

# Rapport d'analyse

# atechor



Infor M3

Dernière mise à jour : 16/10/2023

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# Avis des utilisateurs : 7/10

Source	Nombre d'avis	Score
G2	118	3,8 / 5
Capterra	30	4,4 / 5
Trustradius	45	6,3 / 10
Gartner	69	4,4 / 5
Peerspot	10	4,2 / 5
Score moyen	<b>3,92 / 5</b>	

< 3,5/5 = <b>éliminé</b>
3,5 - 3,8 = <b>6/10</b>
3,8 - 4,1 = <b>7/10</b>
4,1 - 4,5 = <b>8/10</b>
4,5 - 4,8 = <b>9/10</b>
4,8 - 5 = <b>10/10</b>

/ INFOR M3 - NOTES

Note moyenne

Facilité d'utilisation ★ 3,7

Service client ★ 4,1

Fonctionnalités ★ 4,5

Rapport qualité-prix ★ 4,0

Probabilité de recommander le produit

 8,5/10

Infor M3 a reçu une note globale de 4,4 étoiles sur 5 d'après 30 avis d'utilisateurs publiés sur Capterra.

([Capterra](#))

 **Infor M3 Reviews**

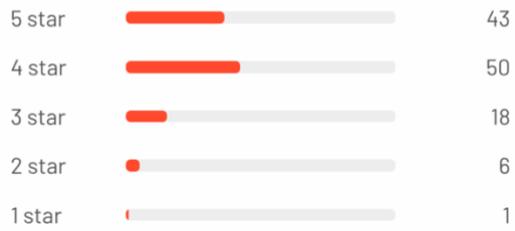
Vendor: [Infor](#)

★★★★☆ 4.2 out of 5 | [10 reviews](#)

([Peerspot](#))

## 118 Infor M3 Reviews

★★★★☆ 3.8 out of 5



[\(G2\)](#)



### Infor M3

Formerly Lawson Intenia

★★★★☆ **TR** Score 6.3 out of 10

45 Reviews and Ratings • Enterprise Resource Planning (ERP)

[\(TrustRadius\)](#)



## Infor M3 Reviews

by Infor in Cloud ERP for Product-Centric Enterprises

4.4 ★★★★★ 69 Ratings

[\(Gartner\)](#)

## Récompenses et distinctions : 8/10

« Infor was honored with the Customer Hero Award at the ERP Today Awards & Fundraiser last week. Infor took first place in the category, selected for the transforming impact of its solutions and teams on customers' success, as demonstrated with automotive customer DBK. When a cyberattack knocked out the company's entire on-premises systems, Infor teams worked with the automotive supplier to go live on Infor CloudSuite Automotive in just three weeks. » ([Infor](#))

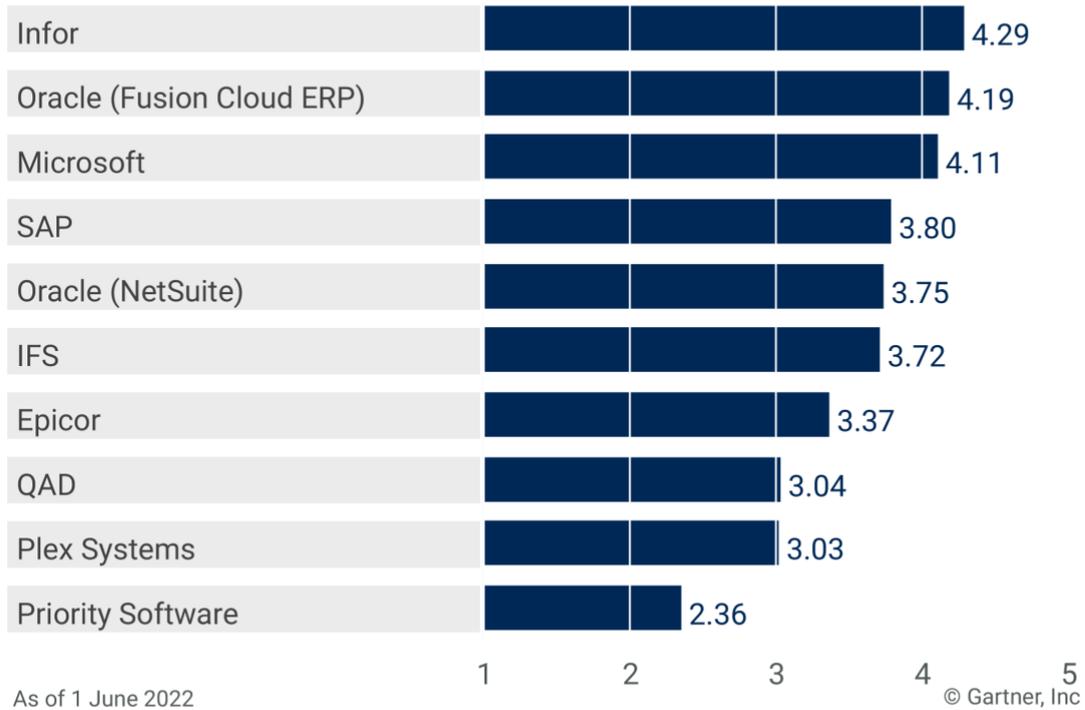
« Infor a été reconnu par Gartner® comme Leader dans le Magic Quadrant™ 2022 pour les ERP Cloud destinés aux entreprises centrées sur les produits » ([Infor](#))

« Cette année, Nucleus a élargi son évaluation pour s'intéresser spécifiquement aux éditeurs d'ERP qui ont démontré leur capacité à répondre aux besoins des entreprises ayant un chiffre d'affaires annuel de plus de 500 millions de dollars. En plus des fonctionnalités et de la facilité d'utilisation de leurs solutions, les éditeurs se font concurrence sur la disponibilité et les capacités géographiques de leur cloud, localisations, support et services professionnels.

Infor est reconnu comme leader pour « ses fonctionnalités ERP spécialisées par secteur d'activité », fournies au travers de sa plateforme CloudSuite, et pour sa flexibilité. » ([Infor](#))

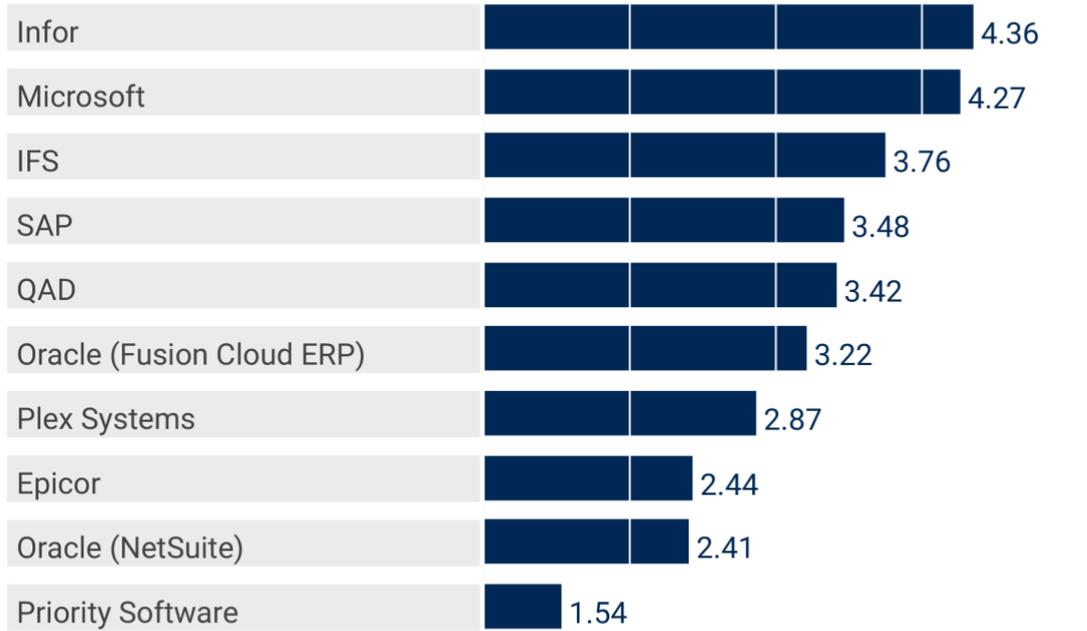
## Vendors' Product Scores for ERP for Midsize Enterprises Use Case

Product or Service Scores for ERP for Midsize Enterprises



## Vendors' Product Scores for Process Manufacturing Use Case

Product or Service Scores for Process Manufacturing

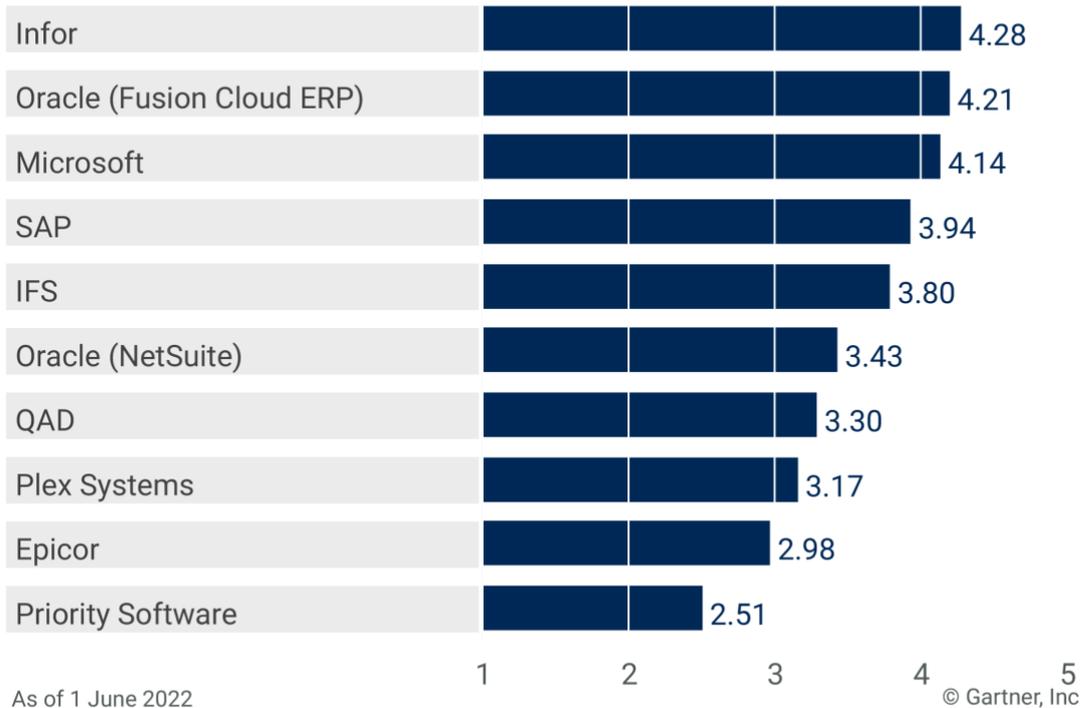


As of 1 June 2022

1 2 3 4 5 © Gartner, Inc

## Vendors' Product Scores for Discrete Manufacturing Use Case

Product or Service Scores for Discrete Manufacturing



([Infor](#))



([G2](#))

**Analyse :** Nommé leader et reconnu par plusieurs études de Gartner, Infor, avec ses ERP LN et M3 est un ERP référent pour les entreprises de fabrication.

