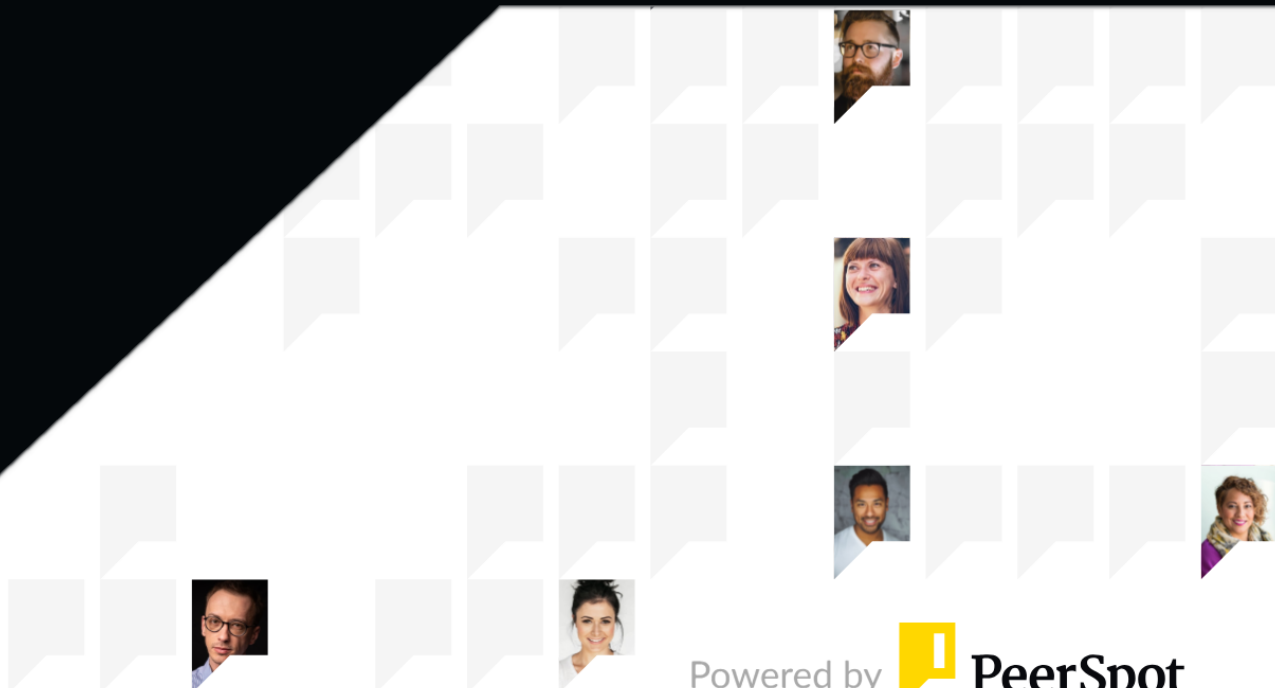


aws marketplace

Infor CloudSuite

Reviews, tips, and advice from real users



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Product Recap



Infor CloudSuite

Infor CloudSuite Recap

Infor CloudSuite is a comprehensive suite of cloud-based ERP software designed to streamline various business processes. It offers core functionalities such as financial management, supply chain management, production management, and CRM. The suite is tailored to specific industries, including manufacturing, food and beverage, healthcare, automotive, and distribution, each featuring industry-specific solutions. Being cloud-based, Infor CloudSuite provides scalability, automatic updates, and remote access, reducing the need for on-premise hardware and IT costs. It enhances efficiency through task automation, improved workflows, and data visibility, supporting data-driven decision-making.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✓ “It offers a facility to get data quickly.”



Nuno França

Executive Director at Onsearch

✓ “Infor CloudSuite offers a comprehensive solution with integrated business intelligence and artificial intelligence capabilities.”



Dietmar Müller

Key Account Manager at Cronon GmbH

✓ “From a product perspective, it's more lenient and suitable for using features in finance, such as reconciling our payments, accounts payable, accounts receivable, etc.”



S Solomon Kumar

Head of Global Sales at phaxon services pvt ltd



“It is a very scalable solution.”



Rohit Pothani

Solutions Architect at Merino Consulting Services



“Some valuable features include improved transparency in sales processes, which has been vital for our operations.”



Verified user

Managing Director at a manufacturing company with 11-50 employees



“The customization capabilities of CloudSuite Industrial are also there.”



