Rhythm for Commerce Resource Guide

Last update: February 21, 2020

Audience

Each Rhythm for Commerce resource listed in this document is labeled for its audience: Customer, Partner and Infor Employee.

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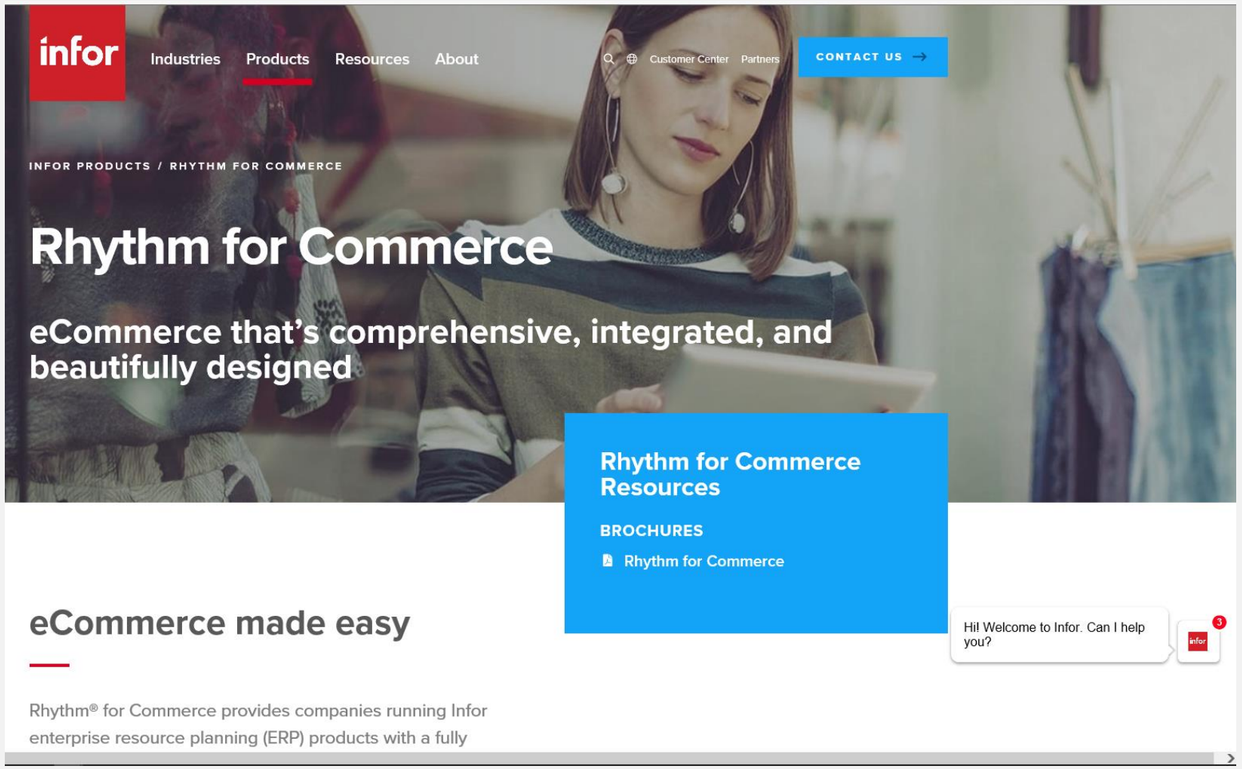
Content & Tools

Product Site



Rhythm for Commerce Product Site

- Rhythm for Commerce has a public Product page on the Infor.com site
- Go to https:/www.infor.com/products/rhythm-for-commerce
- Includes a link to the downloadable Rhythm for Commerce brochure