# Interface et expérience utilisateur : 7/10

## Retours des utilisateurs sur l'interface :

Avis G2 :



### Infor M3 Pros and Cons How are these determined? ?

👍 Pros		👎 Cons	
<a href="#">User Friendly</a>	2	<a href="#">Not User Friendly</a>	3
<a href="#">Access Anywhere</a>	1	<a href="#">Missing Features</a>	2
<a href="#">Cloud Based</a>	1	<a href="#">Dated</a>	1
		<a href="#">Learning Curve</a>	1

 **Martin Z.** ✉️ 🔗 ⋮  
Customer Success Manager  
Mid-Market (51-1000 emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: G2 invite Incentivized Review

★★★★★ Apr 23, 2021

### "Intuitive software and easy to deploy"

**What do you like best about Infor M3?**

Easy to deploy, good documentation base. [Intuitive software. Good web interface.](#) Good integration capabilities with 3rd party software and API support.

 **Verified User in Furniture** ⓘ  
Enterprise (> 1000 emp.)

Validated Reviewer ✓ Review source: G2 invite Incentivized Review

★★★★☆ Nov 05, 2021

### "Planning and logistics manager at Hilding Anders Baltic"

**What do you like best about Infor M3?**  
Overall coverage of various functionalities needed for industrial process.

**What do you dislike about Infor M3?**  
User interface is lacking for modern solutions. Long learning curve new users. API methods do not allow to make complete integrations. Supply chain order functionality works only for order initiated process. Outbound process (deliveries and shipments) are not comfortable to work with. No KPI dashboards available out of the box. No built-in module for production planning (need to use of separate software like SWB and long time of importing and exporting data). Printing of labels has quite limited functionality; need to use additional software. No module for forecasting.

 **Verified User in Apparel & Fashion** ⓘ  
Enterprise (> 1000 emp.)

Validated Reviewer ✓ Review source: G2 invite Incentivized Review

★★★★☆ Nov 10, 2021 (Original Jul 16, 2021) ⓘ

### "Working with Infor M3 is amazing."

**What do you like best about Infor M3?**  
Infor M3 User Interfaces  
Integration capabilities

 **Verified User in Mechanical or Industrial Engineering** ⓘ  
Mid-Market (51-1000 emp.)

Validated Reviewer ✓ Review source: Seller invite Incentivized Review

★★★★☆ Jul 16, 2021

### "It is a good ERP software especially the user interface is the best of its kind."

**What do you like best about Infor M3?**  
User interface very user friendly compared to the other similar platforms.  
Very simple for product life cycle management.

## Avis Capterra :

Facilité d'utilisation

★ 3,7



**Malcolm**  
CIO (Canada)

Compagnies aériennes/Aéronautique, 1001–5000 employés  
Temps d'utilisation du logiciel : plus de deux ans  
Source de l'avis ?

[TRADUIRE EN FRANÇAIS](#)

**Quality ERP**  
★★★★☆ 4,0 il y a 3 ans

**Commentaires :** Infor support team (Elite customer) is excellent. Consulting engagements are sometimes not so great - it depends to a large degree on who you get.. Been users since 2010 comparison to the old Lawson company is night and day - way better now!

**+ Avantages :**  
Highly configurable product. Support from Infor is very good. Investment in the product by Infor continues to be significant and is showing results!

**- Inconvénients :**  
Ironically, highly configurable! this lead to complexity in the initial set up to meet business process needs. However once established and implemented the product is stable and performs well. **User interface is not premium but hoping for improvements when we move to Infor OS and homepages.**



**Utilisateur vérifié**  
[in](#) Utilisateur LinkedIn vérifié

Externalisation/délocalisation, 1001–5000 employés  
Temps d'utilisation du logiciel : 6 à 12 mois  
Source de l'avis ?

[TRADUIRE EN FRANÇAIS](#)

**Infor M3**  
★★★★★ 5,0 il y a 4 ans

**Commentaires :** All operations of the company are managed through this software. This is very useful and easier to work with

**+ Avantages :**  
The best ERP system that I've used so far. Every thing is so neat and tidy, and once learnt, this is the easiest system to work with. **Has a very user-friendly interface and has the ability to change the appearance with a limited selection.**

**- Inconvénients :**  
There's nothing that I dislike about this software. I enjoy using this software application at the moment.

[\(Capterra\)](#)

## Gartner :

5.0 ★★★★★ Sep 22, 2020 Review Source: ⓘ

**It is very effective and has the best user interface which can solves all your issues**

Reviewer Function: Procurement Company Size: 3B - 10B USD Industry: Banking Industry

Infor M3 is the best ERP solution which is available in the market, it is highly configurable at any point of time and investment in this platform continues to be significant in showing the results. It has strong management and support team who can help while implementing any project. I ...

[Read Full Review](#)

5.0 ★★★★★ Sep 18, 2020

Review Source: ⓘ

**It has out standing user interface with lot of functionalities. It provides great service**

Reviewer Function: Marketing Company Size: 1B - 3B USD Industry: IT Services Industry

It is one of the best among the large scale ERP's available in the market, recently it come up lot of add on functionalities which helped me a lot to integrate with other platforms. It can meet all the financial requirements for your organisation covering all of its domains with a very low cost and ...

[Read Full Review](#)

([Gartner](#))

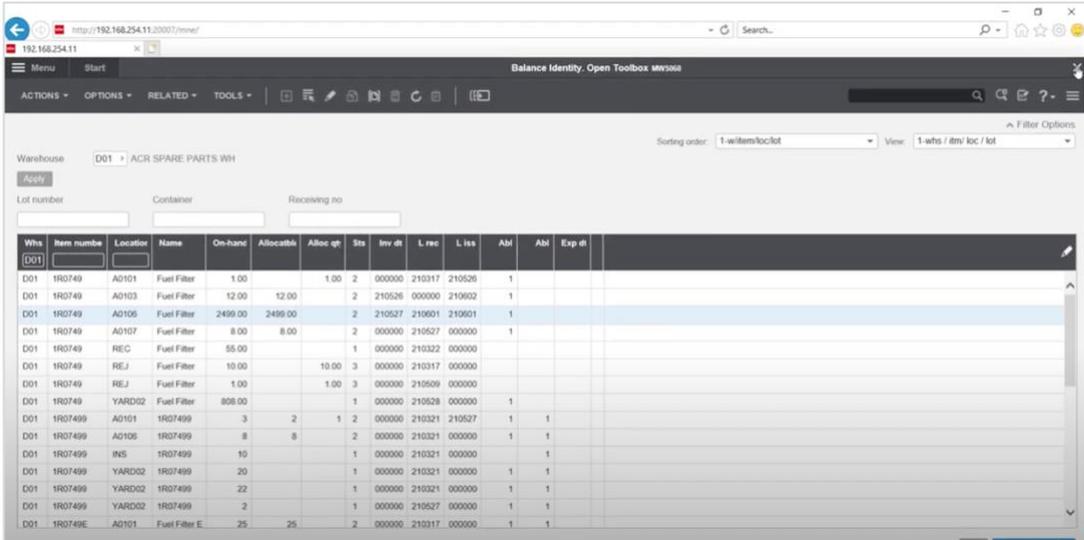
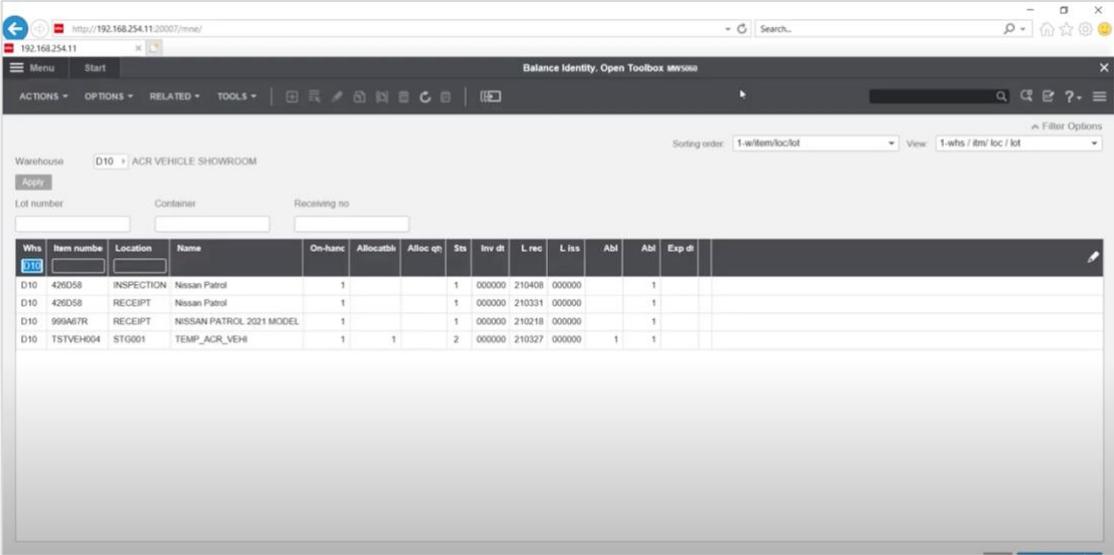
**Trustradius :**

### Pros

Easy to Use: Many users have found Infor M3 to be user-friendly, requiring no customization. This indicates that the software has an intuitive interface and does not need extensive modifications to meet user needs.

([Trustradius](#))

# Interface en image :





Browser: http://192.168.254.11:20007/mme/

Page Title: Purchase Order, Open Lines PP5201

Warehouse: D01 ACR SPARE PARTS WH  
 Supplier: NEFC NEFC Group  
 PO no: 21200108 10 Status: 06 / 06  
 Item number: 1R0749 Fuel Filter  
 Fuel Filter

**Reference Details**

Planned order: [ ] Revision no: [ ]  
 Requisition by: AEBRAHM Recipient: [ ]  
 Cost center: [ ] Acc control obj: [ ]

Suppl item no: [ ]  
 PO item name: Fuel Filter  
 PO item descr: Fuel Filter

Browser: http://192.168.254.11:20007/mme/

Page Title: Purchase Order, Connect Charges PP5215

PO number: 21200108 10  
 Supplier: NEFC  
 Item number: 1R0749 Fuel Filter  
 External charge: [ ] / [ ]  
 Internal charge: [ ] / [ ]

Filter Options

Sno	Ctp	Elemnt	Name	Element am	Curr	Ope	Dmt	Dut	Inv
			Net purchase price	10050.00	USD	02			
120	2	120	OEM2 Transport		USD	05	1	1	1
145	2	145	Import & Duty Charges		USD	04	1	3	1
			Total sum for accounting	1794327.00	DJF	99			

192.168.254.11

https://192.168.254.11:20007/mmf/

Search...