Sandra Strydom

Presales Consultant at iOCO Software Distribution (Pty) Ltd (Infor Gold Channel Partner)



“The product's most valuable feature is production planning. It is one of the core features.”



Chandana Wijeratne

Director at Kingslake Eng.Systems (Pvt) Limited

What users had to say about valuable features:

“One feature of Infor CloudSuite CRM that I find most beneficial is the transmission of information. Workflow management and collaboration tools enhance operations and facilitate seamless interaction among departments..”

Joshua Rajeeva

Managing Director & CEO at Blue Chip Computer

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“It offers a facility to get data quickly. We handle approximately 500 to 600 orders per day, and the product is excellent for extracting and implementing solutions to check various parameters like client credit status. It is very easy to configure facilities to extract orders and adjust solutions to business needs..”

Nuno França

Executive Director at Onsearch

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“It has been working quite well. Our latest selling points have been add-on features, such as the service module and the projects module. Those tend to be where we get the most benefit.

The customization capabilities of CloudSuite Industrial are also there. We've actually been on technical training for Infor OS to learn that aspect as well..”

Sandra Strydom

Presales Consultant at iOCO Software Distribution (Pty) Ltd (Infor Gold Channel Partner)

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“Infor CloudSuite offers a comprehensive solution with integrated business intelligence and artificial intelligence capabilities. It does not require hardware or extensive IT expertise, which are standard advantages for cloud solutions.

Its integration capabilities with Microsoft features are notable. Additionally, it is a highly scalable and stable solution, useful for large enterprises engaged in international business. It is also easy to maintain compared to other ERP solutions..”

Dietmar Müller

Key Account Manager at Cronon GmbH

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“The employee interface, specifically the UI, is one of the most valuable features in Infor CloudSuite. Infor OS enables us to plug in third-party payroll and third-party applications. The latest talent acquisition where workflow can be defined in the UI itself by functional consultants without IPA interventions is beneficial.

I would assess the impact of Infor CloudSuite's industry-specific features on my organization's operational efficiency as very good from the organization's perspective.

After implementing Infor CloudSuite, I have seen numerous improvements in the UI space. They have simplified the navigation. The navigation has become very easy, starting with administrator navigation and simplified menus. It is becoming simpler with every CU, which is positive..”

KabilanChakravarthy

HCM Consultant at a healthcare company with 10,001+ employees

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“My customers belong to the manufacturing industry. Infor CloudSuite comprises core ERP applications, and apart from that, it is bundled with analytics tools, social collaboration tools, document management tools, and barcoding solutions like Infor Factory Track. If we specifically speak about Infor CloudSuite, I have to talk about the core ERP functionalities and modules and then the other features, like social collaboration tools, documentation, alerts, and workflows.

If I focus more on the ERP part, Infor LN is a tool that is very strong in the manufacturing domain. There is a manufacturing module that is very strong in terms of automation or features. Any complex situation can be handled. For any discrete manufacturing organization or industry, Infor LN can be implemented to manage the core manufacturing module, which is flexible, and ready to be tailored by mapping the business for any manufacturing industry. Within the ERP manufacturing module, we have revision control. We have a project management module and a sub-module. We have shop floor control and job floor controls, which are the dropdowns of the manufacturing module..”

RohitPothani

Solutions Architect at Merino Consulting Services

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Other Solutions Considered

“I have not previously worked with different solutions or any competitors of Infor CloudSuite since I started with Infor CloudSuite and only know this solution..”

KabilanChakravarthy

HCM Consultant at a healthcare company with 10,001+ employees

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“I have worked with Oracle for a brief period. Infor CloudSuite Industrial is better for its development aspect. It allows us to customize and implement changes more efficiently..”

Verified user

Senior IT Executive at a manufacturing company with 10,001+ employees

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“While I haven't directly worked with similar ERP solutions, I have experience with local IT vendors and have found them to be challenging to work with in the past. In terms of drawbacks, I find other ERP solutions too complex and cumbersome to handle due to excessive procedures and evaluations.

.”

Verified user

Managing Director at a manufacturing company with 11-50 employees

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ROI

Real user quotes about their ROI:

“Mainly, we pushed back a \$7M plant expansion because we were able to increase throughput with our existing facility. We will still build the new lines eventually, but we're looking back at how we designed it now that our workflow is different. .”

