Infor MyDay

Streamlining managers' workflow by consolidating actionable information

Table of contents

Executive summary

Knowledge isn't power anymore—it's overkill. Data overload is more likely to obstruct effective action in many organizations than to accelerate it. Each day, managers spend too much time searching through and evaluating a flood of data from numerous disconnected sources. This deluge of detail steals time that could be better spent executing effective strategies.

Information technology sometimes creates new problems while solving old ones. In many companies, every business unit creates its own distinct silo of information to serve its particular purpose, which frustrates the efforts of any manager trying to assemble a relevant, company-wide view of performance. Putting that information into action is even more difficult.

Until now, most approaches to streamlining and consolidating business information have been limited to relatively generic portals and dashboards. Those arrangements typically force every manager to sort through an even larger volume of irrelevant data to find information, while adding no tools for acting on that information.

Infor™ has taken a unique approach to reducing information overload with Infor MyDay, a real-time interface that connects information to action and ties your information sources together. Infor MyDay leverages Infor's innovative Service Oriented Architecture, called Infor Open SOA, to connect all of your business systems together. It also creates the next best thing to an expert system for your particular job by building in our wealth of specific industry knowledge about best practices and Key Performance Indicators (KPI's) related to the responsibilities of a specific job. Infor MyDay helps your managers manage better and connects your business systems to the future.

The power of a real-time, consolidated action platform

Role-based interfaces aren't a new idea, but Infor's approach raises the concept to a new level by incorporating industry expertise, organizing information in business terms, and making that information instantly actionable.

Infor MyDay breaks new ground in business technology and fundamentally improves the way you work. Through thousands of hours of study, our experts have identified the most common daily tasks for hundreds of functional roles within our customers' organizations, such as vice president of finance, sales manager, or production planner. We've zeroed in on the information and actions that help people in specific, defined jobs accomplish those jobs effectively, and made that information easier to act upon.

Infor MyDay gathers the information that's most relevant to your responsibilities and puts it at your fingertips so that you can make rapid decisions and finish your daily work quickly and efficiently. This information is specific not only to your role in the organization, but also to the industry in which you compete. You can view and take action on all that information from a single location on your computer, no matter where the data originated—inside or outside your organization or around the globe. That way, you spend less time searching for information and more time getting your job done.
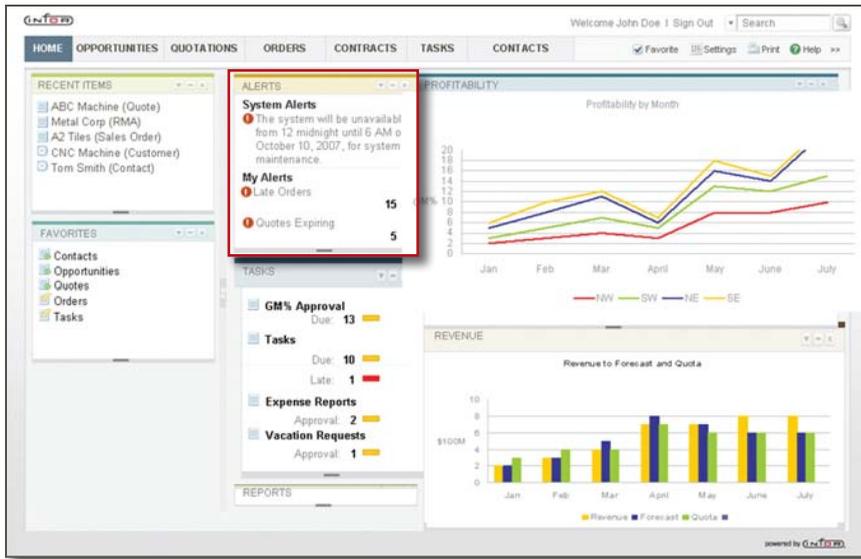
Infor MyDay brings this critically selected information to you through an ordinary web browser, which allows you to make decisions and take action no matter where you're located. It's also user-customizable, so that you can tailor it to fit the way you work.