Menu Start Purchase Order. Print Document PPS560 Purchase Order. Display Lines PPS226

ACTIONS OPTIONS RELATED TOOLS

Filter Options

Sorting order: 1-PO number, PO line, I View: STD01-01-Standard view

Facility: [ ] - [ ]

Lowest status: [ ] - [ ]

Planning date: [ ] - [ ]

Apply

PO no	Ln	Sub	Whs	Item number	Name	Description 2	Req dt	Order qty	POU	Purch price	Cur	Buyer	Supplier	Lst	Hst
2000000001	10		D20	TSTVEH001	TEST VEHICAL FOR RENT	TEST VEHICAL FOR RENT	210224	1	EA	10000.00	USD	AMILA	TEST001	Put-Away Done	Put-Away Done
2000000002	10		D20	TSTVEH002	TEST VEHICAL FOR RENT	TEST VEHICAL FOR RENT	210224	1	EA	1000.00	USD	AMILA	TEST001	Put-Away Done	Put-Away Done
2000000003	10		B14	TSTVEH002	TEST VEHICAL FOR RENT	TEST VEHICAL FOR RENT	210223	1	EA	100.00	USD	AMILA	TEST001	Ready to Issue	Ready to Issue
2000000004	10		D10	TSTVEH004	TEMP_ACR_VEH1	TEMP_ACR_VEH1	210216	1	UNI	100.00	USD	AMILA	TEST001	Put-Away Done	Put-Away Done
2000000005	10		D10	TSTVEH004	TEMP_ACR_VEH1	TEMP_ACR_VEH1	210215	1	UNI	100000.00	USD	AMILA	TEST001	Put-Away Done	Put-Away Done
2000000006	10		D10	TSTVEH004	TEMP_ACR_VEH1	TEMP_ACR_VEH1	210215	1	UNI	100000.00	USD	AMILA	TEST001	Put-Away Done	Put-Away Done
2000000007	10		N10	D7R	D7R	D7R	210216	1	EA	5000.00	USD	EIAD	I90000001	Ready to Issue	Ready to Issue
2000000008	10		D10	TSTVEH005	TEMP_ACR_VEH1_005	TEMP_ACR_VEH1_005	210217	1	UNI	1000.00	USD	AMILA	TEST001	Put-Away Done	Put-Away Done
2000000009	10		D10	999A67R	NISSAN PATROL 2021 MODEL	NISSAN PATROL 2021 MODEL	210218	1	UNI	1000000.00	USD	AMILA	TEST001	Received	Received
2000000010	10		D10	426D58	Nissan Patrol	Nissan Patrol	210219	1	UNI	1000000.00	USD	AMILA	TEST001	Put-Away Done	Put-Away Done
21200002	10		D30	DE200E0	GEN SET CAT NEW	GEN SET CAT NEW	210228	1	UNI	1000000.00	USD	AMILA	TEST001	Inv. Done	Inv. Done
21200003	10		D30	AT0001	AT0001	AT0001	210228	1	UNI	1000000.00	USD	AMILA	TEST001	Inv. Done	Inv. Done
21200004	10		D01	ITEM001	item with item master price	item with item master price	210308	20	EA	500.00	USD	EIAD	SUP001	Put-Away Done	Put-Away Done
21200005	10		D01	ITEM005	item with item master price	item with item master price	210308	270	EA	500.00	USD	EIAD	SUP001	Put-Away Done	Put-Away Done
21200006	10		D30	AT0001	AT0001	AT0001	210310	1	UNI	10000.00	DJF	AMILA	TEST001	Put-Away Done	Put-Away Done

([D mo Infor Tiger](#))

**Analyse :** L'interface d'Infor M3 est fonctionnelle et compl te, mais elle peut  tre jug e vieillissante et peu intuitive.

# Couverture fonctionnelle : 8/10

« **Gestion financière** : comptabilité, trésorerie, gestion des investissements, reporting financier

**Gestion des clients** : gestion des commandes, gestion des ventes, service client

**Gestion des stocks** : gestion des entrepôts, gestion des commandes, gestion des flux logistiques

**Gestion de la production** : planification de la production, gestion des ressources, gestion de la qualité

**Gestion des ressources humaines** : gestion de la paie, gestion des congés, gestion des talents

**Gestion de la chaîne d'approvisionnement** : gestion des fournisseurs, gestion des achats, gestion des transports

Infor M3 offre également une gamme de fonctionnalités spécifiques à certains secteurs d'activité, tels que la fabrication, la distribution, la santé et l'industrie manufacturière.

Voici quelques exemples de fonctionnalités spécifiques à Infor M3 :

**Planification de la production** : Infor M3 propose des fonctionnalités avancées de planification de la production, notamment la planification des capacités, la planification des besoins en matériaux et la planification des ressources.

**Gestion de la qualité** : Infor M3 offre des fonctionnalités complètes de gestion de la qualité, notamment la gestion des défauts, la gestion des non-conformités et la gestion des rappels.

**Gestion de la chaîne d'approvisionnement** : Infor M3 offre une visibilité complète de la chaîne d'approvisionnement, notamment la gestion des fournisseurs, la gestion des achats et la gestion des transports. »

(Bard)

**Analyse** : Infor ne donne pas exhaustivement les fonctionnalités qu'intègre M3. Nous avons donc fait appel à l'IA Bard afin d'en savoir plus. Cet ERP, comme l'ERP LN d'Infor, regroupe l'ensemble des fonctionnalités clés dans les métiers de production.

# Sécurité : 8/10



**Martin Z.**  
Customer Success Manager  
Mid-Market (51-1000 emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: G2 invite Incentivized Review

★★★★★ Apr 23, 2021

## "Intuitive software and easy to deploy"

**What do you like best about Infor M3?**

Easy to deploy, good documentation base. Intuitive software. Good web interface. Good integration capabilities with 3rd party software and API support.

Security: M3 Can be supported with different web services, which helps to making it secure with very low downtimes. Good reporting capabilities. Vert versatile system where you can implement various processes and use cases that fits the business need. Adaptation by end customers relatively good and easy to understand how to operate with the system.



**Aniruddha I.**  
Assistant System Engineer  
Mid-Market (51-1000 emp.)

Validated Reviewer ✓ Review source: G2 invite Incentivized Review

★★★★☆ Aug 11, 2021

## "M3: Not the ERP of future"

**What do you like best about Infor M3?**

M3 has various levels of security levels for different roles of users. But at times they are also managed by third party applications.

(G2)

### Security

This component helps a company minimize the security risks by controlling access to the software and its data, and encouraging best practices among users.

8 Avg 8.2

Hide Features

<p>8</p> <h4>Single sign-on capability</h4> <p>(4) Ratings</p> <p>The software system supports a centralized authentication mechanism allowing the user to access multiple systems with a single, centrally managed password.</p>	<p>8</p> <h4>Role-based user permissions</h4> <p>(4) Ratings</p> <p>Permissions to perform actions or access or modify data are assigned to roles, which are then assigned to users, reducing complexity of administration.</p>
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(Trustradius)

Bard :

« Infor M3 est conçu pour protéger les données sensibles des entreprises, notamment les données financières, les données clients et les données de production.

Infor M3 propose un ensemble de fonctionnalités de sécurité intégrées, notamment :

**Authentification et autorisation** : Infor M3 utilise des mécanismes d'authentification et d'autorisation robustes pour protéger l'accès aux données.

**Chiffrement** : Infor M3 utilise le chiffrement pour protéger les données en transit et au repos.

**Sécurité des applications** : Infor M3 utilise des contrôles de sécurité d'application pour protéger les données contre les attaques malveillantes.

**Sécurité des données** : Infor M3 propose des fonctionnalités de sécurité des données pour protéger les données contre la perte ou la corruption.

Infor M3 est également hébergé dans un centre de données sécurisé qui répond aux normes de sécurité les plus strictes.

En plus des fonctionnalités de sécurité intégrées, Infor propose également un ensemble de services de sécurité pour aider les entreprises à protéger leurs données. Ces services comprennent :

- Infor Security Services : Infor Security Services offre une gamme de services de sécurité, notamment la gestion des risques de sécurité, la surveillance de la sécurité et la réponse aux incidents de sécurité.
- Infor CloudGuard : Infor CloudGuard est une plateforme de sécurité cloud qui offre une visibilité et un contrôle complets de la sécurité des environnements cloud.

Infor M3 est une solution ERP sécurisée qui peut aider les entreprises à protéger leurs données sensibles. »

# Performances et usage de la solution : 9/10

## Fonctionnalités

★ 4,5



**Malcolm**

CIO (Canada)

Compagnies aériennes/Aéronautique, 1001–5000 employés

Temps d'utilisation du logiciel : plus de deux ans

Source de l'avis ?

[TRADUIRE EN FRANÇAIS](#)

### Quality ERP

★★★★☆ 4,0 il y a 3 ans

**Commentaires :** Infor support team (Elite customer) is excellent. Consulting engagements are sometimes not so great - it depends to a large degree on who you get..

Been users since 2010 comparison to the old Lawson company is night and day - way better now!

#### + Avantages :

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#### - Inconvénients :

Ironically, highly configurable! this lead to complexity in the initial set up to meet business process needs. However once established and implemented the product is stable and performs well. User interface is not premium but hoping for improvements when we move to Infor OS and homepages.



**Dirk**

Director, ERP System & Business Processing (É.-U.)

[in](#) Utilisateur LinkedIn vérifié

Compagnies aériennes/Aéronautique, 201–500 employés

Temps d'utilisation du logiciel : plus de deux ans

Source de l'avis ?

[TRADUIRE EN FRANÇAIS](#)

### Proven, mature ERP is getting modern UI at last

★★★★★ 5,0 il y a 4 ans

**Commentaires :** I have worked with M3 for a number of organizations, and besides effectively managing the material plan and production schedule, it has also served well for the management of multiple business units which require monthly consolidation, multi-currency financial operations, and the complete life cycle of business processes.

#### + Avantages :

M3 is a stable, robust, proven ERP system that fits a wide variety of industries well, handles international business requirements and has the flexibility to support both the front office and the back office. In recent years, this has been supplemented with a modern UI toolset, allowing for workflow design and management, along with browser-based homepages and widgets that present users with the information they need to act on, focusing on exceptional situations instead of repetitive, routine tasks.

[\(Capterra\)](#)



**SK MUSTEKIN H.**

Data Entry Clerk  
Mid-Market (51-1000 emp.)



Validated Reviewer ✓

Verified Current User ✓

Review source: Organic

★★★★★ Jan 04, 2022 (Original Aug 09, 2021) ?

## "SK MUSTEKIN HOSSAIN - Review"

### What do you like best about Infor M3?

It's very easy to use and fill out once you do it once. It's very easy for our information to track work orders. Easy access to customer profiles and past history.

