Infor Ming.le™

Social Business

Solve old problems in new ways

A single platform for social collaboration and business process management

The methods we use to communicate are imperfect. Disconnected from key systems and processes, technologies from email to SharePoint® are designed for information sharing, but too often instead become information vacuums. Handoffs don't happen; key facts are lost; and connections, opportunities, and risks aren't realized. Not only are our current communication methods frustrating our work—they are wasting time and resources.

Capture vital corporate knowledge and transform the way you work with Infor Ming.le™. With a user experience that resembles the most widely used consumer social networking tools, this platform marries communications and business processes to help deliver relevant data to employees, connect colleagues by functional responsibility, and reduce reliance on less efficient processes like email.

Interaction workers spend 20% of the workweek looking for internal information or tracking down colleagues who can help with specific tasks

From collaborating alongside core systems like enterprise resource planning (ERP) and financials, to "following" people and objects, you'll solve problems smarter and faster, and work in ways you never thought possible.

“It is hard to imagine a business process more collaborative than the sales and operations planning process. Now that the newest version of S&OP is embedded in Infor Ming.le, the back-and-forth conversation around how we are going to drive the future of our business from strategy to execution can easily take place. Even though we are spread across the company and the country and have different views and priorities, we can work together to create a plan that allows us to drive growth and optimize profitability.”

Luke Rains
System development director,
Preferred Sands

Capture vital corporate knowledge

Make information silos a thing of the past

Infor Ming.le makes it easy to tap into “tribal knowledge”—the information usually gained through years of experience with a company—by extending to key organizational systems like ERP and supply chain management (SCM). Need to know who has information on inventory? Or who to call when the A/C malfunctions in a hotel suite? Infor Ming.le dramatically simplifies this process. Like Twitter™, Ming.le’s core functionality is discovery, and can instantly match a query with the right group or person to handle it.

After matching employees to each other, or assets, the Infor Ming.le platform easily empowers employees across all areas of your business to communicate and collaborate—from sharing information such as documents, plans, photos, videos, and more—in a centralized location, with real-time updates that are stored and easily searchable. You’ll also be able to organize conversations around enterprise-wide business topics; share key screens, data, and attachments; have relevant data automatically displayed based on the context of discussions; and extend conversations and information sharing to external parties such as suppliers, customers, or citizens.

How companies are using social enterprise software to improve customer experience

A customer’s flight is delayed. Before he finally takes off, he calls his hotel for a late check-in.

The hotel concierge accesses the customer’s profile using Infor Ming.le. She tries to surprise him by upgrading him to the last available suite.

The only problem is, Infor Ming.le alerts the concierge that the A/C unit in suite 414 has malfunctioned

The concierge quickly posts a maintenance request to the hotel’s collaborative work tool.

The head of maintenance sees her post and elevates the request from “normal” to “urgent”

A mobile alert is instantly sent to the maintenance worker on the floor.

The maintenance worker completes the repair

The concierge, who has been following the A/C unit’s progress, is alerted that the room is now available.

When the customer arrives, he is told about his room upgrade, which makes him a very happy customer.

Attract top talent

Recruit next-generation innovators to work for your business

The Infor Ming.le platform is part of our company's ongoing commitment to redefining business software as you know it. You get the most innovative social collaboration technologies translated into a business environment and fully integrated across business processes, rather than just added on. With Infor Ming.le, users get a powerful assortment of advanced tools in an easy-to-use package that includes:

Increase productivity by delivering information in new ways and letting people work more efficiently. You'll also reduce email loads by putting information where people can easily find it and marrying communications with business processes.

Retain vital corporate knowledge rather than having it lost to information silos created by tools like email and instant messaging.

Attract and retain top talent by providing technology that delivers a consumer-inspired experience and creates a work environment in line with increasing employee expectations.

Improve decision making by putting relevant data at employees' fingertips and making knowledge sharing easy.

Integrate collaboration with business processes

Get the tools you need to make better decisions—faster

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Paparazzi

Drawing on a concept from the social media world, this contextual application lets you "follow" particular social objects and people, delivering automatic notices based on parameters that you define. For example, if you're a sales rep, you can be automatically notified of all activity relating to a top customer, receiving updates when orders are received, and more.

