



Building self-sufficiency in the Infor Multi-tenant cloud

The Infor multi-tenant cloud enables businesses to be self-sufficient, which will help you minimize your operational costs. You will get the most gains if your administrator is fully aware of how to leverage the information that is available through the various Infor channels.

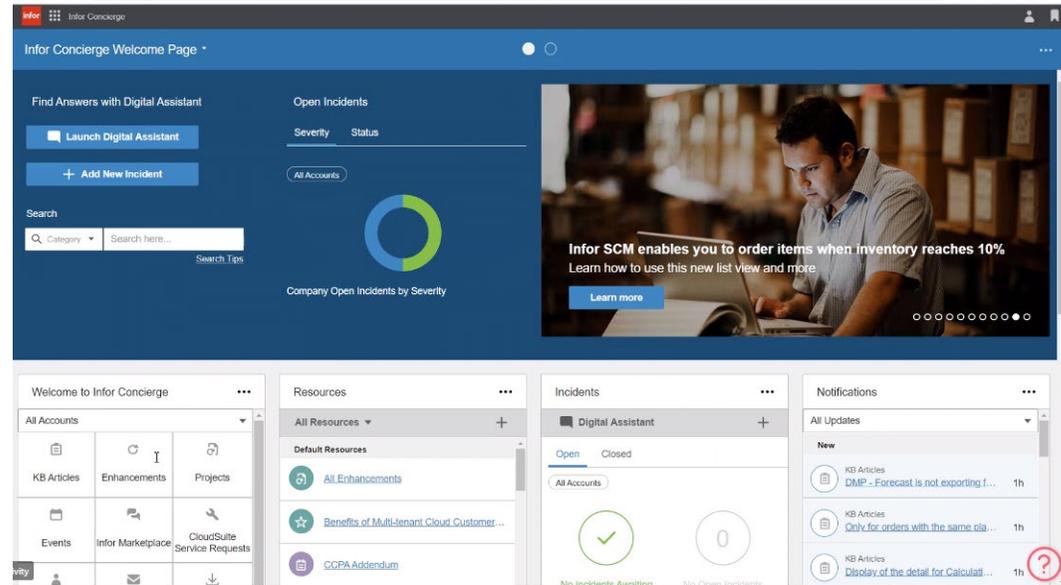
Whether you have moved to Infor's multi-tenant cloud or are thinking about it for the future, this article will help you understand the two key areas to focus on for increasing your self-sufficiency in the multi-tenant cloud.

Where to start?

#1 Get to know Infor Concierge

It really pays to familiarise yourself with Infor Concierge. It is the gateway to most of what you will need to build self-sufficiency. Accessible directly from Infor M3, in Concierge you can easily access other Infor portals, stay on top of information like maintenance schedules, knowledge base articles and webinars, investigate issues, and log incidents.

Read on to get pointers on where you should focus to build self sufficiency.



#2 Understand the maintenance cycle

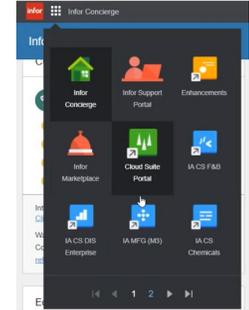
One of the key benefits of being on the Multi-tenant cloud is the continuous updates of features and and fixes, meaning that the application is the best available at any given time. Infor's stated goal is to minimize disruptions with maintenance and updates, and they have scheduled the different types of maintenance accordingly.

You can help your business minimize disruptions by understanding the difference between the different types of maintenance and how you can keep on top of what's ahead.

Infor Concierge

As an Infor customer, your business will have access to a range of Infor portals that will help you get self-sufficiency in the cloud.

