



Consolidated Web Apps Adoption Toolkit

Vivianna Wilhelm
Finance
Vivianna.Wilhelm@infor.com

Jennifer Krupp
Supply Chain
Jennifer.Krupp@infor.com

April Wright
HRT/Payroll
April.Wright@infor.com

Consolidated Web Apps

1 Overview

4 Project Planning Template

2 Enablement

5 Communications Plan and Templates

FSM

HRT

3 Learning Assets

FSM




HRT

Consolidated Web Apps Overview

Consolidated Web Apps

Transforming the ERP Experience to Accelerate Business Efficiency

A strategic investment to simplify our ERP landscape—enabling faster decision-making, improved user experience, and reduced operational friction.

 The Challenge	 Our Solution	 The Outcome
<ul style="list-style-type: none">• Redundant applications• Confusing navigation• Inefficient access controls	<ul style="list-style-type: none">• Role-based consolidation of ERP functionality• Streamlined menus and workflows• Modernized, secure access management	<ul style="list-style-type: none">• Faster, data-driven decision-making• Improved productivity and user adoption• Lower operational and IT support overhead

A simplified ERP experience that better supports how our teams work today—and scales for what comes next.

Key Business Outcomes & Strategic Importance

Driving Agile, User-Centric ERP for Today and Tomorrow

Increased Productivity	Reduced Training Burden	Improved Governance & Agility	Sustained Scalability
Fewer clicks and clearer navigation allow employees to complete tasks faster and with fewer errors.	Intuitive system shortens ramp-up time for new users and simplifies change management.	Visual tools make it easier to manage access, ensuring the right people see the right data—without technical dependencies.	Cleaner system architecture ensures ERP can evolve with the business—without carrying the weight of legacy complexity.

Why It Matters Now

As we prepare for the next wave of innovation, modernizing our ERP experience is essential to remain agile, cost-effective, and user-focused. This project supports our broader goals of digital transformation, operational excellence, and employee empowerment.

This is more than a UI refresh—it's a foundational shift that enables our teams to work smarter, not harder.

Consolidated Web Apps

Enablement

Financials and Supply Management Enablement

Human Resources Talent Enablement

Consolidated Web Apps

FSM Enablement

Summary of FSM Consolidated WebApp Toggles

Summary of web application toggles for Finance and Supply Management by phase, release date, and default enablement date, providing visibility and oversight of when toggles are automatically enabled.

Toggle	Release Date	Default Date
Consolidated Webapps Phase 1	October 2023	April 2026
Consolidated Webapps Phase 2	April 2024	April 2026
Consolidated Webapps Phase 3	October 2024	April 2026
Financials Administrator Consolidation	July 2025	April 2026
Financials Processor Consolidation	July 2025	April 2026
Supply Management Processor Consolidation	July 2025	April 2026
Requisitions Menu Consolidation	July 2025	October 2026

Consolidated WebApp Toggles - FSM

Navigation: Shared Processes – Feature Toggles

Select Toggle(s) and Enable

Feature Toggles							
Available		Implemented					
Available Features							
RN-7031248	Financials Administrator Consolidation	FSM Administration	July 2025	April 2026	Yes	User	8/28/2025 8:11:01 AM
RN-6839262	Supply Management Processor Consolidation	FSM Administration	July 2025	April 2026	No	User	8/28/2025 8:10:53 AM
RN-6839262	Financials Processor Consolidation	FSM Administration	July 2025	April 2026	Yes	User	8/28/2025 8:10:46 AM
RN-6274889	Hide Unconsolidated Webapps	FSM Administration	April 2025	April 2026	No	Not Enabled	
JR-6749273	Consolidated Webapps Phase 3	FSM Administration	October 2024	April 2026	No	User	8/28/2025 8:08:09 AM
JR-6563403	Consolidated Webapps Phase 2	FSM Administration	April 2024	April 2026	No	User	8/28/2025 8:07:49 AM
JR-5161125	Consolidated Webapps Phase 1	FSM Administration	October 2023	April 2026	Yes	User	1/5/2026 4:38:07 PM
RN-6767751	Requisitions Menu Consolidation	FSM Administration	October 2025	October 2026	No	Not Enabled	

Consolidated WebApp Toggles - FSM

Phase 1 – October 2023

- Assets
- Projects
- Receivables
- Payables
- Match
- Purchasing
- Inventory
- Contracts (Contract Manager)

Phase 2 – April 2024

- Global Ledger
- Cash
- Billing
- Billing and Receivables Portal
- Intercompany Billing
- Franchise Billing
- Leases
- Close
- Reconciliation
- Contracts (Price/Terms Manager)
- Sourcing
- EDI
- Inventory (Inventory Intelligence)
- Item Lifecycle
- Warehouse
- Order Entry
- Work Order
- Student Activities

Phase 3 – October 2024

- Application Administrator
- Supply Management Administrator
- Supply Management Viewer
- Financials Viewer
- Supplier Portal
- Approver
- Kitchen Management

Phase 4 – July 2025

- Financials Administrator
- Financials Processor
- Supply Management Processor
- Requisitions

Consolidated WebApp FSM Phase 1

October 2023 Release

Assets

- Asset Analyst
- Asset Manager

Projects

- Project Accountant
- Project Certifier
- Project Manager
- Project Resource

Receivables

- Credit and Collection Specialist
- Receivables Administrator
- Receivables Manager
- Receivables Specialist

Payables

- Payables Administrator
- Payables Invoice Processor
- Payables Manager
- Payables Vendor Specialist

Match

- Match Specialist
- Match Administrator

Purchasing

- Purchasing Manager
- Purchasing Receiver
- Buyer

Inventory

- Item Master Specialist
- Inventory Manager
- Par Level Specialist

Contracts

- Contract Manager

Consolidated WebApp FSM Phase 2

April 2024 Release

Global Ledger

- Budget Analyst
- Chief Financial Officer
- Controller
- Financial Business Analyst
- Financials Viewer
- Staff Accountant

Cash

- Cash Accountant
- Cash Administrator
- Cash Analyst
- Cash Manager

Billing

- Billing Administrator
- Billing Manager

Billing/Receivables Portal

Intercompany Billing

- Intercompany Billing

Franchise Billing

- Franchise Billing

Leases

- Lease Specialist

Close

- Close Administrator
- Close Manager
- Close Resource

Reconciliation

- Reconciliation Administrator
- Reconciliation Auditor
- Reconciliation Manager
- Reconciler

