

Core Customer Day 2026

Infor SunSystems Cloud



Adapt to change without changing

Infor SunSystems Cloud

Andrew Newman
VP & General Manager

GLOBAL FINANCIAL MANAGEMENT



Infor

The industry cloud company

90% earnings

reinvested in the company

\$125 Bn

in annual revenue*

- More than **120 000 employees** worldwide
- working in **70+ countries**

*Koch's revenues fluctuate with the price of commodities. They have been as high as \$125 billion.

Koch ownership

Global scale, private ownership, distinctive culture



Long-term
thinking

Reinvestment

Mutual
benefit

Focus



Empowering Finance with Seamless Cloud Innovation



6,000+
Customers worldwide
406 in the Cloud



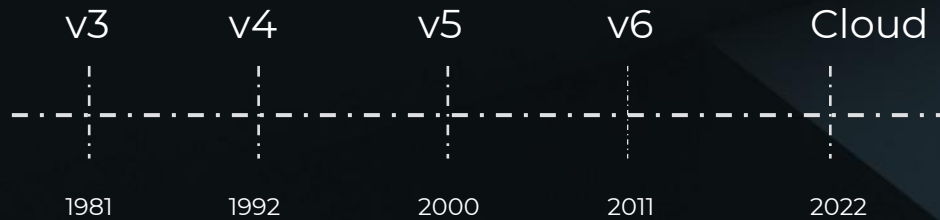
170+
Team members



45+
Years of history and innovation



12 years
Average tenure



The Race to our 500th Infor SunSystems Cloud Customer

**Customer
#1**

**Gulf sands
Petroleum**

22 November 2022
UK

Gulf sands

**Customer
#100**

**Thai Fine
Sinter**

24 November 2023
Thailand

TFS

**Customer
#200**

**Cheval Blanc
Randheli**

13 December 2024
Maldives

**CHEVAL BLANC
RANDHELI**

**Customer
#300**

**Lekoil Nigeria
Limited**

30th June 2025
Nigeria

LEKOIL

**Customer
#400**

**Crown Beverage
Cans Limited**

23rd December 2025
China

CROWN
Brand-Building Packaging™

**#500
?**



Customer #100 ("Virat")



Customer #200 ("Root")



Customer #300 ("Sachin")

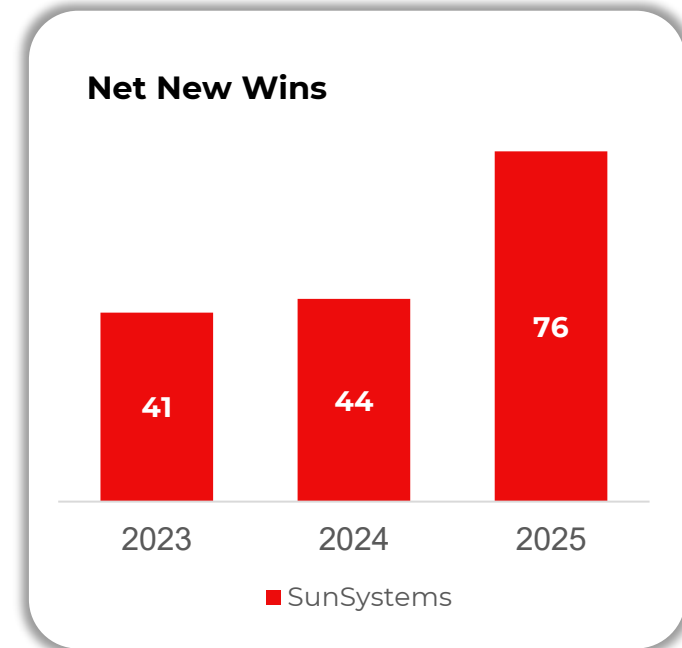
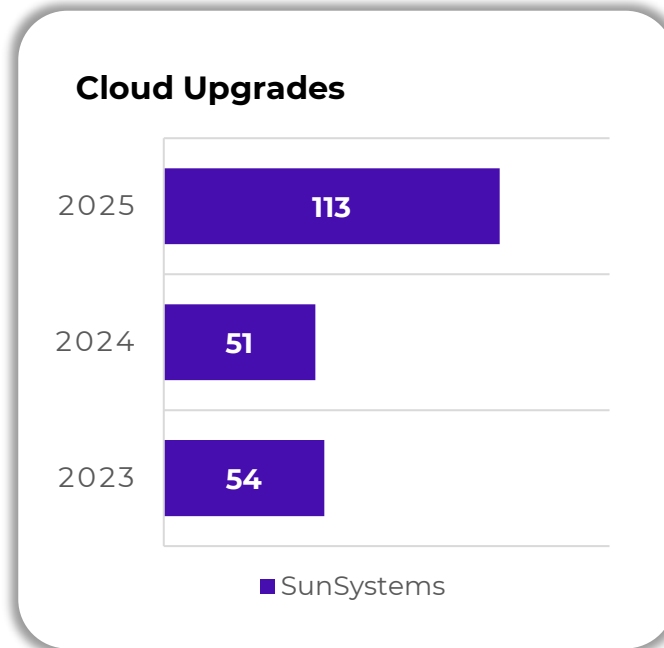
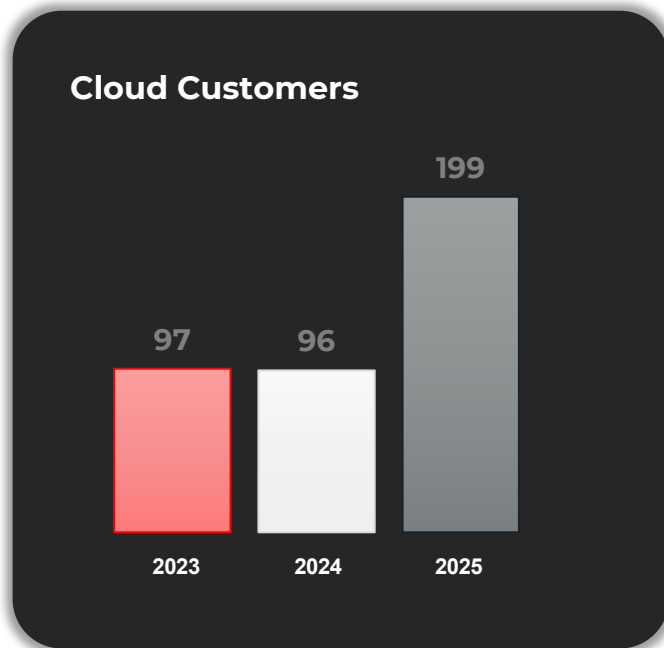


