

Infor & PA SunSystems Customer Conference

November 2024

The summary captures insights from both partners and customers who attended the Infor & PA SunSystems Customer Conference.

1. Product Roadmaps and Innovations:

- Presentations covered upcoming developments, particularly in automation, integration, and functionality enhancements.

2. Customer Feedback:

- Long-standing relationships with Professional Advantage (PA) and Infor were highlighted, emphasising reliability, responsiveness, and collaborative support.
- Customers appreciate PA's assistance with system upgrades, security enhancements, and product innovations.

3. Cloud Adoption and Security:

- Strong advocacy for migrating to cloud-based systems, citing improved security, automation, and continuous updates as key benefits.
- Security concerns with outdated systems were stressed, alongside reassurance about robust protections in Cloud platforms like AWS and Microsoft.

4. Networking and Collaboration:

- Attendees valued face-to-face interactions for fostering relationships, sharing knowledge, and discussing future strategies.
- Breakouts allowed for in-depth discussions and problem-solving in a more approachable setting.

Here is what delegates and partners had to say.

Customer Support:

- *"They've just been a brilliant partner. Very professional and always there when we need them."*
- *"They know us really well, which is great because when we get problems, they can say, 'You did this thing a little while ago that's had an impact on this.'"*

On Cloud Migration:

- *"The last upgrade you'll ever do—Cloud keeps you on the latest version, with better security."*
- *"Security is a really key issue, and there's no better secure service than AWS."*

On the Importance of Events:

- *"These events are great for in-depth conversations and out-of-the-box thinking that doesn't happen in formal presentations."*
- *"It's been great to network, share ideas, and gain valuable insights into future developments."*

- *"Workshops let people dive deep into details and ask tough questions, which is essential for progress."*
- *"In smaller sessions, people feel more confident asking questions and engaging."*

Collaboration and Partnership:

- *"Doing this journey by ourselves would have been hard but doing it together with PA is great news for all of us."*
- *"Our relationship is symbiotic, collaborative, and collective—it ensures our clients are happy on all sides."*
- *"We work closely with PA to ensure that both companies' products meet customer needs and keep evolving together."*
- *"We've built up a really solid relationship over decades, and we're getting on fantastically with new products and integrations."*
- *"The team there is always helpful, and we really value the relationship with them as an organisation."*
- *"We've had a relationship with them for over 20 years—it's been a fantastic journey, and I think there's even more to come."*
- *"It's a partnership built on mutual trust and innovation, one that continues to deliver for both sides."*
- *"Whenever we need them, they're there—responsive, professional, and a pleasure to work with."*
- *"They've always delivered for us, even at a moment's notice. That's the mark of a great partnership."*
- *"We're on the same journey together, integrating and innovating in ways we couldn't achieve alone."*
- *"It's all about working together to ensure everyone benefits—customers, partners, and providers."*