



infor

Infor d/EPM

Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Director at a tech services company with 51-200 employees

it_user215439

VALUABLE FEATURES

Ease of use Functionality OLAP capabilities

IMPROVEMENTS TO MY ORGANIZATION

It has given us the ability to not only deliver key reports and metrics, but also to make them available on a self service basis. In addition to this, it allowed us to streamline key business process such as the budget process by capturing data from departmental managers globally to build budgets and forecasts from the bottom up.

ROOM FOR IMPROVEMENT

The mobile offering and dashboards need work, however this has been improved upon in more recent versions of Infor BI.

USE OF SOLUTION

I've used it for four to five years.

DEPLOYMENT ISSUES

No issues encountered.

STABILITY ISSUES

No issues encountered.

SCALABILITY ISSUES

None at all as the product is very scalable.



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CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: It's good. Technical Support: It's good.

PREVIOUS SOLUTIONS

No previous solution was used.

INITIAL SETUP

It's a very straightforward setup. The vendor guides you through the design and initial setup.

IMPLEMENTATION TEAM

Initially we used a vendor team and then switched to an in house one. The vendor team's knowledge is excellent.

ROI

It takes approximately two to three years. We achieved an 80% **ROI** by year two through headcount reduction and process improvements.

PRICING, SETUP COST AND LICENSING

Circa £360k for the three phases of a global project (this included all Hardware, Licensing and consultancy costs incurred). On-going maintenance costs are £25-£30k per year.

OTHER SOLUTIONS CONSIDERED

Yes, we also looked at Oracle BI Applications and IBM Cognos TM1.

OTHER ADVICE

Ensure you give the relevant thought to the initial design process and use the opportunity to re-evaluate the way you report.

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