Consolidated WebApp FSM Phase 2 Continued

April 2024 Release

Contracts

- Contract Manager (Oct 2023)
- Pricing Manager

Inventory

- Inventory Intelligence

Order Entry

- Order Entry Manager

Sourcing

- Sourcing Manager

Item Lifecycle

- Item Lifecycle Administrator
- Item Lifecycle Coordinator
- Item Lifecycle Responder

Work Order

- Work Order Manager

EDI

- EDI

Warehouse

- Warehouse Clerk

Student Activities

- School Bookkeeper
- School Collector
- School Controller

Consolidated WebApp FSM Phase 3 and 4

October 2024 Release

Application Administrator

Supply Management Administrator

Supply Management Viewer

Financials Viewer

Supplier Portal

Approver

Kitchen Management

July 2025 Release

Financials Administrator

Financials Processor

Supply Management Processor

Requisitions

Consolidated Web Apps

HRT Enablement

Summary of HRT Consolidated WebApp Toggles

Summary of web application toggles for Human Resources Talent by phase, release date, and default enablement date, providing visibility and oversight of when toggles are automatically enabled.

Toggle	Release Date	Default Date
Talent Acquisition	April 2024	April 2026
Benefits	April 2024	April 2026
Absence	April 2024	April 2026
Case Management	October 2024	April 2026
Compensation	October 2024	April 2026
Employee Safety / Occupational Health	October 2024	April 2026
Learning and Development	October 2024	April 2026

Toggle	Release Date	Default Date
Payroll	October 2024	April 2026
Performance	October 2024	April 2026
Succession	October 2024	April 2026
Time	October 2024	April 2026
HR Administration	October 2024	April 2026
System Administration	October 2024	April 2026
Employee	April 2025	April 2026
Manager	April 2025	April 2026

Consolidated WebApp Toggles - HRT

Navigation: Utilities – Primary – Feature Toggles

Feature Toggles							
Available		Implemented		Select Toggle(s) and Enable			
Available Features							
Jira Referenc...	Feature	Category	Date Available	Trial Period E... ⚙	Enabled	Enabled By	Date Enabled
JR-6842059	Time Consolidated Webapp	Time	October 2024	🕒 April 2026	Yes	User	10/21/2024 10:41:22 AM
JR-6486289	Talent Acquisition Consolidated Webapp	Talent Acquisition	April 2024	🕒 April 2026	Yes	User	4/22/2024 7:01:03 AM
JR-6842059	System Administration Consolidated Webapp	System Administration	October 2024	🕒 April 2026	Yes	User	10/21/2024 10:41:02 AM
JR-6842059	Succession Consolidated Webapp	Succession	October 2024	🕒 April 2026	Yes	User	10/21/2024 10:40:56 AM
JR-6842059	Payroll Consolidated Webapp	Payroll	October 2024	🕒 April 2026	Yes	User	11/19/2024 1:29:18 PM
JR-6979619	Performance Consolidated Webapp	Performance	October 2024	🕒 April 2026	Yes	User	10/21/2024 10:40:26 AM
JR-6842059	Health & Safety Consolidated Webapp	Occupational Health	October 2024	🕒 April 2026	Yes	User	10/21/2024 10:40:20 AM
JR-6923412	Learning and Development Consolidated Webapp	Learning and Development	October 2024	🕒 April 2026	Yes	User	10/21/2024 10:40:15 AM
JR-7002015	Case Management Consolidated Webapp	Case Management	October 2024	🕒 April 2026	Yes	User	10/21/2024 10:40:08 AM
RN-6252124	Employee Consolidated Webapp	HR Administration	April 2025	🕒 April 2026	Yes	User	6/24/2025 9:27:59 PM
JR-6794915	Manager Consolidated Webapp	HR Administration	April 2025	🕒 April 2026	Yes	User	4/28/2025 9:41:24 AM
JR-6842059	HR Administration Consolidated Webapp	HR Administration	October 2024	🕒 April 2026	Yes	User	10/21/2024 10:39:41 AM
JR-6842059	Compensation Consolidated Webapp	Compensation	October 2024	🕒 April 2026	Yes	User	10/21/2024 10:39:29 AM
JR-6486293	Benefits Consolidated Webapp	Benefits	April 2024	🕒 April 2026	Yes	User	4/22/2024 7:00:58 AM
JR-6486578	Absence Consolidated Webapp	Absence	April 2024	🕒 April 2026	Yes	User	4/22/2024 7:00:54 AM

Consolidated WebApp Toggles - HRT

April 2024

- Talent Acquisition
- Benefits
- Absence

October 2024

- Case Management
- Compensation
- Employee Safety / Occupational Health
- Learning and Development
- Payroll
- Performance
- Succession
- Time
- HR Administration
- System Administration

April 2025

- Employee
- Manager

Consolidated Web Apps

Learning Assets

[Financials and Supply Management Learning Assets](#)

[Human Resources Talent Learning Assets](#)

Consolidated Web Apps

FSM Learning Assets

Learning Assets – FSM

Session Title	Knowledge Base link to collateral and recordings
WebApp- Cross walk	https://customerportal.infor.com/csmcore?id=kb_article_view&sys_parm_article=KB3543361
Overview Scenarios	https://customerportal.infor.com/sys_attachment.do?sys_id=ec6b5713c3aeaad8ba4f9c94e40131c4&view=true
FSM Web App Consolidation Monthly Office Hours	Portal Knowledge - FSM Web App Consolidation Monthly Office Hours Series

Learning Assets – Infor U - FSM

[FSM: 2023.10 RT Introducing New Enhancements - Application Navigation Menu](#)

[Financials & Supply Management: Navigation Overview](#)

[FSM: 2023.10 RT Introducing New Enhancements - Consolidated Web Applications](#)

[FSM: 2023.10 RT Introducing New Enhancements - UX Enablement](#)

[FSM: 2023.10 RT Introducing New Enhancements - Application Navigation Menu](#)

