

# The Voice to Infor Program for Baan Customers



➔ Voice to Infor is a global product enhancement voting program which enables customers to provide feedback that directly impacts future releases of their solutions.

## You talk. We listen.

At Infor, we have a global product enhancement voting process in place that enables our customers to provide feedback that directly impacts future releases of their solutions—with a focus on adding value in these areas: the user experience, user/product efficiency or performance, and industry support. Called Voice to Infor, this program is administered by independent Infor user groups and voting is conducted each July. Once the voting is complete and the results are tabulated, they are communicated to the user community by Infor and the top-ranking enhancement requests are considered for delivery in upcoming releases. Infor is pleased to make the Voice to Infor program available to our Baan IV and Baan 5 customers.

## How the voting process works.

Voting is conducted separately for the Baan IV and Baan 5 applications according to the following guidelines:

- In June, a reminder email is sent to all user group chairpersons worldwide regarding that year's vote. The voting ballots are compiled and reviewed for accuracy by Infor product managers in collaboration with the applicable development team based on a list of enhancement requests received in the past year.
- The ballots are shipped to the user group chairpersons in late June for their internal review and distribution. The user group administrative office prepares the voting packet, which contains the voting letter and ballot with enhancement listing, and distributes it to the user group members via the web, by mail, or at the annual user group meeting. The vote is conducted in July.

- Once the ballot is open for voting, each voter ranks the enhancements in order of importance from 1 through 100. The ballot remains open for voting for approximately 30 days.
- The user group administrative office receives the completed ballots, tabulates the results, and forwards them to Infor product management.

## How the results are communicated.

Once the voting process is complete, Infor product management consolidates the voting results and publishes the results back to the user groups worldwide in a letter that is published on their website(s) and distributed by Infor to the user community at large.

## How the results are used.

The results are used as input to the Infor product release planning cycle. The top 25% are evaluated for inclusion in a future product release. Which release they are included in depends upon that year's plan, other development projects already in process, regulatory updates for that year, and remaining development capacity. The bottom 25% are rejected per agreement with the user group(s) worldwide.

## A natural extension of our customer-first product strategy.

The Voice to Infor program is a natural extension of Infor's commitment to protect and optimize your software investment by enriching, extending, and evolving our solutions to support business and technology innovation.

We encourage you to participate in the Baan enhancement voting process.

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Contact your local Infor office regarding availability of products in your region