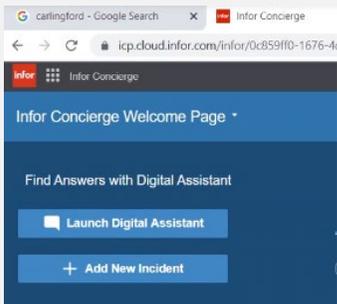
Infor Concierge is the gateway into a lot of Infor content. You can customise the dashboard with widgets and preferences to ensure you see what you need when you need it. It also gives direct access into several other portals such as the Infor Support Portal and the Infor CloudSuite Self-service portal.



Power tips for Concierge

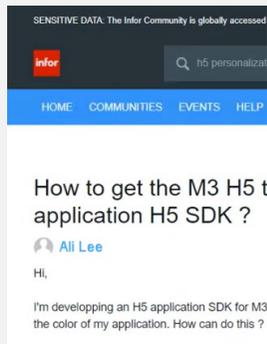
Use the Digital Assistant

More powerful than standard search, the digital assistant is a power search tool which will browse communities, documentation, webinars, and other similar issues.



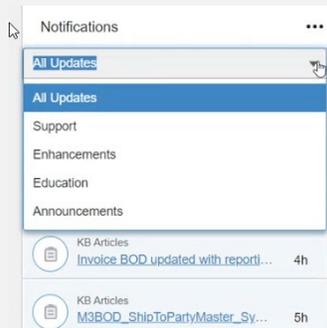
Leverage Community Forums

The Community forums are a great way to interact with the world-wide community of Infor users to identify solutions to issues, or pose questions.



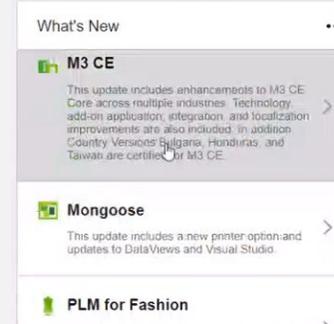
Check notifications

It pays to check notifications, which are listed chronologically at regular intervals – daily or every few days to stay on top of what's happening. It is here you can track and vote for enhancements.



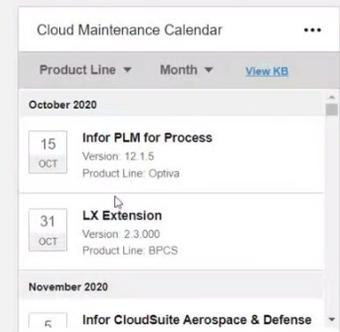
What's new?

This will give you quick insight into what's new in your Cloud applications. Click through to get access to Knowledge Base articles, webinars etc.



Track your maintenance calendar

Easily stay on top of what's coming up. – a quick view into planned changes.

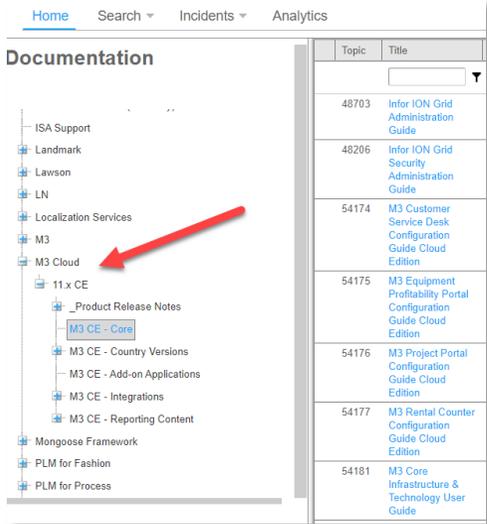


Infor Portals

From Concierge you can get easy access to other portals. Two of the key ones for self-sufficiency are the Infor Support Portal and the CloudSuite Self-service portal. It's worthwhile familiarising these two portals, and leveraging the insight it can give you to build your own self-sufficiency.

Infor Support Portal

There is a lot of good information available here, especially the ones from admin or user guide perspective for you to refer to, including knowledge base articles and webinars.



Infor CloudSuite Self-Service Portal

This is the administrators view of CloudSuite and gives you good insight into key areas of your cloud environment.