Contextual intelligence

Infor Ming.le combines real-time information from ERP, SCM, enterprise asset management (EAM), and financial systems, as well as any other transactional information, on a single screen. It automatically senses the type of work you're doing and displays information relevant to that task, without requiring you to search for information and store the results.

Ming.le Mobile

Comprehensive application for social collaboration and business process management that helps users work smarter and faster anytime, and anywhere. The application easily integrates organizational systems with innovative social collaboration technologies.

Tasks and alerts

Infor's technology transmits transactional information in real time, so you can keep up with the progress of important activities. You can filter, view, and monitor information to keep tabs on the items that matter most. Infor Ming.le also includes a workflow interface that can push approvals and alerts to the appropriate people when problems arise.

Drill back

Analytics and reports in Infor Ming.le feature full drill back capabilities so you can see the information supporting the data on your screen. If total costs suddenly spike on one production line, for example, you can immediately drill down and see which component of cost changed most to contribute to the increase. You'll be able to zero in on issues that matter and keep your operations under control more easily.

Streams

The Ming.le platform enables you to organize recurring conversations around a business topic, defined by the users, with the capability to involve internal and external participants. Streams captures conversations that relate to unstructured business processes as participants collaborate to complete activities, due on different dates and times, organizing documents by threading them around each activity.

Infor Communities

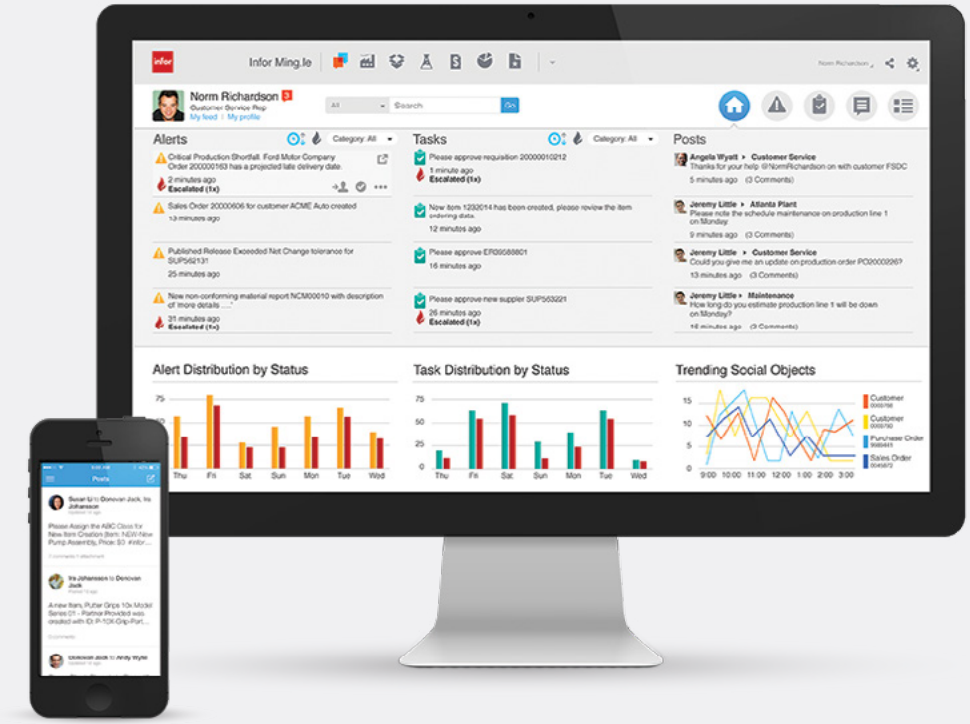
With this feature, you can extend your Infor Ming.le platform to external participants, facilitating structured communication and business process tracking with your customers, suppliers, or citizens.

Change the way you work

Enable increased efficiency, productivity, and worker happiness

Infor Ming.le marries business information with business processes to make collaboration seamless and assumed. This means your employees will be able to more easily work together, make better decisions faster, and stop reinventing the wheel. Some may call it social media, others social business. With Infor Ming.le, you can call it the way work is done.

Learn more about Infor Ming.le ›



About Infor

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 70,000 customers in 200 plus countries improve operations, drive growth, and quickly adapt to changes in business demands. To learn more about Infor, please visit www.infor.com.

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