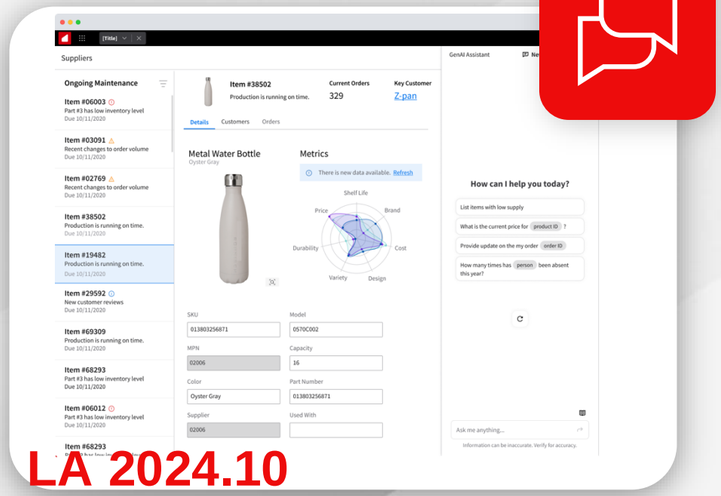
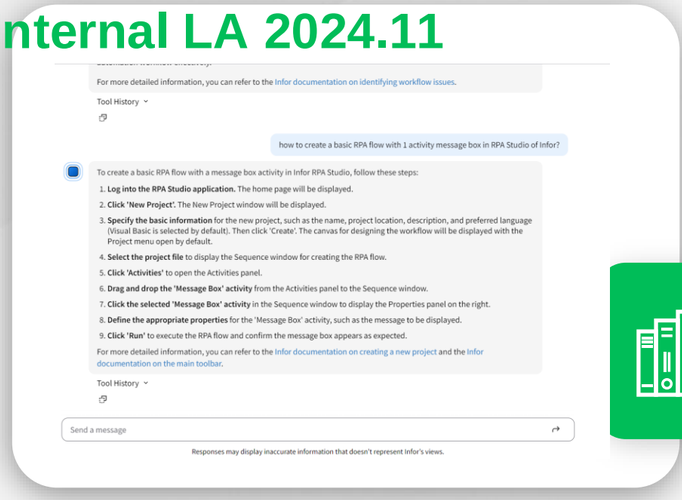
Infor GenAI Experience

Generative AI capabilities







Easy Harvest/GenAI Embedded Experience

Hyper-productivity built directly into Infor CloudSuites. Quick Report and Description Generation enhance with translation capabilities.

Bot Ensemble/ GenAI Assistant

Conversational interface using natural language processing powered by Large Language Model. Allowing retrieval of information from Infor CloudSuites.

Doc Know- Hub / GenAI Knowledge HUB

Retrieval of Knowledge from different document types using Natural Language through conversational UX.

Generative AI elevates the user experience through out your enterprise

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GenAI Embedded Experience
General Availability
October 2024

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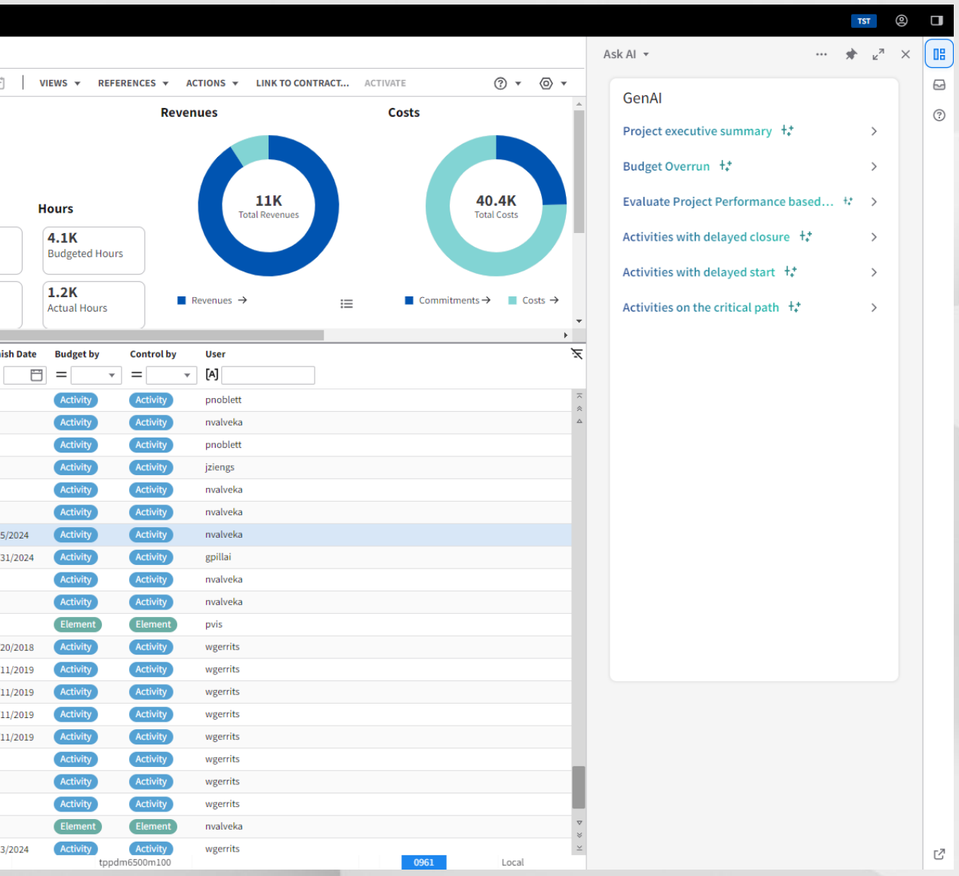
Embedded Experience /Easy Harvest

