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Infor Analyst Innovation Summit 2026: Delivering the Agentic Enterprise

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IDC'S QUICK TAKE

Infor held its 2026 Analyst Innovation Summit in Atlanta, Georgia, on April 14 and 15. The innovation summit showcased Infor's journey from 2025 well into 2026, with particular emphasis on the customer agentic AI journey and the Infor products and ecosystem partners that are helping their clients become an agentic enterprise.

EVENT HIGHLIGHTS

After presenting the Infor increased performance results, the team presented its evolution into an agentic architecture for their clients, no matter where the clients were on the AI journey. Infor's industry focus has enabled it to place AI at its core and quickly capitalize on its process catalogs. The process catalogs are the foundation for continuous optimization and AI-driven execution, helping clients recognize the AI future. The industry cloud platform, coupled with AWS native services, has enabled industry APIs, common security, an expansive data platform, out-of-the-box integrations, and preconfigured industry processes; has an open architecture; and is event driven. In conjunction with this, Infor has also introduced new features into its Data Fabric investment with additions of knowledge graph, data governance, and so forth.-In addition, Infor also introduced a completely new user experience with fully adaptive experiences where user interfaces are generated entirely by UX agents, allowing the user to focus on key escalation areas while providing a prescriptive roadmap of process improvements. All of this has come together to create Infor's Agentic Enterprise as a path to autonomous orchestration. This new product vision and roadmap includes Industry Agents that are precise and embedded, semi-autonomous headless execution with an Adaptive UX including human-in-the-loop, fully autonomous orchestration that is outcome-driven contextual agents, and governed velocity to capture business outcomes at machine scale. Infor is doubling down on its ability to grow the customers' businesses through the use of contextual business simulations that go beyond just looking for efficiencies.

Infor brought forward a solid group of clients showcasing their AI enablement from AI assistants to AI agents. Customers attending, presenting, and answering the many analyst questions included AMES Companies, Baycare, Benchmark, Delta, Koch Engineered Solutions, Nutreco, State Electric Supply Company, Xpress boats, and Zahid Group. Infor clients were straightforward and to the point regarding the continuous value received from Infor and its ecosystem of partners.

IDC'S POINT OF VIEW

The event was well attended by industry analysts. Infor's agentic design principles were on display and include partnerships with AWS, Anthropic, LangChain, and Neo4; security built in with Infor GRC and Federated security; Infor's industry context with the Infor industry process catalogs; and using the right model, including RAG Pipelines, agent factory, and MCP and A2A compliant agents. Most importantly, customers were straightforward on what they are doing,

what they are still experimenting on, what is in production, and their next steps to the agentic enterprise. Some of these are:

- State Electric Supply Company found 60% improvements in receiving shipments because of Infor industry agents, augmented intelligence services, process mining, and embedded insights. State Electric Supply Company has four more avenues to explore with Infor to bring more value-driven use cases to life.
- Zahid Group anticipates up to 90% time savings across procurement, supply chain, manufacturing, and sales with Infor's semi-autonomous headless execution. This analyst found this one of the most interesting discussions overall. The client is working with AI in some cases as assistants, and once they found no errors and it was safe, they moved the workflow to an agent. It wasn't just accept what is, but push the boundaries, reshaping the business continuously.
- Nutreco, VicTaulic, and Zahid Group are currently working with Infor to achieve fully autonomous orchestration. All are touching points in various degrees for industry use cases, agentic flows, agentic orchestrator, and the agent factory.
- Miller Industries achieved 90% reduction in auditing costs related to access of information because of its governed velocity work that focused on access control, role-based security, regional data residency, and transaction/master date monitoring.

Overall, these examples showcased Infor's Velocity Suite, a new product offering built for innovation with predictable pricing, unlimited usage, co-innovation programs, and fixed implementation pricing. This includes fast time to value with prewired industry specificity, automated and prescriptive approaches, and predictable outcomes. Infor is enabling a future-ready all-in-one package with a catalog for continuous innovation.

In addition, Infor spent much time looking at the path forward to help its clients move from on premises to cloud to optimizing with process mining and agentic AI to innovation with automated self-healing heat maps. Mashfrog Group showcased abilities to help Infor clients, including Story Monfort, move to cloud. These partner-led implementations are bringing Infor increased revenue with partner-led resell.

While Infor is making great strides, there are some agentic enterprise aspects still on the roadmap and actively being worked on, including semantic graphs, industry-specific domain language models, pure headless application architecture, physical AI connectivity, agentic rules engine, verifiable and immutable logging, and even more identification of the enforced MCP boundaries. This just underscores the fact that Infor, along with its customers, is on a journey to the agentic enterprise and moving to this new world, while accelerating, is best done with a strategy, governance, compliance, and in concert with clients.

The bottom line — Infor has moved leaps and bounds into the agentic world. This is a continuous process toward the agentic enterprise and is underscored by the clients. Infor clients are finding value now and continue to push forward on all aspects, moving Infor to the next level. It is very clear to this analyst that Infor's clients are finding sustained economic value with their path to the agentic enterprise, and they love the journey with Infor.

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