



Support Levels

INFOR SUPPORT: GET YOU BACK ON TRACK, FAST.

Focus on growing your business - we'll keep your systems running smoothly.

About Support Level Options for: Infor LN, Infor M3, Infor Syteline, and more!

Our team of ERP experts has a proven track record of success with project implementation, customization, upgrades, maintenance and support.

We focus on building strong relationships with our clients to understand their goals and deliver solutions that improve efficiency, reduce costs, and save time.

Let's discuss your project and see how we can help you achieve success.



Support

Tailored Support Solutions

Discover tailored support solutions designed to fit your unique needs. Whether you require assistance with system optimization, troubleshooting, or ongoing maintenance, we offer flexible support options to ensure your ERP systems run smoothly. Our experts are here to provide reliable, customized help that aligns with your business goals, helping you maximize efficiency and success.

- 01** **Level 1**
Your First Point of Contact
- 02** **Level 2**
In-Depth Problem Solving
- 03** **Level 3**
Advanced Expertise
- 04** **24/7 Access**
We keep you on track. Quick responses to all issues.

Why Choose Us!

Technical Support Team

We are dedicated to helping you maximize the performance of your Infor solution and systems. With our tiered support structure, you'll always have the right level of expertise at your fingertips.

Find the Perfect Fit

Our support options are designed to fit your unique needs, offering tailored solutions to ensure smooth operations for your Infor products. Choose the level that suits your business needs.

Level 1: Your First Point of Contact	Level 2: In-Depth Problem Solving	Level 3: Advanced Expertise
Perfect for businesses needing quick responses to common issues.	For more complex issues that require a deeper dive.	For businesses facing the most complex challenges.
What we offer:	What we offer:	What we offer:
<ul style="list-style-type: none">■ 24/7 access to phone, email, Teams, Zoom, and social media support. Fast triage and logging of your inquiries & Infor incidents. Resolution of common software installation, admin or setup problems. Escalation to advanced support when needed.	<ul style="list-style-type: none">■ Comprehensive analysis and troubleshooting. Expert resolution of escalated issues from Level 1.	<ul style="list-style-type: none">■ Direct access to Subject Matter Experts (SMEs) and solution architects. Root cause identification and recommendations for improvements. In-depth product insights and adjustments tailored to your needs.
Starting at €500/month	Starting at €1500/month	Starting at €3000/month

Get Started Today!

The Future is Here

Ready to optimize your Infor products? Contact us today to choose the support plan that fits your needs.

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