**Customer #400
("Anderson")**

Infor SunSystems Cloud Performance up to 31st Dec 2025



406 customers with Infor SunSystems Cloud
(323 in London and 83 in Sydney)



Our FY26 Priorities



SaaS Growth

20% growth from continued focus on **Cloud upgrade** and **Net New**



Support

Full review of support organisation in line with the **Cloud first** approach



Product Roadmap

Continued **focus on improving** the core solution
Building and delivering **AI strategy** with partners



Future-proofing the Solution

Further improving platform performance



EMEA Partner Day 2026

infor | SunSystems Cloud

FY25 EMEA Net New Partner of the Year



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Infor SunSystems Cloud

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Navigating the Future of Infor SunSystems

Tariq Hawa
Director, Product Management



My Vision for Infor SunSystems Cloud



To be the best-in-class Global Financials solution.

“

Based upon our **core Financials strength**, Infor SunSystems Cloud will deliver powerful embedded analytics and a modern, intuitive **user experience**.

Our commitment is to maintain high configurability at both the application and vertical levels whilst positioning ourselves as the market-leading **integrated** financial application.

”

Development Priorities

Cloud First Strategy

It is essential we focus our efforts to ensure that Infor SunSystems remains compelling and competitive.

Key Priorities

It is important for us to concentrate our resources where it makes the most impact.



Improved User Experience

We have ambitious plans to drive new functionality underpinned by architectural change to power superb performance at scale.

SunSystems 6.4

SunSystems 6.4 will continue for critical bug fixes and security enhancements only for the foreseeable future

Network and Information Security Directive



EU Framework

This directive came into effect on **October 18, 2024**, and has been enforced by law

- The European Framework for cybersecurity and resilience for large private and public sector organisations.



Now in effect

Infor has adopted NIS2 compliance worldwide due to it being the highest standard for software security and reporting.

This was effective from **September 27, 2024**.



Compliant Versions

- Infor SunSystems Cloud with Query & Analysis Cloud, or
- Infor SunSystems v6.4 with Query & Analysis v11.3



Maintenance

Infor has ended Extended Maintenance and moved into Sustaining Maintenance for:

- Infor SunSystems 4.x
- Infor SunSystems 5.x
- Query & Analysis 10.x
- DataLink Studio/EIF Studio

Dec 31, 2025, End of Extended Maintenance for SunSystems 6.1 to 6.3

Now Sustaining Maintenance

infor | SunSystems Cloud

Infor SunSystems Cloud Unveiled



Infor SunSystems Cloud

Workflow and Process Automation

Device and System Integration

Digital Platform



Record to Report

Collect, process and present accurate financial data



Procure to Pay

Supporting the end-to-end process from requisition to payment



Order to Cash

Processing order management, invoicing, revenue recognition and customer payments.

