



What's Next 2009: What Now?

Travis White
Managing Director – Lawson Sweden
travis.white@se.lawson.com

We have a lot of information to share today.

We also have one key question.

What can we do for you to help you get more value
from your existing investment?

In other words: What now?



We have executives.

We have technical experts.

We have applications experts

We can answer your questions. We can do it now.

Wait. Where's Harry?



We forgot Harry!

Actually, we didn't forget.

We brought the new, enhanced, expanded, empowered EMEA executive team.

With the change to business units, we're moving decision-making authority out of St. Paul and closer to our customers.

We can make better decisions more quickly because we make them locally.

Here's the team – with their new responsibilities.



Eric Verniaut



Executive Vice President
M3 Industries

Fady Sfeir



General Manager
Channels & Emerging Markets



Frédéric Champalbert



General Manager
Fashion



Nick Scully



General Manager
Food & Beverage

Arnaud Decarsin



General Manager
M&D Industries



Arnie Rueegg



Vice President
Professional Services
M&D Industries



Magnus Wallden



Vice President
Lawson Global Support - EMEA

Henrik Billgren



Vice President
M3 Product Management



Guenther Tolkmit



Senior Vice President
Lawson Product Development

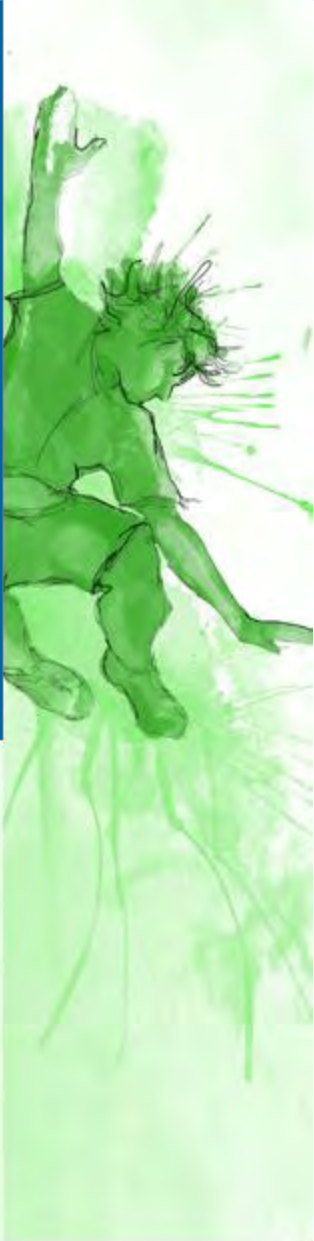


Honorary Europeans

Colin Balmforth



Executive Vice President
Lawson Global Support &
General Industries



Peter Quinn



Chief Customer Officer

Scott Swoish



Executive Vice President
Lawson Professional Services



Ron Kubera



General Manager
Equipment Service
Management & Rental



Travis White



Senior Vice President, Marketing
Managing Director, Lawson Sweden

The Benefit of Ten Business Units

10 small “companies”, close to the customer with significant local authority can deliver a better customer experience than one large company headquartered remotely.

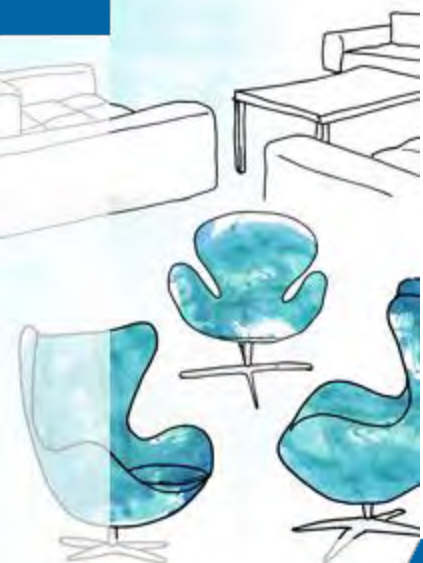


A Message from Harry



Thank you for joining us today. I'm proud to introduce our enhanced and expanded executive team in Europe. I'm sure that they will take very good care of you.

If they don't, my e-mail address is still harry@lawson.com



Some New News

Lawson Financial Results
First Quarter FY10
June/July/August 2009

Aberdeen Report on ERP Systems
Total Cost of Ownership (TCO)
August 2009

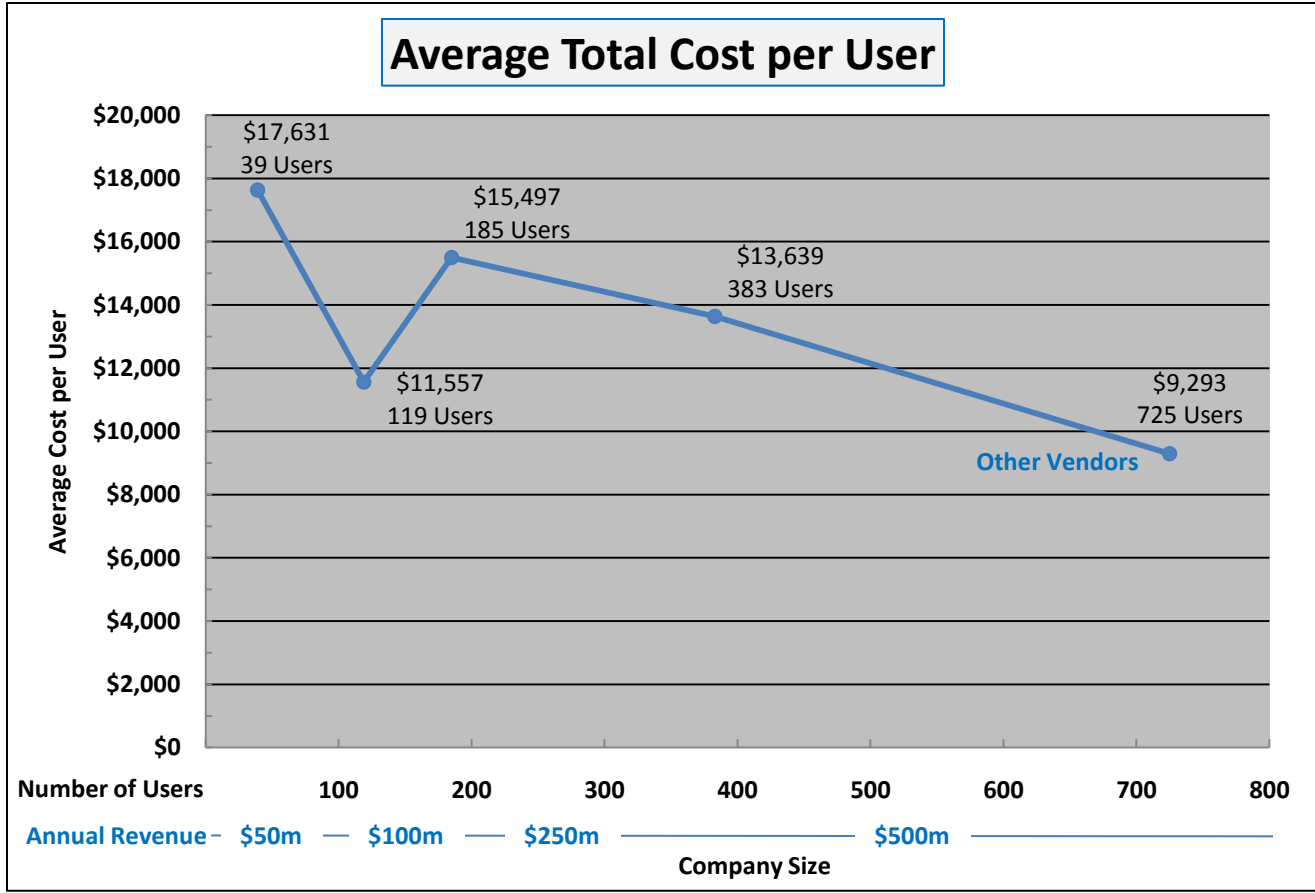




*“Lawson: Delivering Value with Low TCO”
by Cindy Jutras
August 2009*

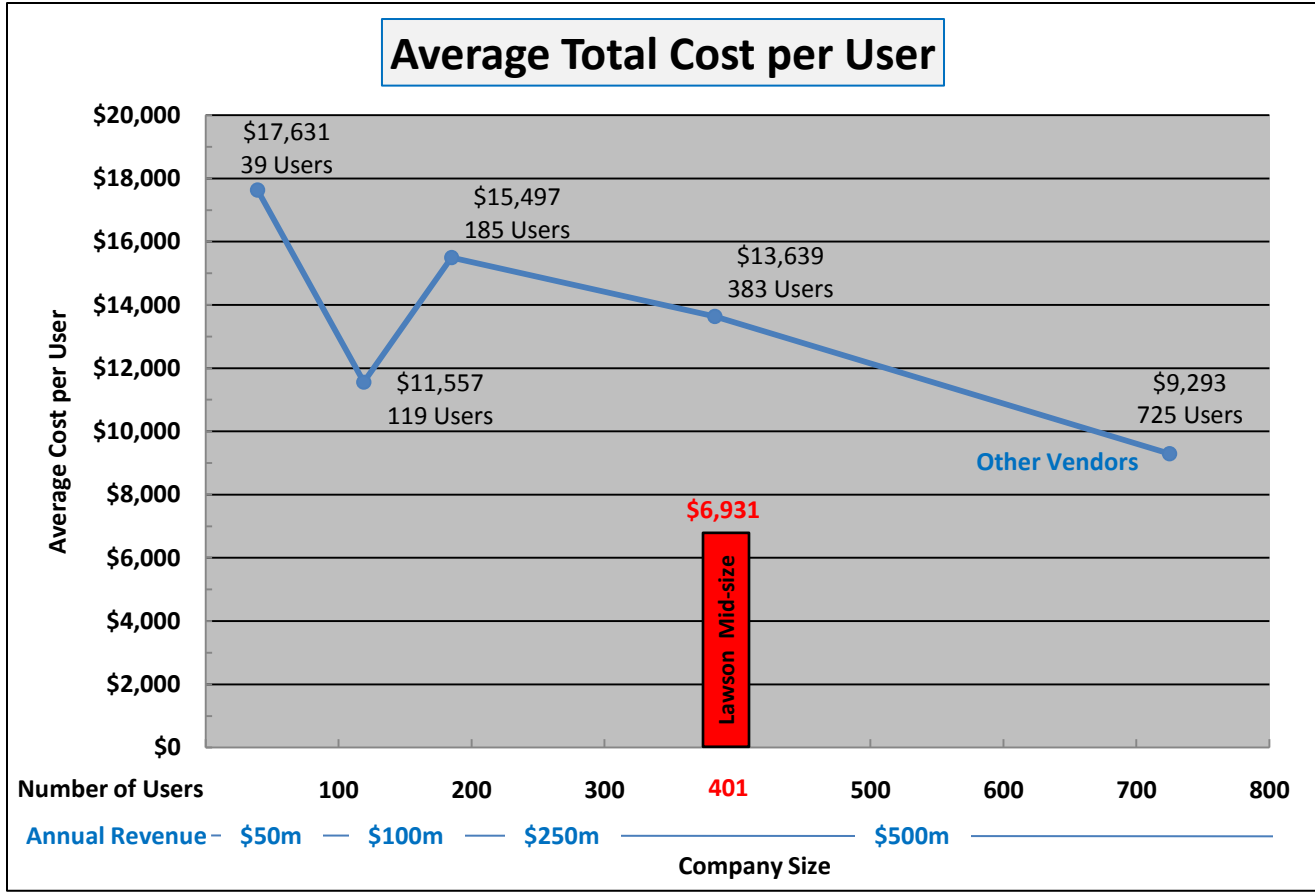
Aberdeen *Group*

Average Total Cost per User – Other Vendors



*Total cost = software price + cost of external services to implement + 3 years Maintenance

Lawson is Well Below the Curve



*Total cost = software price + cost of external services to implement + 3 years Maintenance

Lawson: Delivering Value with Low TCO

“Lawson delivered value at a lower cost than any of its competitors analyzed for Aberdeen’s AXIS™ report.”

Source: Aberdeen Group, “Lawson: Delivering Value with Low TCO”, by Cindy Jutras, August 2009.

Aberdeen Group

For the full report, go to:

<http://www.lawson.com/lowtco>

Today's Agenda

Corporate Update- Eric Verniaut

Product Update – John Gledhill

Coffee Break

Lawson Global Support – Colin Balmforth

Lawson Professional Services – Scott Swoish

Customer Experience Office – Peter Quinn





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Simpler Is Better

www.lawson.com



Corporate Update

Warwick, October 13th

Eric Verniaut
Group EVP, M3 Industries

Agenda

Financial Update

Strategy & Organization Update

Product Update

M3 Value Improvement Program (VIP)

A Glimpse Into the Future



World Economy

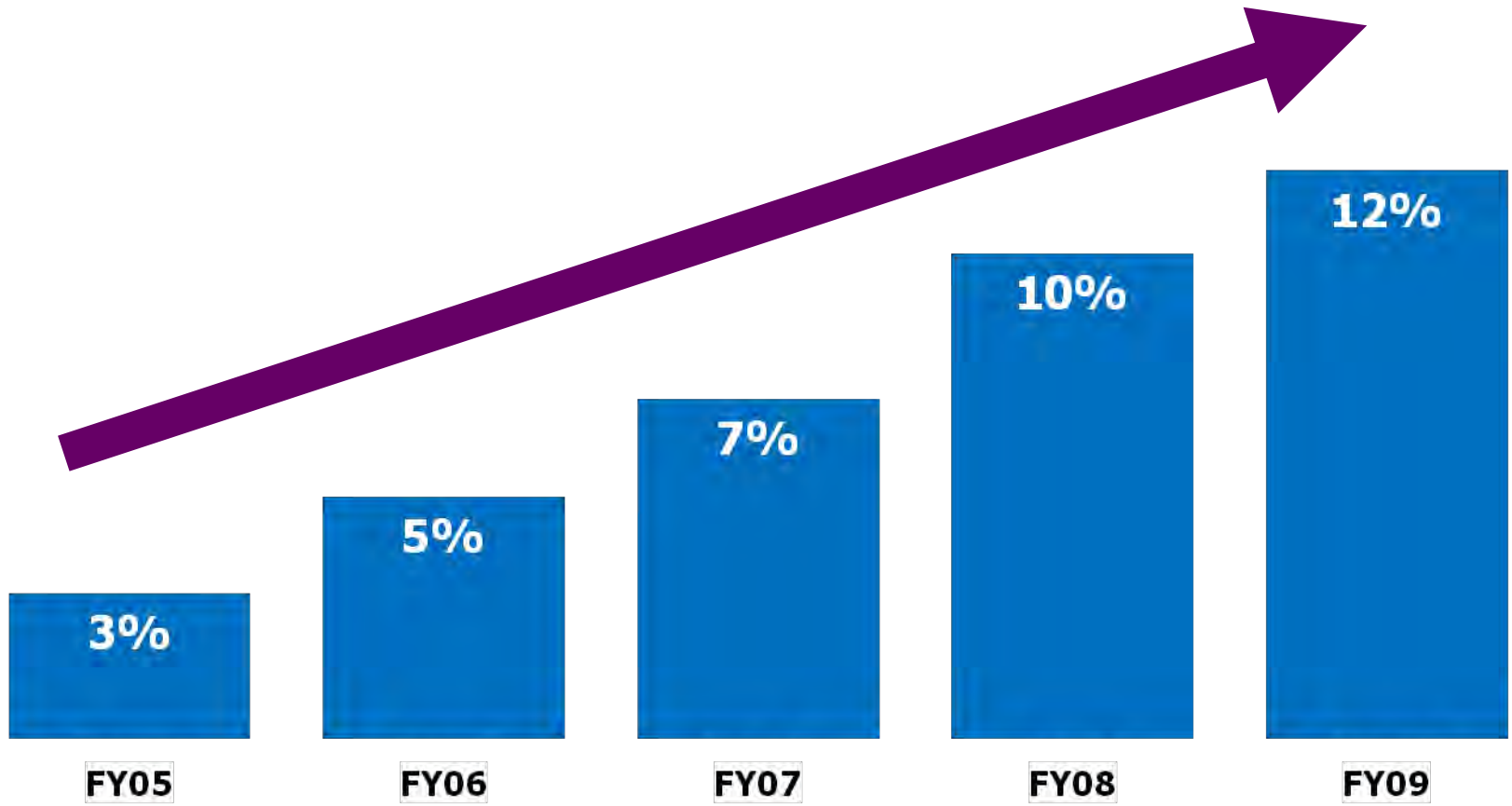


FY 2009 Financial Summary (non-GAAP)