Consolidated Web Apps

HRT Learning Assets

Learning Assets – HRT

Session Title	Knowledge Base link to collateral and recordings
WebApp- Cross walk	https://customerportal.infor.com/csmcore?id=kb_article_view&sysparm_article=KB3502478
Overview Scenarios	https://customerportal.infor.com/sys_attachment.do?sys_id=0cc45aa0c320a254564e212ad0013191
FAQ's	FAQs HCM Web Application Consolidation.pdf
Customer - Yale New Haven Health - Administration Web App Consolidation	Portal Knowledge - Innovation Insights for Service Industries Customers -- Session Collateral -- 20250212
Employee & Manager Consolidated Web Apps	Portal Knowledge - Innovation Insights for Service Industries Customers -- Session Collateral -- 20250219
HCM Web App Consolidation Monthly Office Hours	Portal Knowledge - HCM Web App Consolidation Monthly Office Hours Series
HCM Web App Consolidation - Q3 2025 Latest Updates	Portal Knowledge - Innovation Insights for Service Industries Customers -- Session Collateral -- 20250723
HCM Web App Consolidation - Q4 2025 Latest Updates	Portal Knowledge - Innovation Insights for Service Industries Customers -- Session Collateral -- 20251015

Learning Assets – Infor U - HRT

[HR Talent: v2024.04 RT Introducing Talent Acquisition Enhancements](#)

[HR Talent v2024.04 RT Introducing Absence Management Enhancements](#)

[HR Talent: v2024.10 RT Introducing Streamlined Navigation + UX for Administrative Modules](#)



Consolidated Web Apps
Project Planning

Project Overview

Problem

Over time, “applications” have evolved into role-specific experiences, creating complexity, redundancy, and poor usability with frequent context switching. This works against effective User Experience (UX) and User Interface (UI) by creating overlapping functionality, unclear navigation, and inconsistent configuration.



Solution

Streamline the platform by consolidating multiple applications into a unified, modular experience.



Benefit

- Improved usability with clearer, more intuitive navigation
- Simplified, point-and-click tools for managing role-based access to modules and menus
- Easier onboarding experience, with menu structures that are more intuitive to navigate and learn

Executive Timeline

Initiation – 120+ days

- Confirm scope, objectives, and success criteria
- Align key stakeholders and ownership

Planning & Design – 90 days

- Validate requirements and security alignment
- Define rollout and risk-mitigation approach

Build & Validate – 60 days

- Deliver core functionality and integrations
- Validate against design and security standards

Test & Prepare – 30 days

- Complete production-ready testing
- Finalize training and communications

Go-Live

- Execute deployment with rollback readiness
- Provide hypercare support

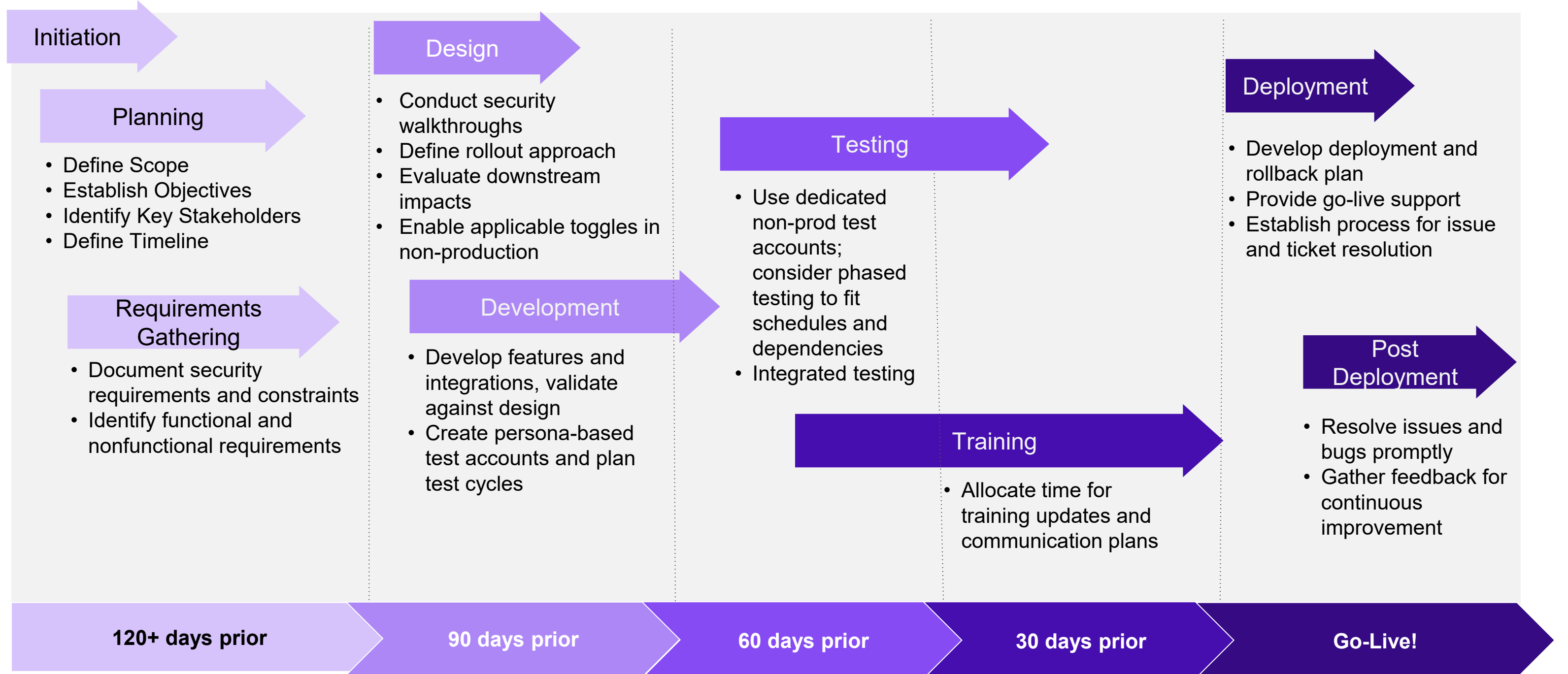
Post-Go-Live

- Resolve issues quickly
- Capture feedback and optimize



****Timeline may vary based on testing resources, security configuration complexity, and internal change-management policies.****

Sample Timeline: WebApp Consolidation Toggles



Note: Timeline is highly dependent upon resource availability for testing, amount of security configurations, and in-house communication policies for change events.