Security / SSO

Data Fabric / Analytics

Enterprise Portal

Applied Machine Learning

Extensibility & Application Development

Paperless Document Management

Breaking down the walls of finance

Transforming financial information into profitable action with market flexibility

Multiple Books

- Capture Actuals, Budget, Forecast and other financial transactions for comparative reporting and analysis



Global Analytics

- Flexible and adaptable accounting Structure
- Align financial analysis to meet evolving business needs



Multi-Currency

- Automatically maintain up to four distinct currencies on every financial transaction

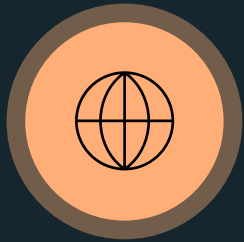


Reporting

- Real-time management reporting tool
- Dynamic drill-down capabilities to uncover deeper financial insights.



Breaking down the walls of finance



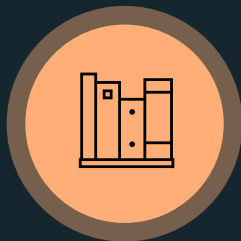
Approve new Nominal and Analysis Codes being created



Approve journals and payments

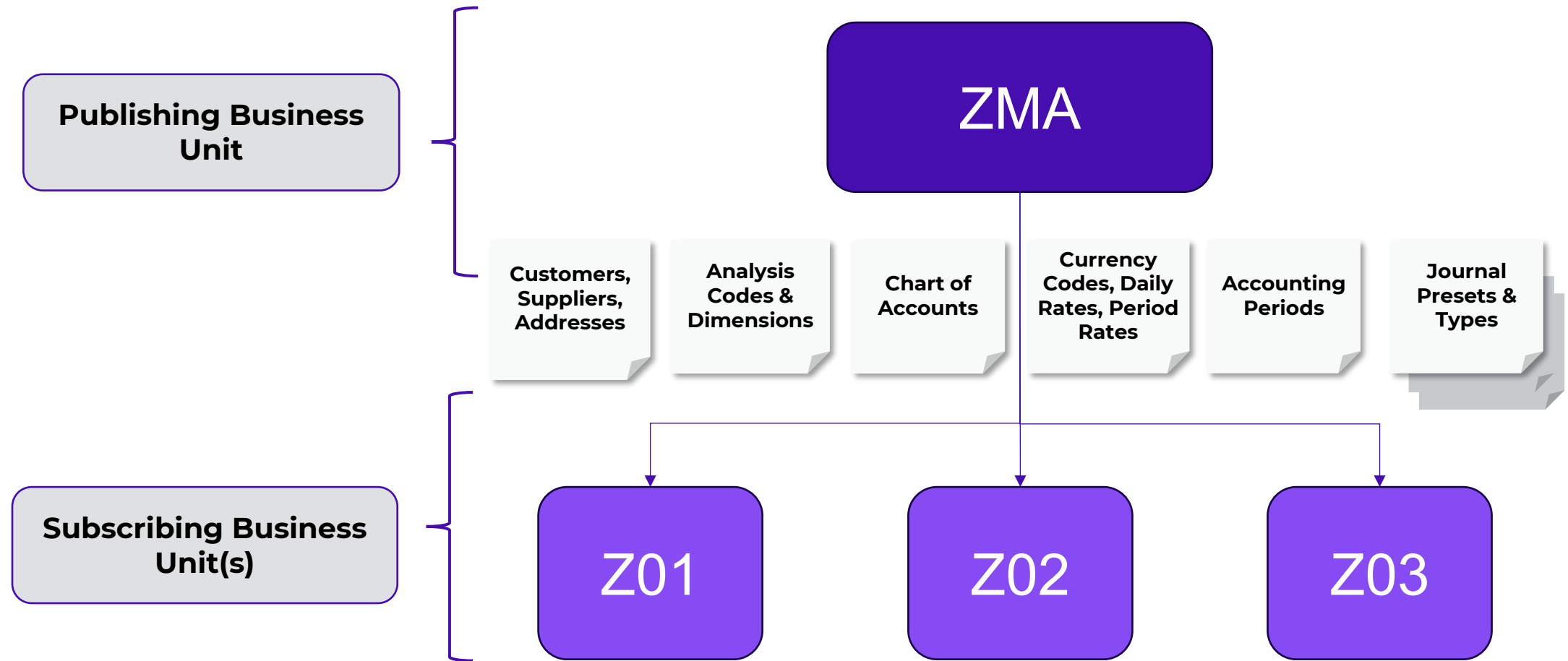


Store purchase remittances and drill back from Supplier Inquiries



Store Q&A Data Sends and drill back from Journal Inquiries

Master Data Management (EDM)