GA 2024.10



Baked into the Applications

Preselected use cases implemented in application screens, Menu items; Icons; OR delivered via Smart widgets.

LLM Passthrough

Prompts are constructed with complete inputs which the LLM can act upon independently and generate the final response.

Text Generation/ Summarization/ Translations

Create new descriptions, beautify existing description; Create Reports, lists; Translate text, email templates, documentations; Generate executive summary, reports, comparisons; Combine general knowledge with business context

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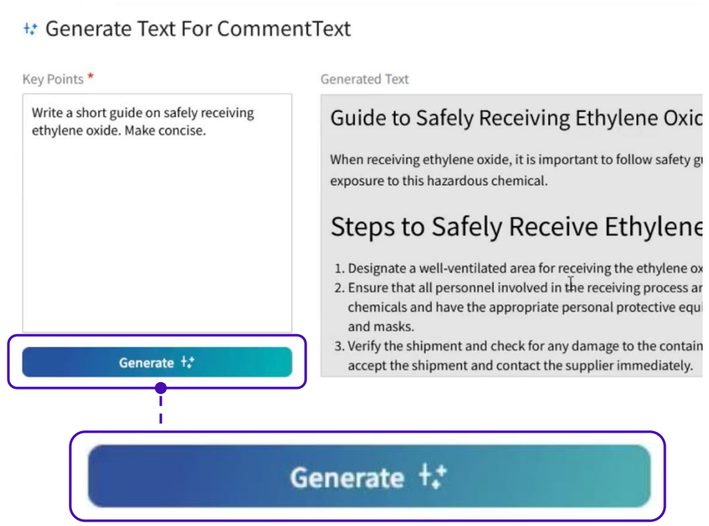
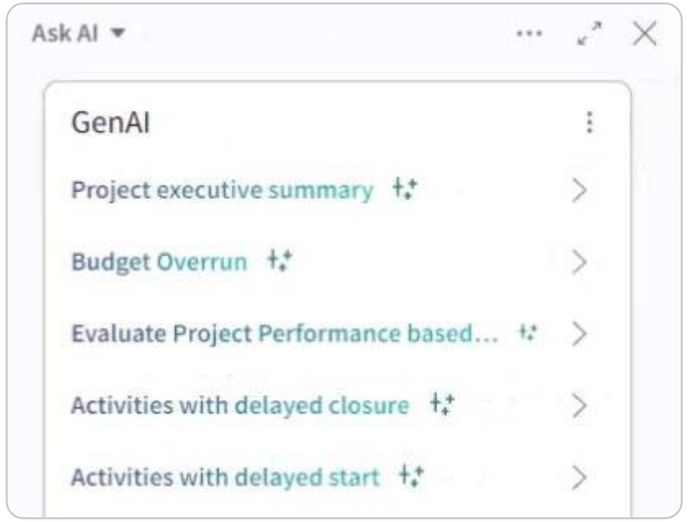
Infor GenAI Embedded Experiences