With Infor MyDay, you not only gain efficiency, you get the built-in business acumen that our experts have gathered through decades of industry knowledge and experience. You also gain an effortless and elegant way to define and standardize operational procedures to help you adjust to changing conditions and leverage new opportunities. We've defined more than 150 roles that will be served through Infor MyDay as a set of capabilities offered with many popular Infor applications.
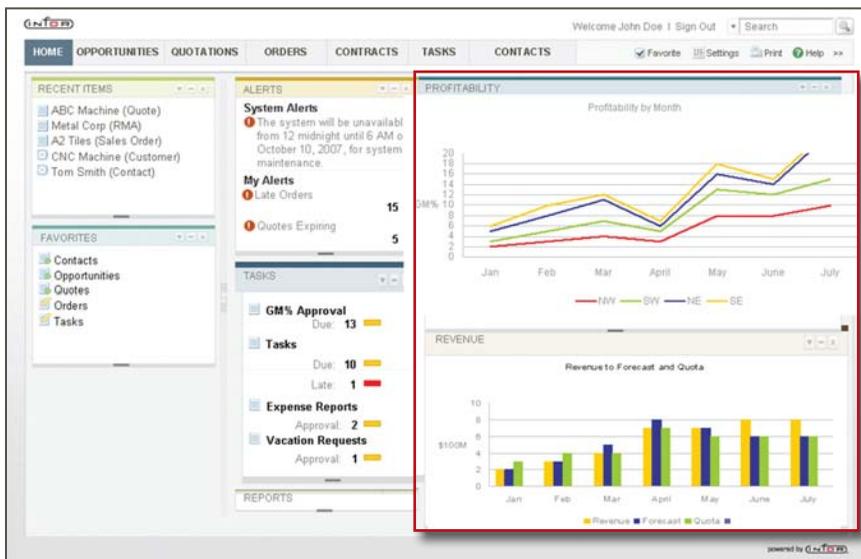
In a turbulent business environment, managers can no longer afford to waste precious time with an inefficient personal workflow. They need immediate access to relevant, actionable information in a context that accelerates their response time and improves decision making.
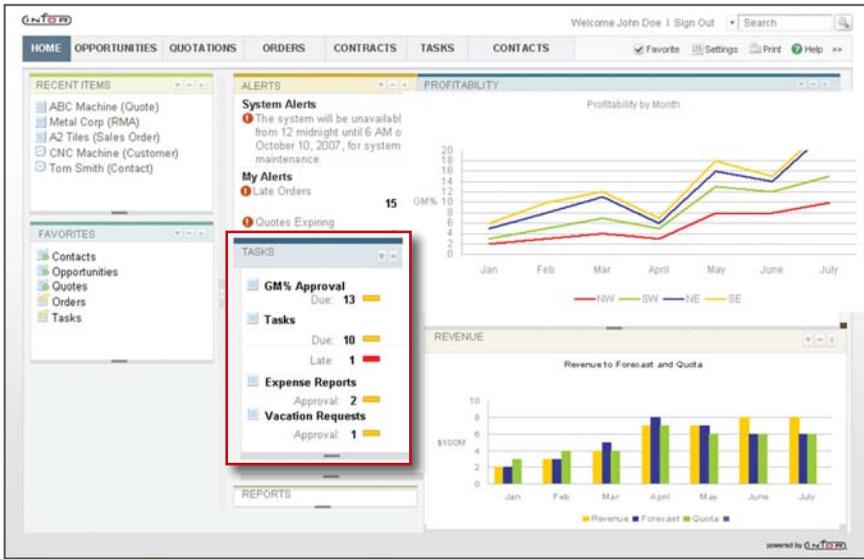
A typical day with Infor MyDay

Let's look at how Harry, a typical sales manager would take advantage of Infor MyDay:

At the beginning of his day, Harry can focus on issues that need immediate attention. Harry opens Infor MyDay and sees that there are 5 sales quotes about to expire and 15 late orders that he needs to resolve. By clicking on the late orders, Harry can view the reason for delay along with any new promise dates.