Project Initiation

Critical activities include defining security objectives, evaluating the current application security architecture, identifying initial risk exposure, and establishing clear governance and communication frameworks.

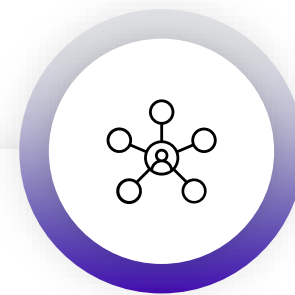


Scope

Identify all feature toggles and determine whether those with later trial period end dates should be included.

Objectives

Define success criteria and identify measurable objectives.



Key Stakeholders

Identify project sponsors and key team members to champion success.

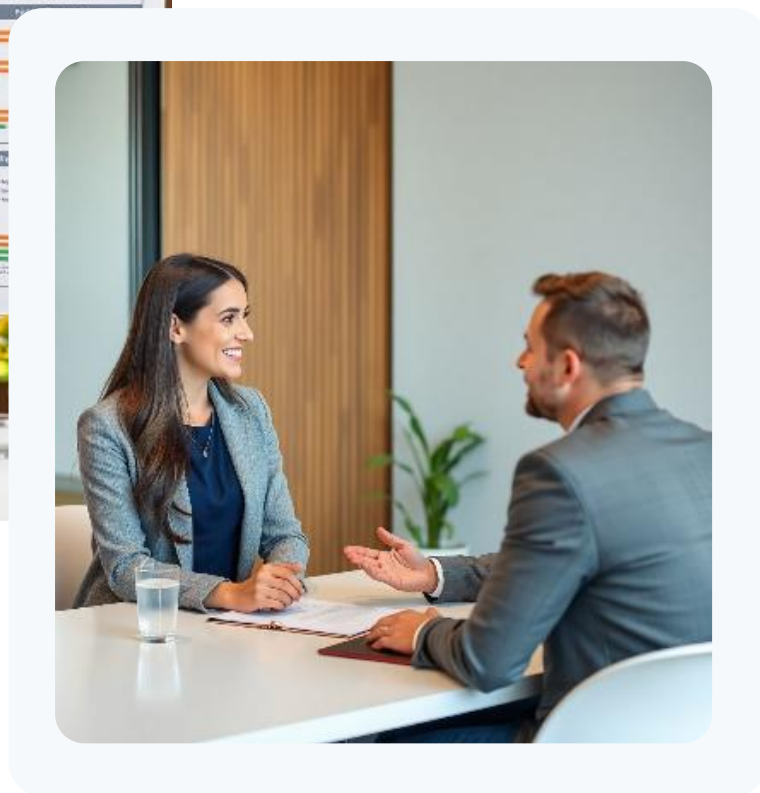
Timeline

Avoid aggressive timelines and include buffers for potential barriers, such as year-end constraints.



Requirements Gathering

Gather comprehensive information on the application's security requirements and constraints. Examine existing documentation of the Landmark application's security design to identify both functional and non-functional requirements, including authentication, authorization, data protection, and regulatory compliance.



Review Design

Review Design/Build documentation, the Solution Outline Architecture Document (SOAD), and recent configuration console changes. Summarize findings and schedule design review sessions.



Collaborate

Requirements that were necessary at the time of go-live may no longer be relevant in 2026. Define strategies to streamline and reduce the landscape of application security configurations.

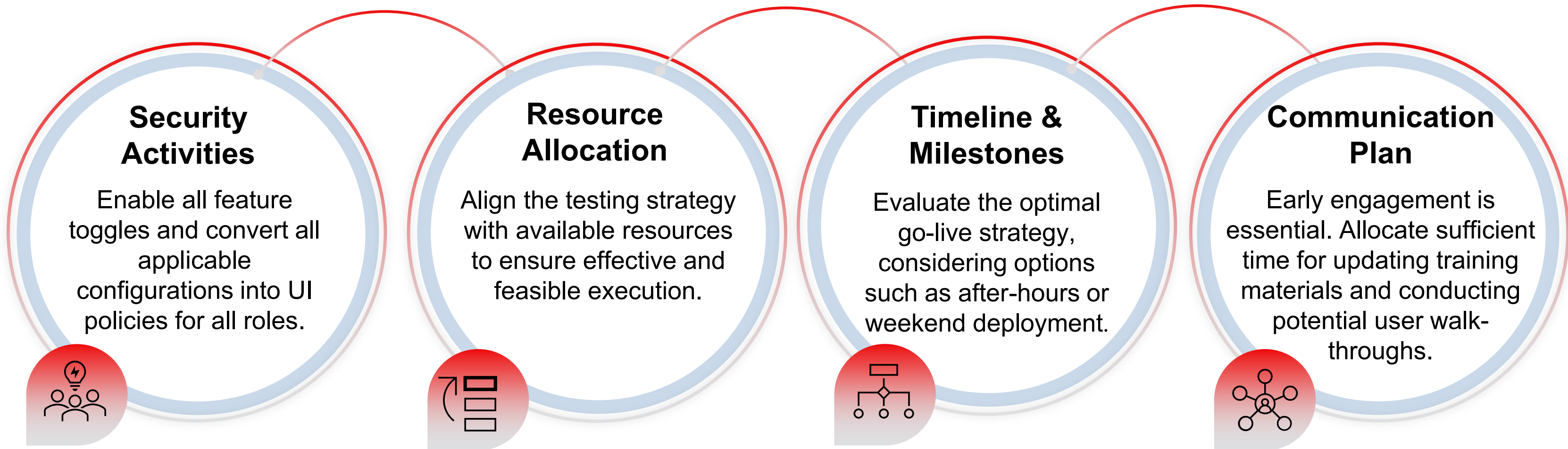


Analyze

Review the outcomes of design meetings with stakeholders and define the path forward. Schedule follow-up meetings, as necessary.

Project Planning

The Planning phase is critical for translating security requirements into concrete, actionable steps. During this phase, the project team develops a detailed plan that outlines key activities, timelines, and responsibilities to ensure successful execution.



Project Design



Security Design

Allocate sufficient time to review the current security design and gain a thorough understanding of its downstream impacts.



Allocate time to meet with stakeholders to capture insights and requirements.



Testing Strategy

Ensure adequate time is allocated to set up and configure the non-production environment.