June 1, 2008 – May 31, 2009

	FY'09	FY'08	Y-o-Y Change	Y-o-Y Change @ CC
Total Revenue	\$758M	\$854M	-11%	-6%
License Revenue	\$110M	\$132M	-17%	-12%
Maint Revenue	\$351M	\$338M	+4%	+8%
Service Revenue	\$297M	\$383M	-22%	-17%
Operating Margin	12.1%	9.9%	+230 bp	N/A
EPS	\$0.35	\$0.33	+\$0.02	+\$0.01

Steady Profitability Improvement



Pro-forma estimate for FY09 if Lawson +
Intentia were combined

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A Glimpse Into the Future



**Our mission is to make
our customers stronger.**



**Our vision is to be the
global ERP leader in
each of our target
markets.**



Our Strategy to achieve our Vision is to:

1. Focus our development and go to market efforts on our target markets
2. Provide a superior customer experience
3. Achieve world-class performance in each of our functional disciplines

Our Values

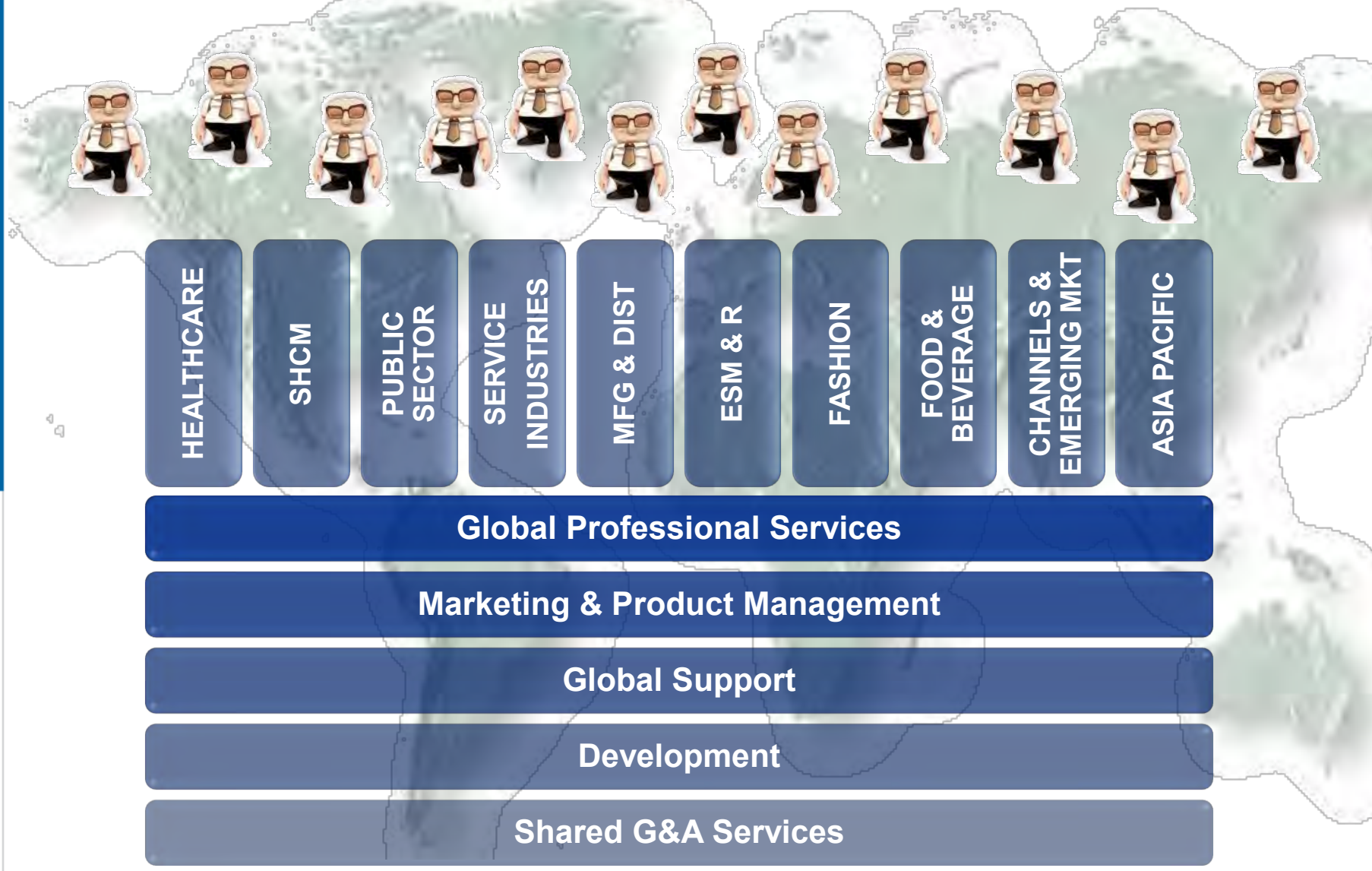
1. *Passion and Commitment*
2. *Integrity and honesty in all of our relationships*
3. *Teamwork*
4. *Personal responsibility for results*
5. *A conviction that Simpler is Better*



Yesterday's Organization Model



June 1st – Business Unit Model



FY09 Key Accomplishments

- ▶ Upgraded our internal systems to create a globally integrated company
- ▶ Delivered significant new products
- ▶ Organized the company to focus on industries and target markets
- ▶ Built global consulting organization
 - ▶ Improved our industry expertise
 - ▶ Industry specialists backed by efficient global competency centers
- ▶ Improved customer satisfaction for Lawson Global Support
 - ▶ From 3.2 (out of 5) in FY08 to 3.8 in FY09
- ▶ Did not waver on our mission to make our customer stronger

- ▶ ***Now strong and poised to benefit when the economic recovery begins***

Agenda

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M3 Value Improvement Program (VIP)

A Glimpse Into the Future



“Lawson for” concept today and tomorrow



FY10 Product news on M3

- ▶ **Lawson Enterprise Search for M3 7.1, November 2009**
- ▶ **M3 10.1, next major version for M3, March 2010**
- ▶ **Lawson for ESM&R 1.2, October 2009**
- ▶ **Lawson for Fashion 1.1 March 2010**

LAWSON What's Coming Next

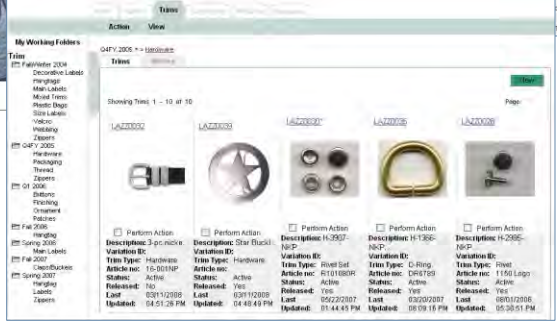
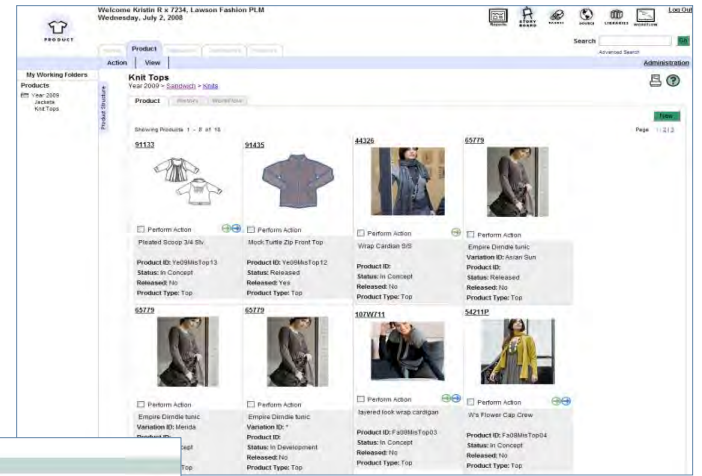
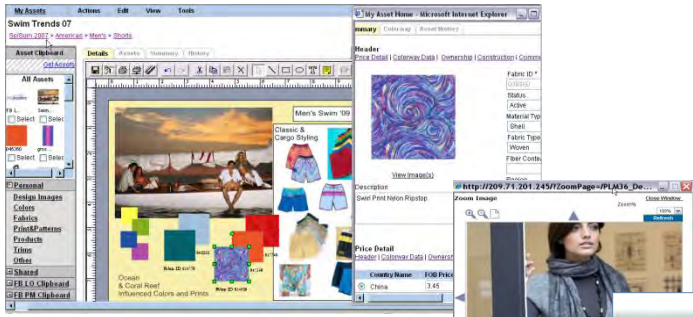
Lawson M3 Enterprise Search

The screenshot shows a search interface with a search bar containing 'green'. On the left is a navigation tree with categories like 'Accounts', 'Alerts', 'Dashboards', etc. The main area displays search results for 'Document Archive' with details such as 'Name: A chapter in Comparison', 'CreatedBy: 11883', and 'LastChangedBy: M32_BATD_P08'. To the right, there are two smaller screenshots: 'Documents, Knowledge Base, Companion WWW.....' and 'M3 Bookmarks'. Below the main screenshot, it says 'NB Uses Std M3 security model'.



Freeborderers to Lawson Fashion PLM

- ▶ Lawson acquired Freeborderers PLM division in March 2008
 - Rebranded as “Lawson Fashion PLM”
 - Investment in product quality, usability, enhancements, people, education, partners



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A Glimpse Into the Future



Lawson M3 VIP Program Discounted products

Fashion

- Product Lifecycle Management
- Planning Workbench for Fashion *
- Assortment Replenishment Planner*

F&B

- Planning Workbench for F&B *
- Stock Build Optimizer *
- Yield Optimizer
- Analytics for F&B

ESMR

- Mobile Service SMS
- Mobile Maintenance
- Service Desk

M&D

- Advanced Production Planner
- Multi Site planner Analytics for M&D Stock Build Optimizer *

Now also available:
LAWSON ENTERPRISE SEARCH

General

- | | |
|---|---|
| <ul style="list-style-type: none"> • ProcessFlow Integrator *** • Lawson Business Intelligence • Analytics base package • Lawson Smart Office * • M3 System Foundation* • Document Archive Foundation • Strategic Human Capital Management** | <ul style="list-style-type: none"> • Maintenance Management • eProcurement • eSales Solutions • Mobility Solutions • SMS solutions • Demand Planner • Supply Chain Planner |
|---|---|



* M3 7.1 product | ** special Pricing available | ***ProcessFlow Integrator (PFX) does not include IBM WebSphere Transformation Extender
Note: Always refer to the Lawson Compatibility Matrix |
Note: This list only shows highlighted products, in general all M3 products are included in this product promotion **but not the following:** 3rd Party Products, Learning, Trace Engine, M3 Adaption Kit, EDI Management, MSF limited use

Lawson M3 VIP Program Timeframe

- ▶ July 2009 to end of Jan 2010
 - Aligned with typical Customer budget cycle



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A Glimpse Into the Future



What's all this about Cloud Computing?



- ☁ 3x to 5x Lower infrastructure cost
- ☁ Easier to Use and to Administer
- ☁ More Flexible – real-time allocation of capacity
- ☁ Faster Time to Benefit –available on demand

Lawson's position:

- ☁ Lawson has a Cloud Computing Strategy.
- ☁ Lawson's strategy does not negatively impact existing customer implementations or upgrades.
- ☁ Lawson will deliver cloud computing components starting in the near future.
- ☁ More news at CUE in April 2010.

The economy is recovering

DJ INDU AVERAGE (DOW JONES & CO
as of 10-Sep-2009



The economy is recovering

The U.S. manufacturing sector grew for the first time in 19 months in August and home sales contracts hit a two-year high in July, more evidence the economy was pulling out of the worst recession in 70 years.

Published; Sept 1 2009, Reuters

PARIS -- The Organization for Economic Cooperation and Development Thursday said the global economy is emerging from its worst slump since Second World War faster than it had forecast only three months ago. The U.S. economy will contract by 2.8% this year, *while expanding in the third and fourth quarters.*

Published; Sept 3 2009, WSJ

The Federal Reserve said 11 of its 12 regional banks reported signs of a stable or improving economy in July and August, adding anecdotal evidence that the worst U.S. recession in seven decades is over.

Published, Sept 9, 2009 Bloomberg

The economy is recovering globally

China's GDP up 6.1% in Q109 (7.5% for full year)

Published; April 2009

Australian economy expected to soar

Published; June 25, 2009 - SMH

Japan's Economy Returns to Growth

Published: August 17, 2009 - WSJ

German economy grows in second quarter

Published: August 9 10:50 CET

French economy expands in second quarter

Published: August 13, 2009

Hong Kong recession ends as economy grows 3.3%

Published 14 August 09 - AP

Summary

- 1. Lawson has leveraged the crisis to accelerate the pace of transformation toward a global vertical customer focused organization**
- 2. Innovation, improving customer satisfaction and critical investments in infrastructure remained top priorities**
- 3. Lawson is “Fit for the Future” for your benefit**



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Product Update

Henrik Billgren
VP M3 Industries & Product Management
henrik.billgren@lawson.com

Today's Agenda

- ❑ Product Highlights in past year
 - ❑ Customer responses

- ❑ What's coming next M3 10.1
 - ❑ Product presentation, Lawson Enterprise search and Usability.