Gene Hammons, MBA

Director at a consultancy with 1-10 employees

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Use Case

“We use it for manufacturing customers – companies who do a lot of manufacturing. There are also some logistics companies. Those are the main areas we focus on. .”

Sandra Strydom

Presales Consultant at iOCO Software Distribution (Pty) Ltd (Infor Gold Channel Partner)

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“Infor CloudSuite Industrial is an ERP software designed to be used in industrial engineering and for retail, representing trading purposes. It's also useful in aviation, aerospace, automotive, and other industries, including high-tech electronics..”

S Solomon Kumar

Head of Global Sales at phaxon services pvt ltd

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“We use Infor CloudSuite for clients in industrial applications, primarily to meet needs in production and finance. It provides solutions for intercompany business across multiple countries, making it essential for our operations..”

Dietmar Müller

Key Account Manager at Cronon GmbH

[Read full review](#) 

“I have taken care of the tool's two full cycles of implementation. My company deals with discrete manufacturing companies, such as industrial equipment or industrial engineering equipment. Basically, the tool is used for any industry associated with discrete manufacturing and if our company is associated with implementing the tool..”

RohitPothani

Solutions Architect at Merino Consulting Services

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“CloudSuite Industrial is primarily used by small and medium-sized businesses (SMBs) within the manufacturing sector. Compared to other ERPs, it offers approximately 95% more functionality explicitly tailored for industrial manufacturing. This ERP excels in size, functionality, and feature richness, making it a smart choice for SMBs..”

Haridas Narayanan

Director, Consulting Services at Blue Chip Computer

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“It is used to handle the different demands of a specific industry such as the chemical industry. CloudSuite can handle the requirements for producing the main product, byproducts, and co-products. It can also handle subcontracting to a third party to conduct operations outside the factory..”

Nakul Oza

Infor M3 Consultant at Wipro Limited

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The initial setup was difficult and not easy. It was a challenging task to implement at the beginning, which impacts the rating I gave, a five out of ten..”

Nuno França

Executive Director at Onsearch

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“The Infor team creates the instance, so the initial setup is straightforward. For a mid-sized organization, the software would be deployed in a maximum of three months..”

Joshua Rajeeva

Managing Director & CEO at Blue Chip Computer

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“The initial setup is easy, as we have worked with the product for almost 27 years. I rate its process a nine out of ten. It takes months to complete due to the complex system..”

Chandana Wijeratne

Director at Kingslake Eng.Systems (Pvt) Limited

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“The solution's initial setup is straightforward. It takes a day to install. Although, the module-wise implementation might take a couple of months to complete..”

Joshua Rajeeva

Managing Director & CEO at Blue Chip Computer

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“The initial setup is straightforward and takes four to six months to complete. There's no complexity in setting up this system. It is very user-friendly. They're flexible in customization compared to tier-one ERPs like SAP, which are inflexible when making changes. You can easily customize it if you know a bit of coding about .NET. You don't need to be an expert if you have some basic ideas.

Infor CloudSuite Industrial involves five primary phases: inception, elaboration, instruction, transition, and optimization. In the inception phase, you gather requirements and create a Proof of Concept (POC) to encapsulate these requirements in a smaller model. Subsequently, you present this model to users, provide training, and identify process gaps. A conference room pilot is conducted to pinpoint issues or additional requirements, which are then integrated into the system. The process continues with user acceptance testing and data conversion, and finally, the system goes live. This deployment method within Infor CloudSuite Industrial is adaptable and can be tailored to suit the size or complexity of your project.

I rate the initial setup a seven out of ten, where one is difficult and ten is easy..”

Haridas Narayanan

Director, Consulting Services at Blue Chip Computer

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“The product's initial setup phase is very easy. Once a partner subscribes or procures licenses, as it is a cloud-based solution, you will be directly given a link or a URL where all the parameters for a basic company setup will already be done. Initially, there is always a golden company or a vanilla company where all the parameters are already set, and all the basic master data is already set. The customer has to go and start using the application from Infor for testing, and then implementation partners will come into the picture and schedule the customer's requirements. Based on the categories sixty, twenty, and ten categories, users will amend or modify the processes. During implementation also, there is something called implementation accelerators, which is one of the features Infor is providing for role-based processes, which were already defined. For example, if you are a warehouse clerk, if you are a production manager, what screens, what data, and what sessions are you going to use, sessions will be already bundled under that role or profile. The data will already be presented as basic master data and parameters; we will be already presenting. Role-wise, data and parameters are already there. Role-wise sessions are already a part of the implementation. There is no need to configure it, but for the vanilla company, everything is preconfigured. The process is preconfigured. What sessions we need to work on are preconfigured, and what role you have worked on is configured. The master data, the parameters, and the setup are already pre-configured using the implementation accelerators.