Write, summarize, and analyze with ease, embedded in where you work



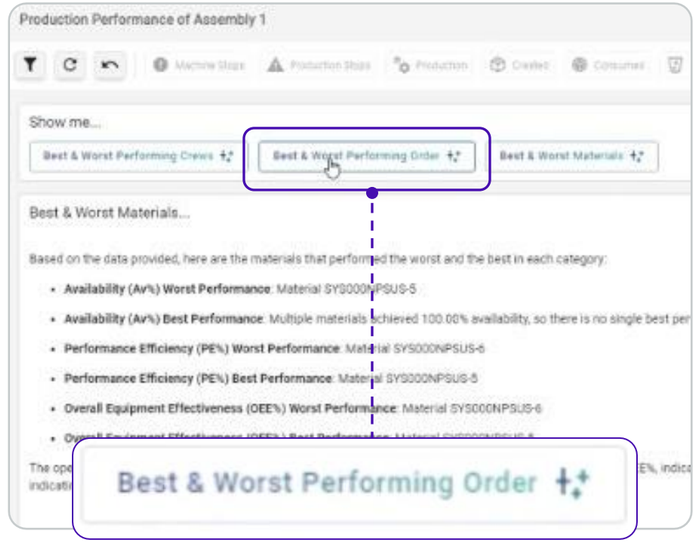
Instantly make complex, repetitive tasks easy

Turn hours of writing, re-writing, and localizing into minutes with one-click efficiencies. Spend time on higher value work that needs the ideas only you can bring.



Know the best course of action with trusted insights

Let AI do the heavy lifting, generating summarized insights around project and production performance, budget overruns, contract comparisons, and more.



Discover new ways of working in existing workflows

Embedded directly in Infor CloudSuite, see how work gets done faster and more accurately - all in the secure spaces you're familiar with.

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GenAI Assistant
Limited Availability
October 2024

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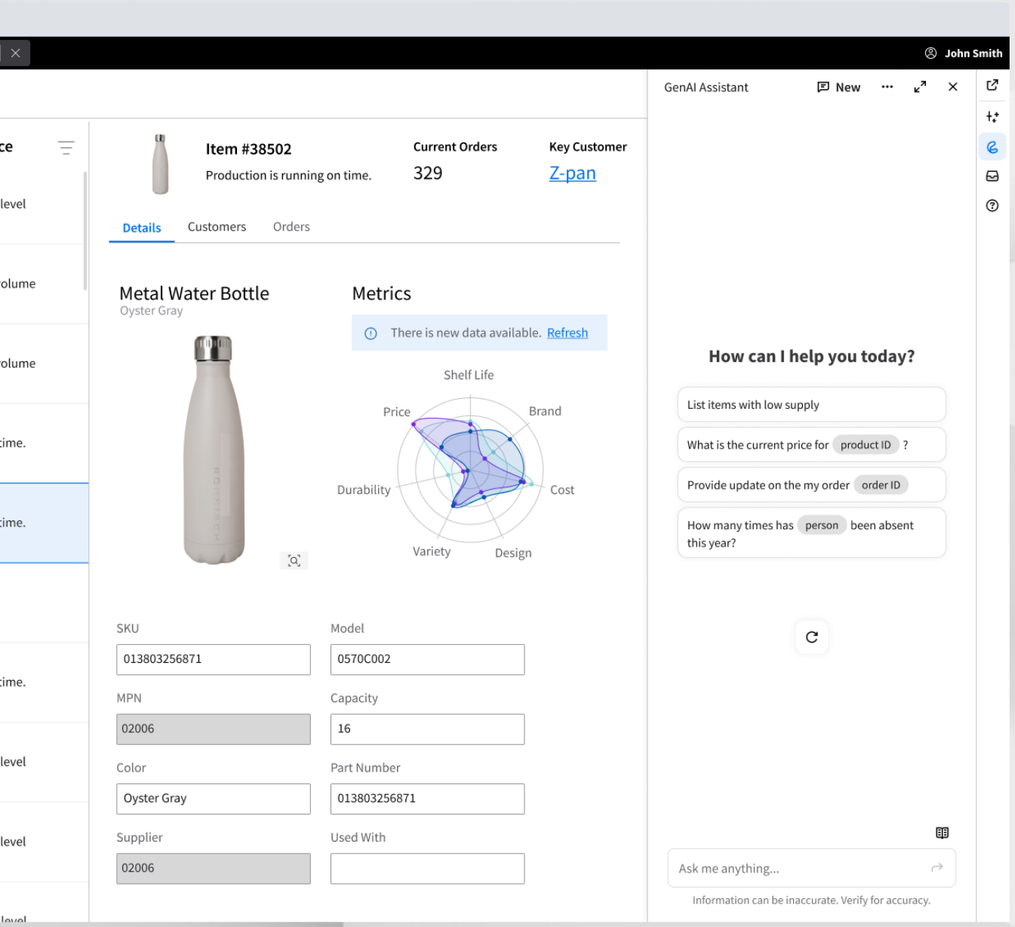
GenAI Assistant

LA 2024.10



Enterprise ChatBoT

Streamline the business processes by using the natural language while conversing with chatbot without the need of following a pre-defined conversation scenario, only free form text. Part of the Infor OS platform.

