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# Core Customer Day 2026

# Agenda

## Customer Day

- **14:00** Welcome and Core Update/Reflections
- **14:15** Aitheria Partners – Patrick Ward
- **14:45** Customer Showcase – Chadwicks
- **15:00** Infor Update
  - Infor SunSystems Cloud Roadmap*
  - Infor SunSystems Cloud Overview*
- **15:40** Coffee
- **16:00** 5Y Data Platform
- **16:15** Panel Discussion – Future Ready Finance
- **16:45** Core Roadmap Update
  - Direct Access*
  - Mobile*
  - Master Data Management*
- **17:00** Infor EPM Cloud Demo
- **17:15** Infor Expense Management
- **17:30** SySynkt and Open Banking
- **17:50** Wrap Up
- **18:00** Canapés and Drinks.



# Mind the Gap

Core Financial Systems Customer Day 2026

Karl O'Leary, CEO – Core Financial Systems Limited

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# CORE 2.0 October 2024

CAST YOUR MIND BACK!

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To change is difficult.  
Not to change is fatal.

William Pollard

# 2 Year Reflections as CEO: Mind the Gap

Navigating Critical Transition!



- **Project to Product Mindset**  
Started the organisational shift required to move from a project-centric to a product-centric mindset. €1m R+D Program Investment.
- **Cloud-First Capacity**  
Addressing the gap in capacity and capabilities needed to fully embrace a cloud-first strategy. ISO27001, Core Cloud, Infor Digital Platform, Microsoft Co-Pilot Studio.
- **Partner/Customer AI Investments**  
Heavy investment in organisational AI capabilities and tools. Core has to augment those customer/partner investments.
- **FY25 – 35% Growth, +33% Headcount**

PC ERA





Cloud ERA

Business Applications in the AI ERA

Client

SaaS

Organisational Agentic AI Layer

Server

PaaS




COLLABORATION LAYER




ORGANISATIONAL WIDE DATA

Organisational LLM

IaaS

TECHNICAL DEBT/COMPLIANCE

Legacy Apps + Infra, Cost Of Change, CapEx v OpEx, Industry Specific Privacy Considerations, VIDA

**EU AI ACT**

PC ERA

Cloud ERA

Business Applications in the AI ERA



TECHNICAL DEBT/COMPLIANCE

Legacy Apps + Infra, Cost Of Change, CapEx v OpEx, Industry Specific Privacy Considerations, VIDA

**EU AI ACT**

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## OUR VISION

To be the most trustworthy partner in Ireland for AI-powered digital transformation in financial management systems, driving innovation and excellence.

## OUR MISSION

We help organizations improve their financial processes, ensure compliance, and foster responsible innovation by providing high-quality financial management and workflow software that supports and advances our customers' AI strategies.

## OUR VALUES

TRUST : CUSTOMER FOCUS : TEAMWORK : INNOVATION

# I asked AI to tell me where AI is at in ERP hype cycle

## Current Hype Cycle Phase

### Trough of Disillusionment

After peaking in 2024 enthusiasm has waned as AI ERP trials fall short of expectations.

## Time to Productivity

### ~2-5 Years

Analysts estimate AI-driven ERP will need several years to reach mainstream value (Plateau by ~2028-2030).

## AI Project ROI (2025)

### ≈25%

Only about a quarter of enterprise AI initiatives are yielding a positive ROI so far, reflecting unmet hype.