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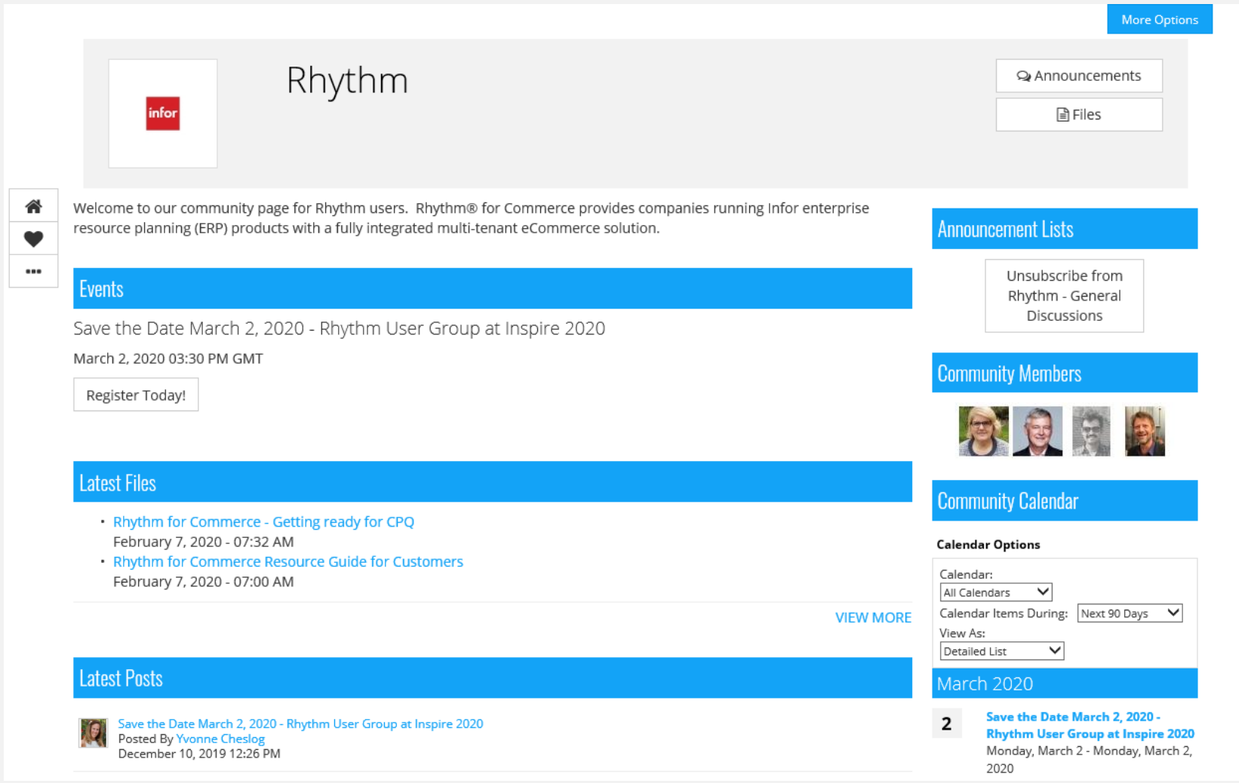
Infor Communities

New Customer-focused Digital Community

- Customer-focused Rhythm community on the Infor Communities site
- To get started:
  1. Go to Infor Communities
  2. Click on **Register** under **Customer Groups**
  3. Complete all the required fields on the **Request Login** screen
  4. Once you receive your login, go back to the site. You will land on the **Home** page of the site
  5. Click on **Communities** >**Find a Community** or the **Find a Group** blue button
  6. Find **Rhythm** and then select **Request to Join**
  7. Once you've joined the Rhythm community, you will find it under **My Communities** on the main toolbar