Tool CRUD and Tool Factory

The tool CRUS and Tool Factory allows our internal adopters to create, update the tools which serves chatbot to execute and streamline different actions through chatbot interface.

CloudSuite Tools

A pre-defined set of tools provided by the GenAI Assistant adopters allow user to take an action in the Conversation UI.

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Infor GenAI Assistant

Get answers instantly across your industry data with conversational genAI

Streamline all your data, ask in one place

Explore all your data in one place, connecting your Infor CloudSuite and documentation together for a complete view of your business to inform decisions quickly.

Engage in context-driven answers and actions

Have deep, contextual conversations as you refine, clarify, and pivot - ensuring precise, actionable responses with automated tasks handled for you.

Find your focus with genAI in a trusted flow of work

Reduce distractions with a trusted guide directly in Infor CloudSuite so you can have AI-driven productivity with the robust security and data privacy that you're used to.

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GenAI Knowledge Hub
Internal Limited Availability
November 2024

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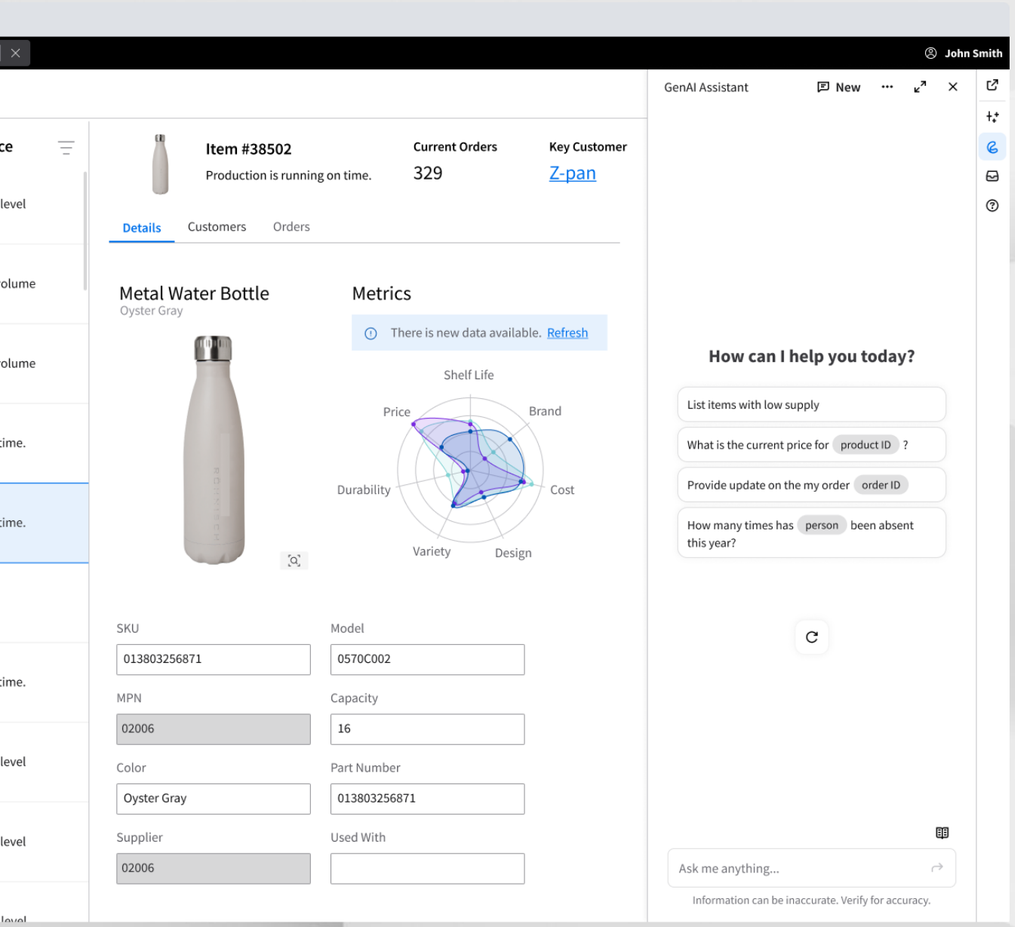
GenAI Knowledge Hub