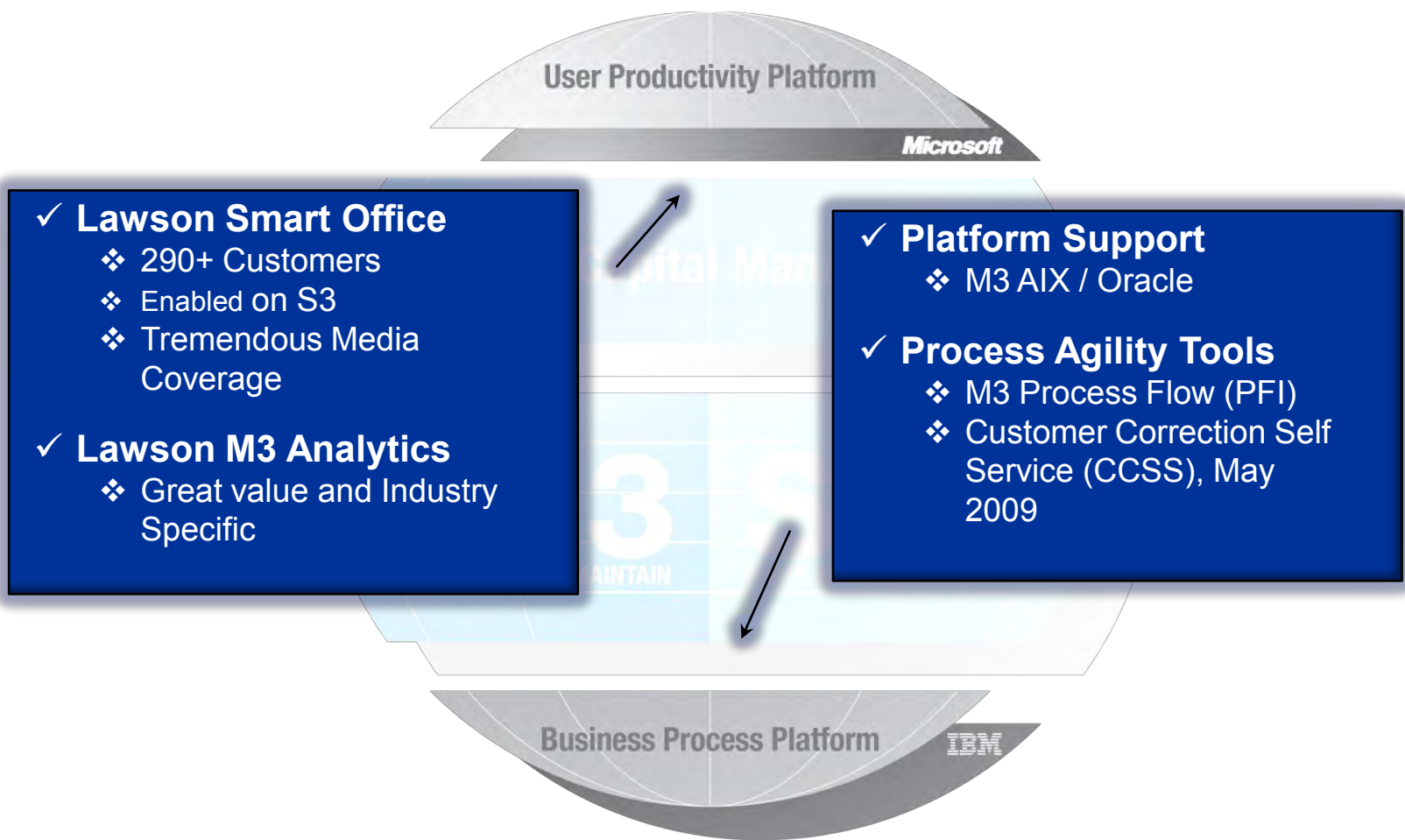
Disclaimer regarding future product discussion

This presentation includes information about future product development plans of Lawson (i.e., our product roadmap). By including this information, Lawson is not promising to develop, deliver or market any specific product, functionality or service mentioned in this presentation. Lawson makes no representations or warranties about the content in this presentation, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Additionally, Lawson reserves the right to change its non-GA / future products or services offerings at any time without obligation to notify anyone of these changes. It is important to note that customers under maintenance are not specifically entitled to anything on the product roadmap or what is included in this presentation.

Past 15 Month Product Launches / Innovations



Past 15 Month Product Launches / Innovations



'Lawson for' concept



“Lawson for ESM&R” v 1.1 (Released in November 2008 CCSS enabled)

❖ Lawson’s 1st “Lawson for [Industry]” solution

❖ Core Developments

- Extending the use of work orders to include field service
- Planning and scheduling enhancements
- Skills management module
- New Mobility device
- On common equipment master
- Four new Countries C.U.B.A

❖ Four new applications

- Equipment profitability management
- Core Tracking
- Warranty Claim management
- Customer service desk



M3 2008/09 new products

Industry Products & Simplification

- ▶ Planning Workbench
- ▶ Stock Build Optimizer
- ▶ Trace Engine, F&B
- ▶ Assortment Replenishment Planner, Fashion
- ▶ e-sales B t C, Multi channel
- ▶ Lawson Mobility
- ▶ Product Lifecycle Management, Fashion
- ▶ Quickstep solutions
- ▶ M3 Analytics, Generic + F&B



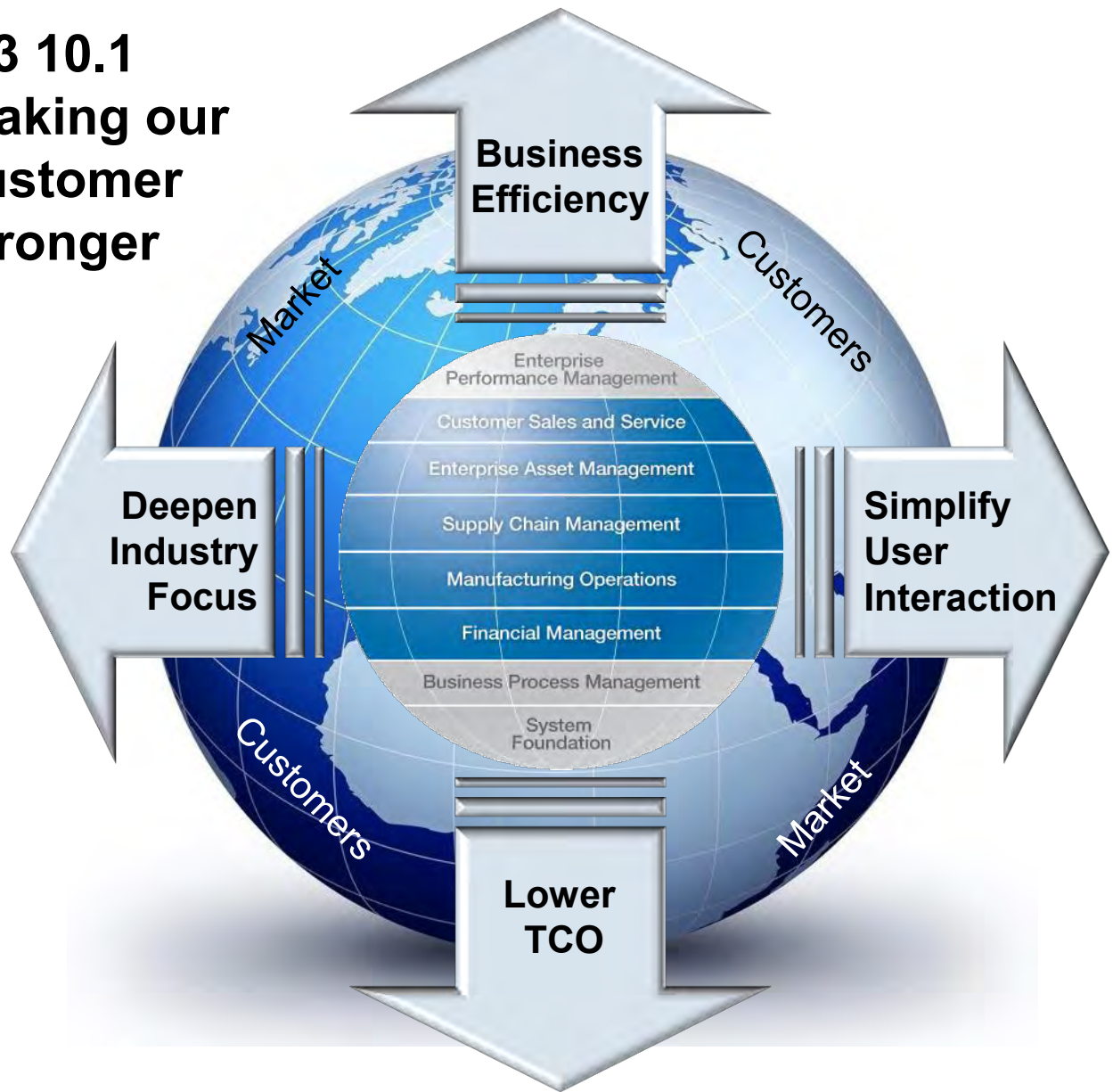
Customer Response

2.6 companies per working week have adopted M3 7.1

- ▶ 280+ M3 clients on M3 7.1 Applications
- ▶ 400+ M3 clients on M3 7.1 Technology
- ▶ 58% of M3 clients now on Java version
- ▶ 290+ clients have licensed Smart Office
- ▶ 80+ clients with Business Intelligence
- ▶ 100+ clients implemented via Quickstep



**M3 10.1
making our
customer
stronger**



Business Efficiency, (100+ enhancements)

- ▶ **Simplify planning of complex supply-chains**
 - Perform MRP Attribute based products & include attributes costs
 - Ability to perform forecast calculations from within Demand Planner
- ▶ **Increased efficiency in managing inventory**
 - Locality, GPS coordinates
 - Improved management of supply-chain orders
 - Handling of packages throughout the warehouse

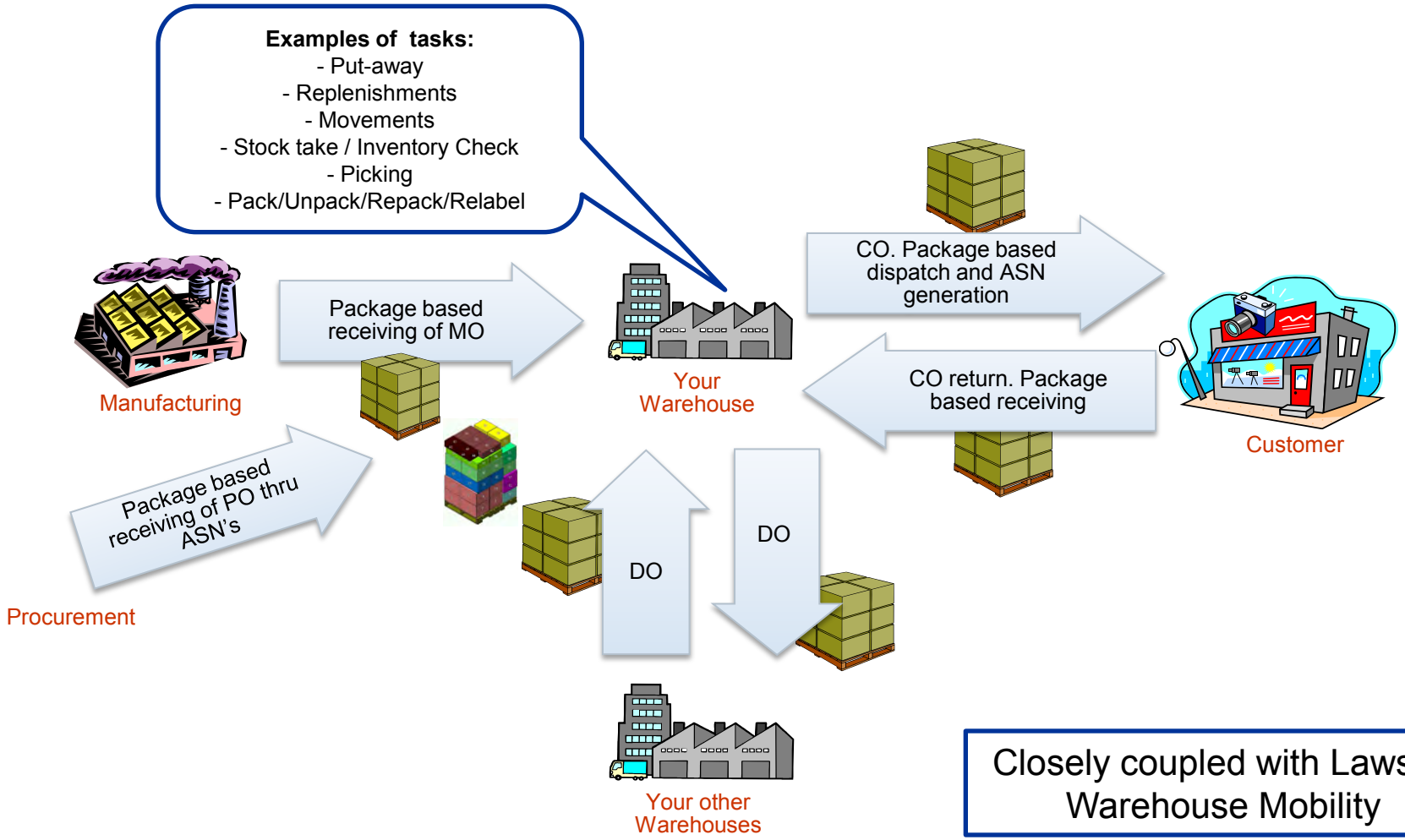


M3 Package Management

- ▶ The ability to efficiently manage multi level, multi SKU packages inside the warehouse

Examples of tasks:

- Put-away
- Replenishments
- Movements
- Stock take / Inventory Check
- Picking
- Pack/Unpack/Repack/Relabel



Closely coupled with Lawson Warehouse Mobility

Business Efficiency, (100+ enhancements)

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- ▶ **Increased efficiency in managing inventory**
 - Locality, GPS coordinates
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 - Handling of packages throughout the warehouse
- ▶ **Further Global extensions for our international customers**
 - Addition of 4 new countries - Columbia, Uruguay, Bolivia & Argentina, Now GA in 38 Countries simultaneously



General Available Countries for M3

M3 10.1, now in 38 Countries

- ▶ Americas
 - USA, Canada, Mexico, Brazil, Chile, Uruguay, Bolivia, Argentina
- ▶ EMEA (19 of 27 EU)
 - Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Luxemburg, Netherlands, Norway, Poland, Spain, Sweden, Switzerland, United Kingdom, Czech Republic, Italy, Slovakia, Portugal, Hungary
- ▶ Asia/ANZ
 - China PRC, Hong Kong, Japan, Malaysia, Singapore, Thailand, Philippines, Indonesia, Australia, New Zealand

M3 10.1 Four new Countries


- ▶ Chile, Uruguay, Bolivia, Argentina

Simultaneous availability for all countries



Consolidated

Business Efficiency, (100+ enhancements)

- 
- ▶ **Simplify planning of complex supply-chains**
 - Perform MRP Attribute based products & include attributes costs
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 - ▶ **Increased efficiency in managing inventory**
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 - Handling of packages throughout the warehouse
 - ▶ **Further Global extensions for our international customers**
 - Addition of 4 new countries - Columbia, Uruguay, Bolivia & Argentina, Now GA in 38 Countries
 - ▶ **1st delivery of GAM3 (user group) driven ideas**
 - Panel versions introduced for CAS300, ARS200, APS200 & APS360
 - Lot/ Serial number extended to 20 positions

Customer Response

Your input is important to us



GAM3 (13 user groups – 900 customers) Total - 303 requests

Sweden, Norway, UK, Ireland, Netherlands, Belgium, France, Denmark, Spain, Australia, New Zealand, Finland, USA, Canada

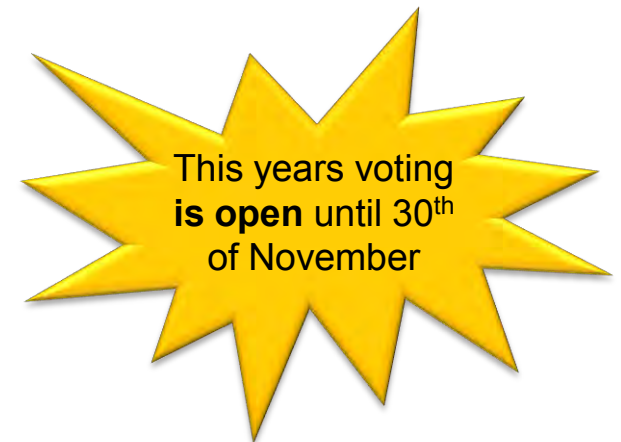
Rolling enhancement idea process open to all maintenance paying customers

1st Year already in 10.1:

- 75 requests solved
- ~50% of top 50 requests

M3 10.1 GAM3 influenced

- Lot no. extended to 20 positions
- Drag & drop columns on list screens
- Searching with a wildcard
- Time fenced credit limit
-



www.lawson.com/M3productsurvey2009

Deepened Industry focus, Leadership in our target markets

❑ “Lawson for ESM&R” 1.2

- ✓ ESM&R 1.1 plus
- ✓ GPS co-ordinates
- ✓ QuickStep for ESM&R
- ✓ Analytics
- ✓ OEM interface, Caterpillar
- ✓

November 2009

❑ “Lawson for Fashion” 1.1

- ✓ Bulk-Order
- ✓ Delivery re-grouping
- ✓ ARP v2
- ✓ SSCC license plates
- ✓ Cost & Price toolbox
- ✓ Analytics
- ✓

March 2010

❑ Lawson for F&B M3 10.1

- ✓ Extended Lot number (20 pos)
- ✓ Attribute based planning
- ✓ Lot/location improvements
- ✓ Catch-weight enhancements
- ✓ Package Management
- ✓ Mathematical forecasting in DMP
- ✓

March 2010

❑ Lawson for Distribution M3 10.1

- ✓ POS interface to sales-desk, (Scandinavian Retail Solution)
- ✓ Package management
- ✓ Delivery re-grouping
- ✓ Cost & Price toolbox
- ✓

March 2010

Improved Business Process Platform

Business Process Platform

IBM

- ▶ Increased scalability, high availability & improved system management on Windows
 - ▶ Provided by a Grid based foundation
- ▶ Platform support update
 - ▶ Windows 2008 64 Bit/SQL 2008
- ▶ CCSS, Customer Correction Self Service, 5.2, 7.1 and 10.1
 - ▶ MS-style update and no regular SP



Simplify User Interaction, Lawson Smart Office



- ▶ **Available in 7.1 and 10.1 !!!!**
- ▶ Software Development Kit for Lawson Smart Office
 - ▶ Build your own widgets
- ▶ Drag and Drop columns in list views
- ▶ etc

- ▶ Lawson enterprise search, "Google for Lawson"
 - ▶ Indexed search enterprise wide
 - ▶ Advanced filtering within M3 functions
 - ▶ Uses the M3 security model
 - ▶ Delivered as a appliance



Examples of Problems Solved with Lawson Enterprise Search

Product XXX has just been recalled. I need to identify all items, purchase orders, and requisitions associated with this product.