For phased testing, determine which activities can run in parallel to save time.



Security Persona

Integrated testing is essential—develop user personas that accurately reflect different access levels and roles.



Define which components will be retained and which will be retired.



Allocate time to set up test user accounts in the non-production environment.



Go-Live/Post Strategy

Evaluate whether go-live should occur during weekends or after-hours, and ensure the helpdesk is prepared with basic resolution procedures.



Security Enhancements

Use this rollout as an opportunity to evaluate additional enhancements, such as implementing or refining functional security roles.

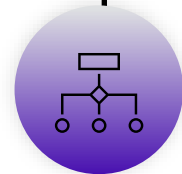
Development

Ensure no stone is unturned by carefully reviewing and implementing security changes to support a seamless user experience.



Review Design

Identify remaining requirements following stakeholder design review.



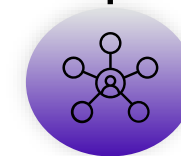
UI Policies

Establish policies for configured roles.



Test

Ensure legacy web applications are deactivated, conduct internal testing prior to handoff, and consider using Functional Security Roles (FSR) to define user personas.



Migration Strategy

Refine the approach and extend to additional non-production tenants.

Development: Challenges & Solutions

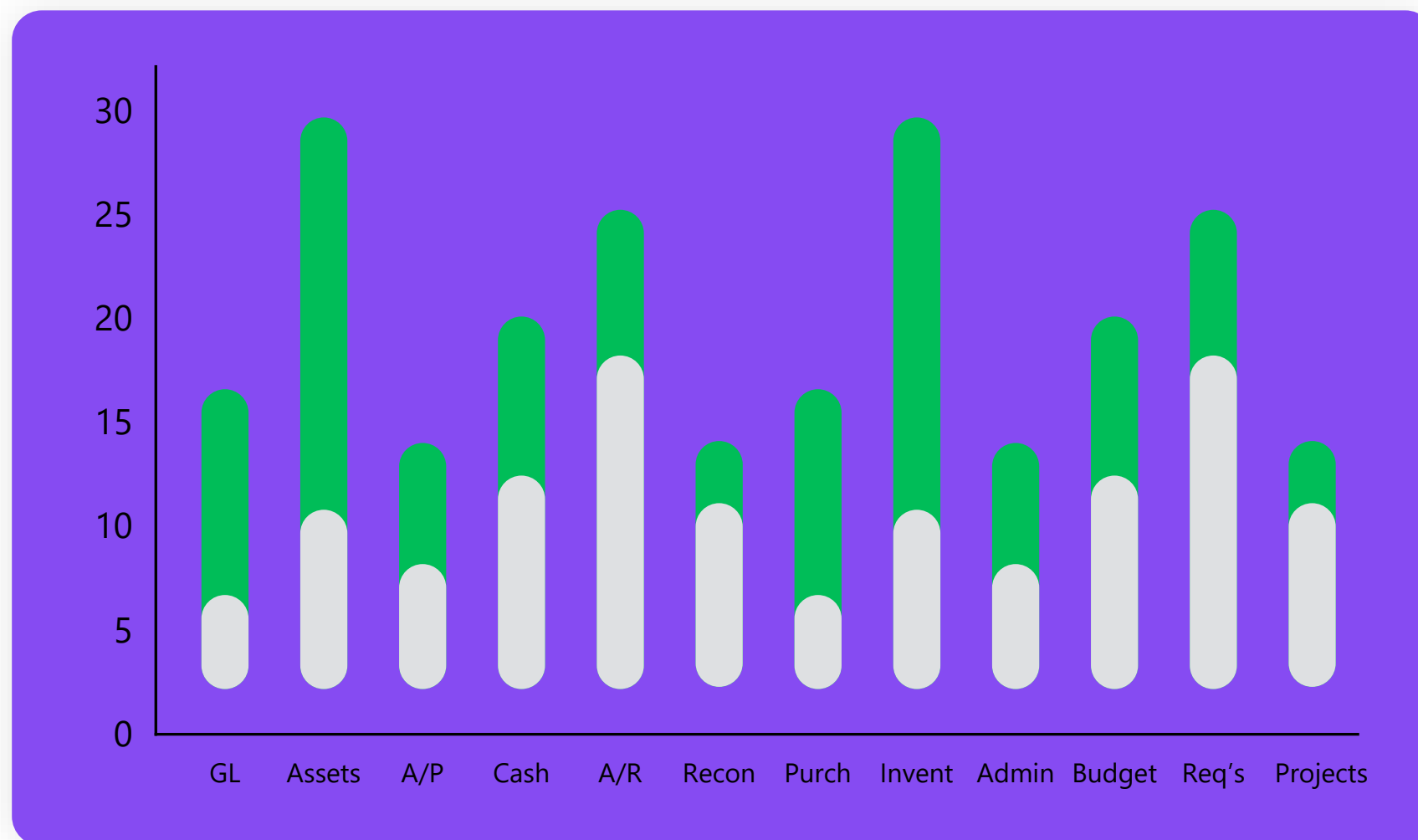
As the project progresses, various challenges may arise. The table below outlines potential challenges along with proactive solutions.

Challenges	Solutions
<ul style="list-style-type: none">× Extensive security configurations× Configured menu navigation× Configured pages to hide tabs× Links to custom URLs× Links to broken bookmarks× Limited resources for testing× FSM and HRT toggles must be enabled by April trial period end date	<ul style="list-style-type: none">✓ Schedule design sessions to confirm configurations✓ Review and update User Interface policies as needed✓ Validate custom URLs and update bookmarks for users✓ Implement phased testing strategy to optimize resources✓ Treat FSM and/or HRT toggles as separate projects and align timelines accordingly

Addressing these challenges proactively helps keep the project on track, mitigates risks, and ensures alignment with business objectives.

Testing

There is typically no need to re-test the entire security design. This phase should focus on validating security personas and Functional Security Roles (FSR), with testing narrowly scoped to application navigation and role-based access. The objective is confirmation, not redesign.