Once the licenses are put in place, I think it'll take hardly two or three days to position that particular customer. The only thing is that based on the module's bifurcation and the implementation part, I think it will take less than a day to implement..”

RohitPothani

Solutions Architect at Merino Consulting Services

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Customer Service and Support

“Technical support is rated a seven out of ten. Here in Portugal, there's no direct support from Infor. For major problems, we need to consult other partners..”

Nuno França

Executive Director at Onsearch

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“The technical support has improved significantly. When I started with the Manila team in the early days, it was average, but now the support is very good.

I would rate their technical support eight out of ten..”

KabilanChakravarthy

HCM Consultant at a healthcare company with 10,001+ employees

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Customer Service:

Infor is impossible, but if you have a good reseller partner, they can handle just about any issues.

Technical Support:

Very good with the reseller. .”

Gene Hammons, MBA

Director at a consultancy with 1-10 employees

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“The customer service and support is good. It's called Extreme Support, and it comes with an add-on for customers to raise tickets and exchange information. The response time is based on the complexity of the issue and is connected to the customer. The issue will be escalated to us, and based on the customer's approval, the ticket will be closed. Extreme Support has been successful globally for Infor CloudSuite Industrial, and it's considered very good in terms of technical support and functionality..”

S Solomon Kumar

Head of Global Sales at phaxon services pvt ltd

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“Support has been a concern since around 2011 or 2012. The offices in Bangkok or Singapore struggle to comprehend the complex taxation. While our needs might be intricate, customers expect comprehensive support when paying for it. The support provided fell short, resulting in a very frustrating experience.

Instead of directly addressing the issue, they often responded by stating that the problem wasn't inherent to the product but considered it an enhancement. They would advise us to log an enhancement request, promising to consider it if deemed valid, essentially deferring the problem for future resolution..”

Haridas Narayanan


Director, Consulting Services at Blue Chip Computer

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“Though the solution's technical support is available for us and provides prompt services if there are any extensions, there is no support. There is ten percent of uniqueness we need to address in the tool in terms of customizations. In terms of customizations, one can tweak or add extensions. We will extend the solution to meet the customer's needs. If the standard solution is also not working, and if Infor's extension is there, the support doesn't support it because an extension has been added. Sometimes the standard core application will not work and it might be because of customization. In the aforementioned case, the support won't touch the tickets related to extensions. When providing knowledge with support, the support team needs to improve in terms of guiding the users or customers on how to investigate or address the issues related to the solution. The support team doesn't give the steps to rectify the issues in the solution. For example, if they are unable to do a purchase order Infor, let us say they will say you have to maintain it. They won't elaborate on their response. They should improve in providing the solution with the plan. I rate the technical support a seven out of ten..”

RohitPothani

Solutions Architect at Merino Consulting Services

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Other Advice

“I don't have much experience with artificial intelligence integration as it's relatively new in Infor CloudSuite. I would rate Infor CloudSuite a nine out of ten.

Overall, I would rate the solution nine out of ten..”

Dietmar Müller

Key Account Manager at Cronon GmbH

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“It's pretty good. Overall, I would rate it an eight out of ten. There's always room for improvement, but it works well.

I would recommend using it. It's reliable, stable, and has good features that most companies need. It works well in various business environments and expands easily from small to large companies. It generally accommodates most process flows in the companies. .”

Sandra Strydom

Presales Consultant at iOCO Software Distribution (Pty) Ltd (Infor Gold Channel Partner)

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“On a scale of 1 to 10, I would rate Infor CloudSuite Industrial between 6.5 and 7.

Before buying Infor, I recommend companies thoroughly understand their own processes and spend time analyzing if the ERP fits their needs. Taking a couple of months for investigation and comparison with other ERPs is advisable.

.”

Verified user

[Read full review](#) 

Managing Director at a manufacturing company with 11-50 employees

“We store all customer information and transaction details within Infor CloudSuite CRM, which is also integrated with our ERP system.