Through Infor MyDay, Harry can also stay on top of performance; in this case, he monitors two important KPIs: Profitability by Sales Region and Comparison of Actual Revenue to Forecast and Sales Quota. At any time, Harry can see sales performance and drill down for details, if he has reason for concern.

Harry notices that the Northwest region has lower gross margins than the other regions and needs to explore the reasons for the differences in profitability. Harry's task list shows 13 orders on gross margin hold requiring his approval. Harry can click through to review and approve or reject each order. His task list also shows that his employees have submitted expense reports and vacation requests that need his approval.

Without Infor MyDay, Harry might have to log into a dozen different applications, and spend from one to two hours just to find the information that MyDay provides in a single interface on his laptop. He'd need to spend even more time taking action on that information, which means that up to half of his business day is lost to routine administrative chores. Now Harry can take action immediately because everything he needs to know and do is in his direct view. By quickly disposing of his most pressing administrative details, he gains more time to motivate his sales force and develop sales campaigns and high-level strategies.

How Infor MyDay works

Infor MyDay delivers extraordinary value because we take a unique approach to software architecture. We also cultivate a different kind of relationship with our customers from that of other business software companies.

Infor acquires and develops functionally rich software and then makes it better. We've developed the world's most sophisticated and elegant techniques for connecting the best parts of our own, broad software portfolio in order to deliver unequalled value for our customers.

Our main techniques for unifying different software products include Infor Open SOA and open standards such as OAGIS. While many companies trumpet their use of Service Oriented Architecture (SOA), many of them take a proprietary approach to SOA that only serves to lock you into their range of products. Infor Open SOA builds on open standards, which means that over time it will help you connect to an ever-widening assortment of applications, regardless of whether or not those applications come from Infor.

Similarly, OAGIS is an emerging software standard that allows many different types of business software to exchange information in real time. Your Infor ERP system can use OAGIS to pull data from your Accounts Receivable system, which in turn can inform your General Ledger and other financial systems, for example. The basic building blocks of OAGIS come from the XML standard that is becoming a universal language for many different software systems. Eventually, that will allow Infor MyDay to connect to our entire range of applications, including Infor PM (Performance Management), Infor EAM (Enterprise Asset Management), Infor Expense Management, Infor SCM Warehouse Management, and many others. You'll also be able to use Infor MyDay as your "front end" for a variety of non-Infor applications to simplify your work life even more.

We've also given Infor MyDay the kind of advanced AJAX interface that you often see on the most popular web 2.0 sites. That makes the Infor MyDay interface rich and responsive, and gives you the power to take action more efficiently. It also makes the data on your legacy systems more accessible to new employees who are accustomed to web-based interfaces.

The bottom line is that we don't rely on "customer lock in" to build our business and we don't build software with that goal in mind. Quite the opposite—we connect as broadly as possible to as many resources as possible to give you the widest range of choices and maximum agility.

Infor MyDay epitomizes and leverages our open approach by pulling together all the information you need to do your job and by organizing it in the best form for your needs, or by letting you organize it yourself. It doesn't matter where the information originates; Infor MyDay breaks through the silos of information that keep information disconnected and helps you take rapid action.

True synergy

Infor MyDay creates a whole that is far greater than the sum of its parts because our business experts know the best practices and benchmarks for the industries we serve. We know what information you need and how you need to use it. Infor MyDay assembles the perfect toolkit for the specific job at hand.

Infor's distinct approach grows out of the experience of our global staff of industry experts who bring decades of business experience to bear on our product development. It embodies the kind of deep industry expertise that we bring to our products in order to help you focus on the variables that lead to success.

