



Dear Infor Customers,

In an effort to better serve our System i customer base Infor has made significant changes. We now have a System i business unit that focused 100% on our System i customers. This Business Unit is led by Jack Bullock and I am the VP of Channels for System i across the America's. Over the past couple of years we have invested heavily in the System i product lines and in particular XA. We have also looked at our distribution model to determine the best way to service our customers. Currently the majority of our XA customers are serviced by our XA Channel Partners. Our XA Channel Partners are focused 100% on Infor products and have years of experience with the XA product line. For this reason the decision has been made to expand one of our most successful XA Partners, Information Systems Engineering (ISE), into the Southeast.

The ISE team under Brad Spaits' direction has successfully supported many XA accounts across the U.S. and Canada. They have demonstrated that they are more than capable of delivering quality service to their XA customers whether they are next door or far away. Their expertise in the XA product line is demonstrated by their success in helping XA customers upgrade their systems to current technology and current versions. Their customer base is one of the most satisfied customer bases under the Infor portfolio of products. In short, they are a very high performing Channel Partner with an emphasis on customer satisfaction.

I ask that you give them an opportunity to prove themselves to you. Put them to the test. I am confident they will perform well and will exceed your expectations. ISE has plans to open an office in the Southeast. Until then, they are only one email or one telephone call away. You will now work with ISE for all of your Infor related business matters. This includes providing you a better understanding of Infor, Infor XA, the System i Business Unit, all Infor software purchases, as well as professional services. Brad and his team will be contacting you soon. If you need immediate assistance you can reach Brad at 262-567-9240 or Brad.Spaits@ise-erp.com.

You should see only improvements from this change. I am confident you will be more than pleased with the end result and that the change will be mutually beneficial for all parties. See the attached testimonials from Brampton Brick Limited (Canada) and Exotic Metals Forming Company (Seattle) and how they feel about ISE's expertise and support.

If you have questions for me, please do not hesitate to contact me at 616-532-3440 or email me at laurie.lacefield@infor.com.

Best regards,

Laurie Lacefield | Vice President Channels | **Infor** | office: 616 532-3440 | cell: 616 890 2186 | laurie.lacefield@infor.com

REGISTER NOW | **System i User Conference 2010** | Pointe Hilton Tapatio | Phoenix, AZ | September 12 - 15 |