It has significantly impacted our sales and marketing strategies. It is a transactional system with features like workflow management and document control capabilities. This integration allows seamless communication and collaboration between our field teams, engineering, and sales departments.

While integrating with Infor ERP systems is relatively straightforward, connecting with third-party systems may require technical assistance. It is possible to integrate with external systems with the necessary technical support.

I advise others to look at the digital transformation tools in addition to the CRM. That will bring higher value.

I rate it a nine out of ten..”

Joshua Rajeeva

[Read full review](#) 

Managing Director & CEO at Blue Chip Computer

“I have not used or heard of AI in the tool. I think Infor is working on it, but I think it is not open for channel partners or users at the moment. I have not used or been introduced to AI in Infor.

For data analytics, Infor has another product called Infor Birst, which is a business analytics tool that is easy and simple and where it is possible to pull the data from the database. We can see the data in the graphical representation, like bars, bar diagrams, pie diagrams, or something like that, and so, in that way, AI is integrated into the tool. The reports and dashboards are there in the AI. With the tool, you can pull the data from the database, and you can see the reports and dashboards in a visual representation. I can see that it is AI-integrated, but I have not used it completely. I just heard about it.

Manufacturing industry, especially the discrete manufacturing industry should use Infor CloudSuite. The manufacturing metrics can take a bit out of Infor CloudSuite in terms of manufacturing. They will get tremendous results because they allow us to configure complex business processes and infrastructure. We have alerts, workflows, analytics, and user-based rules. Reports and custom reports are easy, so there are multiple advantages. In terms of technology, AI, and core ERP solutions, I rate the tool an eight out of ten..”

RohitPothani

Solutions Architect at Merino Consulting Services

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“I have not utilized the predictive analysis capabilities of Infor CloudSuite.

Infor CloudSuite's ability to integrate with third-party applications and existing legacy systems is good. There are some issues with ION, but within Infor applications, it works well. For third-party applications, we have used SFTP connections successfully. Seamless connections can be made with the Infor Cloud support.

My experience with the implementation of Infor CloudSuite is good. We could capture 70 to 80% of customer needs.

[Workday](#) and Oracle are currently moving faster in the market. This assessment is

based on consultant requirements. The job opportunities for Infor CloudSuite consultants are limited. In India, Oracle and [Workday](#) are performing well in the market.

Infor needs to improve their marketing strategy. Other Infor products such as [Infor LN](#) and [Infor M3](#) are performing well. It would be beneficial for Infor to pitch HCM to those customers with attractive discounts to capture market share. Customers transitioning from on-premises or Lawson to Infor CloudSuite should not face high charges. The migration from Lawson to Infor CloudSuite should be treated as a migration project rather than a new implementation.

I have also worked with [Infor ION](#), which is a good tool for integration purposes, though only Infor consultants can work on it. My company uses ION for integration, and I receive positive feedback from the technical team. I personally work with CloudSuite and an older on-premises system.

I rate Infor CloudSuite eight out of ten..”

KabilanChakravarthy

HCM Consultant at a healthcare company with 10,001+ employees

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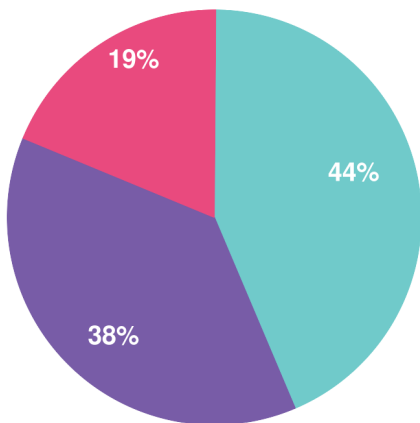
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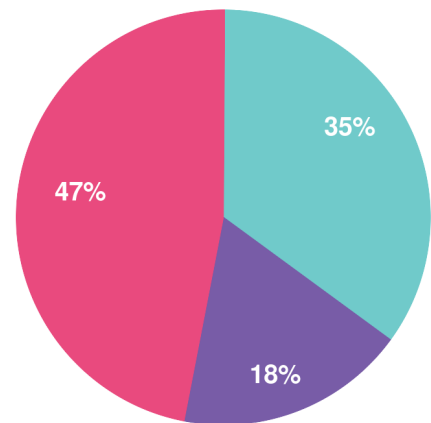
7%

Company Size

by reviewers



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Large Enterprise

Midsize Enterprise

Small Business

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