



# Infor Operating Service Overview

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# Technology

## Infor Operating Service

Infor Operating Service (OS) is a technology platform that supports fully integrated, industry-specific solution suites with mobile-first design, a consumer-inspired user experience, and science-driven analytics. It leverages the convergence of information, analytics, cloud computing, mobility, and social business.

This platform includes these products:

- Infor Ming.le
- Infor ION CE
- ION Messaging Service (IMS)
- Infor Data Lake
- Infor Document Management
- Infor Localization Services Platform (LSP)
- Infor Localization Services

## Infor Ming.le™

Infor Ming.le is a web-based application framework that provides a common user interface for Infor applications, third-party applications, and in-house developed applications integrated through Infor ION CE. It is a centralized platform for social collaboration, business process improvement, and contextual analytics.

Infor Ming.le provides drill-back capability so that users can navigate across the applications to track transactions, the transfer of data, and report updates. Additionally, Infor Ming.le provides an infrastructure for sharing content with context applications.

Infor Ming.le uses Homepages, configurable by users to organize information and activities at a high level to focus on critical areas of concern.

Within Infor Ming.le, you can use ION API, a managed API layer across all applicable Infor and non-Infor APIs, allowing existing APIs to be presented in a standardized, managed, and controllable way. Infor Ming.le uses Infor Federation Services (IFS) for centralized authentication.

Infor Ming.le is available as a mobile app, supported by iOS, Android, and Windows Mobile operating systems.

## ION CE

Infor ION CE is a business process management platform that integrates applications, people, and business processes. The Infor ION CE platform converts data into the common language of standardized XML to enable disparate business systems such as Infor products, third-party applications, and in-house developed applications to share information.

ION CE simplifies the connectivity and data sharing across the connected applications. It enables users to configure a routed infrastructure, set up workflows, design and activate business event monitors, and manage tasks and alerts.

## ION Messaging Service (IMS)

ION Messaging Service (IMS) is a connector to integrate applications with ION, using REST/JSON APIs. It is a loosely coupled connector that facilitates cloud-based integrations.

The IMS specifications include well-defined API methods that are implemented by ION. An application can use these APIs to push a message to ION. To receive messages, an application can optionally implement these APIs as well. ION can then push a message by calling the application's IMS API.

IMS is part of ION CE and ION on premises and supports all hybrid scenarios. If ION is in the cloud, then you can use IMS for an on-premises application through Enterprise Connector. If ION is on premises, you can use IMS for a cloud application using the Cloud Connector 2.0. Additionally, IMS APIs are exposed via the IONAPI gateway. This provides a zero-footprint integration option where applications can call the IMS API directly from the internet.

## Data Lake

Infor Data Lake is a data repository that provides high-volume, scalable object storage for real-time data from across your enterprise systems, disparate applications, people, and IoT infrastructure. Using ION CE to connect your data sources, Infor applications move content into Data Lake and use other consuming applications to query and navigate Data Lake for content related to specific business cases.

## Document Management

Infor Document Management is an integration platform that enables you to take advantage of document solutions already in use within your organization.

Infor Document Management is used to integrate your documents with your business processes and to provide a central repository for them. Soft links are used, based on document metadata, to provide integration between your documents and your Infor ERP solution. You can view a document from within the context of your application, or click a document link to retrieve the document from the central repository.

Infor Document Management supports the entire lifecycle of your business documents, from input through storage, retrieval, and sharing.

## Localization Services

Infor Localization Services offers a set of services and functions that run on a single platform with Infor OS. These services extend the footprint of the core ERP, so that a global localization platform is offered that is updated in response to change.

The set of functions can be classified into these types of proprietary format:

- Electronic submissions, which are processed in Infor Localization Services Platform (LSP)
- Electronic messages (GEMS), which are processed in ION

### Localization Services GEMS

Infor Localization Services GEMS (Global Electronic Messaging Services) is an electronic messaging solution that helps customers meet the local regulatory, statutory, and cultural requirements of a country. It is a black box solution within Infor ION that automatically transforms BOD data into a proprietary message without going through the logic of Infor Localization Services Platform.

GEMS messages can be categorized into these file types:

- Banking includes a set of electronic messages that enables supplier payments and direct debits to be created for banks and other financial institutions, such as clearing houses, according to the standard of an organization, government, or financial institution. Bank statements sent by the bank can also be consumed by the ERP for payment matching and reconciliation.
- Trade statistics provides a set of electronic messages for regulatory reporting of commerce and goods movements across country borders, such as Intrastat and EU Sales Listing for Europe.

## Localization Services Platform (LSP)

Infor Localization Services Platform (LSP) helps customers meet the local regulatory, statutory, and cultural requirements of a country. It is connected to ERPs through standard Infor BODs and uses business knowledge to create submissions. Depending on the type of function, the data can be automatically transformed to proprietary format or prepared for reporting within the service, allowing the user to check and confirm what is sent to the external agency prior to submission. The submission is then tracked and logged for audit purposes, with all responses required by the ERP returned as required.

The functions in LSP can be categorized into these types of files:

- e-Auditing provides a set of electronic submissions that allow auditing information to be collated, checked, and sent to the requesting government or accounting organization.
- e-Invoicing provides a set of electronic submissions that are used to create electronic sales invoices that can be sent directly to customers. Electronic supplier invoices can also be transferred to the ERP.
- Tax reports.
- Electronic transportation documents.
- Statutory reports.