Customer calls and I need to see their latest invoices

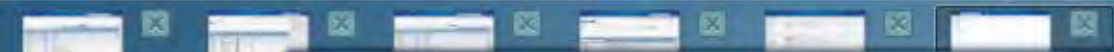
Show me all my customers sales orders due for delivery this month

Employee XXX is leaving the company. Show me all data (items, suppliers, etc) where he is responsible



I have found a package on the warehouse floor with a label. What is it? Where should I put it?

Lawson Enterprise Search transforms data into information



Search

Search Search

- Search in
 - Lawson Business Data
 - Desktop
 - Other
- Favorites
 - Save as Favorite
 - Search for chicken
- Recent

Lawson Internatio...

Lawson Software Announces Fir...

Oklahoma State University Med...

Greenville County Schools Live...

Wahlhoff Successfully Completes...

Cherry Creek Schools Signs Mul...

Indura Garments Goes Live wit...

Desbrow Appointed Directo...

Long Ping Ping Appointed Dir...

City of St. Paul Signs Multi-Suit...

HealthEast Care System Selects...

Lawson Software to Present at t...

Lawson Software to Present at...

Lawson Software Partners with...

Synolds Selects Lawson Softw...

Lawson Software Expands Partn...

Navigator

M3 Transactions

Document Archive

Calendar



September 2009

	Mo	Tu	We	Th	Fr	Sa
36	31	1	2	3	4	5
37	7	8	9	10	11	12
38	14	15	16	17	18	19
39	21	22	23	24	25	26 27
40	28	29	30	1	2	3 4
41	5	6	7	8	9	10 11

tickNote

SGY0MS4... - 21 September 2009

Search

Search Results
270 Matching Hits

Search in
Lawson Business Data 270

Desktop
Other

Favorites
Save as Favorite
Search for chicken

Recent

Financial information (20)

Show more results +

Item number: CHICKEN L
Accounting event: PC10
Accounting type: 931
Transaction date: 20071004
Accounting dimension 1: 4850
Recorded amount: -459.83
Internal Account Entry. Open (CAS300)
Display Change List

Item number: CHICKEN M
Accounting event: PC10
Accounting type: 931
Transaction date: 20071004
Accounting dimension 1: 4850
Recorded amount: -510.00
Internal Account Entry. Open (CAS300)
Display Change List

Item number: CHICKEN S
Accounting event: PC10
Accounting type: 931
Transaction date: 20071004
Accounting dimension 1: 4850
Recorded amount: -190.51
Internal Account Entry. Open (CAS300)
Display Change List

Sales (50)

Show more results +

Customer number: US002
Customer order number: 0001102102
Line number: 5
Item number: 5238
Warehouse: 210
Planning date: 20051003
Ordered quantity - basic U/M: 6.000000
Customer Order. Open Line Toolbox (OIS101)
Program

Customer number: YOP
Customer order number: 0001116156

Navigator

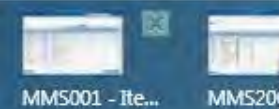
Favorites Recent Functions
M3 Transactions
Document Archive

Calendar



September 2007

	Mo	Tu	We	Th	Fr	Sa
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38	14	15	16	17	18	19
39	21	22	23	24	25	26 27
40	28	29	30	1	2	3 4
41	5	6	7	8	9	10 11



Search window header with search bar containing 'chicken' and a Search button

- Search in
- Lawson Business Data 270
 - Financial 20
 - Administration 0
 - Document Archive
 - Equipment 0
 - Items 50
 - Maintenance 0
 - Manufacturing 50
 - Procurement 50
 - Projects 0
 - Sales 50
 - Text 0
 - Warehouse 50
- Desktop
 - Google Desktop Contact
 - Google Desktop E-mail
 - Google Desktop File
 - Inbox Messages
- Other

Search Results
270 Matching Hits

Financial information (20) Show more results +

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 Order: Open Line Toolbox (OIS101)

Customer number: YOP
 Customer order number: 0001116156



Program

Navigator

Favorites Recent Functions

- M3 Transactions
- Document Archive



September 2007

Mo	Tu	We	Th	Fr	Sa	Su
36	31	1	2	3	4	5
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40	28	29	30	1	2	3
41	5	6	7	8	9	10

Lawson Internatio...

Lawson Software Announces Fir...

Oklahoma State University Med...

Greenville County Schools Live...

Shoff Successfully Completes...

erry Creek Schools Signs Mul...

adura Garments Goes Live wit...

Desbrow Appointed Directo...

ong Ping Ping Appointed Dir...

y of St. Paul Signs Multi-Suit...

althEast Care System Selects...

Lawson Software to Present at t...

Lawson Software to Present at...

Lawson Software Partners with...

ynolds Selects Lawson Softw...

Lawson Software Expands Partn...

tickNote

SGY0MS4... - 21 September 2009

Panel Header

Customer: US002 MARYLAND COOKIE COMPANY

CO no: 0001102102 CO type: 010 Normal order

Order line no: 5 Request dely dt: 300905 WES

Line status: 22-Reserved

Item number: 5238 **Chicken**

Quantities

Order qty alt: 1 CAS

Remain to inv: 6 KG

Order qty bu/M: 6 PCS

Pricing Information

Sales price: 180.00 1 USD/KG Price origin: 1-Item file

Net price: 180.00 USD/KG M agr price mtd:

Line amount: 1080.00 USD Prel price: 0-No

Cost price: 8.93 USD/PCS Cstng mod sales:

Int trf price: Sales campaign: Price list:

Search

chicken Search

Search in

- Lawson Business Data 270
 - Financial 20
 - Administration 0
 - Document Archive
 - Equipment 0
 - Items 50
 - Maintenance 0
 - Manufacturing 50
 - Procurement 50
 - Projects 0
 - Sales 50
 - Text 0
 - Warehouse 50
 - Desktop
 - Google Desktop Contact
 - Google Desktop E-mail
 - Google Desktop File
 - Inbox Messages
 - Other
 - Twingly
 - Favorites
 - Save as Favorite

Search Results
270 Matching Hits

Financial information (20) Show more results +

Item number: CHICKEN L
Accounting event: PC10
Accounting type: 931
Transaction date: 20071004
Accounting dimension 1: 4850
Recorded amount: -459.83
Internal Account Entry. Open (CAS300)
Display Change List

Item number: CHICKEN M
Accounting event: PC10
Accounting type: 931
Transaction date: 20071004
Accounting dimension 1: 4850
Recorded amount: -510.00
Internal Account Entry. Open (CAS300)
Display Change List

Item number: CHICKEN S
Accounting event: PC10
Accounting type: 931
Transaction date: 20071004
Accounting dimension 1: 4850
Recorded amount: -190.51
Internal Account Entry. Open (CAS300)
Display Change List

Sales (50) Show more results +

Customer number: US002
Customer order number: 0001102102
Line number: 5
Item number: 5238
Warehouse: 210
Planning date: 20051003
Ordered quantity - basic U/M: 6.000000
Customer Order. Open Line Toolbox (OIS101)
Program

Customer number: YOP
Customer order number: 0001116156

Save as Favorite

Lawson Internatio...

Lawson Software Announces Fir...

Oklahoma State University Med...

Greenville County Schools Live...

Shoff Successfully Completes...

Mertry Creek Schools Signs Mul...

Indura Garments Goes Live wit...

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HealthEast Care System Selects...

Lawson Software to Present at t...

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Lawson Software Partners with...

ynolds Selects Lawson Softw...

Lawson Software Expands Partn...

tickNote

SGY0MS4... - 21 September 2009

Calendar



September

Mo	Tu	We	Th	Fr	Sa	Su
36	31	1	2	3	4	5
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38	14	15	16	17	18	19
39	21	22	23	24	25	26
40	28	29	30	1	2	3
41	5	6	7	8	9	10


MMS001 - It... MMS200

Navigator

Favorites Recent Functions

- M3 Transactions
- Document Archive

Calendar



September 2009

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38	14	15	16	17	18
39	21	22	23	24	25
40	28	29	30	1	2
41	5	6	7	8	9

Search

chicken Search

Search in

- Lawson Business Data 270
 - Financial 20
 - Administration 0
 - Document Archive
 - Equipment 0
 - Items 50
 - Maintenance 0
 - Manufacturing 50
 - Procurement 50
 - Projects 0
 - Sales 50
 - Text 0
 - Warehouse 50
 - Desktop
 - Google Desktop
 - Google Desktop
 - Google Desktop File
 - Inbox Messages
 - Other
 - Twingly
 - Favorites
 - Save as Favorite
 - Recent

Search Results
270 Matching Hits

Financial information (20) Show more results +

Item number: CHICKEN L
Accounting event: PC10
Accounting type: 931
Transaction date: 20071004
Accounting dimension 1: 4850
Recorded amount: -459.83
Internal Account Entry: Open (CAS300)
Display Change List

Item number: CHICKEN M

Display Change List

Sales (50) Show more results +

Customer number: US002
Customer order number: 0001102102
Line number: 5
Item number: 5238
Warehouse: 210
Planning date: 20051003
Ordered quantity - basic U/M: 6.000000
Customer Order: Open Line Toolbox (OIS101)
Program

Customer number: YOP
Customer order number: 0001116156

Lawson Smart Office

Create New Favorite

Name: Search for chicken

OK Cancel

Lawson Internatio...

Lawson Software Announces Fir...

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Greenville County Schools Live...

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Lawson Software Expands Partn...

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SGY0MS4... - 21 September 2009



Navigator

Start

Favorites Recent Functions

Search for chicken

United Kingdom
22 September

Lawson Internatio...

- Lawson Software Announces Fir...
- Oklahoma State University Med...
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- Böllhoff Successfully Completes...
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- Reynolds Selects Lawson Softw...
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September 2009

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39	21	22	23	24	25	26	27
40	28	29	30	1	2	3	4
41	5	6	7	8	9	10	11

QuickNote

Add QuickNote

88RSGYOMS4... - 21 September 2009

MMS001 - It... MMS200


Navigator

Search

Favorites Recent Functions

Search for chicken

Calendar



September 2009

	Mo	Tu	We	Th	Fr	Sa
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40	28	29	30	1	2	3 4
41	5	6	7	8	9	10 11

Search

chicken Search

Search in

- Lawson Business Data
 - Financial
 - Administration
 - Document Archive**
 - Equipment
 - Items
 - Maintenance
 - Manufacturing
 - Procurement
 - Projects
 - Sales
 - Text
 - Warehouse
- Desktop
- Other
- Favorites
 - Save as Favorite
- Recent

Document Archive

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QuickNote

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...SGY0MS4... - 21 September 2009

MMS001 - It... MMS200

Search chicken Search

Navigator Favorites Recent Functions Search for chicken



September 2009

Mo	Tu	We	Th	Fr	Sa	Su
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41	5	6	7	8	9	10

- Search in
- Lawson Business Data 271
 - Financial 20
 - Administration 0
 - Document Archive 1
 - Equipment 0
 - Items 50
 - Maintenance
 - Manufacturing 50
 - Procurement 50
 - Projects 0
 - Sales 50
 - Text 0
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 - Google Desktop File
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Search Results 271 Matching Hits


Financial information (20)

Item number: CHICKEN L
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 Internal Account Entry. Open (CAS300)
[Display Change List](#)

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 Accounting event: PC10
 Accounting type: 931
 Transaction date: 20071004
 Accounting dimension 1: 4850
 Recorded amount: -190.51
 Internal Account Entry. Open (CAS300)
[Display Change List](#)

Document Archive (1)

 LL thoughts on chicken
 Document type: MDS_File
 ICP_Lang: ENU
 MDS_Name: LL thoughts on chicken
 createdBy: 12197
 createdTS: 2009-09-21 09:57:31.062
 lastChangedBy: MDS_BATCH_JOB
 lastChangedTS: 2009-09-21 09:59:44.853
[Document Archive](#)



Customer number: 115007

Lawson Internatio...
 Lawson Software Announces Fir...
 Oklahoma State University Med...
 Greenville County Schools Live...
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 Merry Creek Schools Signs Mul...
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 RSGY0MS4... - 21 September 2009

MMS001 - It... MMS200

Navigator
Search for chicken

Calendar



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39	21	22	23	24	25	26
40	28	29	30	1	2	3
41	5	6	7	8	9	10

Search
chicken Search

Document Archive Client

Add Document

Search Attribute Search

Document Types
<All Document Types>

Search in Attributes

Search

Page 1 of 1

Display Name	ICP
LL thoughts on chicken	ENU

LL thoughts on chicken

Summary Advanced



LL thoughts.PDF 129 KB

ICP_Lang ENU
MDS_Name LL thoughts on chicken
MDS_Status

Edit

MMS001 - It... MMS200

Navigator

Search for chicken

Document Archive Client

Add Document

Search Attributes

Document Types

<All Document Types>

Search in Attributes

Calendar

September 2009

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39	21	22	23	24	25	26
40	28	29	30	1	2	3
41	5	6	7	8	9	10

LL thoughts.PDF - Adobe Reader


File Edit View Document Tools Window Help

chicken

Lars Lawson

Lars lawson loves chicken ... best is small chicken.

Lars says that chicken should be well cooked. Not red.



Lawson Internatio...