Internal LA 2024.11



Self Service ChatBot

Conversational access to information in multiple document sources – such as user manuals, support tickets and policy documents

IT / Product Help

Infor Product documentation from docs.infor.com, Knowledge base articles, Support incidents, release calendars from Concierge

Infor IT/ Cx organization/ Customers

Intended for use by Infor's Support and Customer Success org. Will be potentially extended for customer access.

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GenAI Capabilities in Infor LN CE

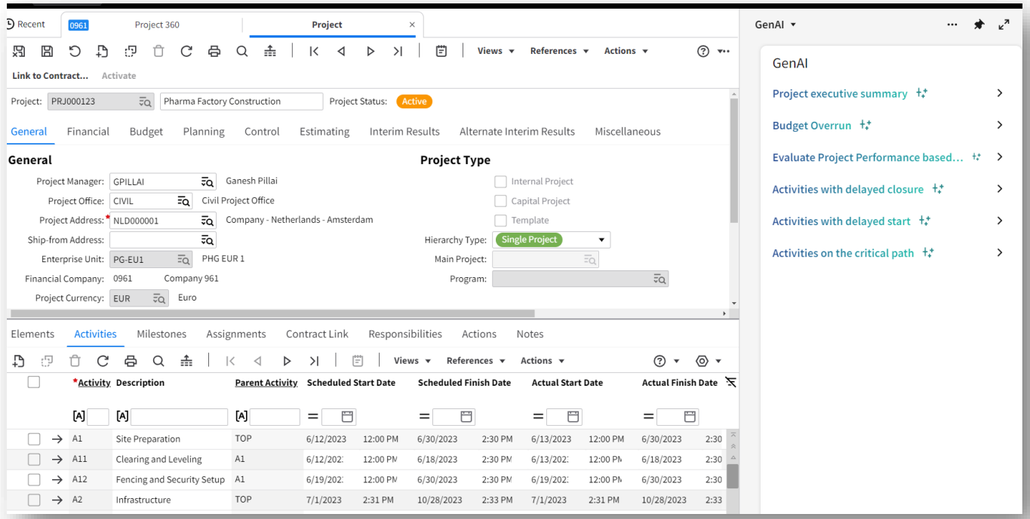
2024.10 - GA

Infor GenAI Embedded Experience

(Content Generation, Summarization and Translation)

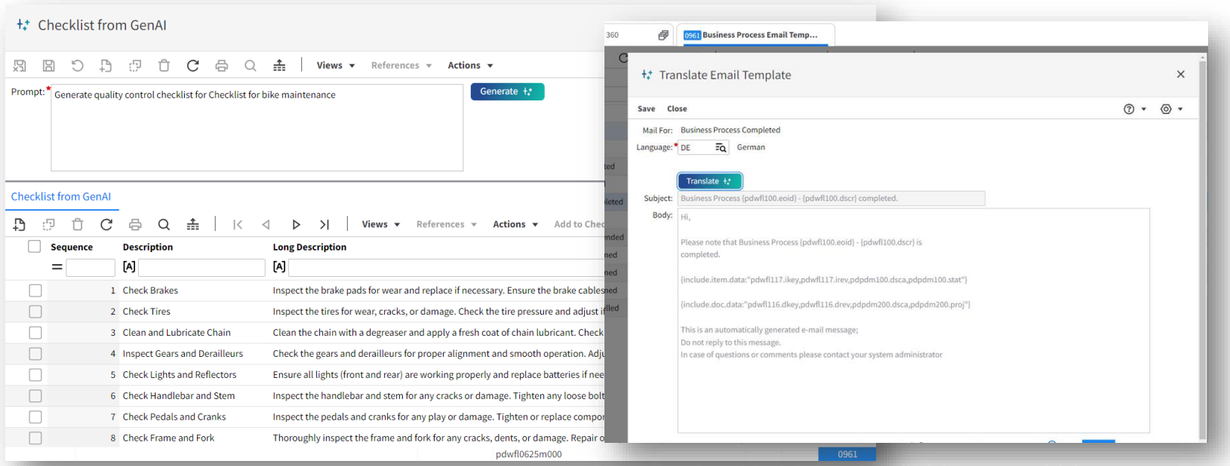
Project

- Leverage GenAI for **Executive Reporting**, for finding **Actionable insights**, and for taking AI assistance in **generating content for presentation** decks.
  - Project Executive Summary
  - Budget Overrun –*Identifies activities exceeding budget.*
  - Evaluate Project performance based on CPI & SPI
  - Activities on the critical path –*Can we afford any delay?*
  - Activities with delayed start –*needs closer monitoring.*
  - Activities with delayed closure –*for analysis.*
  - Contract performance executive summary
  - Content for presentation deck –*AI curated content*