### What do you dislike about Infor M3?

nothing so far. I have been using it for about a year you solving with the product ? What benefits have you realized ?

Is a little clunky when you have several programs running.



**Patrick D.**

Head Of Information Technology  
Mid-Market (51-1000 emp.)



Validated Reviewer ✓

Verified Current User ✓

Review source: G2 invite

Incentivized Review

★★★★★ Aug 12, 2021 (Original Jul 10, 2020) ?

## "M3 an ERP that moulds to your business not the other way around"

### What do you like best about Infor M3?

My comes as a very good ERP model but you can apply skins specific to your business which makes it extremely flexible and that's its winning streak, it is modular to fit your business like other ERP's but it also has the ability to be configured exactly to your business model with Business 'skins'. It also has an amazing API gateway so you can interface with M3 so easily and being able to do EDI and working with 3rd party supplier and warehouses makes it a real winner.

The support you get on the Infor support site is second to none, they are very supportive and responsive which is a major plus along with open access to <https://docs.infor.com> which gives you every manual at your fingertips.

When it comes to Reporting you have very good tools build in with the ability to export to excel everywhere but there is also 'Burst' an amazing data warehouse tool that helps you get the best out of M3 for proper data analysis and BI

### What do you dislike about Infor M3?

I don't like the fact that the Infor Campus is so expensive, why after investing in an ERP do you have to pay out thousands of dollars for each section just to get up to speed on how it works, I think this is a major block on why it has not been such a killer in the industry and why its loosing out to Dynamics, etc

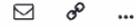
Also not having a data dictionary available for people who don't want to use Burst etc is a bit controlling, you have to be more open for M3 to win but I think its too late

Why when I look at all the components I have in M3 is it that when I want to remove a component because I don't use it that it suddenly has no value as it was heavily discounted on install, but of course the one I want is very expensive, I bet when I want to remove that in years to come it will be worthless again, just gave me a bad taste for Infor and I have been using Infor products for 25 years now.



**Nandagopal B.**

Senior Specialist - Global CapEx Financial Analysis SSC  
Mid-Market (51-1000 emp.)



Validated Reviewer ✓

Verified Current User ✓

Review source: G2 invite

Incentivized Review

★★★★★ Nov 18, 2021

## "Finance Associate"

### What do you like best about Infor M3?

M3 is user friendly Web based ERP Tool, where we can able to access this anywhere with VPN connection, No need to install any software, we could able to open multiple session within one login, Easy to run and download the reports, having multiple keyboard shortcut keys

### What do you dislike about Infor M3?

Despite the all good features, since it is web based, it is depending on network speed of the internet. Sometime, it will show latencypa issue in populating data.

[\(G2\)](#)

## Product Capabilities

4.3



### Product Features and Ratings

Scalability	4.6		(5)
Integration	4.6		(5)
Customization	4.4		(5)
Ease of deployment, administration, and maintenance	4.0		(5)

## "Infor Can Run With The Big ERPs Like SAP But With A Lower Price Point."

Submitted Jun 16, 2022

5.0 ★★★★★ Overall User Rating

Product(s): Infor M3

**Overall Comment:** "The software is a very powerful and complex software that is great for diverse and complex companies. We had a rough start with our implementation team but the more we learn about the software the more we realize how much more it can do and help us to perform better."

5	★★★★★	Evaluation & Contracting	5	★★★★★	Integration & Deployment
5	★★★★★	Service & Support	5	★★★★★	Product Capabilities

### Lessons Learned

#### What do you like most about the product or service?

We like the flexibility of the software and the way it can be integrated with other systems. We like the data lake and ability to connect to it. We like the fact that it is truly a SaaS ERP and uses the Multi-Tenant structure.

#### What do you dislike most about the product or service?

The system doesn't have the best UI. It takes a while to figure out how to process normal transactions. Also, the way that access security is handled is a little cumbersome.

### Reviewer Profile

 IT Project Manager

**Industry:**  
Manufacturing

**Function:**  
Software Development

**Firm Size:**  
50M - 250M USD

 **Deployment Architecture:**  
Cloud (SaaS or PaaS or IaaS)

### Review Source

Invited by vendor (direct, user community)

[Community Guidelines](#)

[ALL REVIEWS](#)

[NEXT REVIEW](#)

## "Infor M3 Review"

Submitted Mar 9, 2021

4.0 ★★★★★ Overall User Rating

Product(s): Infor M3

**Overall Comment:** "Overall experience is very good, Infor M3 is a very stable application with . Also, the partner network consists of many vendors with add-on functionality to enhance the ease of use further. After the switch to full cloud focus, my experience is that Infor has become more customer-focused and have enhanced the business value in their development road maps. "

4	★★★★	Evaluation & Contracting	4	★★★★	Integration & Deployment
5	★★★★★	Service & Support	4	★★★★	Product Capabilities

### Lessons Learned

#### What do you like most about the product or service?

Stability, functionality, development towards cloud suite.

#### What do you dislike most about the product or service?

Having an older version of the software installed on an on-prem server, it becomes more and more difficult to tend to upcoming business requirements.

### Reviewer Profile

 Application Manager

**Industry:**  
Retail

**Function:**  
Software Development

**Firm Size:**  
50M - 250M USD

 **Deployment Architecture:**  
On-premises

 **Go-Live Date:**  
2014

 **Implementation Strategy:**  
Worked with both the vendor and 3rd-party service providers

### Review Source

Invited by Vendor (direct, user community)

([Gartner](#))

 Usability  
3 ratings



FEBRUARY 16, 2023

## AMAZING TOOL & EASY TO USE

[Share](#)

[Save](#)

Salman Majid

Vendor Manager

Pickrr (Hospitality, 10,001+ employees)



Score 8 out of 10

Vetted Review

Verified User

### Use Cases and Deployment Scope

That being said, Infor M3 is an enterprise resource planning (ERP) software system designed for businesses in manufacturing, distribution, and supply chain industries. It can help address several business problems related to managing financial and operational aspects of a business, such as supply chain management, inventory management, production planning, and financial reporting. The scope of the use case for Infor M3 depends on the specific needs of the organization. For example, a manufacturer might use Infor M3 to manage their production planning, material requirements planning, and inventory control. A distributor might use Infor M3 to manage their supply chain, optimize order fulfillment, and track customer orders. The software can be customized to meet the specific needs of each business and is designed to provide a comprehensive set of tools for managing various aspects of the enterprise

### Pros and Cons

- Supply Chain Management
- Product Planning
- Financial Management
- Customer Relationship Management
  
- User Interface
- Customization
- Integration
- Reporting

### Likelihood to Recommend

**Manufacturing:** Infor M3 is designed specifically for manufacturers and provides robust production planning and supply chain management features. The software can help optimize production processes, improve inventory management, and automate purchasing and order fulfillment. **Distribution:** Infor M3 offers advanced supply chain management capabilities, including inventory management and order tracking, making it an ideal solution for distribution companies. **Large Organizations:** Infor M3 is a scalable solution that can accommodate the needs of large organizations with complex supply chain and production requirements. The software's modular design allows organizations to customize their implementation to their specific needs. **Global**

### Reporting & Analytics

Users can report on and analyze usage, performance, ROI, and/or other metrics of success.

[> Show Features](#)



### General Ledger and Configurable Accounting

Financial management solution, including capabilities for general ledger and configurable accounting

[> Show Features](#)



### Inventory Management

The ability to track and manage the flow of goods or materials into and out of an inventory.

[> Show Features](#)



### Order Management

The ability to process orders, and track them from quote to cash.

[> Show Features](#)



### Subledger and Financial Process

Revenue management solution including capabilities for subledgers and financial processes

[> Show Features](#)



### Project Financial Management

Project financial management solution including capabilities for project budgeting, cost control, billing and contract management.

[> Show Features](#)



### Project Execution Management

Project execution management solution including capabilities for project scheduling, resource management, and team member task management.



### Grants Management

Grants management solution for higher education, public sector, or non-profits with capabilities for managing financial awards for program and project funding

[> Show Features](#)



### Procurement

Procurement management solution with capabilities for sourcing, contracting, procure-to-pay and supplier management

[> Show Features](#)



### Risk Management

Risk management solution with capabilities for managing controls, assessing control effectiveness, certifying controls, and addressing deficiencies

[> Show Features](#)



### Logistics

Logistics solution with capabilities for transportation planning, transportation execution, trade compliance, customs management, warehouse management and warehouse workforce management.

[> Show Features](#)



### Manufacturing

Manufacturing solution for managing manufacturing processes and costs.

[> Show Features](#)



### Supply Chain

Supply Chain Planning solution with capabilities for planning, performance monitoring, change responses and execution.

[> Show Features](#)



[\(TrustRadius\)](#)

NB

[reviewer2084019](#)

Independent Consultant with self employed



Jan 28, 2023

## Scalable, has a good UI, and lets you do many customizations; technical support was knowledgeable and quick to respond

### Pros and Cons

- ✔ "The most valuable feature of Infor M3 is the level of detail it has about the different manufacturing processes compared to other ERP solutions. Other ERP solutions provide the same level of integration as Infor M3, but Infor M3 specializes in several functions, such as planning and manufacturing."
- ✘ "An area for improvement in Infor M3 is training. There should be more training resources available for clients. Clients also find it challenging to get consultants or integrators for Infor M3. The product doesn't have enough resources in the market to help clients."

([PeerSpot](#))

## Capacités clés

### Visibilité financière globale

Tirez parti de la prise en charge multisite, multientreprise, multipays, multidevises et multilingue pour plus de 25 langues et plus de 50 pays

### Interface utilisateur grand public

Augmentez la productivité grâce à des pages d'accueil personnalisées basées sur les rôles accessibles via un large éventail de navigateurs et d'appareils

### Fonctionnalité de pointe

Tirez parti de fonctionnalités intégrées pour les secteurs des produits chimiques, de la distribution, de l'équipement, de la mode, de l'agroalimentaire et de la fabrication industrielle

### Déploiement rapide et sécurisé

Implémentez M3 rapidement à l'aide d'accélérateurs de mise en œuvre préconfigurés pour un retour sur investissement plus rapide

### Analyses révolutionnaires

Prenez des décisions efficaces et rapides basées sur les données grâce à un contenu analytique intégré aligné sur le secteur, y compris des rapports prédéfinis, des tableaux de bord, des ICP, etc.

### Intégration et workflow

Intégrez M3 à d'autres systèmes Infor et non basés sur Infor pour gérer le workflow des données et des informations, quel que soit l'endroit où résident les données ou l'application qui les a créées

## La productivité en chiffres

50 %

de réduction des délais d'exécution et une migration  
faite en seulement 23 heures chez Red Wing Shoes

15 %

d'augmentation de la rotation des stocks chez Wilcon  
Builders Depot avec Infor M3

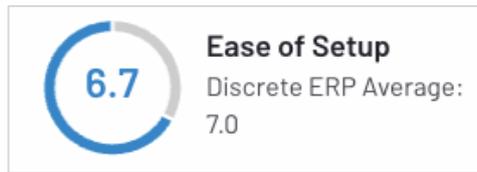
33 %

d'augmentation de la productivité chez Polisport avec  
M3

([Infor](#))

**Analyse :** Infor M3 est une solution spécifique à certains métiers, ce qui lui permet d'être particulièrement bien adaptée et de proposer des fonctionnalités et des performances optimales. L'ERP est décrit comme robuste et performant, mais aussi complexe à implémenter et à maintenir.