How Infor MyDay helps at every level

Infor is more than just a software company; we deliver all-inclusive business expertise, not only in the form of software but also through maintenance, support, and comprehensive professional business services. So, naturally, Infor MyDay is more than just a piece of software; it's a new way to approach the work you do. Just as business software improves the process and workflow of your enterprise, Infor MyDay streamlines your personal workflow and accelerates your daily work process so that you can work smarter—not harder—and execute your high level strategy more effectively.

We've designed Infor MyDay to deliver improved value at every level of your enterprise. Here's how it addresses organizational challenges at three different levels:

Executive

Infor MyDay improves overall performance by giving you and your employees the critical information that you need when and where you need it. Your managers can make faster and better decisions because they have all the facts they need in one place, in real-time through access to multiple systems, including your existing technology investments.

Infor MyDay helps executives by:

- Delivering the information you need to manage the organization when you need it
- Reducing the time people spend trying to find and compile the information you need to be more effective
- Making it easy to get information and getting the information in a way that is easy to understand, not a data dump in rows and columns
- Cutting through the silos of information that exist within the organization
- Doing all of this at the lowest possible cost

Line of business managers

Infor MyDay gives you the critical information that you need to make decisions, guides you through your daily activities, and delivers it all to you in a single location. You get information that is specific to your job. Whether you are responsible for sales, procurement, plant management, or finance, you'll spend less time searching for answers and more time getting your job done.

Infor MyDay helps line of business managers by:

- Giving you real-time access to information
- Giving you answers to key business questions to support your decision making
- Helping you respond quickly to rapidly changing business conditions
- Letting you stop spending so much time preparing information for executives

IT managers

Infor MyDay helps the IT department satisfy business users by combining the key pieces of job-specific information. Because Infor MyDay includes pre-configured content designed specifically for specific users in your organization, you can reduce the development demands placed on your team. Business users can also personalize Infor MyDay and tailor it just the way they like it. And, because Infor MyDay is standardized, you can change underlying applications without disrupting the delivery of information. It does not matter if the application is from Infor or another software vendor.
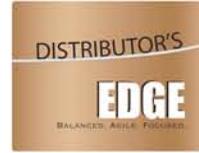
Infor MyDay helps the IT department by:

- Supporting current and future information needs without disrupting the business
- Helping the business to take ownership and management of the information by giving them secure access to clearly defined and understood data without forcing a complete rip and replace of existing reporting tools
- Ensuring that there will still be integration with any new solutions as the business grows, whether that means best-of-breed solutions or integrated solutions from a single vendor
- Focusing on smaller "evolutionary," cost-effective improvements
- Supporting a wide range of business user needs
- Delivering user-requested information that exists across a number of supporting applications
- Allowing users to develop and maintain reports on their own
- Avoiding the creation of gatekeepers of information across the organization
- Preventing requests for information from funneling through IT

Conclusion

We will include Infor MyDay as the "face" of a growing list of selected Infor applications over time. If you already own Infor software, your existing investment in that software will gain value as more roles are included. You'll also get the advantage of a rapid, non-disruptive rollout of Infor MyDay through Infor Open SOA, which will add even more power and flexibility to all of your Infor applications and give you powerful new connections to non-Infor applications. In the end you'll get a rich, targeted user experience that will permanently improve the way you do business.

About Infor

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become the third largest provider of business software. For additional information, visit www.infor.com.

This is an Infor white paper proudly supported by Distributor's EDGE, a group of Infor channel partners. Distributor's EDGE is a composite of distribution professionals who serve Infor's SX.enterprise customer base. Regionally based throughout North America, Distributor's EDGE affiliates proudly serve more than 300 distribution companies with single or multi-branch locations in over 30 states and 5 countries. Offering over 100 years of distribution software expertise, Distributor's EDGE specializes in Business Consulting, Software Development, Technical Services, and Network and Infrastructure Design and Management.

Contact your Infor Channel Partner today:
877.887.EDGE (3343)
www.DistributorsEDGE.com