



## Questions & Answers

For Saleslogix customers

### **Why did Infor purchase Saleslogix?**

The Saleslogix' customer relationship management (CRM) software addresses a key need for Infor customers in a number of industries and will strengthen Infor's Marketing Management product suite by adding strong sales and service functionality to Infor's industry-focused CloudSuites. In addition, Saleslogix will easily integrate with Infor enterprise resource planning (ERP) and finance systems, allowing users to manage the full customer lifecycle in one environment. Saleslogix is perfectly aligned with Infor's strategy to offer customers complete, cloud-enabled applications that feature beautiful design and are engineered for speed.

### **Who is Infor?**

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 70,000 customers in more than 200 countries and territories improve operations, drive growth, and quickly adapt to changes in business demands. Infor offers deep industry-specific applications and suites, engineered for speed, and with an innovative user experience design that is simple, transparent, and elegant. Infor provides flexible deployment options that give customers a choice to run their businesses in the cloud, on-premises, or both. To learn more about Infor, please visit [infor.com/company](http://infor.com/company).

### **What is Infor's strategy for Saleslogix?**

The Saleslogix product will be our go-forward cloud CRM offering and will be renamed Infor CRM™. Infor plans to continue investment in the development of the product, including increased scalability, refreshed user interface with Infor's leading UX designs, and added industry-specific functionality that unifies front- and back-office data and processes.

### **Where do customers go for support?**

During the transition period, nothing changes. If any contact details do change, we will let you know.

### **Will Saleslogix contracts/pricing be affected?**

No, we will continue to honor the terms and conditions of existing contracts.



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**Will how much I pay and the way I pay change as part of this sale?**

The terms of your Saleslogix contract related to pricing and payment will not be modified as part of the sale.

**How will this sale affect current implementations/my implementation?**

It should have no impact on any current implementations.

**Will my contacts and contact information at Saleslogix remain the same?**

Yes, your contacts at Saleslogix will stay the same. If there are any changes in the long term, we will notify you of those changes.

**What does this mean for me as a customer?**

It will be business as usual so we can make this transition as seamless as possible. Current customer contracts will be assumed by Infor at completion of sale. Implementation projects in process will continue as scheduled and our sales activities will continue to focus on customer needs and solutions. At the same time, our support organization will stay focused on resolving customer issues.

**Will the product development leadership for these products remain or be changed?**

Lorcan Malone, Senior Vice President and General Manager, and the Saleslogix team are joining Infor. Infor plans to continue investment in the development of the product, including increased scalability, refreshed user interface with Infor's leading UX designs, and added industry-specific functionality that unifies front- and back-office data and processes.

**Will the Saleslogix product and service offerings be changing as part of this sale?**

No, the same products and services will be available. Any future changes in our product and services offerings will be communicated to you in advance.