Security Personas

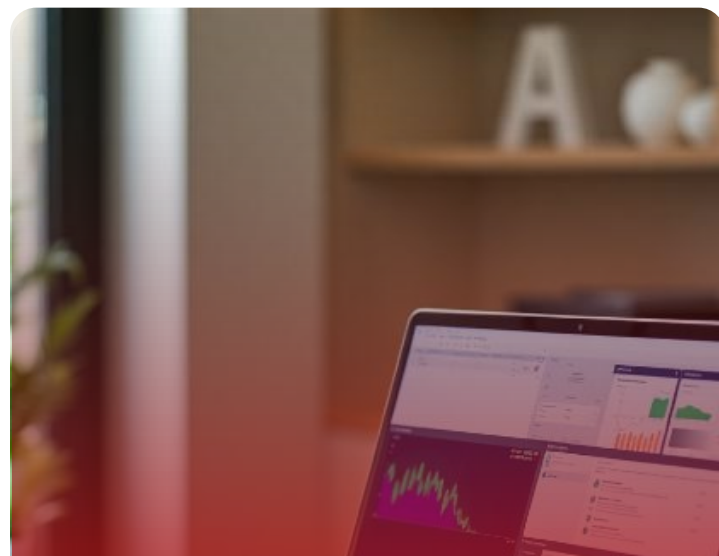
- Validate role alignment across key functional areas
- Confirm access supports job responsibilities without introducing risk
- Focus on consistency, not volume of testing

Testing Approach

By Location	By Department
<ul style="list-style-type: none">• Ensure representation across all entities (e.g., Hospital A, B, C)• Account for differing timelines and operational needs	<ul style="list-style-type: none">• Start with lower-complexity areas to achieve quick wins• Build momentum and stakeholder confidence early

Training

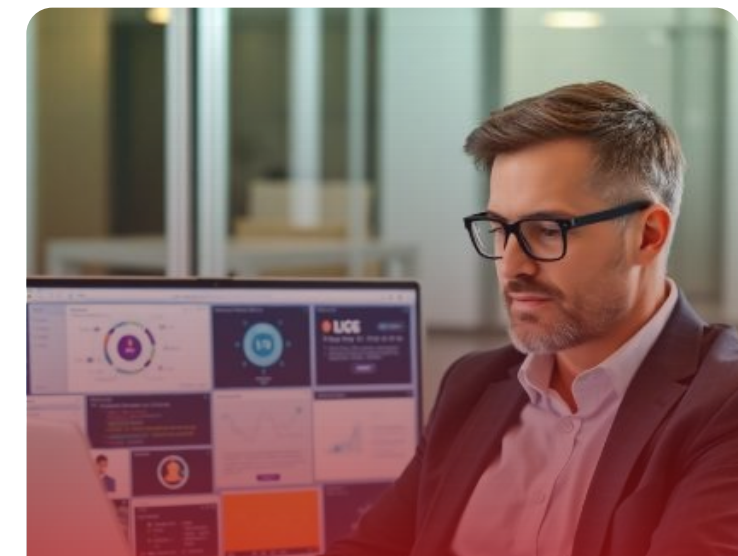
The Training phase ensures that all project team members and relevant stakeholders are adequately equipped with the knowledge and skills required to effectively communicate and support application User Interface (UI) changes during deployment and ongoing operations.



Material Updates
Allocate time to update and maintain test scripts as changes are identified.

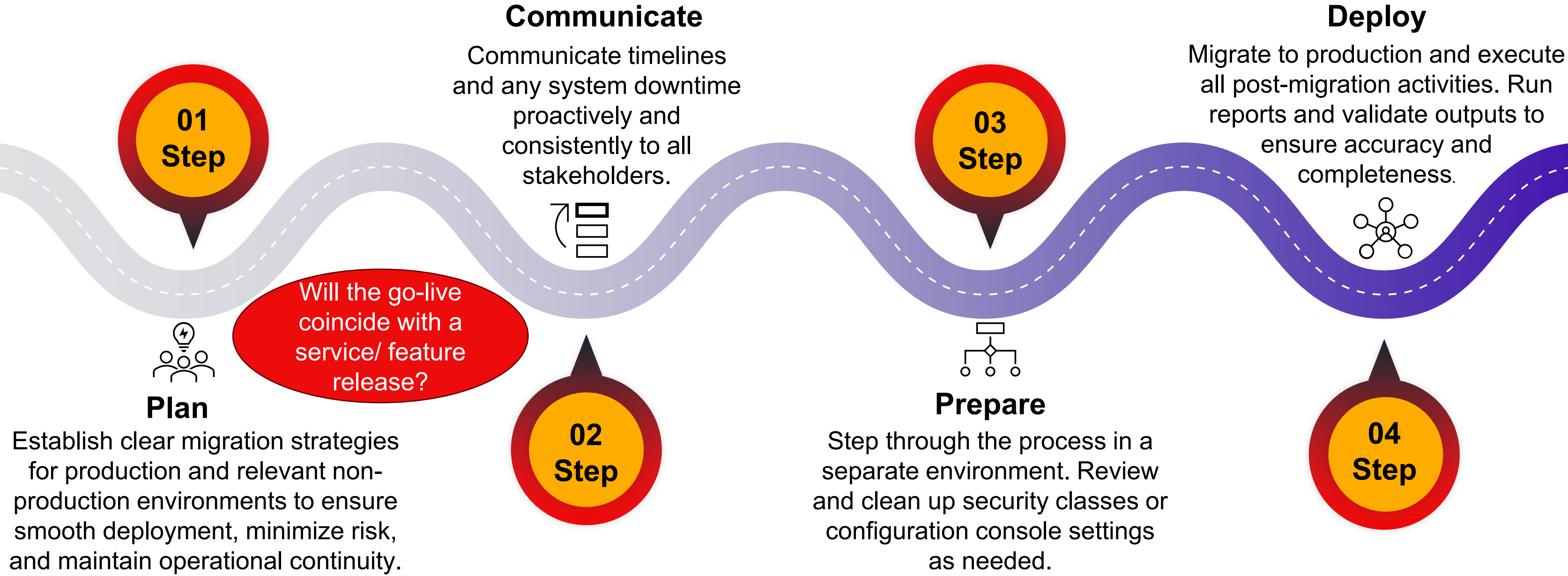


Video Updates
Evaluate whether job aid recordings require updates.



Training Sessions
Consider holding sessions to demonstrate the new user interface and highlight key improvements.