PLM

- Using the embedded GenAI features within PLM for discrete sessions, users can
  - -Translate email Templates,
  - -Generate Product Structure Summary and
  - -Generate Industry specific Approval Checklists.



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Infor GenAI Assistant

(Infor GenAI Assistant for Conversational AI Experience)

Project

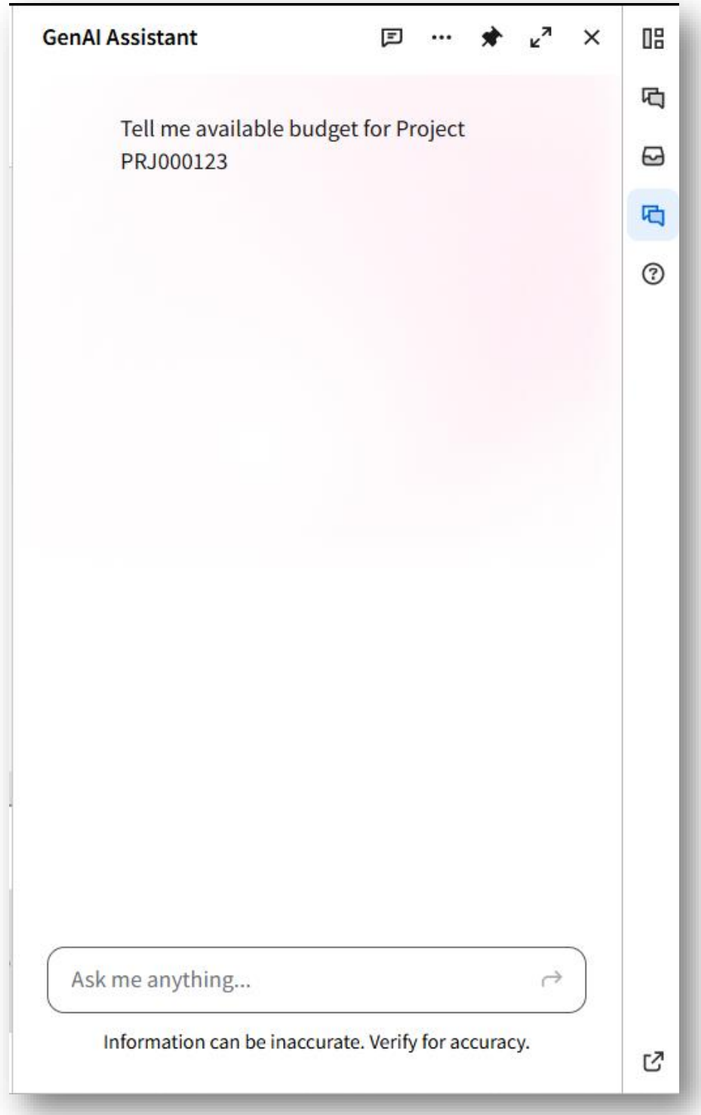
- Seamlessly query project-related data, including **schedule, budget, cost, contracts, invoicing, and contract deliverables**.

Quality

- Conversational access to NCR data, enabling a quick deep dive into NCRs and **analysis of the business impact of NCRs**

PLM

- Conversational experience for generating an **Impact Analysis Report for a PLM item**.