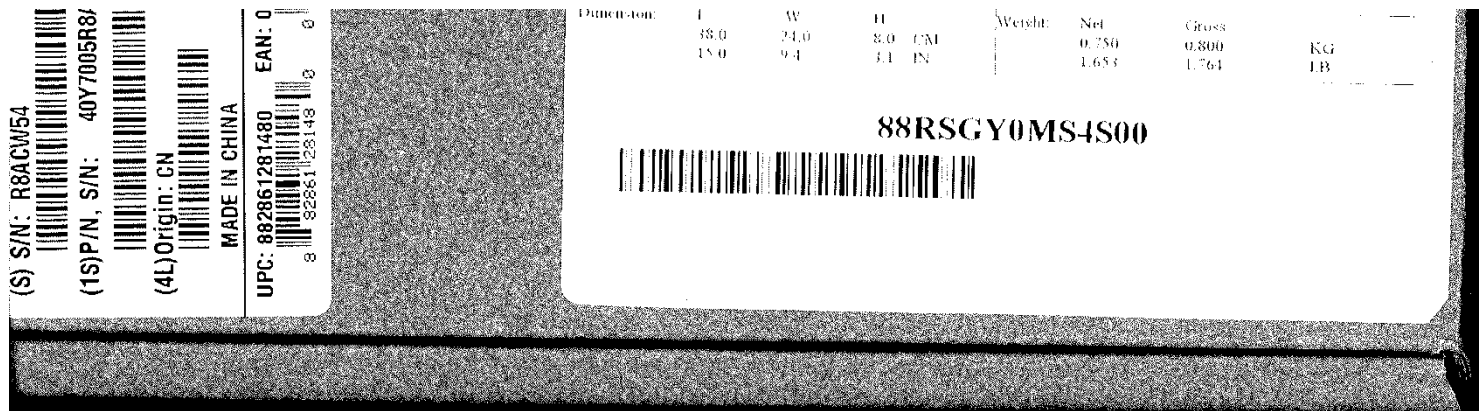
129 KB

chicken

Edit

Package found in the warehouse???????

88RSGY0MS4S00



Lawson Enterprise Search
turning data into information, saving time & money



- Widget Library...
- Settings...
- Event History...
- Switch Content...
- Search...**

Navigator

Start

Favorites Recent Functions

Search for chicken

United Kingdom
22 September

- Lawson Software Announces Fir...
- Oklahoma State University Med...
- Greenville County Schools Live...
- Böllhoff Successfully Completes...
- Cherry Creek Schools Signs Mul...
- Madura Garments Goes Live wit...
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- Lawson Software to Present at t...
- Lawson Software to Present at...
- Lawson Software Partners with...
- Reynolds Selects Lawson Softw...
- Lawson Software Expands Partn...

Calendar



September 2009

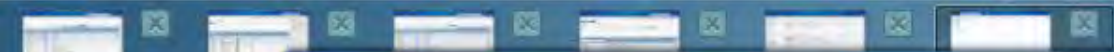
	Mo	Tu	We	Th	Fr	Sa	Su
36	31	1	2	3	4	5	6
37	7	8	9	10	11	12	13
38	14	15	16	17	18	19	20
39	21	22	23	24	25	26	27
40	28	29	30	1	2	3	4
41	5	6	7	8	9	10	11

QuickNote

Add QuickNote

88RSGYOMS4... - 21 September 2009

ATE-MNS-Blue
Version: 9.1.1.9.1



Search

88RSGY0MS4500 Search

- Search in
 - Lawson Business Data
 - Desktop
 - Other
- Favorites
 - Save as Favorite
 - Search for chicken
- Recent

Navigator

Search for chicken

Calendar



September 2009

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40	28	29	30	1	2	3 4
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Lawson Internatio...

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tickNote

RSGY0MS4... - 21 September 2009

ATE-MNB-Blue
Version: 9.1.1.9.1



MMS001 - It...

MMS0...

Navigator

Search

Favorites Recent Func...

Save as Favorite

Recent

Calendar



September

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38	14	15	16	17	18
39	21	22	23	24	25
40	28	29	30	1	2
41	5	6	7	8	9

Search

88RSGY0MS4500 Search

Search in

- Lawson Business Data 10
- Desktop
- Other
- Favorites
 - Save as Favorite
- Recent

Search Results

10 Matching Hits

Item number: 50030001
 Lot number: 88RSGY0MS4500
 Lot/Serial Number. Open/Connect to Item (MMS235)
[Display](#) [Change List](#)

Warehouse: U10
 Item number: 50030001
 Location: RAW01
 Lot number: 88RSGY0MS4500
 On-hand balance approved: 48.000000
 Balance Identity. Open Toolbox (MWS060)
 Program

Items (5) Show less results -

Item number: 50030001
 Lot number: 88RSGY0MS4500
 Lot/Serial Number. Open/Connect to Item (MMS235)
[Display](#) [Change List](#)

Item number: 50030001
 Lot number: 88RSGY0MS4500
 Lot/Serial Number. Open/Connect to Item (MMS235)
[Display](#) [Change List](#)

Warehouse: U10
 Item number: 50030001
 Location: RAW01
 Lot number: 88RSGY0MS4500
 On-hand balance approved: 48.000000
 Balance Identity. Open Toolbox (MWS060)
 Program

Warehouse: U10
 Item number: 50030001
 Location: RAW01
 Lot number: 88RSGY0MS4500
 On-hand balance approved: 48.0
 Balance Identity. Open Toolbox (MWS060)
 Program

Warehouse: U10
 Item number: 50030001
 Transaction date: 20090827
 Transaction identity: ID
 Order number:
 Transaction quantity - basic U/M: 48.000000
 Stock Transaction. Display History (MWS070)
[Display](#) [Change List](#)

Lawson Internatio...

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Oklahoma State University Med...

Greenville County Schools Live...

Höllhoff Successfully Completes...

Cherry Creek Schools Signs Mul...

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HealthEast Care System Selects...

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Lawson Software Partners with...

Reynolds Selects Lawson Softw...

QuickNote

88RSGY0MS4... - 21 September 2009

M3 Lot/Serial Number. Open/Connect to Item - MMS235/E Lawson master Company M3 BE ATE-MNB - 330AAA-EUR

Actions Options Related Tools

Panel Header

Item number: 50030001 Simple Ingredient 1
Lot number: 88RSGY0MS4500

Basic Information

Facility: U01 Food & Beverage Facility 1 AAA
Status bal ID: 2-Approved
Allocatable: [checked]
Lot type: 3-Entered
Supplier: U10001 Food Supplier 1 (SE)
Manufacturer: 010408 DUPONT
Supp/mfg itm no: ZZ12345
Revision no:
QI approv date:
Follow-up date: 111009
Lot ref 1:
On-hand balance: 48.00
Allocated qty: 0.00
Allocatable net: 48.00
Ref order cat: 0-Use varies
Ref order no:
Ref order line:
PI reclass date:
Expiration date: 161009
Sales date: 061009
Lot ref 2:

Close Browse Basic Information Additional Information Catch Weight Information Next

27-08-09 22-09-09 10040

Order number:
Transaction quantity - basic U/M: 48.000000
Stock Transaction. Display History (MWS070)
Display Change List

Search

88RSGY0MS4500 Search

Search in

- Lawson Business Data 10
- Desktop
- Other
- Favorites
 - Save as Favorite
- Recent

Search Results
10 Matching Hits

Items (5) Show less results -

Item number: 50030001
Lot number: 88RSGY0MS4500
Lot/Serial Number. Open/Connect to Item (MMS235)
[Display](#) [Change](#) [List](#)

Warehouse: U10
Item number: 50030001
Location: RAW01
Lot number: 88RSGY0MS4500
On-hand balance approved: 48.000000
Balance Identity. Open Toolbox (MWS060)
Program

Item number: 50030001
Lot number: 88RSGY0MS4500
Lot/Serial Number. Open/Connect to Item (MMS235)
[Display](#) [Change](#) [List](#)

Warehouse: U10
Item number: 50030001
Location: RAW01
Lot number: 88RSGY0MS4500
On-hand balance approved: 48.000000
Balance Identity. Open Toolbox (MWS060)
Program

Warehouse: U10
Item number: 50030001
Location: RAW01
Lot number: 88RSGY0MS4500
On-hand balance approved: 48.0
Balance Identity. Open Toolbox (MWS060)
Program

Warehouse: U10
Item number: 50030001
Transaction date: 20090827
Transaction identity: ID
Order number:
Transaction quantity - basic U/M: 48.000000
Stock Transaction [Display](#) [History](#) (MWS070)
[Display](#) [Change](#) [List](#)

Lawson Internatio...

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QuickNote

88RSGY0MS4... - 21 September 2009

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40	28	29	30	1	2
41	5	6	7	8	9

M3 Stock Transaction. Display History - MWS070/B Lawson master Company M3 BE ATE-MNB - 330AAA-EUR

Actions Options Related Tools ?

Sorting order: 1-Whs,Itm,EntryDt View: AV02-Inventory

Warehouse: Stuttgart U01

Apply

Entry date

Entry time Time suffix

Warehouse	Item number	Date	Trans qty	Type	Reference text	Order no	Line	Lot number
<input type="text" value="U10"/>	<input type="text" value="50030001"/>							
Stuttgart	50030001	270809	48.00	↶				88RSGY0MS4S00
Stuttgart	50030001	160909	1.00	↶	FOOD001 U10001	3012166	1	0909100005
Stuttgart	50030001	170909	48.00	↶				12345678901234567890
Stuttgart	50030002	301104	4000.00	↶				0411100013
Stuttgart	50030002	301104	10.00-	↷	50010026TD	2618660	20	0411100013
Stuttgart	50030002	301104	10.00-	↷	50010026TD	2618663	20	0411100013
Stuttgart	50030002	230408	0.90-	↷	50010001	2633659	20	0411100013
Stuttgart	50030003	011004	1000	↷	HNKAB 100030	2018562	20	0410100002
Stuttgart	50030003	090605	1000-	↶	50030003 0410100002	3		0410100002
Stuttgart	50030003	090605	1000	↶	50030003 0410100002	2		0410100002
Stuttgart	50030007	270605	100000.00	↶				TEST 1

Close

Browse Detailed Information Detailed Information < Next >

Order number:
Transaction quantity - basic U/M: 48.000000
Stock Transaction. Display History (MWS070)
Display Change List

M3 Stock Transaction. Display History - MWS070/E Lawson master Company M3 BE ATE-MNB - 330AAA-EUR

Actions Options Related Tools

Panel Header

Warehouse: U10 Stuttgart U01
Item number: 50030001 Simple Ingredient 1
Entry date: 270809 Entry time: 142424

Detailed Information

Item type: U03 Item resp: FABUSER
Item group: U001 ABC volume: A
Basic U/M: KG Planner: 10040
Trans date: 270809 14 : 23 : 0 Planning policy: 03
Trans qty BU/M: 48.00 Responsible: 10040
New on-hand bal: 1936.00 Inv acc price: 27.7700 KG
Trans ID: ID / / 90 Acquisitrn cost: 14.5700 KG
Stock zone: 01 Cost quantity: 48.00 KG
Location: RAW01 /
Lot number: 88RSGY0MS4S00 New ohb trn dt: 1936.00
Lot ref 1:
Lot ref 2:
Container:
Order number:
Ref text:
Order line:
Receiving no:
Delivery no:
Accounting no:
Repr trans:
Revision no:
Acc control obj:

Close

Browse

Detailed Information

Detailed Information

Left arrow

Next Right arrow

Order number:
Transaction quantity - basic U/M: 48.000000
Stock Transaction. Display History (MWS070)
Display Change List

Using Lawson Enterprise Search
for
Searching/filtering within an M3 function

MMS001 - It...

MMS20 M3 Item. Open - MMS001/B1 Lawson master Company M3 BE ATE-MNB - 330AAA-EUR

Navigator

Favorites Recent Func

- M3 Transactions
- Document Archive



Actions Options Related Tools

Lawson Enterprise Search

Sorting order: 1-Item number

Status: [] - [] Apply

Item number	Type	Status	Name
50030001			
50030001	U03	Active	Simple Ingredient 1
50030002	U03	Active	Simple Ingredient 2
50030003	U03	Active	Asd123
50030004	U03	Active	Ingredient 3(TIME OF DAY PUR)
50030005	U03	Active	ATTRIBUTE Based Ingredient
50030006	U03	Active	Chicken for processing
50030007	U03	Active	Simple Ingredient 3
50030007TD	U03	Active	Simple Ingredient 3
50030008	U03	Active	Simple Ingredient 4
50030009	U03	Active	Planning Entity INGREDIENT
50030010	U03	Active	POTENT Ingredient in 50010013
50030011	U03	Active	COMPENSATOR 1 in 50010013
50030012	U03	Active	COMPENSATOR 2 in 50010013
50030013	U03	Active	ALTERNATIVE Ing. in 50010014
50030014	U03	Active	LI Raw Materials 1
50030015	U03	Active	AUTO ISSUE

Close Browse Basic Information Basic Information G Basic Information H Purch, sales info Next

Lawson Internatio...

Lawson Software Announces Fir...

Oklahoma State University Med...

Greenville County Schools Live...

Böllhoff Successfully Completes...

Cherry Creek Schools Signs Mul...

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QuickNote

88RSGY0MS4... -21 September 2009

MMS001 - It...

MMS20 M3 Item. Open - MMS001/B1 Lawson master Company M3 BE ATE-MNB - 330AAA-EUR

Navigator

Favorites Recent Func

- M3 Transactions
- Document Archive

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September 20...

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38	14	15	16	17
39	21	22	23	24
40	28	29	30	1
41	5	6	7	8

Actions Options Related Tools

red OR blue

Selling order: 1-Item number

Status: [] - [] Apply

Item number	Type	Status	Name
50030001			
50030001	U03	Active	Simple Ingredient 1
50030002	U03	Active	Simple Ingredient 2
50030003	U03	Active	Asd123
50030004	U03	Active	Ingredient 3(TIME OF DAY PUR)
50030005	U03	Active	ATTRIBUTE Based Ingredient
50030006	U03	Active	Chicken for processing
50030007	U03	Active	Simple Ingredient 3
50030007TD	U03	Active	Simple Ingredient 3
50030008	U03	Active	Simple Ingredient 4
50030009	U03	Active	Planning Entity INGREDIENT
50030010	U03	Active	POTENT Ingredient in 50010013
50030011	U03	Active	COMPENSATOR 1 in 50010013
50030012	U03	Active	COMPENSATOR 2 in 50010013
50030013	U03	Active	ALTERNATIVE Ing. in 50010014
50030014	U03	Active	LI Raw Materials 1
50030015	U03	Active	AUTO ISSUE

Close Browse Basic Information Basic Information G Basic Information H Purch, sales info Next

Lawson Internatio...

Lawson Software Announces Fir...

Oklahoma State University Med...

Greenville County Schools Live...

Böllhoff Successfully Completes...

Cherry Creek Schools Signs Mul...

Madura Garments Goes Live wit...

Ian Desbrow Appointed Directo...

Wong Ping Ping Appointed Dir...

City of St. Paul Signs Multi-Suit...

HealthEast Care System Selects...

Lawson Software to Present at t...

Lawson Software to Present at...

Lawson Software Partners with...

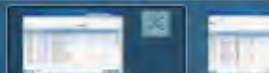
Reynolds Selects Lawson Softw...

Lawson Software Expands Partn...

QuickNote

88RSGY0MS4... -21 September 2009

ATE-MNB-Blue
Version: 9.1.1.9.1



MMS001 - It... MMS201 M3 Item. Open - MMS001/B1 Lawson master Company M3 BE ATE-MNB - 330AAA-EUR

Navigator

M3 Transactions

Document Archive



September 20...