# Connectivité et intégration : 8/10



- 
- Martin Z.**  
Customer Success Manager  
Mid-Market (51-1000 emp.)
- ✉ 🔗 ...
- Validated Reviewer ✓ Verified Current User ✓ Review source: G2 invite Incentivized Review
- ★★★★☆ Apr 23, 2021
- ### "Intuitive software and easy to deploy"
- What do you like best about Infor M3?**
- Easy to deploy, good documentation base. Intuitive software. Good web interface. Good integration capabilities with 3rd party software and API support.
- 
- Verified User in Furniture** ⓘ  
Enterprise (> 1000 emp.)
- 🔗 ...
- Validated Reviewer ✓ Review source: G2 invite Incentivized Review
- ★★★★☆ Nov 05, 2021
- ### "Planning and logistics manager at Hilding Anders Baltic"
- What do you like best about Infor M3?**
- Overall coverage of various functionalities needed for industrial process.
- What do you dislike about Infor M3?**
- User interface is lacking for modern solutions. Long learning curve new users. API methods do not allow to make complete integrations. Supply chain order functionality works only for order initiated process. Outbound process (deliveries and shipments) are
- 
- sandeep B.**  
Senior Software Engineer  
Small-Business (50 or fewer emp.)
- ✉ 🔗 ...
- Validated Reviewer ✓ Review source: G2 invite Incentivized Review
- ★★★★☆ Oct 13, 2021
- ### "EDI Integration in m3"
- What do you like best about Infor M3?**
- Integration programmes and jobs customization. Added the js custom support customize the jobs is really helpful for business requirement.

(G2)



**Renato**  
SI Manager (Portugal)  
Utilisateur LinkedIn vérifié

Matières plastiques, 201–500 employés  
Temps d'utilisation du logiciel : plus de deux ans  
Source de l'avis ?

[TRADUIRE EN FRANÇAIS](#)

**One of the best ERP system for industry companies**  
★★★★☆ 4,0 il y a 4 ans

**Commentaires :** Infor M3 allows you to control the whole manufacturing process of products, allows integration with other software through the amount of APIs available.  
The departments at this moment, that are sustained in Infor M3 are, financial, purchases, logistics, production, quality and maintenance all this process are 100% controlled by Infor M3, in a multi company environment.

(Capterra)



**Nakul Oza**  
Infor M3 Consultant at Wipro Limited

✓ REAL USER    🏆 TOP 5

★★★★★

Jan 23, 2023

**Integrates well with other tools, is easy to implement, and is flexible**

**Pros and Cons**

- ✓ "Infor comes up with different tools every year, and they are all compatible with Infor M3, which makes it a more reliable and trustworthy tool. The integration is very smooth."
- ✗ "Sometimes, M3 alone cannot handle all the planning functionalities required by a customer. It has to be used along with industry-specific planning tools because M3 doesn't have all the features. However, no product can handle all the requirements of all the industries. There will be some shortcomings in all the products. Though this is an area for improvement, it is not a very serious shortfall or limitation. It can be covered by using third-party planning applications that integrate with Infor M3."



**Peter VAN BENNEKOM**

IT Consultant at OrangeDot Consulting

TOP 20



Jul 28, 2023

## A highly customizable and scalable tool that offers its users good integration capabilities

### Pros and Cons

- ✓ "The most valuable feature of the solution is that it is highly customizable."
- ✗ "The solution's technical support is an area with shortcomings that need improvement, especially the support for the product named M3 rather than the support offered by Infor as an organization."

### What is our primary use case?

In my company, I take care of the integrations of Infor M3 with other third-party tools. The customer that I work for uses Infor M3 for business processes.

[\(Peerspot\)](#)



[\(Gartner\)](#)

**Analyse :** Les capacités d'intégration d'Infor M3 sont puissantes et flexibles, mais elles peuvent être complexes à mettre en œuvre. Infor M3 offre une gamme d'outils et de fonctionnalités pour l'intégration avec d'autres systèmes et applications. Ces outils incluent des connecteurs prédéfinis, des API et un framework d'intégration personnalisé.

Les capacités d'intégration d'Infor M3 peuvent être utilisées pour :

- Connecter Infor M3 à des systèmes de gestion de la chaîne d'approvisionnement (SCM), de gestion des relations clients (CRM) et de gestion des ressources humaines (GRH).
- Automatiser les flux de travail et les processus métier.
- Partager les données entre les différents systèmes et applications d'une entreprise.

## Business international / national :

International	Oui
National	Oui

## Hébergement :

Cloud	Oui
On-Premise	Oui
SaaS	Oui
Hybride	Oui

## Développements spécifiques :

Peu	Oui
Beaucoup	Oui

## Implémentation :

< 1 mois	Non
1 à 6 mois	Non
6 à 12 mois	Oui
> 12 mois	Oui

## Couverture fonctionnelle :

Finance et comptabilité	Oui
CRM	Oui
Vente	Oui
RH	Non
Gestion de projet	Oui
Achats	Oui
Production	Oui
Logistique	Oui
Gestion des services	Oui
Gestion des actifs	Non

# Rapport qualité prix : 8/10

## Période d'essai :

Infor ne propose pas de période d'essai.

## Transparence :

Infor ne donne aucun prix ni aucune indication tarifaire.

## Prix :

### What do you dislike about Infor M3?

To implement for small companies is very costly, even a small module, they can not pay for initial investment and cost until go live. The online setup process is not available to verify like SAP on youtube.

« Flexible deployment options and implementation accelerators offer a low total cost of ownership and short time to value. »

([G2](#))

4.0  Mar 8, 2021

Review Source: 

### M3 Review

Reviewer Function: IT Company Size: 250M - 500M USD Industry: Manufacturing Industry

Overall very good product but there can sometimes be a disparity between the Sales pitch and the delivered product which result in additional costs

5.0  Jun 16, 2022

Review Source: 

Infor can run with the big ERPs like SAP but with a lower price point.

([Gartner](#))

Rapport qualité-prix

 4,0

## Efficient ERP

 5,0 il y a 3 ans

**Commentaires :** Overall appreciate the efficient and stable system that addresses most business needs. Being able to personalize and make some moderate (and cost effective) additions to the program allow it to grow with our business.

([Capterra](#))

✘ "From a customers' perspective, Infor LN covers most of the processes in the company, but sometimes, they have to choose other tools because of the functionality or the cost of the Infor solution. It covers the core functions of the company—such as financial, operations, logistics, and so on—very well, but it doesn't cover some parts such as invoices, digitization, etc."



**Pravinkumar Bhandare**  
Principal Consultant - Infor M3 at Merino Consulting Services

✓ Real User

🏆 Top 5



Jan 23, 2023 [Share](#)

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## The solution is a reliable, stable, and cost-saving ERP

### Pros and Cons



"Infor M3 has tailor-made packages for each and every industry."

- "The cost is between \$50 and \$100 per user annually."
- "I'm not part of the team that manages Infor M3 pricing, but it depends on the client, integration, ship-out, and training levels. You get the price from the solution provider, but it would be best to discuss it because nothing is set in stone regarding pricing."
- "If you compare Infor M3 to SAP, Infor M3 is less expensive than SAP, but if you compare Infor M3 to Dynamics 365, Infor M3 is more expensive. It also depends on the model that you buy. It depends on whether you have the complete package or whether you have separate models."
- "There is a yearly licensing cost. The price is based on the modules you need. There are several modules, such as HR module, accounting module, sales module, scheduling module, etc., and the price will vary depending on the number of modules you choose. The customers always say that it's very expensive. It can cost a lot of money if your organization is huge. It's not implemented in a lot of organizations in my country because it's too expensive."

([Peerspot](#))

**What do you dislike about Infor M3?**

To implement for small companies is very costly, even a small module, they can not pay for initial investment and cost until go live. The online setup process is not available to verify like SAP on youtube.

([G2](#))

**Analyse :** Infor M3 se positionne bien en termes de prix puisque la solution propose des fonctionnalités et des avantages similaires à SAP mais avec des tarifs plus attractifs. La plupart des utilisateurs et partenaires mettent en avant que le coût est un des principaux avantages d'Infor M3. Cependant, pour les petites et moyennes structures, le coût de la solution et surtout de l'implémentation peut être trop élevé, il faut dans ce cas opter pour des petites solutions plus adaptées.

# Ancienneté de l'entreprise, chiffre d'affaires, nombre de clients et d'employés : 9/10

**Ancienneté de l'entreprise** : 2002

**Nombre de clients / utilisateurs** : > 60 000 clients

**Nombre d'employés** : 17 000 employés

**Chiffre d'affaires** : 3,6 milliards de \$

# Maillage du territoire : 9/10

Infor compte plus de 100 bureaux dans le monde :

- USA
- Argentine
- Australie
- Autriche
- Belgique
- Brésil
- Canada
- Chili
- Chine
- Colombie
- République Tchèque
- Danemark
- Égypte
- Finlande
- France
- Allemagne
- Honk Kong
- Inde
- Indonésie
- Irlande
- Italie
- Japon
- Luxembourg
- Malaisie
- Mexique
- Pays-Bas
- Nouvelle-Zélande
- Norvège
- Philippines
- Pologne
- Russie
- Arabie Saoudite
- Singapour
- Afrique du Sud
- Espagne
- Sri Lanka
- Suède
- Suisse
- Thaïlande
- Taiwan
- Tunisie
- Turquie
- UAE
- UK
- Vietnam

En France, Infor a 3 bureaux : le principal à Rueil-Malmaison (92), en région parisienne, puis un autre à Lyon et un à Nantes.

# Innovations : 7/10

## ChatGPT :

« Infor M3, un système ERP largement utilisé, est reconnu pour ses innovations constantes visant à améliorer l'efficacité opérationnelle et la prise de décision stratégique des entreprises. L'éditeur M3, à travers ses mises à jour régulières, propose des fonctionnalités novatrices telles que l'intégration avancée de l'Internet des objets (IoT) pour surveiller et optimiser les opérations en temps réel. Cela permet une visibilité accrue sur les performances des équipements et des actifs, favorisant ainsi la maintenance prédictive et la gestion proactive des ressources.

De plus, Infor M3 a investi dans le développement de l'analyse avancée et de l'intelligence artificielle (IA). Ces innovations permettent d'exploiter les données massives générées par l'entreprise, fournissant des informations précieuses pour optimiser la chaîne d'approvisionnement, prévoir la demande et automatiser divers processus commerciaux. L'intégration de ces technologies émergentes favorise des prises de décision plus éclairées et l'optimisation des opérations.