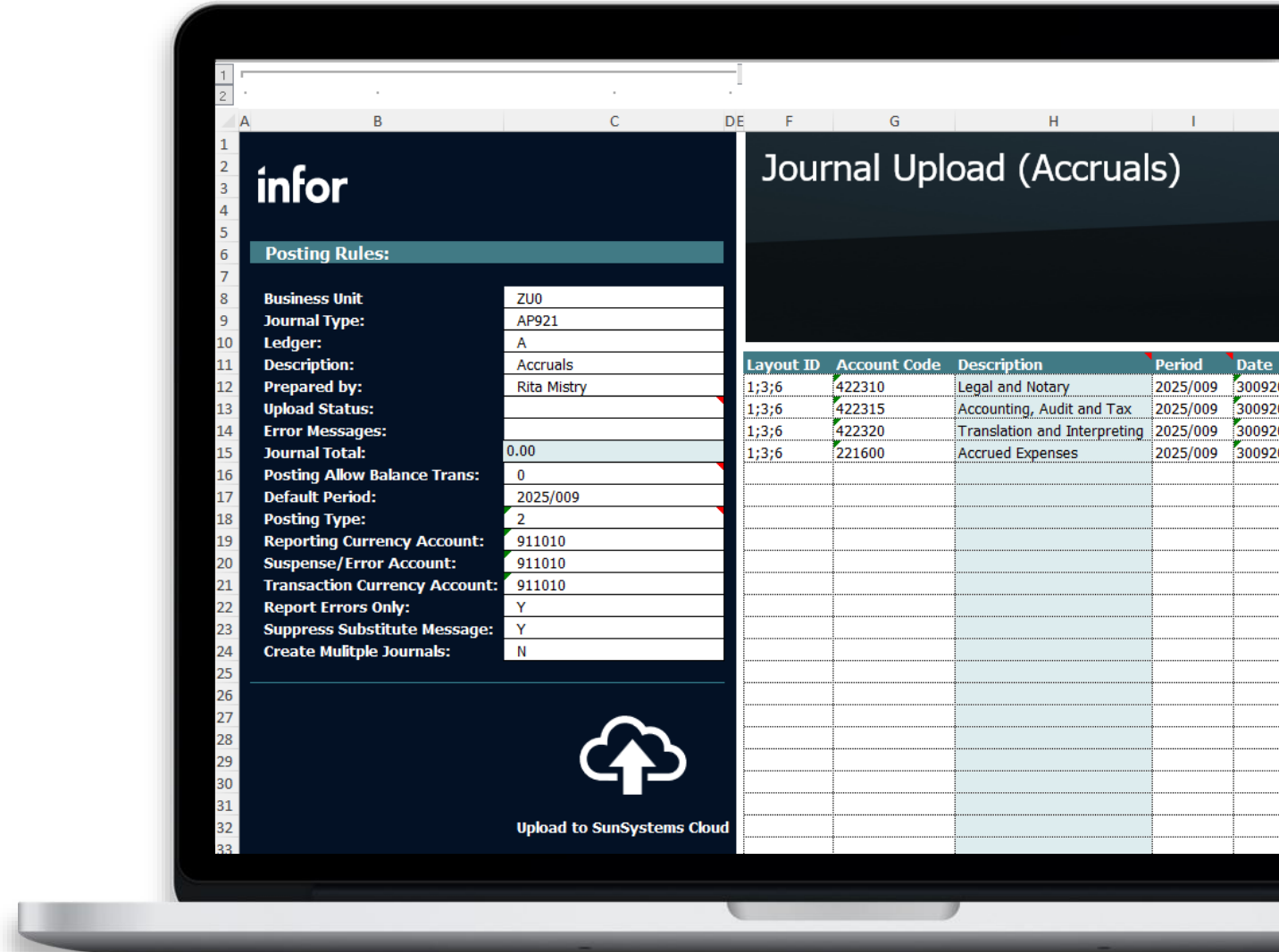
Query & Analysis

- Simply designed for the finance user in mind with minimal IT support required.
- Quickly and efficiently create reports that highlight trends, patterns and exceptions.
- Flexibility to drill down, breakout and expand views at both a detailed transactional level and/or summary level.
- Create links to associated documents in Infor Document Management

	Actual	Budget	Current Period Variance	Actual	Budget	Previous Period Variance
Continuing operations						
Revenue from contracts with customers						
Recognised point of time	(£939,603)	(£1,008,918)	(£69,315)	(£881,023)	(£1,019,829)	(£138,806)
Recognised over time	(£879,352)	(£998,891)	(£119,539)	(£999,253)	(£974,010)	£25,243
Adjustments	£36,891	£40,305	£3,414	£31,856	£36,515	£4,659
Total revenue	(£1,782,064)	(£1,967,504)	(£185,440)	(£1,848,420)	(£1,957,324)	(£108,904)
Cost of sales of goods						
Material and merchandise	£80,150	£92,331	(£12,181)	£96,432	£92,951	£3,481
Other consumable items	£125,187	£148,576	(£23,389)	£133,378	£144,019	(£10,641)
Shipping and handling costs	£82,437	£82,654	(£217)	£75,998	£87,091	(£11,093)
Total cost of sales of goods	£287,774	£323,561	(£35,787)	£305,808	£324,061	(£18,253)
Cost of providing services						
Direct labour	£131,026	£150,034	(£19,008)	£117,835	£133,235	(£15,400)
Travel and accommodation	£184,884	£220,296	(£35,412)	£215,573	£216,393	(£820)
Total cost of providing services	£315,910	£370,330	(£54,420)	£333,408	£349,628	(£16,220)
Gross Profit	£1,178,380	£1,273,613	(£95,233)	£1,209,204	£1,283,635	(£74,431)
Operating costs						