Mo	Tu	We	Th	Fr
36	31	1	2	3
37	7	8	9	10
38	14	15	16	17
39	21	22	23	24
40	28	29	30	1
41	5	6	7	8

Actions Options Related Tools

red OR blue

Click here for more results

POWERED BY Lawson Enterprise Search

Status: [] [] Apply

Maximum hits reached Showing 100 filtered hits on search for red OR blue

Item number	Type	Status	Name
BORIS - BLU	03	Active	Boris - Blue
RMCFG-BLUE	01	Active	Blue item
652502	M07	Active	Cable - BLUE
202092	06	Active	Blue paint
M202092	06	Active	Blue paint
MAN_JM03_02	01	Active	Small; Blue
PEN01	01	Active	pen blue
JPB_RAW1	01	Active	Cotton Fabric (BLUE)
JWS003	12	Active	JWS Widgets Blue
VBPF12-BLUE	VB1	Active	Produit fini 16 - blue
RED	01	Active	Manufact. conf code=2/3 VAMT=1
BORIS - RED	03	Active	Boris - Red
BORIS LEV-BLUE	01	Active	Level 2 of the prod
PACK BLUE	04	Active	Purchased RM
CO42BL06000	01	Active	Custom orb 42 Blue 6000 mm
AWCUT01 -RED	FT1	Active	Cut pieces shirt
MMS001 - RED	03	Active	Blue item

Close Browse Basic Information Basic Information Basic Information Purch. sales info Next

Lawson Internatio...

Lawson Software Announces Fir...

Oklahoma State University Med...

Greenville County Schools Live...

Böllhoff Successfully Completes...

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Lawson Software to Present at t...

Lawson Software to Present at...

Lawson Software Partners with...

Reynolds Selects Lawson Softw...

Lawson Software Expands Partn...

QuickNote

88RSGY0MS4... -21 September 2009

Save Search Query

Please select where the search query should be saved.

Note! This action will save the search query performed. It will not save the list of search results.

- Save in Search Field Menu
- Save as Shortcut on the Canvas
- Save as Shortcut in the Toolbox Area

Query Name

Save **Close**

any M3 BE ATE-MNB - 330AAA-EUR

red OR blue

Sorting order: 1-Item number

Apply

Maximum hits reached. Showing 100 filtered hits on search for red OR blue

202092	06	Active	Blue paint
M202092	06	Active	Blue paint
MAN_JM03_02	01	Active	Small; Blue
PEN01	01	Active	pen blue
JPB_RAW1	01	Active	Cotton Fabric (BLUE)
JWS003	12	Active	JWS Widgets Blue
VBPF12-BLUE	VB1	Active	Produit fini 16 - blue
RED	01	Active	Manufact. conf code=2/3 VAMT=1
BORIS - RED	03	Active	Boris - Red
BORIS LEV-BLUE	01	Active	Level 2 of the prod
PACK BLUE	04	Active	Purchased RM
CO42BL06000	01	Active	Custom orb 42 Blue 6000 mm
AWCUT01 -RED	FT1	Active	Cut pieces shirt
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Lawson Software to Present at...

Lawson Software Partners with...


Reynolds Selects Lawson Softw...

Lawson Software Expands Partn...

QuickNote

88RSGY0MS4... -21 September 2009

Calendar



September 2009

Mo	Tu	We	Th	Fr			
36	31	1	2	3	4		
37	7	8	9	10	11		
38	14	15	16	17	18		
39	21	22	23	24	25		
40	28	29	30	1	2		
41	5	6	7	8	9	10	11



Navigator

Search bar

Favorites Recent Functions

- M3 Transactions
- Document Archive

United Kingdom
22 September

Red or Blue items

Calendar

September 2009

	Mo	Tu	We	Th	Fr	Sa	Su
36	31	1	2	3	4	5	6
37	7	8	9	10	11	12	13
38	14	15	16	17	18	19	20
39	21	22	23	24	25	26	27
40	28	29	30	1	2	3	4
41	5	6	7	8	9	10	11

Lawson Internatio...

- Lawson Software Announces Fir...
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- Madura Garments Goes Live wit...
- Ian Desbrow Appointed Directo...
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- City of St. Paul Signs Multi-Suit...
- HealthEast Care System Selects...
- Lawson Software to Present at t...
- Lawson Software to Present at...
- Lawson Software Partners with...
- Reynolds Selects Lawson Softw...
- Lawson Software Expands Partn...

QuickNote

Add QuickNote

88RSGYOMS4... - 21 September 2009

ATE-MNB-Blue
Version: 9.1.1.9.1

MMS001 - It... MMS200

Navigator

Favorites Recent Function

M3 Transactions Document Archive

Calendar



September 2009

36	31	1	2	3	4	5
37	7	8	9	10	11	12
38	14	15	16	17	18	19
39	21	22	23	24	25	26
40	28	29	30	1	2	3
41	5	6	7	8	9	10

M3 Item. Open - MMS001/B1 Lawson master Company M3 BE ATE-MNB - 330AAA-EUR

Actions Options Related Tools Lawson Enterprise Search

Sorting order: 1-Item number

Status: Apply

Showing 26 filtered hits on search for

Item number	Type	Status	Name
BORIS - BLUE	03	Active	Boris - Blue
RMCFG-BLUE	01	Active	Blue item
652502	M07	Active	Cable - BLUE
202092	06	Active	Blue paint
M202092	06	Active	Blue paint
MAN_JM03_02	01	Active	Small; Blue
PEN01	01	Active	pen blue
JPB_RAW1	01	Active	Cotton Fabric (BLUE)
JWS003	12	Active	JWS Widgets Blue
VBPF12-BLUE	VB1	Active	Produit fini 16 - blue
BORIS - RED	03	Active	Boris - Red
CO42BL06000	01	Active	Custom orb 42 Blue 6000 mm
10FAB1	T05	Active	Fabric 1 blue
MFR100889/2/F	MF1	Active	PAINT - BLUE - FLAKED
MFR100889/2/M	MF1	Active	PAINT - BLUE - METALLIC
MFR100889/2/P	MF1	Active	PAINT - BLUE - PEARLECENT
MFR100889/2/S	MF1	Active	PAINT - BLUE - SOLID

Close Browse Basic Information Basic Information Basic Information Purch, sales info Next

Using search to make a persons role
more efficient within a Standard M3
function

M3 Customer Order: Open Line Toolbox - OIS301/B Lawson master Company M3 BE ATE-MNB - 330AAA-EUR

Actions Options Related Tools Lawson Enterprise Search

Sorting order: 2-COno/Lno/Lsf View: UFB001-F&B ORDER NI

New order

Facility: U01

Delayed lines:

Status: - **Apply**

Line suffix:

Open up my shortcut area

CO no	Line	Customer	Del. Date	Time	Status	Item number	Order	Remain	Alloc	Picked	Delivered	Invoiced
0001101412	1	DHK-001	300605	23:59	Entered	OLKTR	200	200				
0001101412	1	DHK-001	300605	23:59	Entered	50030008	200	200				
0001101412	1	DHK-001	300605	23:59	Entered	50050001	1	1				
0001105203	5	50001	130607	13:04	Picking	50010001	2			2		
0001105204	5	50001	130607	15:40	Invoiced	50010001	2				2	
0001105205	5	50001	130607	15:43	Picking	50010001	1			1		
0001105206	5	50001	130607	16:29	Picking	50010001	1			1		
0001105207	5	50001	130607	16:52	Picking	50010001	2			2		
0001105210	5	50001	140607	10:23	Picking	50010001	2			2		
0001105212	5	50001	150607	22:01	Picking	50010001	2			2		
0001105225	5	50001	190607	9:16	Picking	50010001	1			1		
0001105226	5	50001	190607	15:15	Picking	50010001	2			2		
0001105228	5	50001	200607	15:41	Picking	50010001	2			2		
0001105239	5	50001	250607	16:27	Picking	50010001	1			1		
0001105239	10	50001	250607	16:27	Picking	50010001	1			1		
0001105240	5	50001	250607	15:56	Picking	50010001	2			2		
0001105240	10	50001	250607	15:56	Picking	50010001	1			1		
0001105240	15	50001	250607	15:56	Picking	50010001	1			1		
0001105242	5	50001	250607	17:27	Picking	50010001	2			2		
0001105379	5	50001	240807	14:53	Picking	50010001	2			2		
0001105379	10	50001	240807	14:53	Entered	50010028	3	3				
0001105379	15	50001	240807	14:53	Entered	50010028	2	2				
0001105379	20	50001	240807	14:53	Entered	50010028	2	2				
0001105379	25	50001	240807	14:53	Entered	50010028	2	2				

Lawson Internatio...

Lawson Introduces Lawson Ente...

Shane Cumming Appointed Dir...

Lawson Software Announces Fir...

Oklahoma State University Med...

Greenville County Schools Live...

Böllhoff Successfully Completes...

Cherry Creek Schools Signs Mul...

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Wong Ping Ping Appointed Dir...

City of St. Paul Signs Multi-Suit...

HealthEast Care System Selects...

Lawson Software to Present at t...

Lawson Software to Present at...

Lawson Software Partners with...

QuickNote

88RSGY0MS4... - 21 September 2009

Sorting

Click on my saved search

My customer, this months orders!!!!

New order

Facility: U01

Delayed lines:

Status: Apply

Line suffix:

CO no	Line	Customer	Del. Date	Time	Status	Item number	Order	Remain	Alloc	Picked	Delivered	Invoiced
0001101412	1	DHK-001	300605	23:59	Entered	OLKTR	200	200				
0001101412	1	DHK-001	300605	23:59	Entered	50030008	200	200				
0001101412	1	DHK-001	300605	23:59	Entered	50050001	1	1				
0001105203	5	50001	130607	13:04	Picking	50010001	2			2		
0001105204	5	50001	130607	15:40	Invoiced	50010001	2				2	
0001105205	5	50001	130607	15:43	Picking	50010001	1			1		
0001105206	5	50001	130607	16:29	Picking	50010001	1			1		
0001105207	5	50001	130607	16:52	Picking	50010001	2			2		
0001105210	5	50001	140607	10:23	Picking	50010001	2			2		
0001105212	5	50001	150607	22:01	Picking	50010001	2			2		
0001105225	5	50001	190607	9:16	Picking	50010001	1			1		
0001105226	5	50001	190607	15:15	Picking	50010001	2			2		
0001105228	5	50001	200607	15:41	Picking	50010001	2			2		
0001105239	5	50001	250607	16:27	Picking	50010001	1			1		
0001105239	10	50001	250607	16:27	Picking	50010001	1			1		
0001105240	5	50001	250607	15:56	Picking	50010001	2			2		
0001105240	10	50001	250607	15:56	Picking	50010001	1			1		
0001105240	15	50001	250607	15:56	Picking	50010001	1			1		
0001105242	5	50001	250607	17:27	Picking	50010001	2			2		
0001105379	5	50001	240807	14:53	Picking	50010001	2			2		
0001105379	10	50001	240807	14:53	Entered	50010028	3		3			
0001105379	15	50001	240807	14:53	Entered	50010028	2		2			
0001105379	20	50001	240807	14:53	Entered	50010028	2		2			
0001105379	25	50001	240807	14:53	Entered	50010028	2		2			

Close

Browse

Basic Information

Basic Information

Basic Information

Next

Next

M3 Customer Order. Open Line Toolbox - OIS301/B Lawson master Company M3 BE ATE-MNB - 330AAA-EUR

NO:U0001 PLDT:MONTH(0)

New order

Facility: U01

Delayed lines:

Status: Apply

Line suffix:

Sorting order: 2-COno/Lno/Lsf View: UFB001-F&B ORDER N

My customer, this months orders!!!!

Showing 3 filtered hits on search for CUNO:U0001 PLDT:(20090901 TO 2009

CO no	Line	Customer	Del. Date	Time	Status	Item number	Order	Remain	Alloc	Picked	Delivered	Invoiced
0002121639	1	U0001	290909		Allocated	50010001	100		100			
0002121755	1	U0001	011009		Allocated	50010001	100		100			
0002122064	1	U0001	250909	9:30	Allocated	50010001	100		100			



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www.lawson.com





Lawson Global Support

Warwick, October 13th, 2009

Colin Balmforth

EVP General Industries & Lawson Global Support

colin.balmforth@lawson.com

Agenda

Introduction

What We Told You

What We Did

What Now?



A Worldwide Support Organization

Lawson Global Support

Colin Balmforth, EVP General Industries & Global Support

Mark Witty
Global Director –
Support Asia Pacific

Office Locations

- Australia
- China
- India
- Japan
- New Zealand
- Philippines
- Singapore

Magnus Walldén
Vice President –
Support EMEA

Office Locations

- Denmark
- Belgium
- France
- Norway
- Spain
- Sweden
- Switzerland
- United Kingdom

Nancy Anderson
Vice President –
Support Americas

Office Locations

- Canada
- United States

A global team of 350+ dedicated to improving the customer experience



Lawson Global Support's mission is to make customers stronger through **Timely**, **Accurate** and **Professional** Support


Timely – Responses, fixes to problems, proactiveness

Accurate – Quality of solutions, one-time fixes, skilled consultants

Professional – Courtesy, communication, values



Achieving Lawson Global Support's Mission



Relentless Pursuit of Operational Excellence

- Invest in People, Process and Technology
- Stretch goals and KPIS

Focus on Customer Intimacy

- Multi-touch point engagement
- Understand, listen and act

Agenda

Introduction

What We Told You

What We Did

What Now?





What We Told You Last Year

Increase

- Value and Choice with new Support offerings

Improve

- Response & Resolution Times
- Customer Satisfaction

Invest

- People, Process and Technology

Agenda

Introduction

What We Told You

What We Did

What Now?



What We Achieved Last Year

- ▶ Launched New Support Offering
- ▶ Improved Response & Resolution Times
- ▶ Received higher Customer Satisfaction scores
- ▶ Conducted soft skills training to improve communication
- ▶ Doubled usage of M3 Knowledge Base
- ▶ Provided simplified process to download corrections



New Support Offering – The Way You Wanted It

	Bronze	Silver
12 X 5 Support Coverage	X	X
24 X 7 Support (Critical issues)	X	X
Major & Minor point releases & updates	X	X
Tax and regulatory updates	X	X
Product defect code corrections	X	X
How to Support	X	X
Pro-active webinars – “Hot Topics”	X	X
Priority queuing		X
Support Account Manager		X
Access to senior LGS & LPD resources*		X

Notes:

LGS=Lawson Global Support

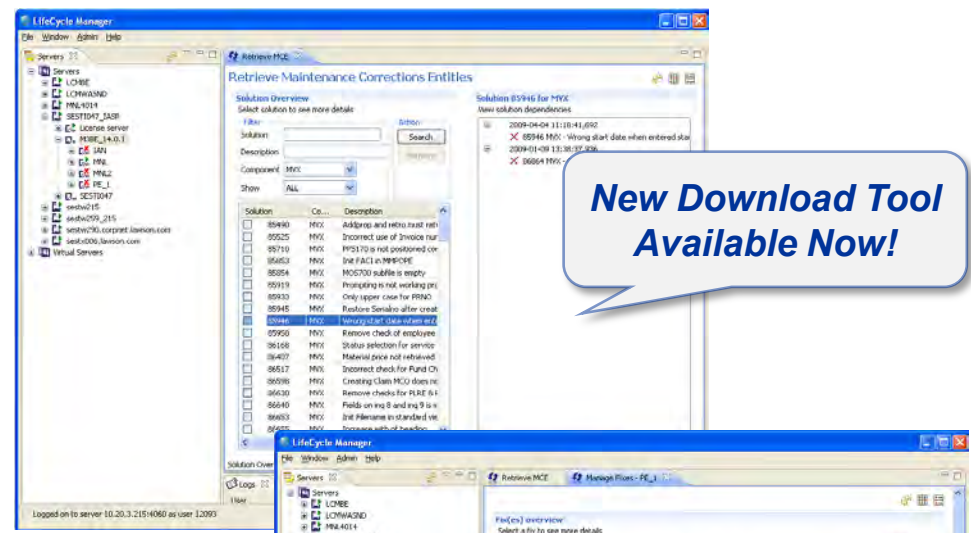
LPD = Lawson Product Development



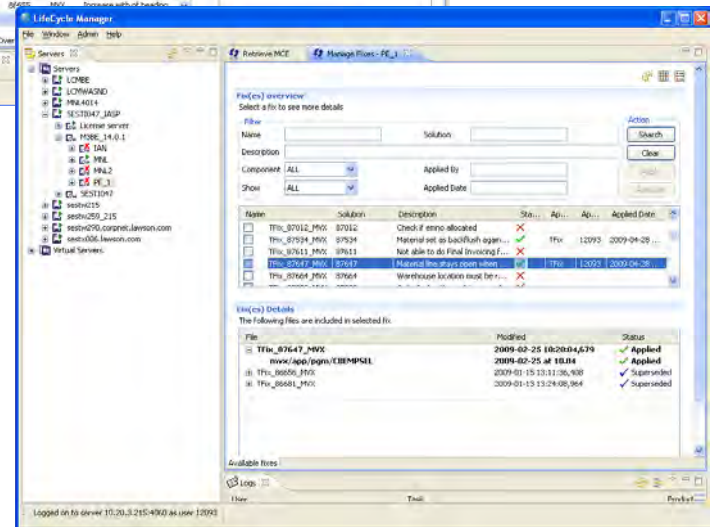
Launched March 2009

Improved Customer Tools (CCSS) – “Lawson Update”