# THE AI ERA GAP

STRATEGY  
VERSUS  
EXECUTION

ACTIVITY  
VERSUS  
PROGRESS

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# We need to mind the gap

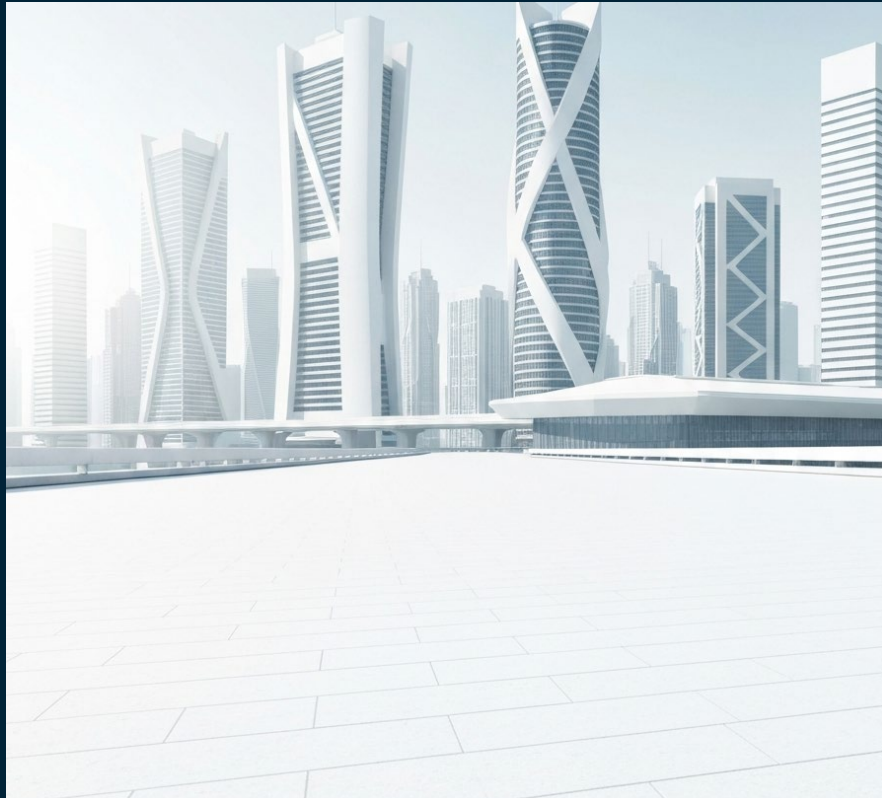
- Among large companies with more than 250 employees, AI adoption has dipped from a peak of 14% to 12%<sup>1</sup>. Among freelancers, it stands at 75%<sup>2</sup>.
- In large organisations 42% of companies abandoned most AI initiatives in 2025<sup>3</sup>, up from 17% the year before.
- .....cuts are coming ahead of the AI productivity gains, not because of them. When there are fewer people to absorb the work, necessity will become the mother of invention, and those who remain will be forced to find new ways to do it — with AI tools.

[The Bigger They Are, the Harder They Fail - by Gary Turner - Founder Xero UK](#)

*[Fortune](#)<sup>1</sup>, [2727 Coworking](#)<sup>2</sup>, [S&P Global Market Intelligence](#)<sup>3</sup>.*

# Bridging The Gap

Core in the AI ERA



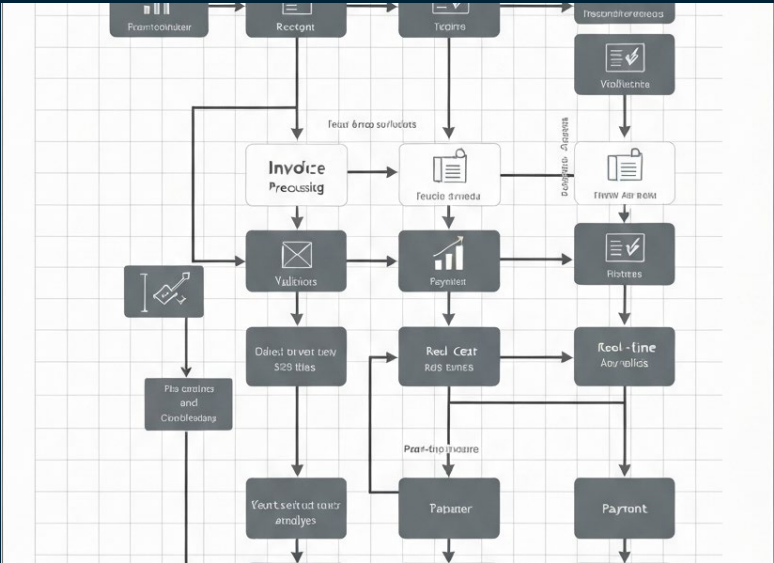
- **CONTEXT**  
We know your business, understand the problem you're solving, and bring clarity to the outcome required.
- **CONTROL**  
Business processes need to accommodate "digital employees (Agents)" yet retain "human" in control and workflows need to adapt.
- **DATA**  
A vast amount of data within our platform. We will enable you to control and leverage that data but also have to assist how AI Agents leverage multiple sources of data.