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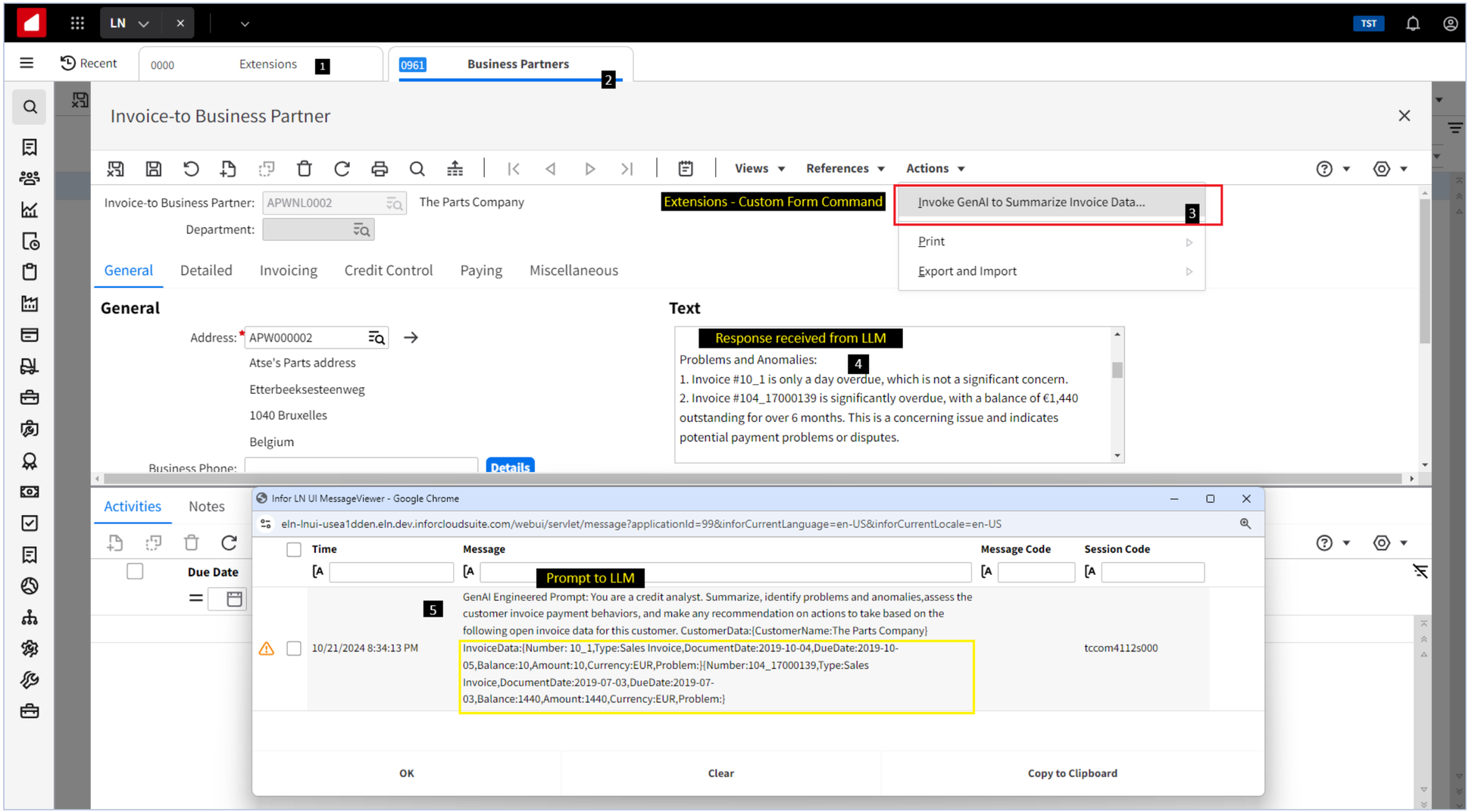
Invoking GenAI from Extensions



Note:

- This use case serves only as an example of how GenAI APIs can be accessed through the extensibility features of Infor LN.
- Customers are expected to build their own extensions