1. Search and retrieve



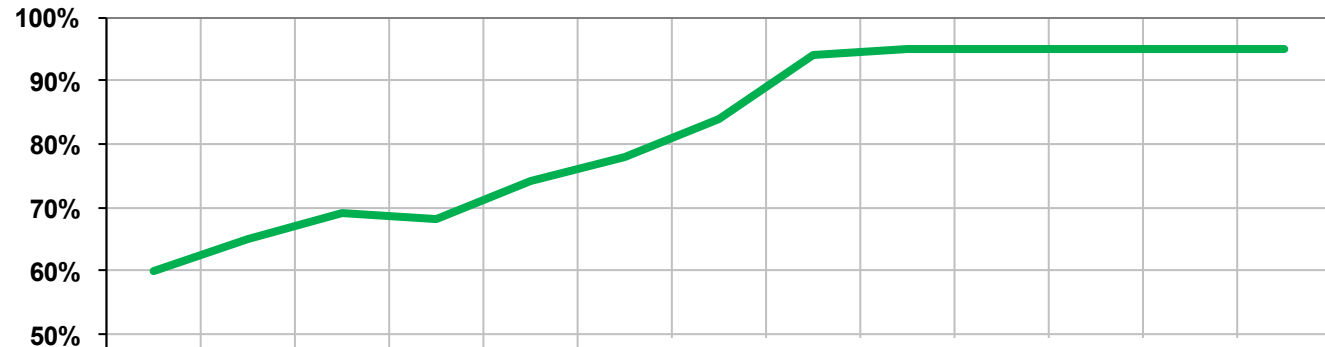
2. Select and apply



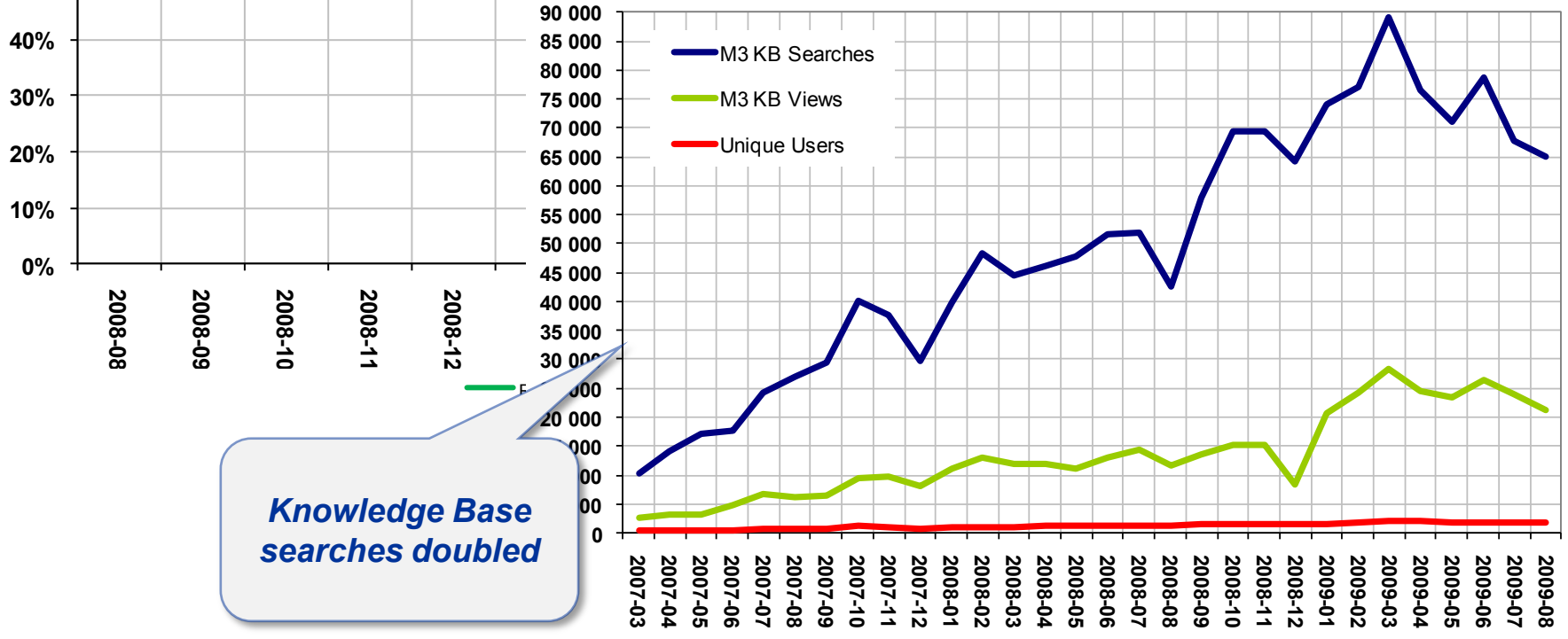
3. Test and activate (or deactivate)

A safe and quick path to Lower Total Cost of Ownership

KPI Reporting/Inspection process with GAM3

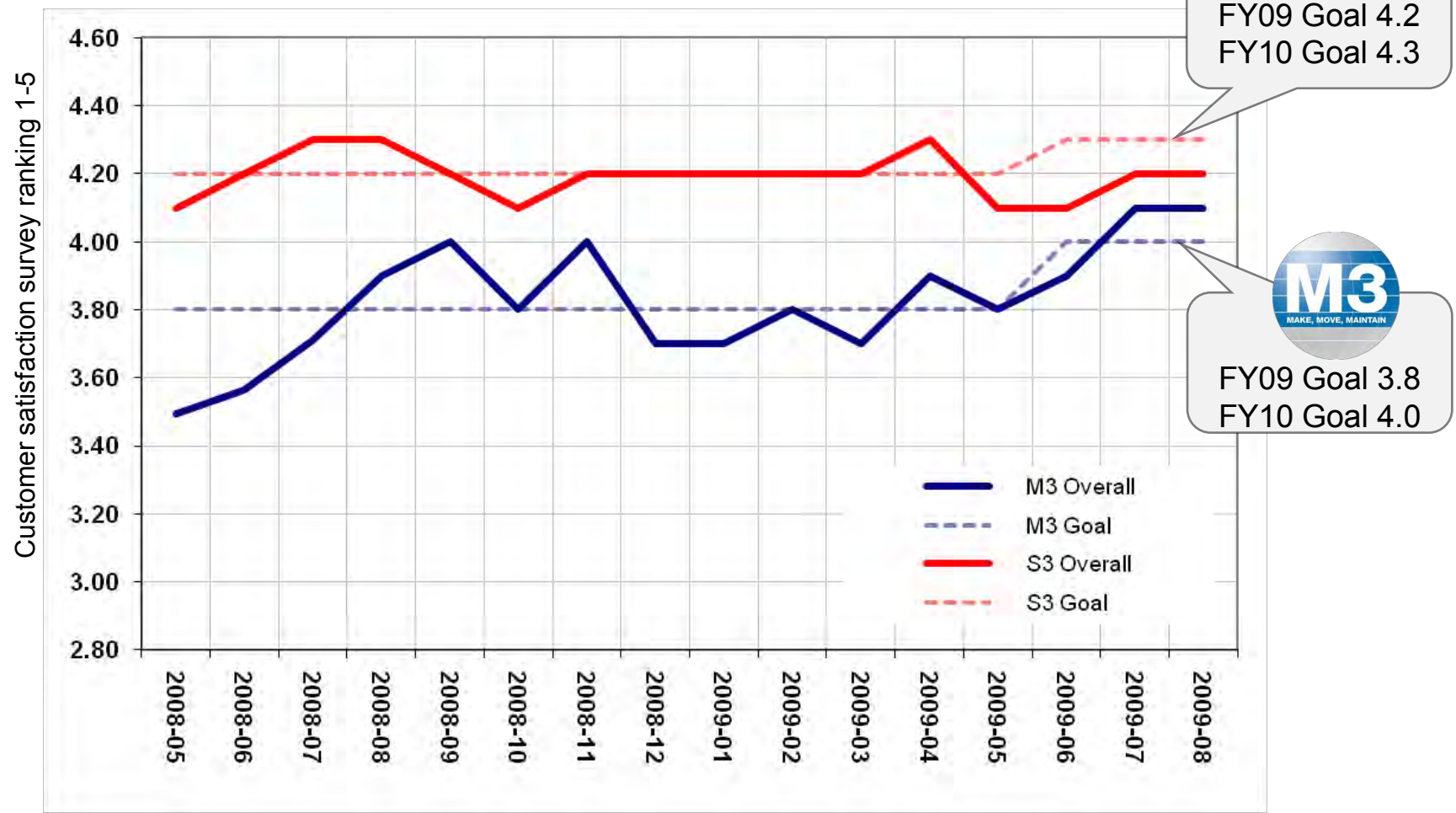


Initial Response in One Hour from 60% to 95%



Knowledge Base searches doubled

Customer Satisfaction Survey Results



S3
STAFF, SOURCE, SERVE
FY09 Goal 4.2
FY10 Goal 4.3

M3
MAKE, MOVE, MAINTAIN
FY09 Goal 3.8
FY10 Goal 4.0

Note: This includes all case priorities, not only critical

Agenda

Introduction

What We Told You

What We Did

What Now?





What Now? – Our Priorities for this Year

- ▶ Enable M3 VIP Program
- ▶ Implement new external Customer Satisfaction System
- ▶ Implement new Case & Knowledge Base Tooling
- ▶ Grow customer satisfaction to > 4.0 / 5.0
- ▶ Improve case resolution based on 1/5/20 days
- ▶ Prepare for Industry Certification (SCP)

Developed in partnership with, and supported by GAM3

M3 Value Improvement Program (M3 VIP)

A tough Economy Brings Extraordinary Challenges

- ▶ Lawson is committed to helping you manage and control your costs while delivering MORE value.

Lawson M3 VIP Program Is Available Now

- ▶ Saving opportunities for maintenance
- ▶ Multi-year maintenance plans with no or minimal increases
- ▶ Reduced extended maintenance charges
- ▶ Significant discounts for some of our solutions

Act NOW to gain most value from your investment!

For More Information: <http://vip-m3.lawson.com>



New 2009 – Independent C-Sat System

Expand
Customer
Input

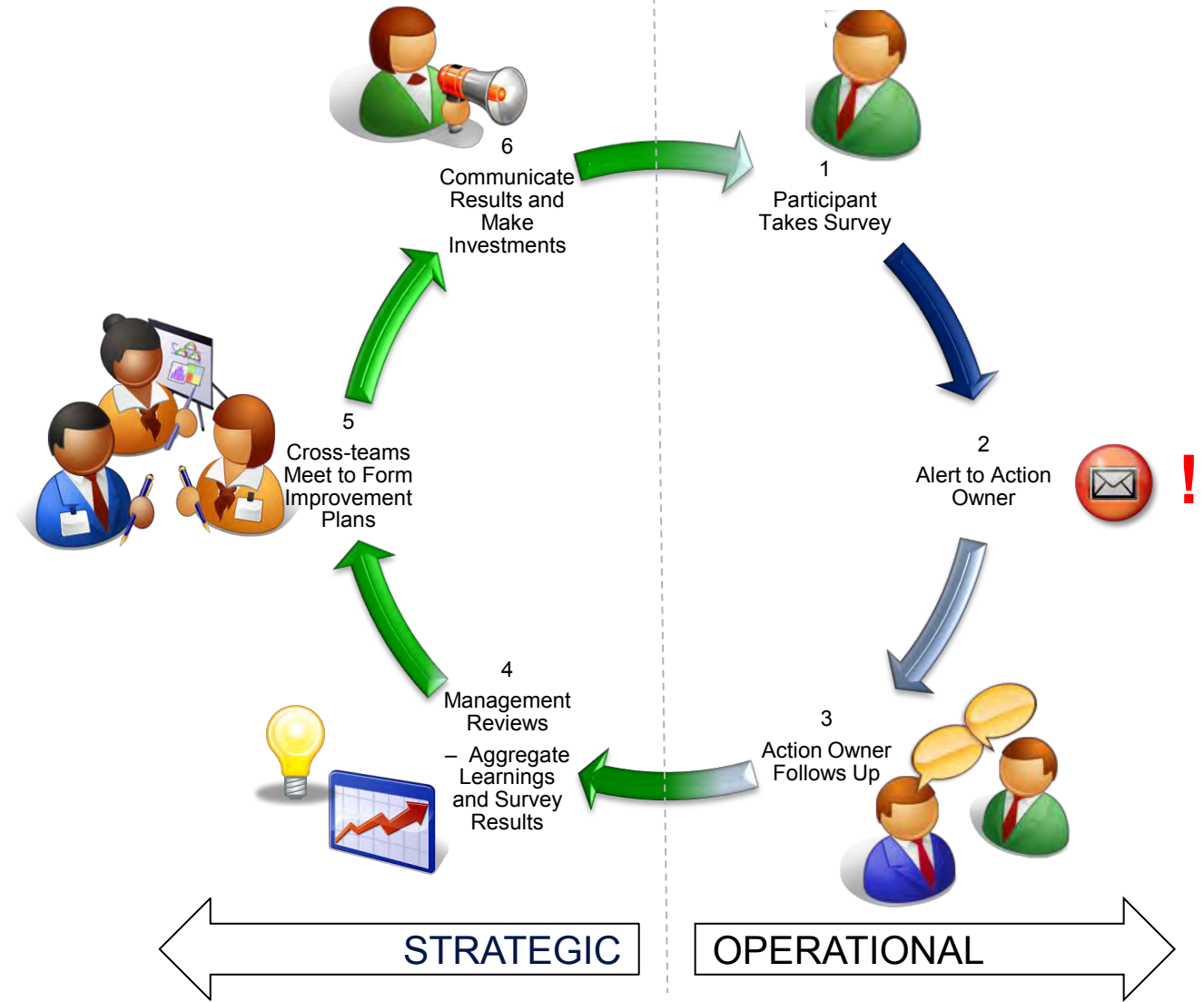
Actionable
Insights

Compete
Effectively
Globally

Coach and
Reward



Operational & Strategic Closed-Loop Process



New 2010 - Case Management

Landmark technology solution

- mylawson.com entry point

Environment Profiles

- Version information

Integration

- Skill based case distribution
- Lawson Knowledge Base



New Case Management – User Experience

Great feedback during Customer User Test at CUE09

*“Ease of Use”
Score 8.7 of 10*

*“Look & Feel”
Score 8.9 of 10*



My Cases - Microsoft Internet Explorer provided by Lawson

http://shriver.lawson.com/lcm/Custom... Live Search

File Edit View Favorites Tools Help

My Cases

LAWSON Case Management Welcome, Neil Ormiston [Logout]

Home My Cases KB Search Case Search Environment Profiles Support Users Tools Help Saved Search

My Cases

Open Held Closed

My Open Cases

Actions Add Dialogue Add... Options...