L'éditeur M3 met également en avant des améliorations dans l'expérience utilisateur, en mettant l'accent sur des interfaces plus intuitives, un accès mobile amélioré et une personnalisation accrue. Ces ajustements visent à garantir que les utilisateurs tirent pleinement parti du système et qu'ils puissent adapter l'interface en fonction de leurs préférences et de leurs besoins spécifiques.

Comparativement à certains concurrents, Infor M3 se démarque par son engagement envers l'innovation continue et sa capacité à intégrer rapidement les avancées technologiques dans son système ERP, contribuant ainsi à maintenir sa position sur le marché en constante évolution des solutions ERP. »

La dernière version d'Infor LN propose des améliorations pour faciliter la gestion des transactions internationales, en permettant une modélisation avancée pour les sites et bureaux d'une entreprise. Elle offre une adaptation flexible sans nécessiter de modifications fondamentales. L'expérience utilisateur est améliorée avec un éditeur UX intuitif et des applications mobiles intégrées. Enfin, le reporting est optimisé avec un concepteur de rapports convivial, intégrant des options de distribution efficace des documents.

**Analyse :** Nous n'avons pas repéré d'innovation disruptive ou majeure proposée par Infor M3 ni plus largement par Infor. Toutefois, Infor est très réactif aux tendances et nouveautés du secteur industriel et de ses différents métiers, ce qui lui permet de maintenir son avantage compétitif et son positionnement d'outil spécialisé et hautement performant.

# Notoriété : 8/10

## Notoriété de l'éditeur :

L'éditeur est connu et a une bonne réputation auprès du marché industriel. Il s'agit d'une entreprise à rayonnement international, plus célèbre que certains concurrents directs comme IFS ou Dassault mais qui reste bien moins célèbre que les leaders SAP, Microsoft ou Oracle.

## Notoriété de la solution :

- **Nombre de résultats** : 7 100 000 résultats (Infor M3 sur Google)
- **Popularité dans les sites spécialisés** : Infor M3 est présent sur les 3 sites de récolte d'avis les plus connus, avec plus de **193** avis sur les 3 plateformes et une moyenne égale à **3.92/5** sur les plateformes référentes. L'ERP est pris en compte dans les grandes études comme le Magic Quadrant de Gartner et dans l'étude d'IDC Marketscape, Forrester ou autre.

# Écosystème de partenaires : 8/10

Infor compte plus de 2000 partenaires à travers le monde. L'éditeur propose un [moteur de recherche de partenaires](#) listant en France, près de 90 résultats. En voici un extrait :

- Aarin Inc
- Accenture PLC
- Aloer
- Alticap
- Apex Systems
- Atos
- BL Consulting Group
- Capgemini
- CGI
- Clemessy
- Deloitte Consulting
- Doppio Group
- HCL
- Infosys Technologies
- K2 Consulting Partners
- Talan

# Support : 8/10

Service client

★ 4,1



**Malcolm**  
CIO (Canada)

[TRADUIRE EN FRANÇAIS](#)

### Quality ERP

★★★★☆ 4,0 il y a 3 ans

Compagnies aériennes/Aéronautique, 1001–5000 employés  
Temps d'utilisation du logiciel : plus de deux ans  
Source de l'avis [?](#)

**Commentaires :** Infor support team (Elite customer) is excellent. Consulting engagements are sometimes not so great - it depends to a large degree on who you get..  
Been users since 2010 comparison to the old Lawson company is night and day - way better now!

#### ➕ Avantages :

Highly configurable product. Support from Infor is very good. Investment in the product by Infor continues to be significant and is showing results!



**Utilisateur vérifié**  
[in](#) Utilisateur LinkedIn vérifié

[TRADUIRE EN FRANÇAIS](#)

### Fantastic ERP

★★★★☆ 4,0 il y a 4 ans

Meubles, 1001–5000 employés  
Temps d'utilisation du logiciel : plus de deux ans  
Source de l'avis [?](#)

**Commentaires :** It is easy to build reports using M3 database, it fits most of our business needs and when we need something, i mean "really need" and not just some nice to have, we have the possibility to ask for development.

#### ➕ Avantages :

At the beginning it is not the easiest thing to use but after some time and practice it is surprisingly easy to use. It is a very complete ERP and easy to customize. We use it in almost every department. **It has a really good client support and INFOR promotes a lot of events and trainings.**



**Utilisateur vérifié**  
[in](#) Utilisateur LinkedIn vérifié

[TRADUIRE EN FRANÇAIS](#)

### Superb ERP for Industrial Manufacturing

★★★★☆ 4,0 il y a 4 ans

Meubles, 10000+ employés  
Temps d'utilisation du logiciel : plus de deux ans  
Source de l'avis [?](#)

**Commentaires :** We're using Infor M3, together with some 3rd party applications fully integrated to run our daily business on 40 factories across 11 countries all over the world.

#### ➕ Avantages :

It's easy to use, doesn't need much customization. **Good support both from consultants and web portal. Very good documentation available, lots of details on the setup.**

(Capterra)



### Quality of Support

Discrete ERP Average:  
7.7



**Patrick D.**

Head Of Information Technology  
Mid-Market (51-1000 emp.)



Validated Reviewer ✓

Verified Current User ✓

Review source: G2 invite

Incentivized Review

★★★★★ Aug 12, 2021 (Original Jul 10, 2020) ?

## "M3 an ERP that moulds to your business not the other way around"

### What do you like best about Infor M3?

My comes as a very good ERP model but you can apply skins specific to your business which makes it extremely flexible and that's its winning streak, it is modular to fit your business like other ERP's but it also has the ability to be configured exactly to your business model with Business 'skins'. It also has an amazing API gateway so you can interface with M3 so easily and being able to do EDI and working with 3rd party supplier and warehouses makes it a real winner.

The support you get on the Infor support site is second to none, they are very supportive and responsive which is a major plus along with open access to <https://docs.infor.com> which gives you every manual at your fingertips.



**Martin Z.**

Customer Success Manager  
Mid-Market (51-1000 emp.)



Validated Reviewer ✓

Verified Current User ✓

Review source: G2 invite

Incentivized Review

★★★★★ Apr 23, 2021

## "Intuitive software and easy to deploy"

### What do you like best about Infor M3?

Easy to deploy, good documentation base. Intuitive software. Good web interface. Good integration capabilities with 3rd party software and API support.

Security: M3 Can be supported with different web services, which helps to making it secure with very low downtimes. Good reporting capabilities. Vert versatile system where you can implement various processes and use cases that fits the business need. Adaptation by end customers relatively good and easy to understand how to operate with the system.

### What do you dislike about Infor M3?

Technical support sometimes took too long to resolve cases. Custom programming sometimes difficult to achieve which needs the involvement from external infor M3 consultants. Because the software is so customizable, it is very complex which can cause issues if the technician configuring it does not understand all of the configuration possibilities. Also, there is a lack of good developer

(G2)

« Plus de 1700 experts en assistance » ([Infor](#))

## How are customer service and support?

We have contacted them. We have a good connection with them. I'd rate them a 10 out of 10.

## How are customer service and support?

Infor is not very much into the market as of yet, which means that its products are not yet public and this precludes students learning about the Infor products on their own. This translates into a shortage of resources and information which is available on the internet about Infor products and contrasts with the SAP, which does have training schools and manuals that are open to the public.

For the moment, we resolve issues exclusively within our organization. However, should an issue arise we make reference to a consulting organization, something we have found to be helpful.

## How are customer service and support?

When support is required, from Infor, it is not available at a large scale. Infor provides one portal for support. We can open the incident or we can ask directly on the portal. There is no training information available, so there are limited consultants in the market. This is an online process, so we need to mention each step to the customer. They need to understand what a customer is, what the product build is, and what phase the order is in. If there are critical or standard requirements, or if there are any issues or wrong practices, we need to explain all of this to their technical support. However, this process can be time-consuming, and sometimes the customer's purchase limit related to the product build can prevent us from giving them the development patch they need, and that leaves us helpless.

[\(PeerSpot\)](#)

Service & Support

4.1



## "Infor Are A Strong Partner. They Listen To Our Requirements And Try To Accommodate Them."

Submitted Feb 28, 2022

5.0 ★★★★★ Overall User Rating

Product(s): Infor M3

**Overall Comment:**"Infor have been a good partner to work with. Infor provide an integrated system that is used throughout our business. They value our input and ideas into future product design - we have regular meetings with the product design team. Infor have a very good product support team and reported issues are reviewed and rectified promptly. They have a good working relationship with our internal support team. Infor have a lot of knowledgeable people that care about our business. "

5 ○○○○○○ Evaluation & Contracting      5 ○○○○○○ Integration & Deployment  
5 ○○○○○○ Service & Support                      5 ○○○○○○ Product Capabilities

### Lessons Learned

#### What do you like most about the product or service?

Integrated system that handles most of our business requirements A product that is designed and developed for our industry Monthly updates and improvements to keep the system modern

#### What do you dislike most about the product or service?

System speed can be a little slow in some areas that are data heavy Multiple screens must be navigated to create work orders Monthly updates and fixes can sometimes cause existing processes to fail

### Reviewer Profile

 Director Of Operations

**Industry:**  
Retail

**Function:**  
Operations

**Firm Size:**  
500M - 1B USD

 **Deployment Architecture:**  
Cloud (SaaS or PaaS or IaaS)

### Review Source

Invited by vendor (direct, user community)

[Community Guidelines](#)

[ALL REVIEWS](#)

[> NEXT REVIEW](#)

[Email Page](#)

([Gartner](#))

**Analyse :** Le support d'Infor pour l'ERP M3 est plebisité par la majorité des utilisateurs. Décrit comme pertinent, réactif et disponible, Infor semble proposer un excellent support, même si certains utilisateurs déplorent un traitement trop complexe et/ou long dans certains cas. Le support est disponible 24/24 7/7, Infor propose un support en ligne avec toutes les fonctionnalités modernes pour traiter les tickets et obtenir une aide rapidement, et l'éditeur propose également un support personnalisé pour les entreprises aux besoins spécifiques.