Deployment



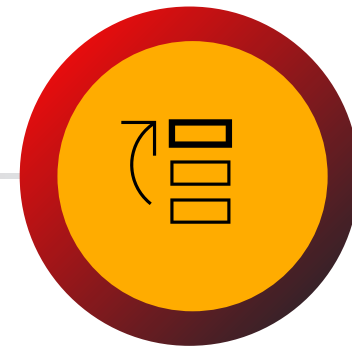
Post-Deployment

The Post-Deployment phase ensures the updated User Interface (UI) navigation remains secure, functional, and aligned with organizational standards and user expectations.



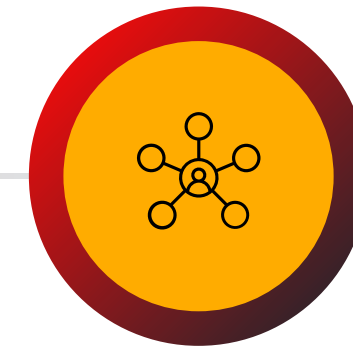
Help Desk

Map out sample issue and resolution scenarios to proactively address potential problems and minimize user frustration..



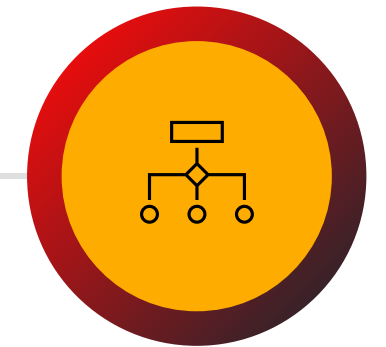
Change Management

Define the process for handling change requests and establish appropriate levels of urgency.



User Feedback

Survey users to capture their feedback: Do they dislike it, like it, or feel indifferent?



Next Steps

Leverage user feedback and lessons learned to inform and improve the enablement of future web application features.

Conclusion & Best Practices

A well-structured project plan serves as the roadmap that turns ideas into reality, ensuring clarity, alignment, and successful execution.

01.

Plan Early

Account for change management policies, blackout dates, and audience readiness.

02.

Over Communicate

Ensure training materials are updated as needed. Clearly communicate changes—for example: “On [XX date], the application will have a new look.”

03.

Review Design

Engage key decision-makers to confirm necessary configurations and security requirements.

04.

Test Strategically

Execute phased testing with representative users to ensure functionality, security, and readiness for deployment.

Customer Example of Effort for HRT

The Health System

- 5 inpatient hospitals with approx. 2500 beds
- Numerous outpatient and ancillary locations
- Approx. 34,000 employees

The ITS ERP Team

- 15 team members
- 1 Manager
 - 1 Team Lead
 - 5 HR/Payroll Analysts
 - 3 Supply Chain Analysts
 - 2 Finance Analysts
 - 3 Security/LMS Analysts

HRT modules

- Employee
- Manager
- Employee Recognition(Raves and Nominations)
- Performance
- Core HR
- Employee Relations
- Compensation
- Talent Acquisition(Requisition only)
- IDM Private Space
- Goals (in process of implementing)
- Checkins (in process of implementing)
- Hybrid Lawson V10 Payroll, Benefit and Absence

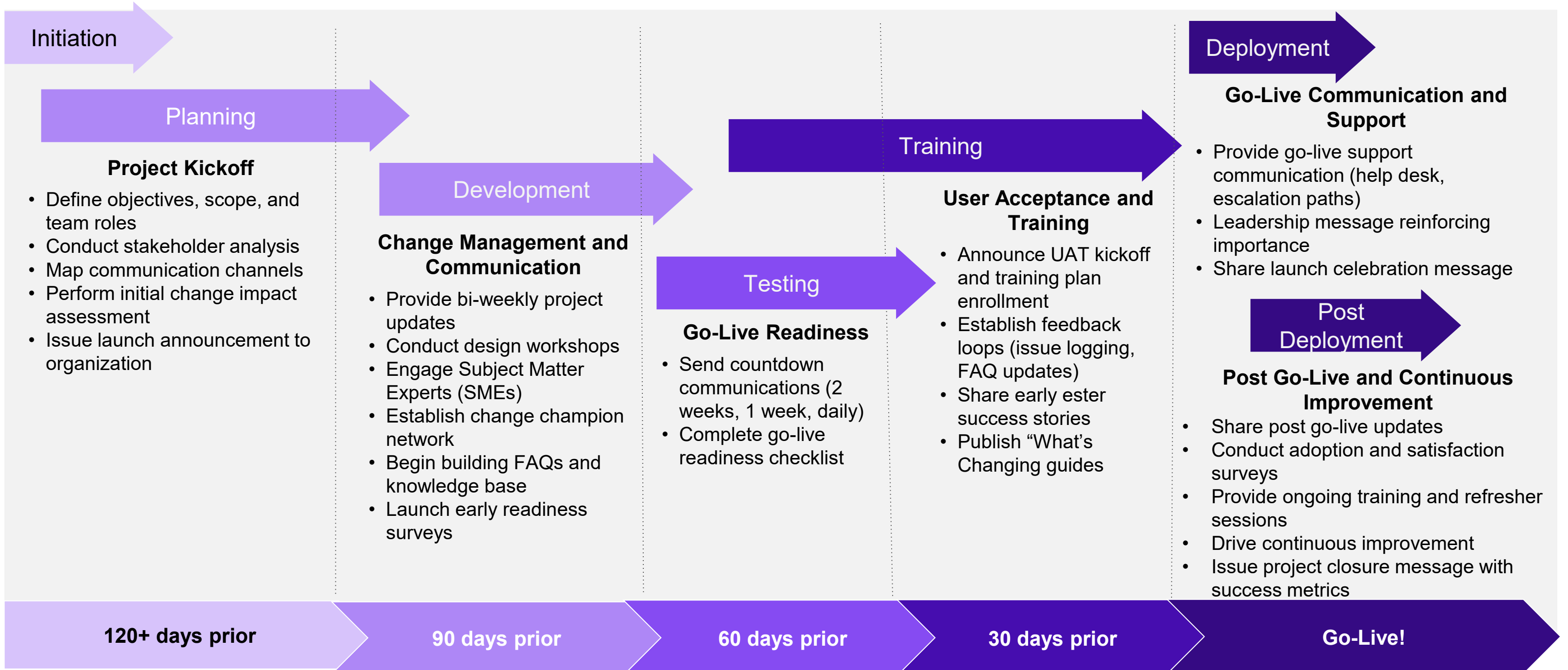
Build, Testing and Timeline

- ITS review & build = 3-4 months
- 2-week review of release notes for CUs
- SME testing = 15 weeks
 - March CU: 5 weeks in TST with OS Portal and New Employee Experience
 - April CU: 5 weeks in PP1 with OS Portal, New Employee Experience and Consolidated Webapps
 - October CU: 5 weeks in PP1 with additional Consolidated Webapps
- 88 SMEs involved
 - 46 New SMEs for OS Portal testing
 - 38 Regular monthly CU SMEs
 - SMEs are from HR, PR, SCM, and FIN depts