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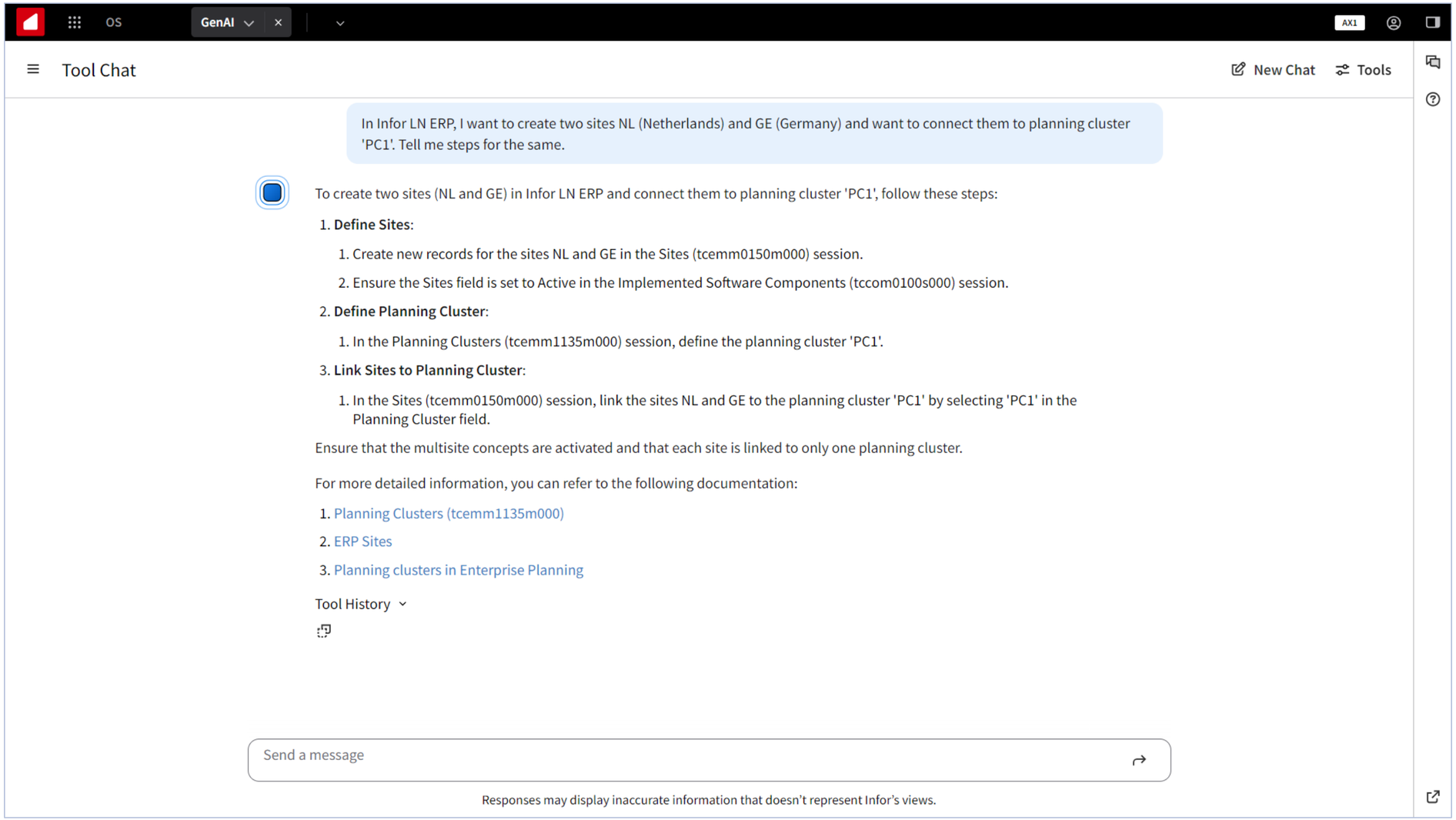
Documentation Knowledge Hub for LN



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References

Release Training & KB

GenAI Embedded Experience:

Infor GenAI Assistant for Answering Queries on LN Projects, Contracts and Quality:

Infor U: https://education.infor.com/course-catalog/lesson/?id=21647

KB: KB2329094

Infor GenAI Assistant for Impact Analysis of PLM Item:

Infor U: https://education.infor.com/course-catalog/lesson/?id=21650

KB: KB2329270

GenAI Assistant:

Generative AI in LN Projects:

Infor U: https://education.infor.com/course-catalog/lesson/?id=20279

Generative AI in LN PLM:

Infor U: https://education.infor.com/course-catalog/lesson/?id=20335

External Knowledge

Introducing Infor GenAI: https://youtu.be/a855zBy-dlg?feature=shared

Machine Learning: https://en.wikipedia.org/wiki/Machine_learning

What are LLMs? https://aws.amazon.com/what-is/large-language-model

Transformer: https://en.wikipedia.org/wiki/Transformer_(deep_learning_architecture)

Prompt Engineering: https://aws.amazon.com/what-is/prompt-engineering/

Infor LN: https://www.infor.com/en-gb/solutions/erp/ln

Infor Artificial Intelligence: https://docs.infor.com/colemanai/latest/en-us/colemanaiug/default.html

Infor GenAI: https://www.infor.com/industries/gen-ai

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Thank you

Infor is a global leader in business cloud software specialized by industry.

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