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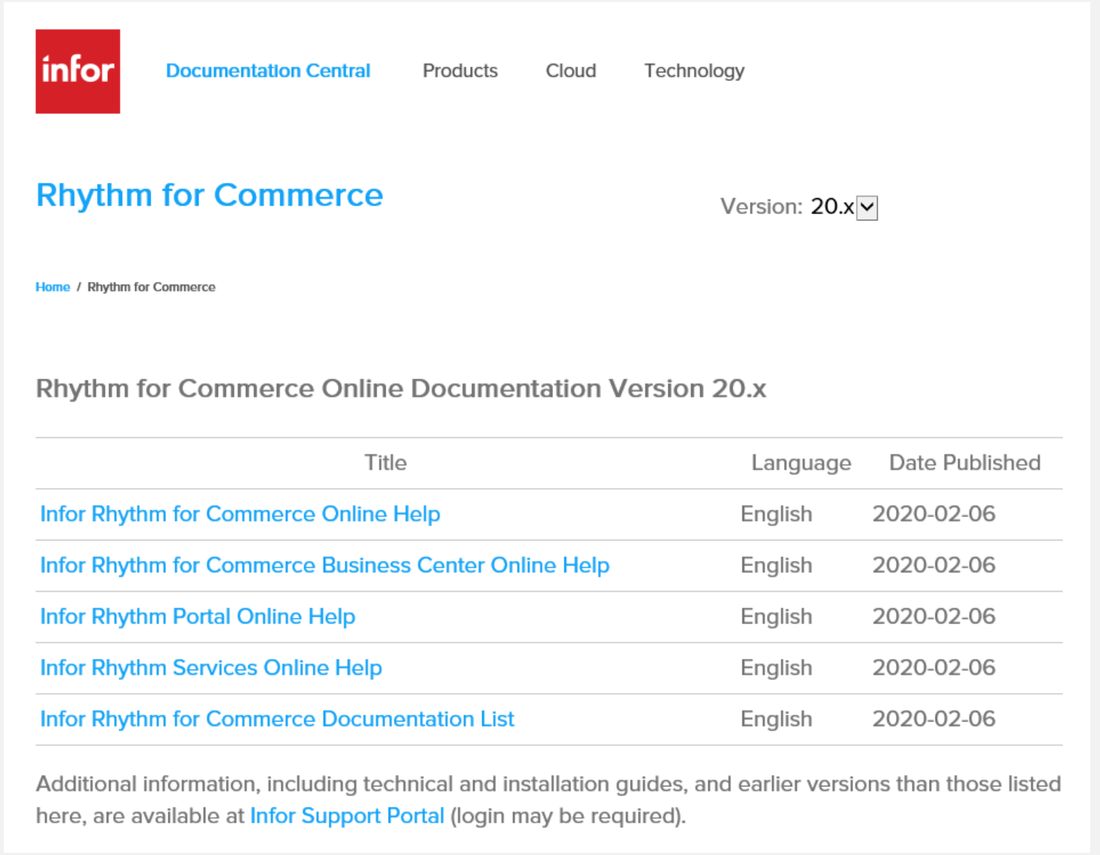
Infor Xtreme

Rhythm for Commerce Online Documentation

- Go to https://docs.infor.com/en-us/rhycomm/20.x
- Includes:
  - Release Notes
  - Technical Requirements
  - Solution Overview
  - Setup & Administration Guide



