



INFOR CUSTOMER EXPERIENCE SUITE EXTENDED PROFILE



OVERVIEW

The Infor Customer Experience Suite (ICES) is an enterprise solution that includes CRM and comes tailored to one of five industries. ICES is in use across the distribution, financial services, high tech and electronics, retail and manufacturing industries.

The Infor CRM package is designed with flexibility and accessibility in mind. The platform allows users to customize both desktop and mobile applications and tailor workflow, business management and productivity tools to individual teams and users.

Advanced security features and integration with third party software such as Gmail, Outlook and social media platforms such as LinkedIn and Twitter are also key facets. A purpose-built middleware solution, Infor's Intelligent Open Network, supports further integration with existing ERP packages.

The Infor CRM package is available as an on-premise, cloud or hybrid solution. There are flexible pricing options, including concurrent licenses and mobile-only subscriptions.

FEATURE OVERVIEW



SOFTWARE SPECIFICATION

OVERVIEW	
PRODUCT NAME	Infor Customer Experience Suite
SOFTWARE FEATURES	
API ACCESS	✗
CADENCE	✗
CONTACT MANAGEMENT	✓
CONTRACT MANAGEMENT	✗
DATABASE MANAGEMENT	✓
FUNNEL REPORTING	✗
INTEGRATIONS	✓
PARTNER TRACKING	✗
PERFORMANCE REPORTING	✓
PIPELINE MANAGEMENT	✗
PRODUCT & PRICE CONTROL	✓
SALES GAMIFICATION	✗

QUOTATION HANDLING	✓
TASK ASSIGNMENT	✓
TERRITORY/QUOTA MANAGEMENT	✗
SUPPLEMENTARY FEATURES	
CPQ	✓
CUSTOMER SERVICE AUTOMATION	✗
MARKETING AUTOMATION	✓
SOCIAL RELATIONSHIP MANAGEMENT	✗
CUSTOMER SIZE	
SMALL (1-50 USERS)	✓
MEDIUM (51-200 USERS)	✓
ENTERPRISE (201+ USERS)	✓
OTHER FEATURES	
MULTIPLE LOCATIONS	✗
MULTIPLE CURRENCY	✗
CUSTOMIZABLE	✓
MOBILE FEATURES	
IOS APP	✓
ANDROID APP	✓
NATIVE WEB APP	✗

HOSTING METHOD	
CLOUD	✓
ON-PREMISE	✓
FURTHER INFORMATION	
PRICING	No Pricing Available