

## **CUSTOMER FAQs**

### *Caveat*

- To date the Infor acquisition has not closed. We are providing this information to the best of our knowledge based on the discussions that have taken place between the Saleslogix and Infor teams.
- Provided the acquisition closes (expected within the next few weeks), we will have more detailed information to share with partners and customers.
- Generally, it is anticipated that Saleslogix will largely continue to operate within the existing framework, but will be able to leverage Infor's infrastructure and resources to grow the Saleslogix business.

**1. Is the SLX conference still going ahead?**

A: Both SLX Partner & Customer conferences in November will go ahead as scheduled. The events will be an excellent opportunity to meet the Infor leadership team and to hear more about Infor's go-to-market strategy. Infor executives will be in our key note presentation to partners and customers. In addition, we are planning dedicated partners sessions with Infor participation to discuss key topics. Infor hosts their annual conference September 15-18; please consider attending. More information can be found at: <http://www.infor.com/inforum/>

**2. Why did Infor buy SLX?**

A: Infor needed a strong CRM product and decided to acquire the assets of Saleslogix rather than building a product. Infor was particularly impressed with the versatility of the SLX platform and its advanced mobile solution. More background on Infor's reasoning can be found at [www.infor.com/saleslogix](http://www.infor.com/saleslogix).

**3. What does Infor bring to Saleslogix?**

A: Infor has the recognized brand, industry specialty, resources, infrastructure and capability to make investments into the Saleslogix product that will drive growth and market share in the expanding CRM market. Its customer base of 70,000 primarily mid-market ERP customers provides tremendous opportunities to sell the product into those customers. Infor's global presence in many countries provides opportunities for entry into key markets where Saleslogix is not present today.

**4. What is Infor's vision for SLX?**

A: Saleslogix, which will be renamed Infor CRM, is core to Infor's CRM market strategy. This focus will include investment in the product, positioning Saleslogix as part of Infor's micro-vertical strategy, and a focus on delivering Saleslogix in the cloud. After the acquisition closes, Infor will provide more detailed information on these key topics.

<p><b>5. Will SLX be sold directly or channel only?</b></p> <p>A: Saleslogix will continue to be sold through the partner channel. In the future, Infor will also sell Saleslogix directly, primarily to its installed base of ERP customers.</p>
<p><b>6. Will Infor continue to sell the Salesfusion solution?</b></p> <p>A: Our partners will be able to continue selling Salesfusion as usual.</p>
<p><b>7. How will support for customers and partners be affected?</b></p> <p>A: Following the close, it will be business as usual. Support contacts will be the same for customers with no immediate changes anticipated.</p>
<p><b>8. Does Infor plan to offer both the on-premise and cloud versions of Saleslogix?</b></p> <p>A. Yes. Partners will be able to offer both options to their customers.</p>
<p><b>9. Will you continue to support the LAN Client Server client?</b></p> <p>A. Yes, Infor will honor the existing commitments from Saleslogix to support the LAN client.</p>
<p><b>10. Will SLX still allow for connections to non-ERP products?</b></p> <p>A: Yes, open API's will be available. Integration into third party services will be critical to enhancing the value of CRM.</p>
<p><b>11. Will SLX be incorporated into the Infor teams for product management, marketing, sales, support etc.? Or remain its own business unit?</b></p> <p>A: Saleslogix will become part of Infor's global CRM business unit.</p>
<p><b>12. What communications are we sending to customers/end users, and when?</b></p> <p>A: A series of customer and partner communications have been sent over the last few days. Additional communication meetings have been scheduled and are being conducted over the next days and weeks. As soon as the expected acquisition closes, more information will be distributed in subsequent communications and customer and partner meetings. If there are any concerns specific to a customer or partner, please reach out to your contacts. We are glad to follow up with you individually to address any questions or concerns.</p>
<p><b>13. Will the product name/brand/look change immediately after the close of the transaction?</b></p> <p>A: We expect the name change to Infor CRM to become effective as soon as possible after the close of the acquisition. With Inforum, Infor's annual customer and partner show coming up in mid-September, Infor will introduce Info CRM to its customers and partners. The new UX design will be introduced and rolled out over time.</p>