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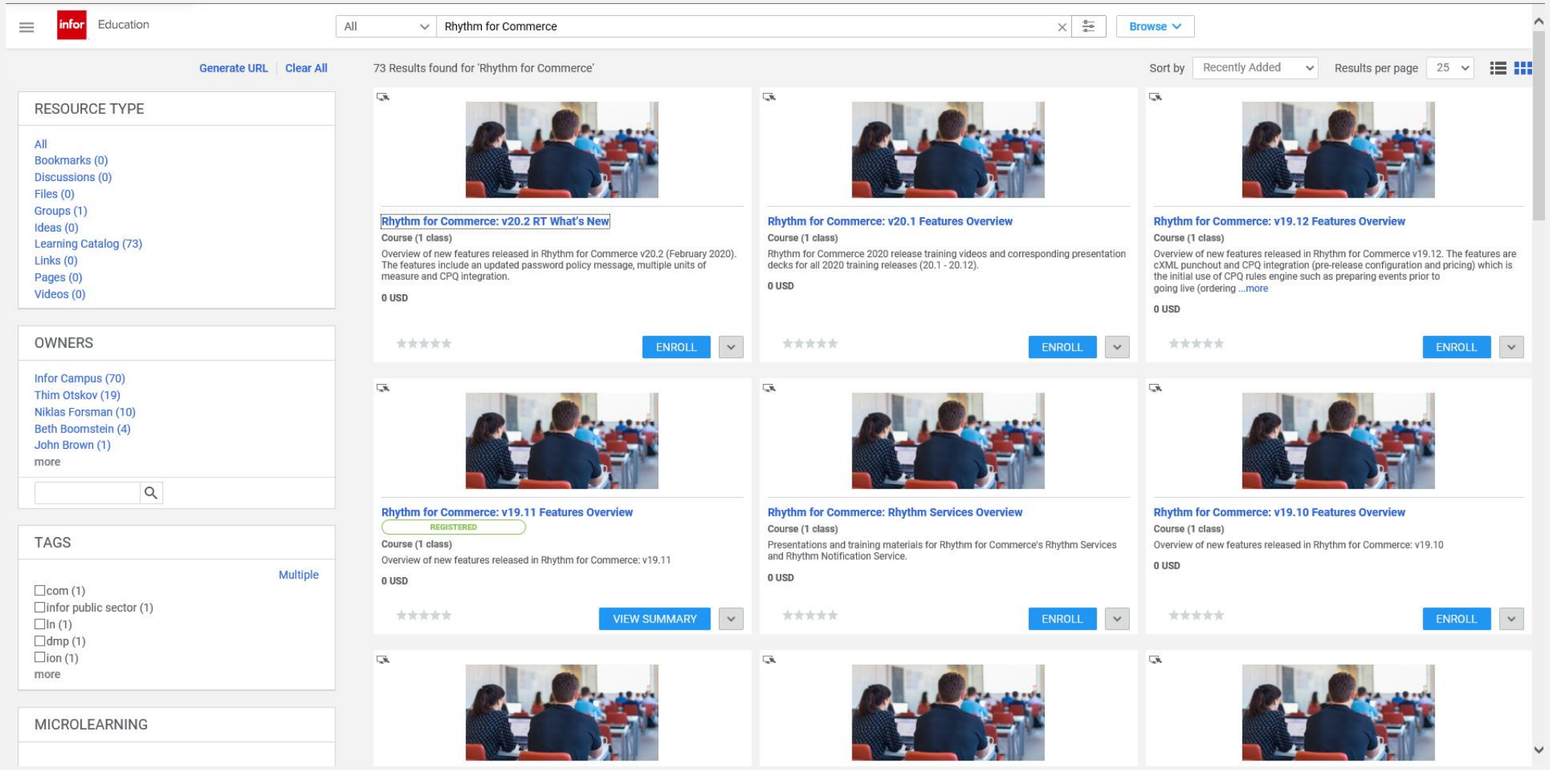
Take an Infor Campus Course

- Go to https://campus.infor.com
- Type in Rhythm for Commerce in the Search box 🔍
- Sort by “Recently Added” for a better view



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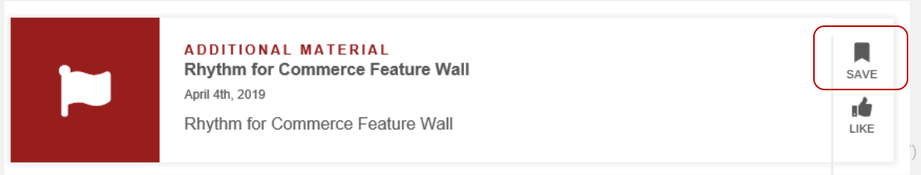
Finding Assets on the Sales Portal

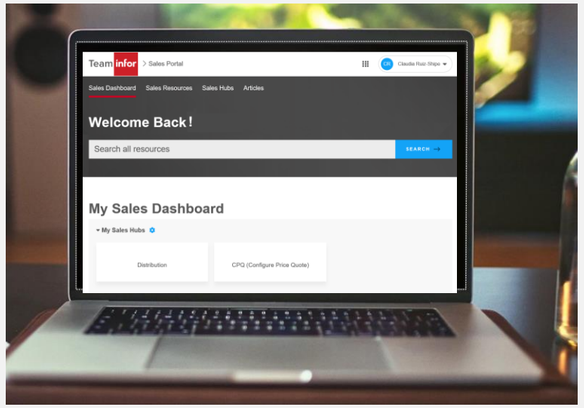
Search for Rhythm for Commerce Resources

- On the Sales Portal homepage:
  - Type *Rhythm for Commerce* on the Search box
  - Yields all resources: Old & New (over 5K)
- For just updated resources:
  - Go to the FILTER BY menu
  - Select the Products menu
  - Start typing *Rhythm*
  - Select *Rhythm for Commerce*

Bookmark your favorite resources

- On a specific resource, select the Save icon
- The resource will be bookmarked on your Sales Portal homepage





New Sales Portal is available via the new Team Infor page: https://team.infor.com