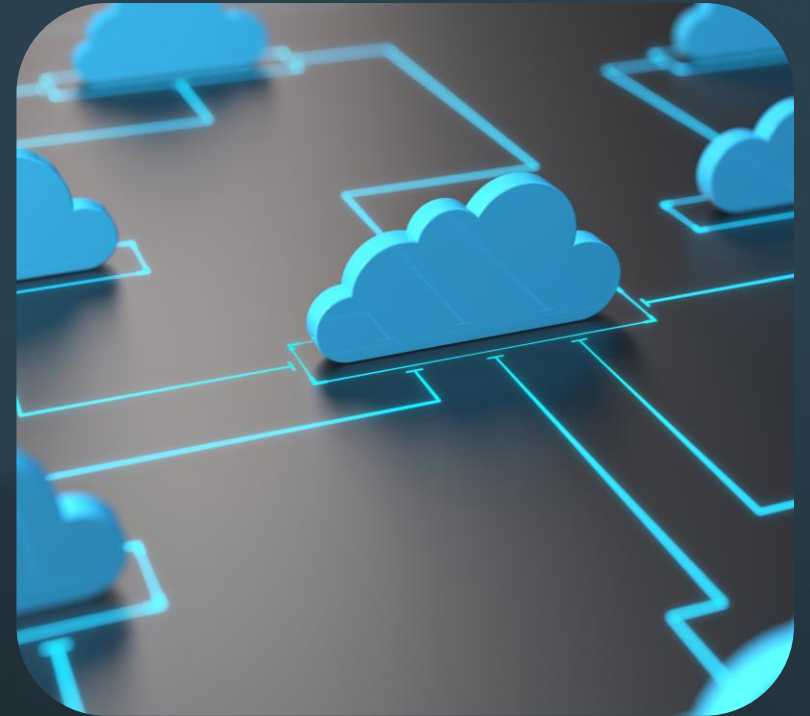
Query & Analysis

- Dynamically upload both static data and transactions from Excel to SunSystems with validation e.g.
 - General Ledger, Payables, Receivables, Cashbook & Budget journals
 - Supplier & Customer records
 - Purchase/Sales Orders & Invoices
 - Currency exchange rates



Next generation financial efficiencies in the Cloud

Demonstration



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Product Recap



Cloud Released Features



485+
Available
SunSystems
API's



New and Enhanced APIs

Business-Objects-V1.json	393
MakingTaxDigital-V1.json	34
Payload-V1.json	3
PortalWidgets-V1.json	36
Storage-V1.json	19

- **NEW API** SunSystems Developer portal
- 5 Budget APIs
- New JSON Query APIs
- Enhanced Payload API
 - Support for PA Bank Reconciliation Journal Split on for Account Allocation.



Onboarding

Advanced Onboarding, moving OP data from SunSystems to the Cloud or between SunSystems Clouds.



OAuth2 Support

Supported in both Q&A and SunSystems customers can use modern and secure authentications methods to send emails.

Cloud Released Features



Q&A 365 Addin

Publishing your Q&A reports to Microsoft Excel 365.



SunSystems Scheduler

Schedule and publish your **SunSystems** reports.



Core Languages

Chinese Simplified, French, Spanish, Japanese, Thai, Vietnamese and Brazilian Portuguese



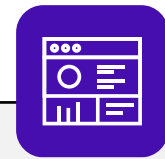
Data Sends

Improved error logging for Data Send Errors.



Form Designer Web

Amend your SunSystems forms without using Designer Edition. Tab Ordering, Security coming Snap to Grid.



Designer Edition

Installation of SunSystems DE now supports multiple tenants.

Cloud Released Features



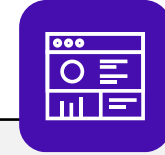
API Improvements

For integrations supporting new methods on Post and Where Clauses.



Report Stability

Introduction of an improved report progress dialogue to provide more information on the report progress.



Q&A Scheduler

Report scheduling and cloud emailing for Q&A Cloud. Sheet level emailing and other minor updates



Data Access Control

Data Access Group support for Q&A to enhance security controls



French Legislation

Fichier d'Ecritures Comptables (FEC) legal requirements for Infor SunSystems Cloud.


