

## Committee Update

The Baan User Group celebrates its 10th Anniversary this year, so it is perhaps a little ironic that we should have recently lost one of the founders, our Chairman David Marshall.

David has been a stalwart of the Baan User Group since the beginning, and Chairman on an off for most of its existence. We are sorry that pressure of work has prompted his resignation from the Committee, but thank him for the contribution he has made.

We welcome Mark Turner from Hadley Industries. Mark will be taking a particular interest in the Enhancement Process. Hadley Industries have very kindly offered to host the next User Group Focus day - see elsewhere in this Newsletter for more details.

Chris Truin continues as deputy Chairman, and John Fowler and Andy Donn as committee members. Andy is responsible for the events Programme.

We are hoping for another recruit to the Committee next year, bringing some welcome representation for Infor ERP LN. In the meantime, if any member feels they have a contribution to make, the Committee would be very pleased to hear from them. Not only does it spread the load, it brings fresh ideas and helps the Committee put on events that meet user expectations.

I have taken over as Chairman for the time being and look forward to seeing you at the Focus day at Hadley Industries in October. Please book early - the number of delegates is limited.

*Jim Symington, Chairman*

## Focus Days

We have set the date for the Autumn Focus day, to be held at the user site of Hadley Industries near Birmingham on Thursday 16th October 2008 - make a note in your diary now! Following on from our last focus day, the date is to coincide with the 2008 enhancement process schedule. The enhancement voting list will be circulated in October so we will be

discussing and voting on the items we'd like to see in ERPLN and/or back-ported to Baan - more on enhancements below.

The agenda is looking full already including a tour showing how Hadley have automated factory and warehouse processes with Baan 5. More details as we get confirmation.

## Inforum 2008

Inforum 2008 will be held at the Hilton London Metropole in London on 6-7th November. Baan Users will have a presence at the exhibition and a session. Agenda details are yet to be announced. Infor are not charging delegates for this event. [Click here](#) for further information.

## Enhancement process

The Baan enhancement process has stumbled along over the past few years with little recent benefit being seen by UK Baan users. For 2008 Infor have shown a renewed interest in the process, the most interesting feature to Baan User Group members being the consideration of enhancements to be back-ported to Baan IV and Baan5. We have timed our 2008 focus days to coincide with the following schedule from Infor:

### Enhancement Schedule 2008

- 1st Aug - Cut-off for new enhancements to be considered
- 15th Sep - Consolidated enhancement ballots sent to User Groups worldwide
- 1st Oct - User Groups publish ballots to membership
- 1st Nov - Results gathered from User Groups
- Jan 2009 - Consolidated results published to User Groups

Baan User Group has been in regular contact with Infor to ensure we give the process a good chance this year. We have submitted a number of new enhancements that we worked on at the Spring '08 Focus day. If you have submitted any enhancements independently and would like us to help keep tabs on

them or are having any problems with the process - let us know.

## **Infor News**

### **Infor Tech Talk**

Infor's first corporate blog, [Infor Tech Talk](#) is now live. Bruce Gordon and other technology experts within Infor discuss topics such as SOA from many different angles. Tech talk aims to educate customers and the market on our unique approach to SOA, establish Infor as a thought leader on technology issues and drive innovation as an integral part of our overall brand.

### **Infor.com new features**

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### **Resource Center**

The Resource Center is now live on Infor.com. The Resource Center is a searchable clearing house for all of our customer assets ranging from Analyst Reports to White Papers. Visitors can access the [Resource Center](#) from a link in the Learn More section on the Infor home page.

### **Spotlight on Service**

According to a recent survey from the manufacturers association, The EEF, manufacturers intend to remain in the UK, but design & development, and services, are likely to eclipse production as the main focus of the UK business. Developing long-term service provision as a value added proposition is helping companies to gain a competitive edge and this enhanced customer offering is emerging as a new profit generating growth area. Take a look at how Infor ERP LN Service helps manufacturers to increase service levels, customer satisfaction and retention. [Click here](#) to read full report.

## **News**

### **HoMedics Set for Healthy Future with Infor**

Infor ERP LN Selected to Drive Process Improvements and Business Growth for Leading Health and Wellness Company. [Read the full press release](#).

### **Webcasts**

Learn about the latest version of ERP LN, this presentation will cover an overview of the updates and enhancement to your Baan application from Baan Ivc4 to the Present version of ERP LN. <http://www.infor.com/company/webcasts/erparchive/erpstrategy/18677>