Direct Sales Portal page is: https://team.infor.com/salesportal

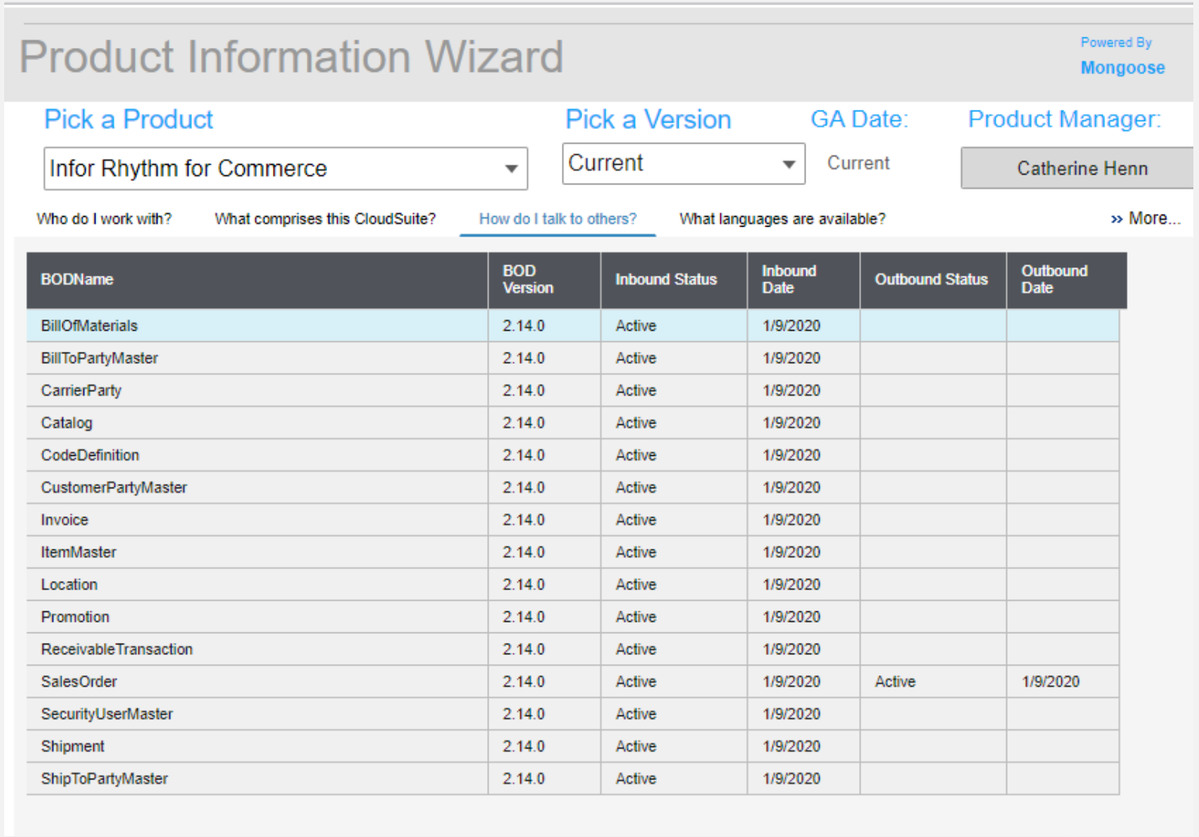
Product Information Wizard (PIW)

Know before you go...

Where to find specifics on the product:

- What other products does this product work with?
- How does this product talk to other products?
- What languages are available?

Direct Link:
https://piw.infor.com



BODName	BOD Version	Inbound Status	Inbound Date	Outbound Status	Outbound Date
BillOfMaterials	2.14.0	Active	1/9/2020		
BillToPartyMaster	2.14.0	Active	1/9/2020		
CarrierParty	2.14.0	Active	1/9/2020		
Catalog	2.14.0	Active	1/9/2020		
CodeDefinition	2.14.0	Active	1/9/2020		
CustomerPartyMaster	2.14.0	Active	1/9/2020		
Invoice	2.14.0	Active	1/9/2020		
ItemMaster	2.14.0	Active	1/9/2020		
Location	2.14.0	Active	1/9/2020		
Promotion	2.14.0	Active	1/9/2020		
ReceivableTransaction	2.14.0	Active	1/9/2020		
SalesOrder	2.14.0	Active	1/9/2020	Active	1/9/2020
SecurityUserMaster	2.14.0	Active	1/9/2020		
Shipment	2.14.0	Active	1/9/2020		
ShipToPartyMaster	2.14.0	Active	1/9/2020		