Consolidated Web Apps

Communications Plan and Templates

Sample Timeline: WebApp Consolidation Toggles



Note: Timeline is highly dependent upon resource availability for testing, amount of security configurations, and in-house communication policies for change events.

Consolidated Web Apps

Sample Communications

Initiation (120+ days prior) – *Awareness & Alignment*

Subject: Kickoff: Transforming the Infor User Experience to Accelerate Business Efficiency

We're excited to announce the kickoff of our Transformation initiative—a strategic investment designed to accelerate business efficiency across [Company/Division Name]. This project will simplify our Infor environment, making it faster, more intuitive, and more aligned with the way we work every day.

Why We're Doing This:

As our Infor system has evolved, it has grown increasingly complex, with redundant applications, confusing menus, and inefficient access controls. This project directly addresses those challenges by:

- Consolidating functionality into intuitive, role-aligned modules
- Reducing user effort through simplified menus and workflows
- Modernizing access management to be faster, more secure, and less dependent on IT support

Benefits to You:

- Increased productivity: Complete tasks faster, with fewer clicks and errors
- Reduced training burden: A more intuitive system shortens onboarding for new users and simplifies change management
- Improved governance & agility: Easier management of roles and access ensures the right people have the right data—without unnecessary technical dependencies
- Sustained scalability: A streamlined architecture ensures our ERP can adapt as our business grows

What to Expect:

- Project Timeline: [Insert high-level dates: development, testing, deployment, go-live]
- Your Role: Provide feedback, attend workshops, participate in testing, and share questions with the project team
- Key Milestones: [List important checkpoints—workshops, testing cycles, training sessions]
- Support & Resources: Updates, FAQs, and resources will be available at [Intranet/SharePoint link]

Next Steps:

- Join the Kickoff Meeting on [date/time] (details here: [meeting link])
- Watch for upcoming communications about design workshops and testing opportunities
- Share any initial questions or feedback with [ERP Project Mailbox / Program Manager Name]

Closing:

This initiative will transform the way we work—simplifying your daily Infor experience and ensuring that [Company Name] has the modern, scalable platform we need to succeed. Thank you for being part of this journey.

Development (90 days prior) – *Engagement & Buy-In*

Subject: Kickoff: Transforming the Infor User Experience to Accelerate Business Efficiency

We've entered the design and build phase of our Infor User Experience project. Our focus is on shaping a system that reduces complexity, accelerates decision-making, and improves usability.

Progress Highlights:

What's Next:

- Streamlined workflows that reduce clicks and errors
- Role-aligned modules that simplify daily tasks
- Modernized access controls for faster, more secure operations

Design Workshops: [Insert dates and participant groups]

Change Champion Network: [Insert details about how departments are represented]

Knowledge Hub: FAQs and updates available here: [intranet link]

How You Can Get Involved:

- Participate in upcoming design feedback sessions
- Share suggestions with your [department change champion/contact]

Thank you for helping us shape a better ERP experience.

Testing (60–30 days prior) – *Confidence & Readiness*

Subject: Help Test the Future of our Infor solution

We are entering User Acceptance Testing (UAT)—a critical phase in validating the new ERP system before go-live.

Why Testing Matters:

Your feedback ensures that workflows, navigation, and access align with real business needs. Testing helps confirm that the new User Interface is intuitive and ready for daily use.

How to Participate:

- Testing Period: [Insert dates]
- Test Groups: [Insert details on role/persona test accounts]
- How to Join: Sign up here: [link or contact person]

Support & Tools:

Testing guides available on [intranet link]

Issues can be logged at [support email/tool link]

Training materials updated as feedback is incorporated

Closing:

Your participation will help us deliver a streamlined experience that reduces training needs and makes daily work easier.

Thank you for shaping the future!

Deployment (Go-Live) – *Enablement & Support*

Subject: ERP Transformation: Go-Live!

Today we're excited to announce that the new ERP system is live. This marks a major milestone in transforming the way we work and accelerating business efficiency.

What's New:

- Role-aligned modules for simpler navigation
- Streamlined workflows to reduce errors and clicks
- Faster, more secure access management

Support During Go-Live:

- **Help Desk:** [Insert contact info/hours]
- **ERP Help Hub:** [Insert intranet link]
- **Escalation Contacts:** [Insert names/roles]

What You Need to Do:

- Log in to the new system here: [link]
- Review the quick start guide: [link]
- Reach out to [support contact] for assistance

Closing:

Thank you for your collaboration in reaching this milestone. Together we've launched a platform that will increase productivity and support our growth for years to come.

Post-Deployment (0–90 days after Go-Live)

Subject: Share Your Feedback: New Infor User Experience

The new Infor user experience is now part of your daily work. Early feedback shows improvements in usability and faster task completion—but your input remains essential.

What We're Seeing:

- Reduced training time for new users
- Faster task execution with simplified menus
- Stronger governance through modern access controls

How You Can Contribute:

- Complete our feedback survey: [link]
- Attend a refresher training session: [link/dates]
- Share suggestions with your [change champion/contact]

Next Steps:

We'll continue to monitor adoption, resolve issues promptly, and deliver enhancements based on your feedback.

This project is not just about go-live—it's about ensuring long-term efficiency and scalability.

Thank you for being part of this transformation.

Consolidated WebApp Contact Information

Vivianna Wilhelm – Finance
Vivianna.Wilhelm@infor.com

Jennifer Krupp – Supply Chain
Jennifer.Krupp@infor.com

April Wright – HRT/Payroll
April.Wright@infor.com