RSE : 8/10



(csrhub)

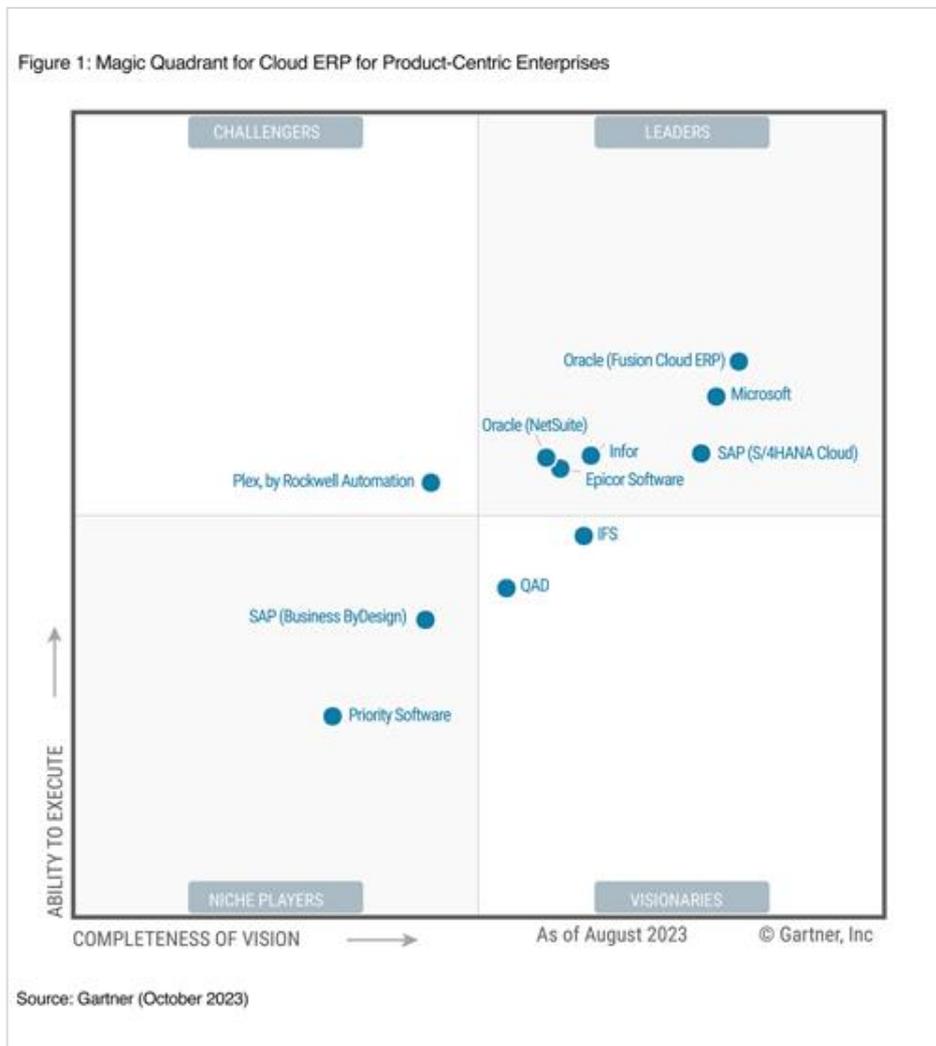
**Analyse :** Infor ne propose pas de ressources ni de données intéressantes quant à sa politique et à ses actions RSE.

## Ressources mises à disposition : 6/10

Ressources	Oui / Non	Commentaires
Forum / communauté clients	Oui	<a href="#">Source</a>
Livres blancs, infographies, études	Oui	<a href="#">Source</a>
Tutoriels et formations	Oui	<a href="#">Source</a>
Blog	Oui	<a href="#">Source</a>
Webinaires, vidéos	Oui	<a href="#">Source</a>
Témoignages clients	Oui	Accueil solution
Études de cas	Oui	Accueil solution
Démonstrations	Non	
Si autre, préciser		

# Positionnement : 9/10

## Positionnement de la solution :



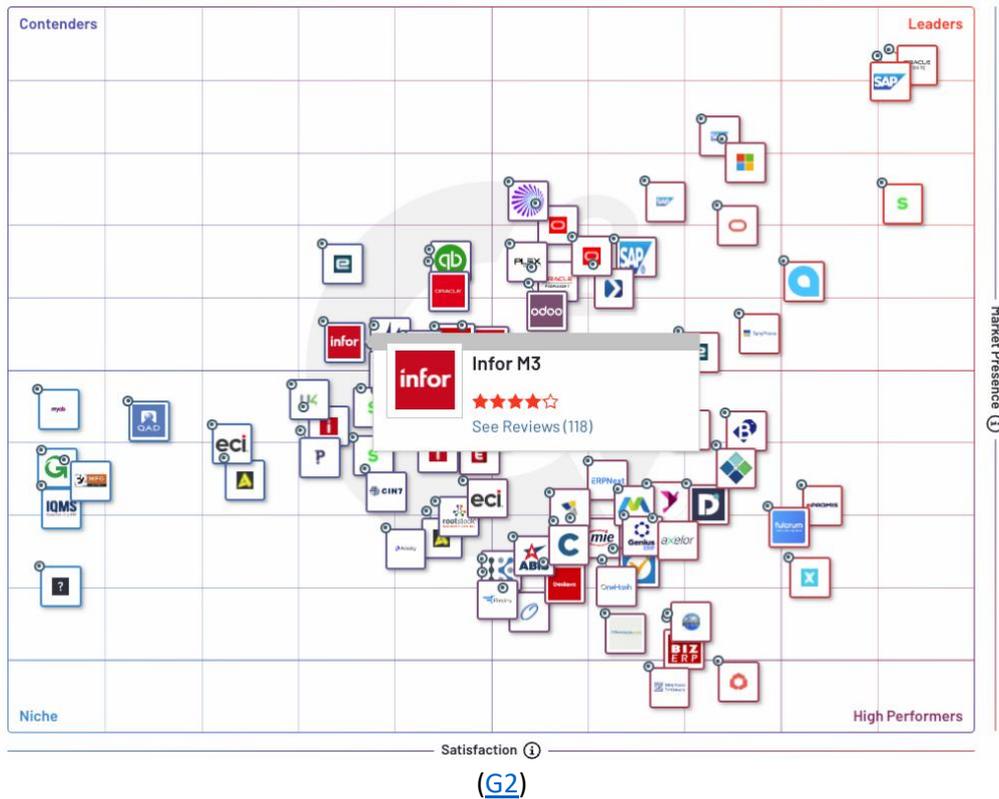
([Infor](#))



[\(Infor\)](#)

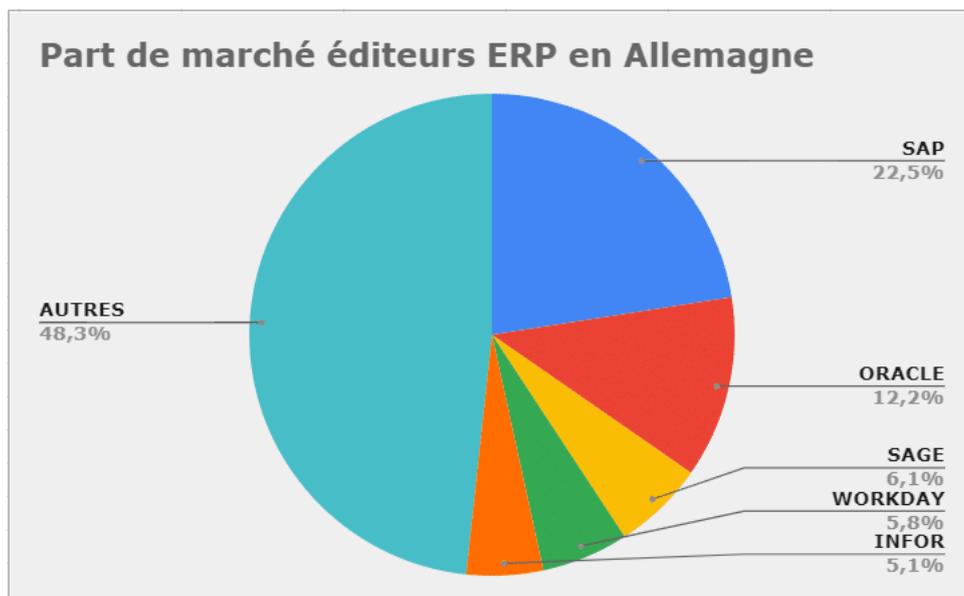


([SAP News Center](#))



**Analyse :** Infor M3 est une solution de niche puisqu'elle est spécialisée sur le segment des entreprises industrielles dont la production/fabrication est le cœur de métier. Et sur ce marché, Infor est une des solutions référentes, les plus populaires et les plus avancées.

### Positionnement de l'éditeur :

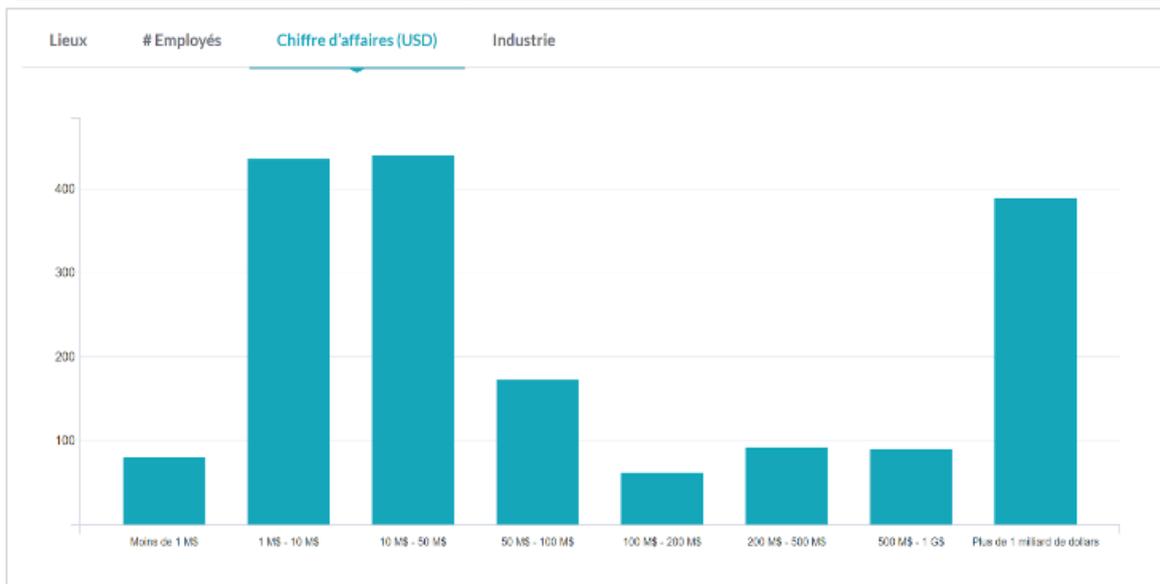
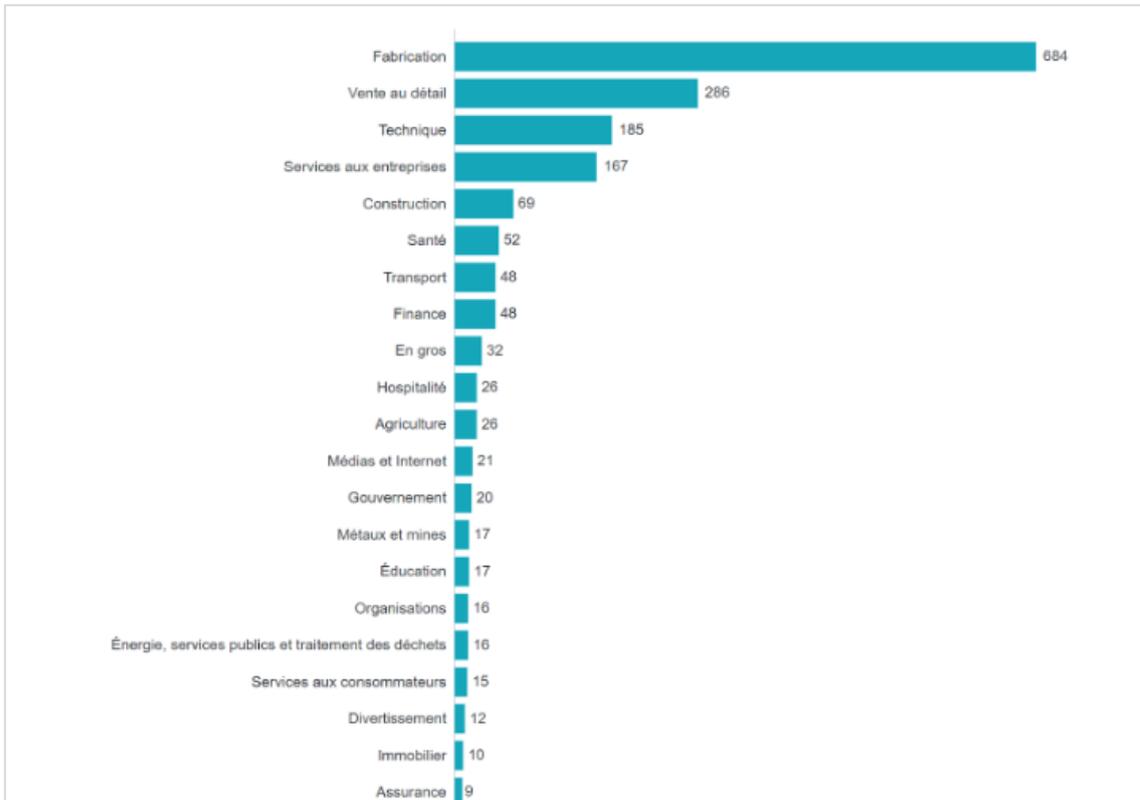