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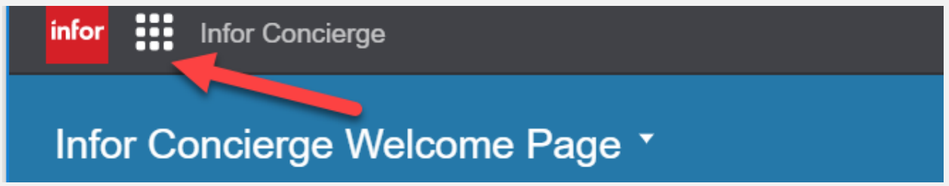
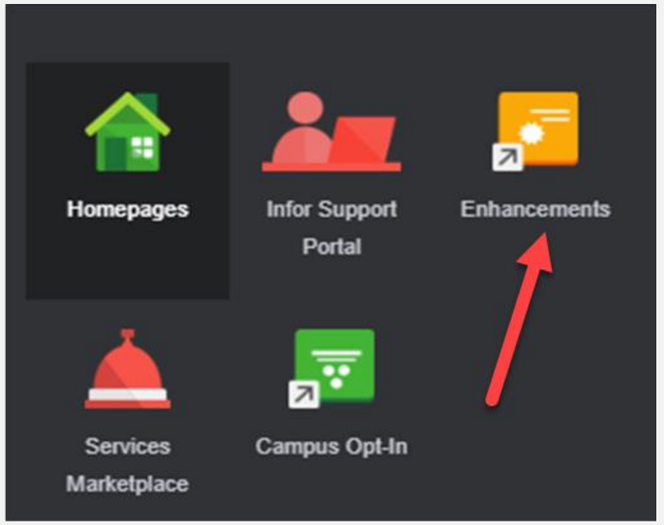
Enhancement Request System (ERS)

Accessing ERS

- The enhancement request system (ERS) is the result of an initiative for a unified system that could be used by all customers and product management to see all enhancement requests submitted; collaborate on their suitability; prioritize them and be able to track their status.
- Access is reserved for customers and partners with an active Infor maintenance/subscription contract
- Customers and partners can access ERS via concierge.infor.com
  - Concierge has a widget which displays a summary view
  - The complete system can be access by clicking on the 9 dots in the top left-hand corner and selecting the 9 dots at the top of the screen





