Infor Business Continuity Plan Overview

Infor's business continuity plan encompasses the plans and protocols Infor maintains to implement and sustain business continuity via our systems, management processes, and policies. Our goal is to have the ability to respond quickly and effectively to help safeguard our customers, employees, and partners.

We work to achieve this goal by:

- Identifying critical business functions and key leadership for those functions.

- Establishing business continuity plans impacting employees, office locations, data centers and cloud providers. This includes disaster recovery plans should a failure occur. With locations around the world, Infor data centers are designed to provide business continuity and disaster recovery services for each other. Should a failure occur at one data center, the systems hosted at that location can be restored and made available at another Infor location.

- Executing effective communications plans—both internally and externally.

- Training our staff to respond accordingly with the ability to work remotely via virtual private network (VPN), allowing protected access to our support systems and customer records when required. Our consultants are equipped to provide continued services remotely through the use of safeguarded technology and online collaboration tools.

- Organizing the company in a "command and control" fashion via a dedicated Crisis Management Team (CMT). This is a cross-functional team that meets regularly during crises to assess risks and responses and to document processes for disaster response.

- Testing Infor's business continuity plan annually to verify that the recovery procedures can work as intended, the supporting documentation is accurate and current, and gaps in procedures, personnel, and other resources are properly identified. All CMT members participate in at least one practice exercise per year.

To read Infor's response to COVID-19 and the frequently asked questions, please visit infor.com.

Continuity in the Cloud

Infor has the tools, processes, and policies designed to safeguard the confidentiality, integrity, and availability of Infor products, services, and customer data in the Infor Cloud.

We employ a defense-in-depth strategy. Multiple layers of overlapping security are structured to help safeguard customer data through each link of the chain. These security controls are enforced by a team of specialists who continuously monitor and work to improve Infor Cloud security posture to help stay ahead of threats and vulnerabilities.

Business continuity is designed into our multi-tenant Infor CloudSuite architecture, so the environment provides high availability, and customer downtime can be minimized or even eliminated. Our dedicated Infor Cloud operations staff works 24/7, vigilantly monitoring the cloud environment.

To read more about Infor Cloud Security, please visit trust.infor.com.