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Roadmap



Infor SunSystems Cloud Dashboard Catalogue

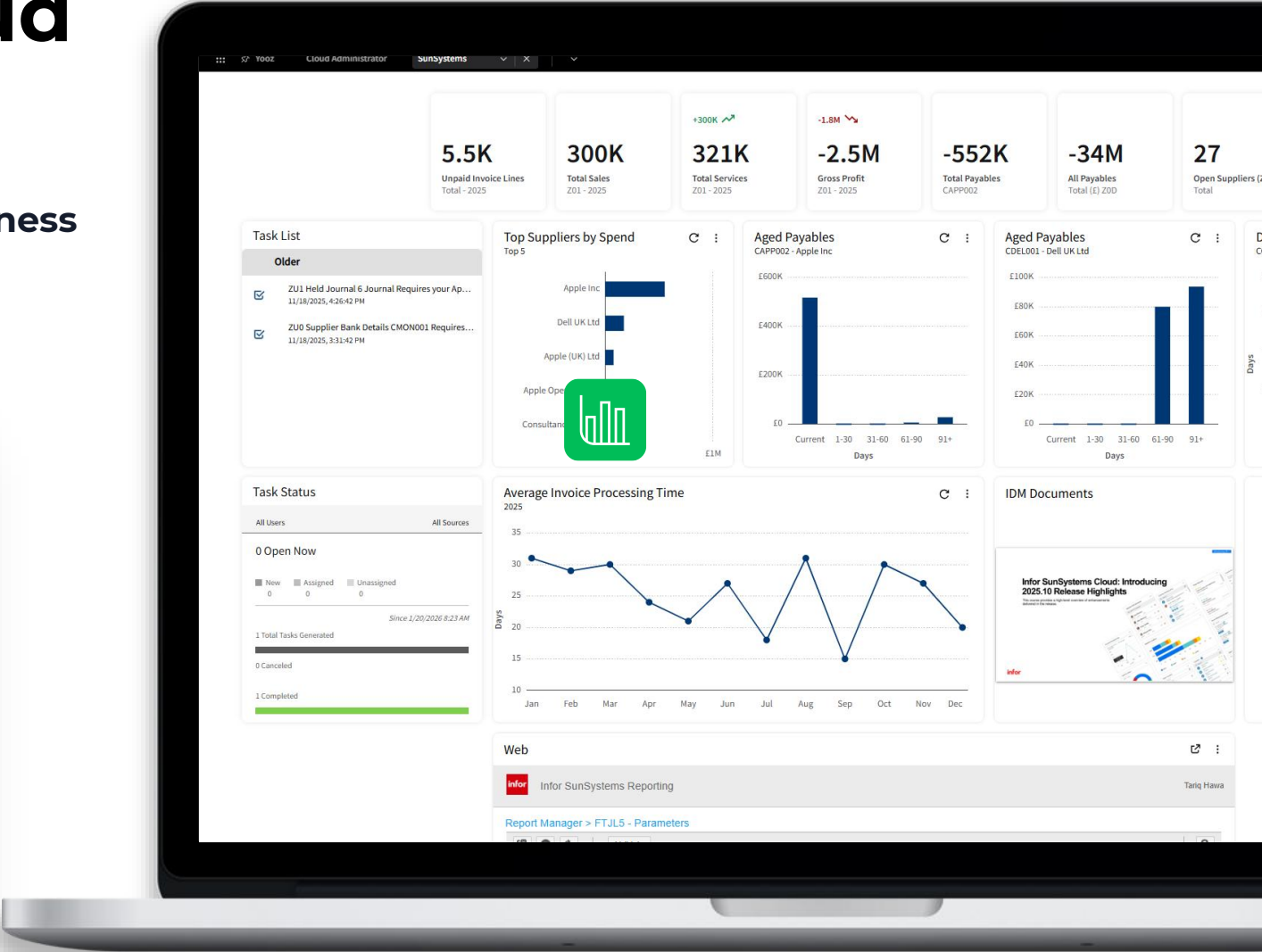
- Built with SunSystems structures in mind: **Business Units, Analysis and Drill-back functionality.**



2025.10 October
Aged Payables
Top 5 Suppliers

2026.01 January
Average Invoice Processing Time
Days Paid Outstanding

2026.04 April
Invoice by Status
To be Invoice Purchase Order Lines



April 2026 Functional Enhancements



Q&A Cloud

Scheduler exports to PDF and XLSM

Data Sends

Payment Profiles and Purchase Invoice



Q&A 11 / Cloud

Support for OAuth 2.0 deprecation of Basic Authentication.

New Q&A Digital certificates



Chinese Traditional

For customers in Taiwan, Hong Kong, and Macau.