**Analyse :** Infor est un éditeur leader sur le marché des ERP manufacturing. Sur ce marché précisément, il détient des parts de marché très importantes. C'est d'autant plus le cas si l'on réduit le périmètre au marché des ERP manufacturing pour ETI à grandes entreprises. Il a néanmoins toujours des concurrents de taille qui sont devant même sur ce marché, comme SAP.

# Compatibilité :

SECTEUR D'ACTIVITÉ	Nom	Chiffre d'affaire	Activité	Nombre d'employés	Pays du siège
Services	Colgate-Palmolive	\$15.7 milliards GB	Soins personnels, entretien ménager	34 500	États-Unis
	Siemens Healthineers	€14.5 milliards GB	Technologies médicales	54 000+	N/C
	<a href="#">Gellert Global</a>	10-50 millions de usd	Importateurs de produits alimentaires	oct-49	États-Unis
	<a href="#">Oldcastle</a>	1 milliard usd GB	fournisseur matériaux de construction,	10000	Irlande
	<a href="#">Groupe alimentaire A-ware</a>	1,50 milliards \$	Services professionnels	2200	Pays-Bas
	<a href="#">Miraclon</a>	50-100 millions usd	N/C	N/C	États-Unis
Production industrielle	<a href="#">AVK Holding</a>	525,0 M\$	Fabrication	3200	Danemark
	Ferrari	€3.5 milliards GB	Automobile, voitures de sport	4 131	N/C
	Alfa Laval	SEK 41.5 milliards GB	Équipements industriels, séparation	17 500	N/C
	Danfoss	DKK 46 milliards GB	Équipements industriels, énergie	27 000	N/C
	Terumo Corporation	¥642.6 milliards GB	Dispositifs médicaux	26 294	N/C
	KF	SEK 89.0 milliards GB	Roulements, solutions de lubrification	46 039	N/C
	Signify (Philips Lighting)	€6.2 milliards GB	Éclairage, solutions d'éclairage	29 000	N/C
	Elopak	NOK 8.1 milliards GB	Emballage, systèmes d'emballage liquide	2 800	N/C
	Saint-Gobain	€38.1 milliards GB	Matériaux de construction	171 000	N/C
	Stryker Corporation	\$14.9 milliards GB	Équipements médicaux	40 000+	N/C
	Tata Steel	\$22.67 milliards GB	Sidérurgie	65 000+	N/C
Construction	Swarovski	N/C	Cristal, bijouterie	34 500	Autriche
	Bunzl Distribution	N/C	Distribution, fournitures industrielles	N/C	N/C
	<a href="#">VSE Corporation</a>	500-999 millions de usd	Construction	1000-5000	États-Unis
Distribution	<a href="#">B&amp;B Tools AB</a>	Vente au détail	2700	937,0 M\$	Suède
Activités financières					
Gouvernement - ONG					
Énergie					
Transport - logistique					
Aérospatial - défense	<a href="#">Curtiss-Wright</a>	2.5 milliards de usd	Aérospatial Défense	5000-10000	États-Unis
	Airbus	50,3 milliards d'euros GB	Aérospatiale	Plus de 100 000	France
	BAE Systems	21,9 milliards de livres GB	Défense	Environ 85 800	Royaume-Uni
	Saab	26,4 milliards de SEK GB	Aérospatiale et Défense	Environ 18 000	Suède
	Thales	17 milliards d'euros GB	Électronique et Défense	Environ 81 000	France
	Leonardo S.p.A.	13,4 milliards d'euros GB	Aérospatiale et Défense	Environ 49 000	Italie
<b>TAILLE</b>					
<b>0 à 2M</b>					
<b>2 à 10M</b>					
<b>10 à 50M</b>	<a href="#">Gellert Global</a>	10-50 millions de usd	Importateurs de produits alimentaires	N/C	États-Unis
<b>50 à 200M</b>			500-999 millions de usd		
<b>200 à 1mrd</b>	<a href="#">B&amp;B Tools AB</a>	937,0 M\$	Vente au détail	2700	Suède
	<a href="#">AVK Holding</a>	525,0 M\$	Fabrication	3200	Danemark
	<a href="#">VSE Corporation</a>	N/C	Construction	1000-5000	États-Unis
<b>&gt; 1mrd</b>	<a href="#">Oldcastle</a>	1 milliard usd	Fournisseur matériaux de construction,	10000	Irlande
	Ferrari	€3.5 milliards	Automobile, voitures de sport	4 131	N/C
	<a href="#">Oldcastle</a>	SEK 41.5 milliards	Équipements industriels, séparation	17 500	N/C
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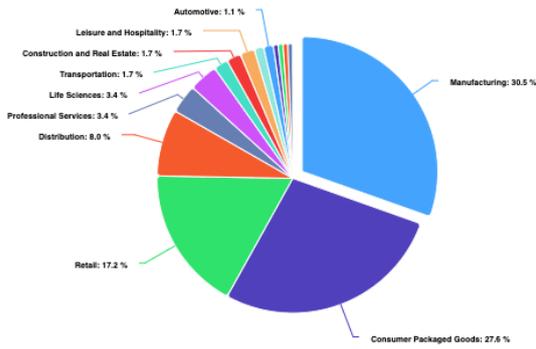
(Rapport de références)



(HG Insights)

**Breakdown of Infor M3 customers by Industry (21 Verticals)**

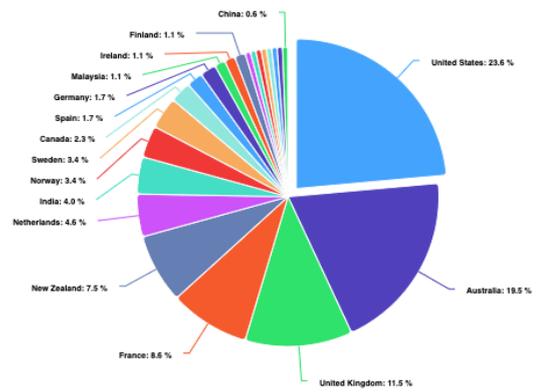
Source: Apps Run The World



Breakdown of Infor M3 customers by industry, the largest segments are Manufacturing, followed by Consumer Packaged Goods.

**Breakdown of Infor M3 customers by Country**

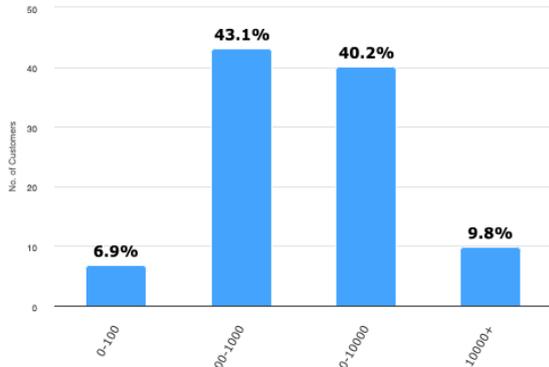
Source: Apps Run The World



Breakdown of Infor M3 customers by Country, the largest segments are United States, followed by Australia.

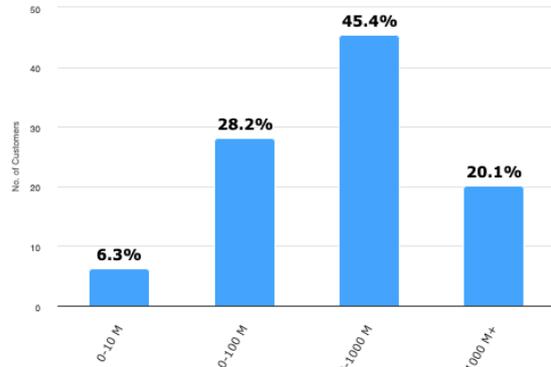
**Breakdown of Infor M3 customers by No. of Employees**

Source: Apps Run The World



**Breakdown of Infor M3 customers by Revenue**

Source: Apps Run The World



(Appsrntheworld)

### Reviewer Insights and Demographics

**Company Size**

<50M USD

**Industry**

4% Consumer Goods

**Deployment Region**

23% Europe, Middle East and Africa 37%

50M-1B USD

61% Manufacturing

23% North America 30%

1B-10B USD

29% IT Services

16% Asia/Pacific 28%

10B+ USD

6% Transportation

7% Latin America 5%

Other

30%

(Gartner)

Services	7
Production industrielle	10
Distribution	9
Activités financières	0
Gouvernements et ONG	0
Énergie	4
Transport et logistique	7
Construction	8
Aérospatial et défense	10

0 à 2 millions d'€	0
2 à 10 millions d'€	0
10 à 50 millions d'€	4
50 à 200 millions d'€	6
200 millions à 1 milliard d'€	8
Plus d'1 milliard d'€	<b>10</b>