We are here to guide you every step of the way.

# Unlocking Automation & Insights in Your Industry

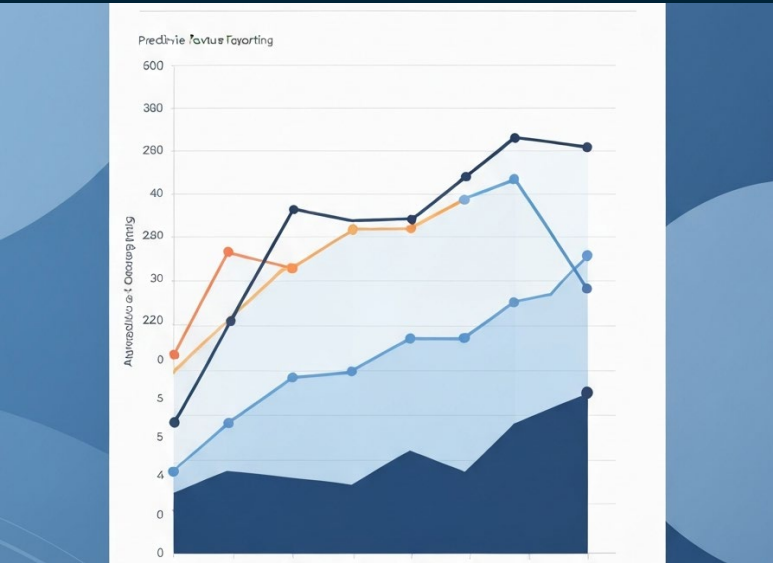
Industry-Specific Solutions

## Public Sector



Streamlined invoice processing. Real-time cost variance analysis. Anomaly detection

## Aviation Leasing



Automated Statutory reporting  
Predictive Technical Project and Legal Spend

## Distribution

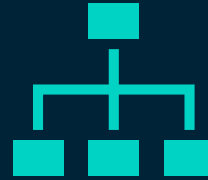


Optimised cash flow management  
Enhanced supply chain finance visibility

# Powered By



PEOPLE



PROCESS



TECHNOLOGY

## EXECUTION

- Account Planning and Quarterly Business Reviews including Cloud Migration and AI initiatives
- New Master Services Agreements and SLA's
- Infor OS (Digital Platform) and SunSystems
- Core Cloud - Core eBF and Aviation Suite
- Leverage our expanding portfolio of technology partnerships (DCS, SySynkt, 5Y)



**INFOR DIGITAL PLATFORM  
(Infor OS)**  
INFOR SUNSYSTEMS CLOUD  
INFOR EPM  
INFOR EXPENSE MANAGEMENT



**CORE EBUSINESS  
FRAMEWORK**  
Workflow Management  
Solutions (WMS)  
Master Data Management



**CORE AVIAATION SUITE**  
Asset Register  
Invoice Processing  
Intercompany Processing  
Purchase Order Processing  
Technical Project Budgeting & Cost Contract  
Technical Project Portal  
e-Payments

# Innovation Portfolio



Procure2Pay  
e-Invoicing  
Vat In Digital Age (VIDA)



5Y TECHNOLOGY  
DATA PLATFORM



SYSYNKT  
OPEN BANKING  
e-Invoicing