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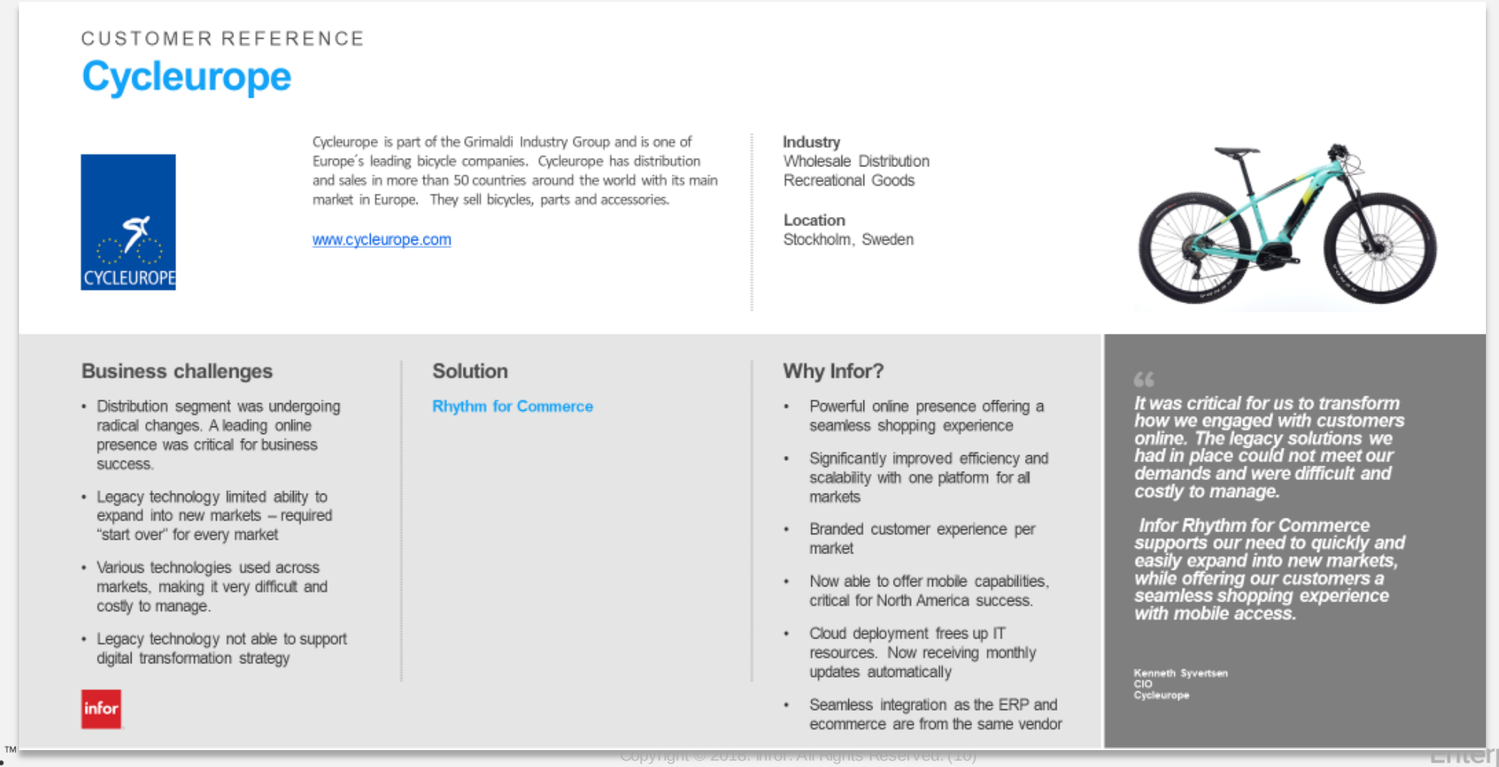
Infor Ambassador Reference Program

- Approved Customer Reference – Cycleurope
  - Approved May 2019
  - Case study: https://www.infor.com/resources/cycleurope
- Helpful Guides available on the Reference Team Sales Portal



CUSTOMER REFERENCE

Cycleurope

Cycleurope is part of the Grimaldi Industry Group and is one of Europe's leading bicycle companies. Cycleurope has distribution and sales in more than 50 countries around the world with its main market in Europe. They sell bicycles, parts and accessories.

www.cycleurope.com

Industry
Wholesale Distribution
Recreational Goods

Location
Stockholm, Sweden

Business challenges

- Distribution segment was undergoing radical changes. A leading online presence was critical for business success.
- Legacy technology limited ability to expand into new markets – required "start over" for every market
- Various technologies used across markets, making it very difficult and costly to manage.
- Legacy technology not able to support digital transformation strategy

Solution

Rhythm for Commerce

Why Infor?

- Powerful online presence offering a seamless shopping experience
- Significantly improved efficiency and scalability with one platform for all markets
- Branded customer experience per market
- Now able to offer mobile capabilities, critical for North America success.
- Cloud deployment frees up IT resources. Now receiving monthly updates automatically
- Seamless integration as the ERP and ecommerce are from the same vendor

"It was critical for us to transform how we engaged with customers online. The legacy solutions we had in place could not meet our demands and were difficult and costly to manage.

Infor Rhythm for Commerce supports our need to quickly and easily expand into new markets, while offering our customers a seamless shopping experience with mobile access.

Kenneth Syvertsen
CIO
Cycleurope

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Content & Tools

Join Us!

Bi-Weekly Rhythm Implementation Updates

- Learn about the status of the Rhythm for Commerce customer implementations
- Join Tim Lyford (Director, Rhythm Services) on the bi-weekly call on Wednesdays 10AM EST

Monthly Product Newscast Calls

- Join us on a monthly Product Management call on everything Rhythm for Commerce
- Get the opportunity to ask questions
- Dates and times vary

If you would like to be included, please contact Claudia Ruiz-Shipe

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