Uptime records

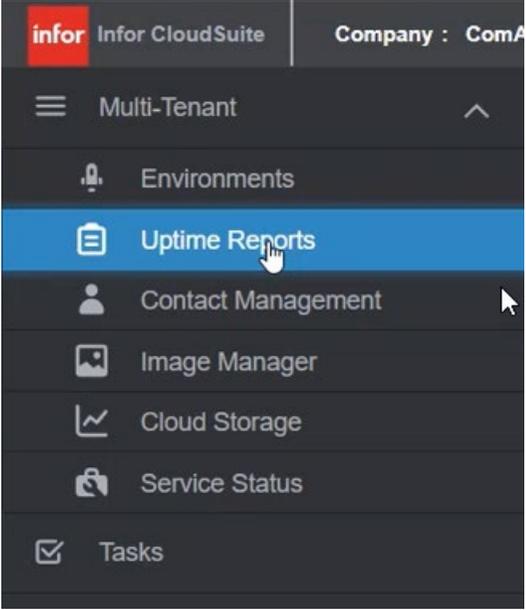
Lets you know what the uptime is for your production environment

Cloud storage

For IDM documents etc can see your utilization of your storage allocation across your Infor environment

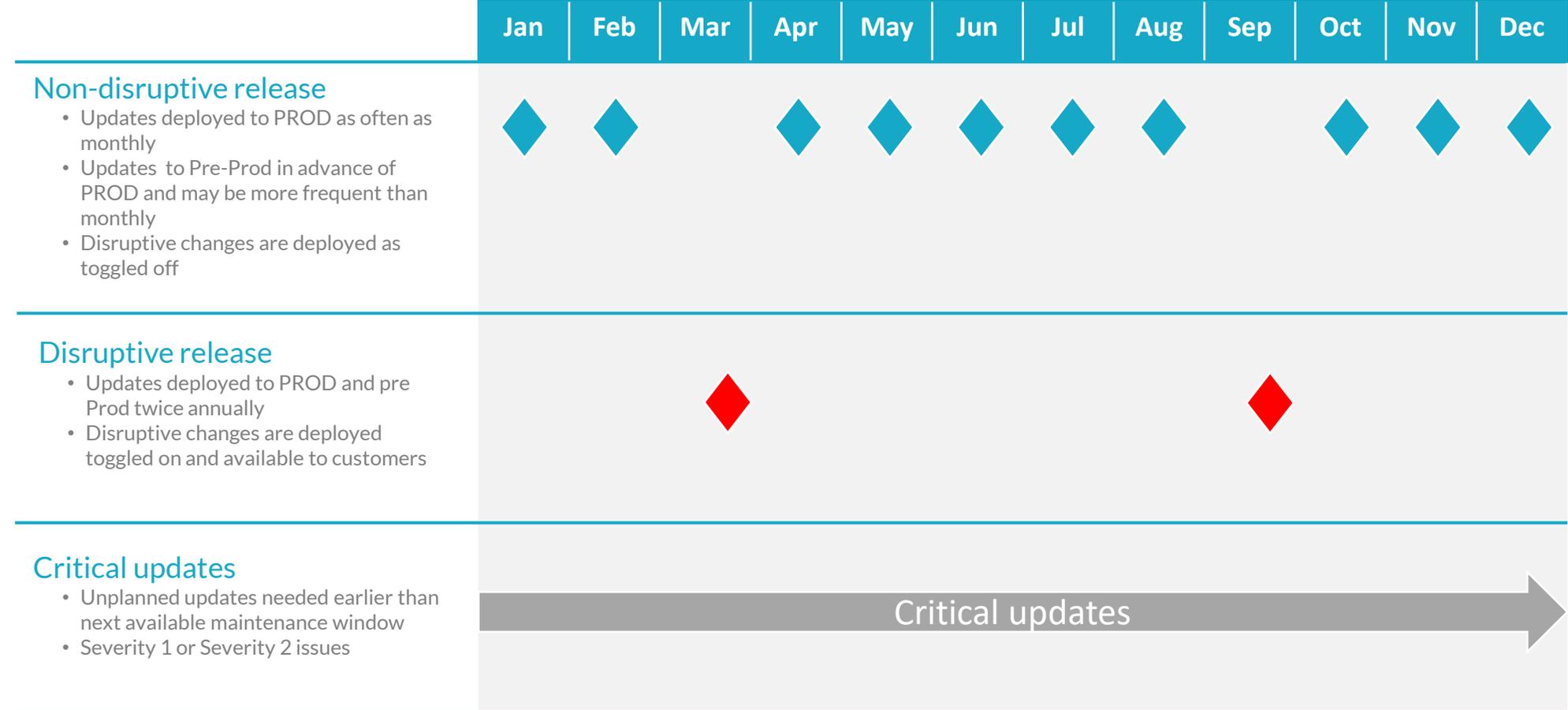
Service Status

See the status of your cloud services such as M3 CE, Ion APIs and data lake, Ming.le etc. From there you can access any incidents.



Understanding the release cycle

Being on the Multi-tenant cloud means there are regular updates and maintenance to keep you always current. Probably the most important tip for self-sufficiency is to stay on top of the maintenance cycle. Make sure you understand and access the schedule of updates so that you can align them with your annual calendar.



Make sure you understand the difference between maintenance types

Type of Maintenance

Non-disruptive release - monthly

- Infor have monthly maintenance windows planned which involves outage window for every data centre across the world, as per the published schedule.
- Fixes for incidents logged with Infor are rolled out during this time. Currently there is a short downtime for this window, as per the calendar. (Infor have zero downtime for maintenance on their roadmap).
- Before every maintenance window Infor publishes release notes to provide visibility on the upcoming changes in the system, and important for customer to go through that. Each new release includes a number of new features which you can test and switch on when you are ready.

Disruptive release – twice annually

Twice every year Infor are planning to introduce disruptive changes which is a MUST for customers to review in advance and take appropriate action. Most of these changes are to improve the services and make outdated stuff redundant.

Critical updates – not scheduled

These changes are critical for the platform to function so can't wait for the monthly maintenance window and can happen at any point during the month. Infor provides notification as early as possible so watch out for those as well.

How will you be notified?