April 2026 - Infor SunSystems Cloud Electronic Invoicing

Step 1

Infor SunSystems Cloud

When a sales invoice is posted in SunSystems, the system automatically generates a Sync Invoice Business Object Document (BOD).



Step 2

Infor Localisation

Invoice (BOD) is subscribed to by Infor's Localization Service Platform (LSP).



Step 3

Mapping

Local.ly performs the necessary field mapping and format transformation to align with the required e-invoicing standards



Step 4

Submission

LSP submits the transformed invoice to the e-invoicing service **Storecove**.

Produces confirmation via SunSystems if the invoice submission has succeeded.



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The Future Roadmap



Disclaimer



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Barriers to unlocking value from AI



Choosing the right AI use cases

Without business-driven use cases, genAI remains experimental

12%

Only 12% have identified revenue-generating genAI use cases

McKinsey, 2025



Making AI work for your micro-vertical

One size fits all approaches fail in specialized domains

10%

Only 10% of vertical AI use cases make it beyond pilots

McKinsey, 2025



Getting your data AI-ready

Poor data quality leads to poor genAI performance

89%

Have revamped data strategies for generative AI

IDC, 2025



Mitigating risk in AI innovation

Lack of trust and explainability slows enterprise adoption

60%

By 2027, 60% of AI initiatives will fail to meet expected value due to incohesive governance

Gartner, 2025

AI Use Cases for Infor SunSystems Cloud

Built with context, completeness, and control

Modern inquiry using natural language

- Reporting and inquiry
- Natural-language.
- Conversational analytics

GenAI assistant for insights & data creation

- **GenAI** assistant via Infor OS is the fastest way to close the gap.
- A high value approach because the **SunSystems APIs** already exist and tooling is provided by Infor.

Audit, anomaly, and fraud detection

- Outputs are large and require manual analysis
- SunSystems doesn't flag unusual activity

AI Use Cases for Infor SunSystems Cloud

Built with context, completeness, and control

Smart matching and reconciliations

- **Reconciliations** in SunSystems feel outdated.
- The key gaps are **usability and intelligence**

Using Microsoft Copilot alongside SunSystems data

- **AI is already** in everyday tools
- **Exposing** SunSystems data to Microsoft Copilot lets users analyse
- The real gap is **integration**

Document automation and data capture

- **Manual invoice** entry still exists but is mostly covered by partners like **Yooz**.
- **Longer term**, Infor's Velocity Suite's IDP/RPA offers a cleaner path if we decide to bring this in house.

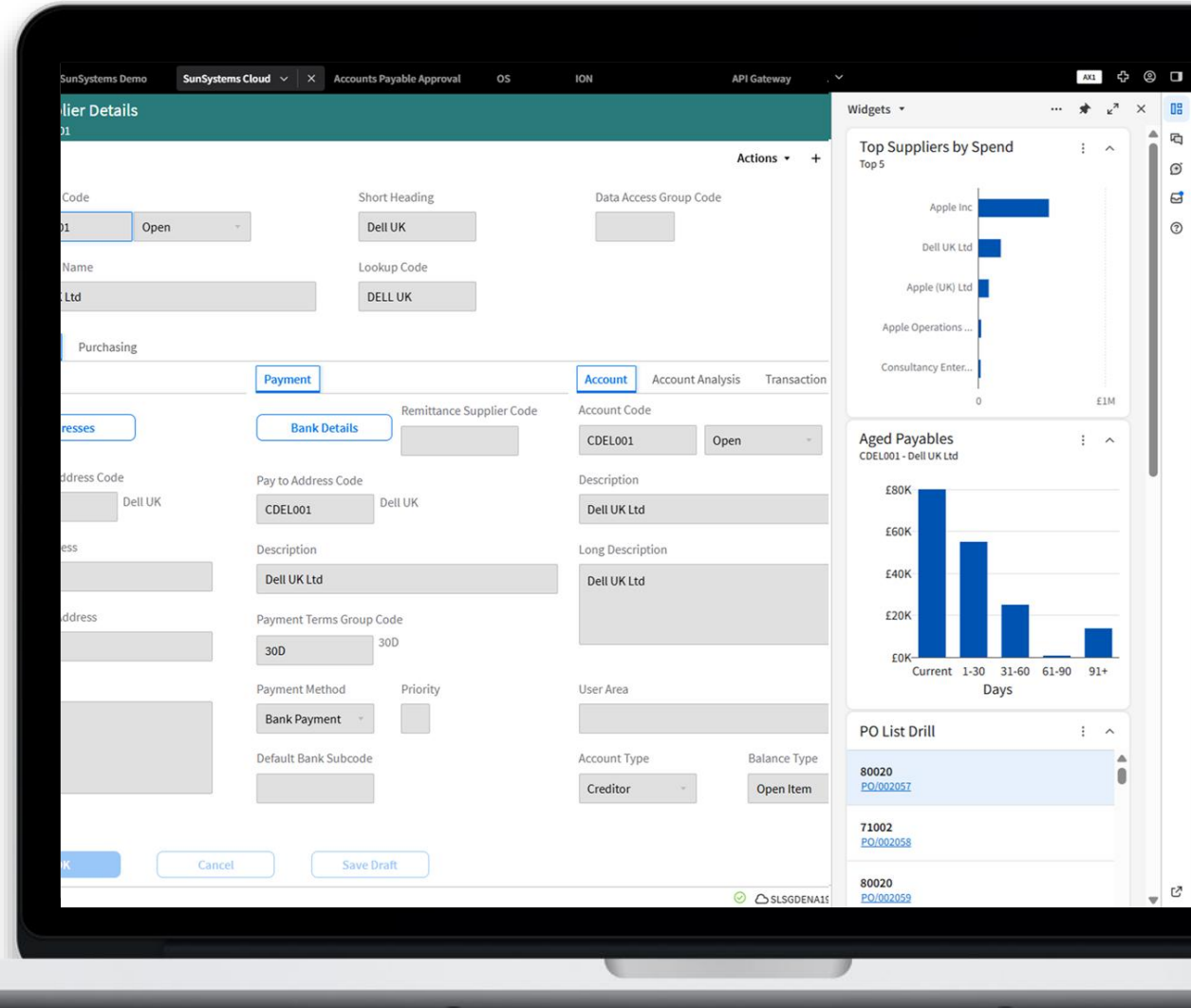
2026.10 Infor SunSystems Dashboard Catalogue



We are continuing to expand our work on Accounts Receivable, developing new widgets for the Chief Financial Officer, and progressing with the ongoing effort to build the catalogue.



- | | |
|---|--|
| <ul style="list-style-type: none"> • Aged Receivables • Top Customers by Sales • Total Aged Payables • Total Aged Receivables | <p>CFO Role</p> <ul style="list-style-type: none"> • Gross Profit Margin • Net Profit Margin – • Quick Ratio – • Working Capital - • Current Ratio |
|---|--|



2026 October: Functional Enhancements



Q&A Macro Builder

- Simplified process of building macros for Q&A users
- Reviewing the process with AI and what that will offer in line with Excel Automate.



APIs and BOD improvements

- Improved BOD filtering “**Last Modified Date**”
- Support for 'Aggregate' functions within select field of /query (SUM, AVG etc).
- Improved Payload APIs timeout configuration preventing request integration failures
- Integration Visibility & Reliability INA success/failure Status.
- Performance & Usability in **EDM** - reduce bottlenecks and improve data replication.



UK Tax Submissions

- Complete the user experience to submit tax returns to HMRC from Infor SunSystems Cloud.
- Using AI development tooling to manifest a modern user experience for users.

Query & Analysis with Infor Document Management



Infor SunSystems Cloud

Using the existing Q&A ribbon to upload Data Send files to the cloud.



Query & Analysis

Using a Ledger Data Send with an assigned Journal Reference and Business Unit. Data Send will produce a Link to Journal Inquiry.



Validation

Data send has completed the specified **Business Unit** and **Journal Key** are associated to the Q&A document.



Infor Document Management

Centralised repository where you Q&A documents will be stored.

Infor Global Community

Infor SunSystems Cloud page launched and customers are invited to register, follow and collaborate



Infor SunSystems Cloud

[HOME](#) > [DISCUSSION FORUMS](#) > [SOLUTIONS](#) > [INFOR SUNSYSTEMS CLOUD](#)



Sep 24, 2025 Started by [Rita Mistry](#)

Thinking About Transitioning to Infor SunSystems Cloud? Let's Talk!

Many of our existing customers are modernising their financial systems to stay competitive and agile with Infor SunSystems Cloud. Infor SunSystems Cloud offers a powerful combination of advanced finan...

[SunSystems](#) 24 views 1 comments 3 points [Infor SunSystems Cloud](#)



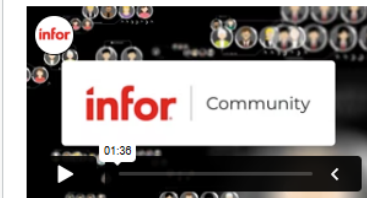
Sep 2, 2025 Started by [Rita Mistry](#)

Welcome to the Infor SunSystems Global Community!

We're excited to have you here—whether you're new or a seasoned user. This is your space to introduce yourself, share experiences, and ask any questions you've been thinking about. Together, we can le...

25 views 1 comments 3 points Most recent by [Rigam Chhantyal](#) [Infor SunSystems Cloud](#)

Infor Community Members



+ New Post

Important Links

Book an Infor SunSystems Cloud demo