Make sure you subscribe for maintenance related notifications from Infor.

Apart from this, you'll find notifications related to critical items which may have direct/indirect impact to Infor applications. You can also subscribe to receive those notifications over email.

Related Knowledge Base Articles

[KB 2053402](#) – Multi-Tenant Release Deployment Calendar – Production Environment

[KB 1952072](#) – Infor M3 CE – Cloud Updates (monthly)
[CMS 975](#) - Your tenant admin is advised to visit program CMS975 on monthly basis to review various new features released by Infor.

Each entry in there has NCR (net change report) number which is the unique identifier for the feature. Associated workflows will help you to track feature reviews.

[KB 2065737](#) – M3 Cloud Edition (M3 CE) – Early Announcement of Disruptive Changes - subscribe to this

[KB 2038003](#) – M3 CE – Critical Notifications and Warnings

Building self-sufficiency will reap rewards.

As an Infor Multi-tenant Cloud user, there are many ways that you can make you and your business more self-sufficient. The effort and discipline you put in to enabling yourself in this area will be worth it.

By proactively seeking out ways to improve your understanding of the maintenance cycle you will ensure fewer surprises and disruptions.

By embracing Concierge and the Support Portals you can leverage vast resources from within Infor, as well as from the community.

Want to know more?

If you would learn other ways to build value from your Multi-tenant cloud environment, our expert team are here to help.

Contact us at info@comactivity.com.au

ComActivity are a leading provider of Infor cloud services and solutions. The ComActivity team blends a deep understanding of supply chain business practice and with cutting-edge technical expertise.

We deliver innovative solutions that give companies usable and powerful IT systems that easily adjust to rapidly changing business needs, enabling them to thrive in an environment that is being constantly transformed by disruptive technology.

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