<input checked="" type="checkbox"/>	Case Id	Short Description	Status	Priority	Last Contact Date	Environment Profile	Lawson Engineer	Reference Id
<input type="checkbox"/>	5	test2	Open	3	09/01/2009 09:06:57		Sherwin Quinones	
<input type="checkbox"/>	6	test 1	Open	3	08/10/2009 13:12:08		Lipetzky Andrew	
<input type="checkbox"/>	14	short desc test gor release select	Open	3	09/03/2009 13:38:55	PROD	Steve Swedberg	
<input type="checkbox"/>	16	error code 114	Open	2	09/09/2009 11:40:42	PROD	Steve Swedberg	65432

First Page | Previous Page | Next Page | Last Page

Page size: 20

Powered by Landmark (Patent Pending). Copyright (c) 2005-2007 Lawson Software. All Rights Reserved.




Local intranet 100%

My Cases

[Open](#) | [Held](#) | [Closed](#)

My Open Cases

[Actions](#) | [Add Dialogue](#) | [Add...](#)

<input checked="" type="checkbox"/>		Case Id [▲]	Short Description	Status [↕]	Priority [↕]	Last Contact Date [↕]
<input type="checkbox"/>	⬇	5	 test2	Open	3	09/01/2009 09:06:57
<input type="checkbox"/>	⬇	6	 test 1	Open	3	08/10/2009 13:12:08
<input type="checkbox"/>	⬇	14	 short desc test gor release select	Open	3	09/03/2009 13:38:55
<input type="checkbox"/>	⬇	16	error code 114	Open	2	09/09/2009 11:40:42

Summary

FY09 Accomplishments

- New Support Offering
- Better Response & Resolution Times
- Higher Customer Satisfaction Scores
- Soft Skills training
- Simplified corrections download process

FY10 Priorities

- M3 VIP Program
- Customer Satisfaction System improvements
- New Case Management System
- Improve case resolution
- Increase customer satisfaction
- Prepare for SCP certification





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Lawson Professional Services

What Now

*Scott Swoish
EVP, Professional Services*

Agenda

Introduction

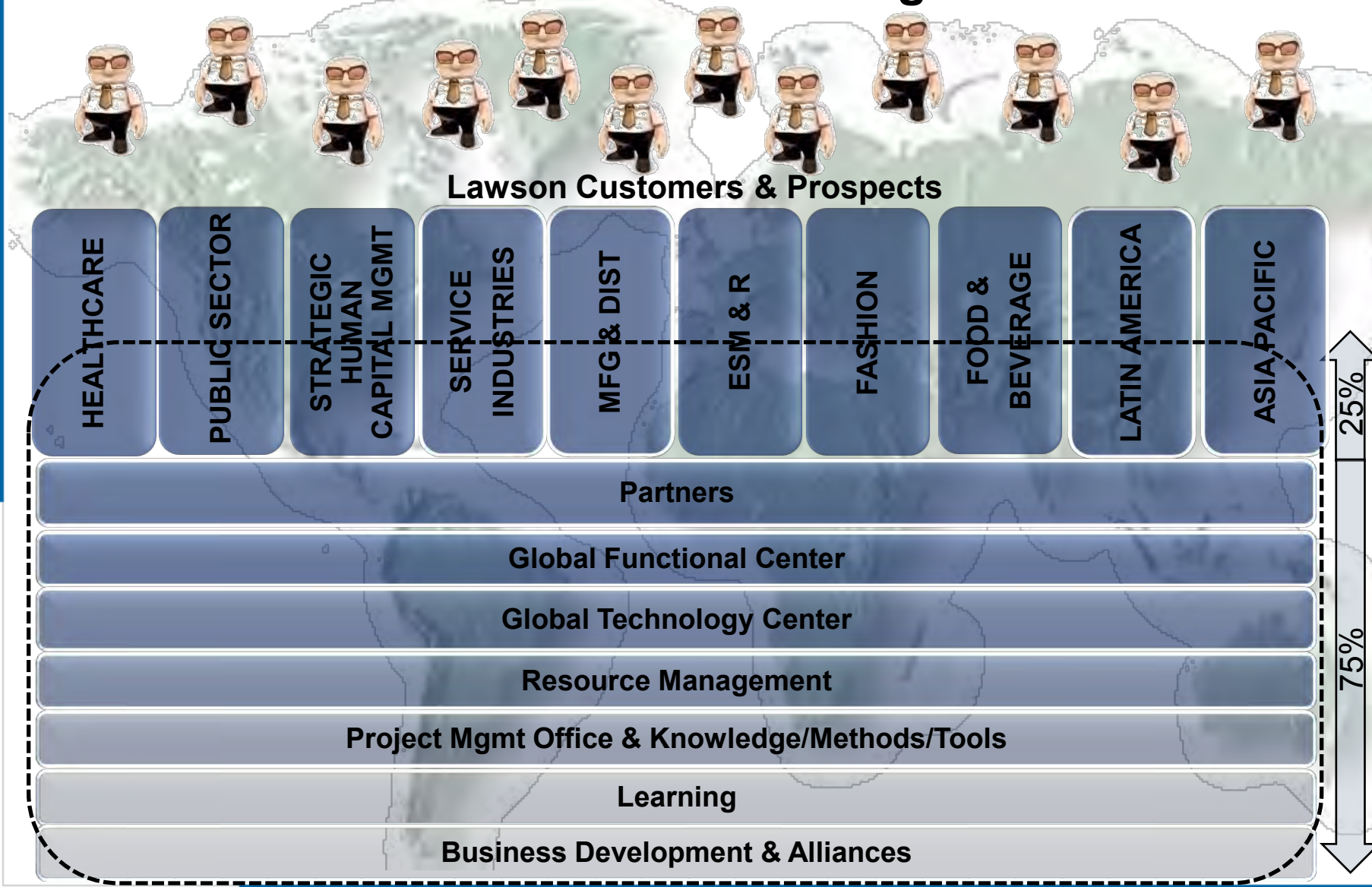
What We Told You: Organizational Improvements

What We Did: Project Governance

What Now: Continued Investment Protection



Professional Services Structure: Designed to Serve



Progress to Date – Organization/Resource Improvements

Quality

Trained 1100 consultants on StepWise

220 consultants graduated from Project Excellence Academy

PMP certification process rolled out

Implemented Lawson Services Automation globally

Availability

Implemented Lawson Services Automation globally

1200 consultants aligned by skills and industry

10 new service partners in FY09

200+ new M3 partner consultants in FY09

Value

Developed 8 QuickStep industry solutions

PMP certification process rolled out

Verticalized the business with dedicated resources

Improved management team focus

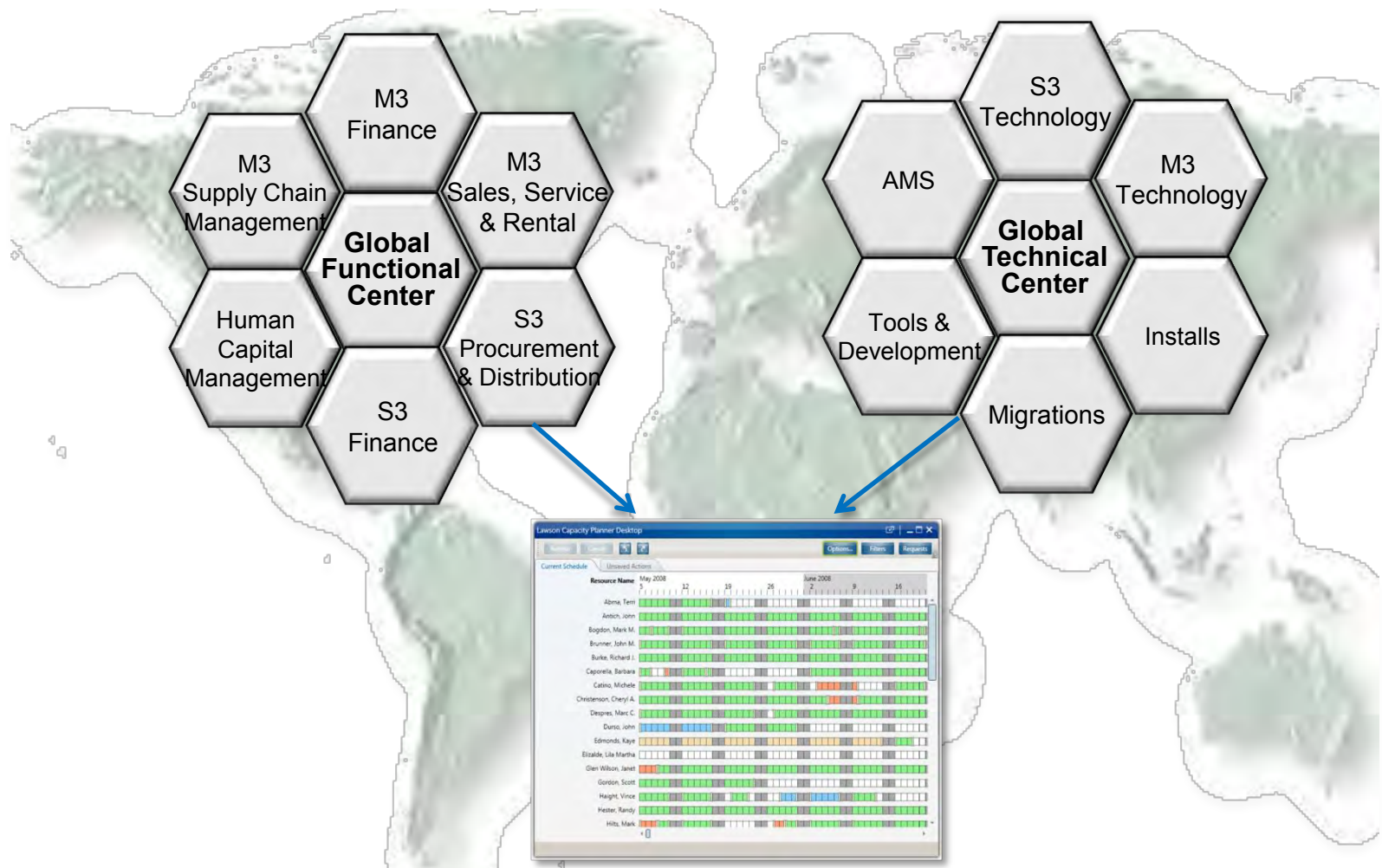
Service Partners

Organization/Resource Improvements

- IBM
- Deloitte
- ACS
- Ciber
- CSC
- ISH
- AiC
- ICCG
- ethiKonsulting
- Sigma 4M
- System Implementa
- UDK
- Conagri
- iStone
- Merit Consulting
- Matiq
- Capesso
- Axia
- Link Nordic
- IT & Datasupport
- Nilsen Consulting
- Next-move
- iGate Consulting



Created an Ecosystem of Certified Service Professionals *Including partners*



Lawson Services Automation: Go-Live May 2009

Agenda

Introduction

What We Told You: Organizational Improvements

What We Did: Project Governance

What Now: Continued Investment Protection



Value of Project Governance

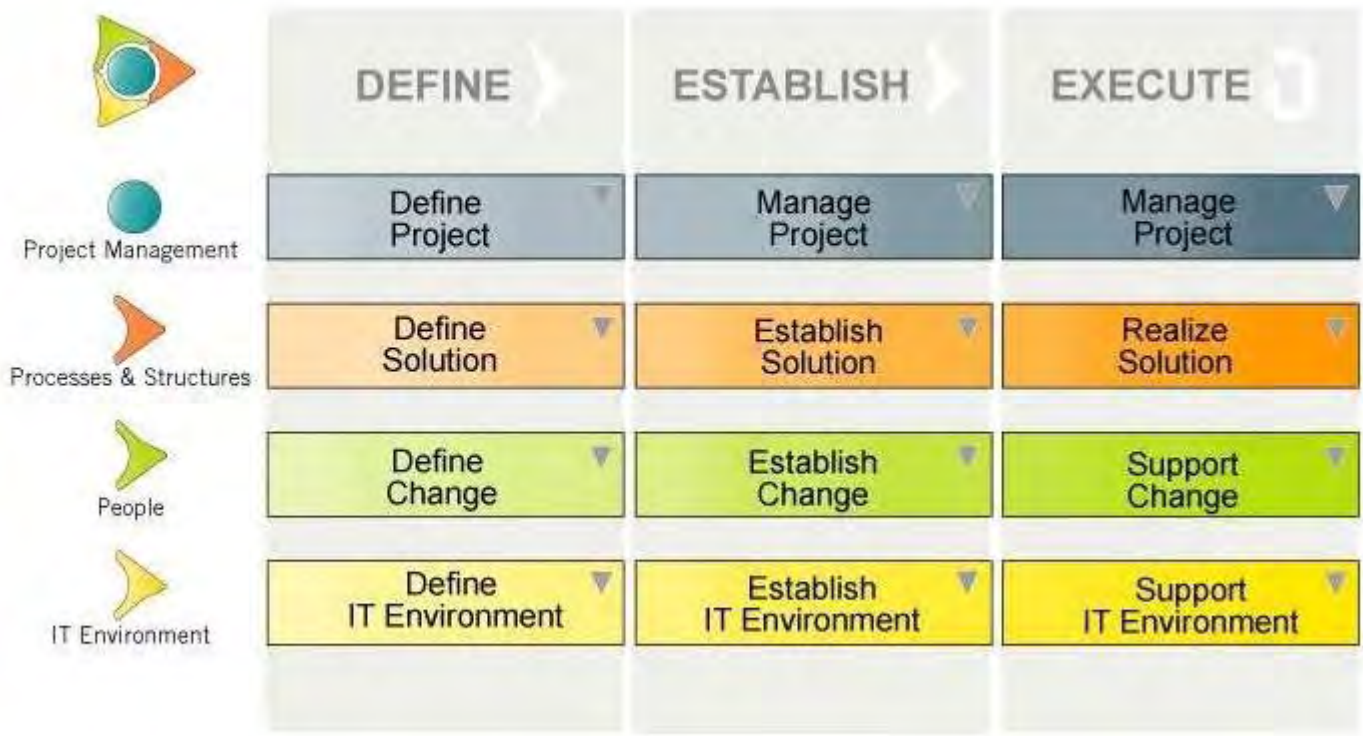
Between 25-30% of all ERP projects fail and up to 80% exceed time and budget estimates.

Gartner – 29th Aug 2008, Denise Ganly

StepWise Methodology is Designed for Your Success

Value of Project Governance

StepWise



Project Management Office Processes Help Ensure Success

Value of Project Governance



Project Management Office

Value of Project Governance

- ▶ Executive Review Board
- ▶ Quality Assurance Review

LAWSON™

LAWSON
PROFESSIONAL
SERVICES

QUALITY ASSURANCE REVIEW



Quality is never an accident. It is the result of high intention, sincere effort, intelligent direction and skillful execution. Lawson Professional Services strives to serve you in the same high quality manner you serve your customers. That's why we have Quality Assurance Reviews as an integral element of our StepWise methodology.

When you trust us with your mission-critical implementations, your Quality Assurance Review helps ensure project success by identifying risks that may have been overlooked in the day-to-day project execution.

As a participant in the program, you receive in-depth checkups on your implementation. During the checkups, senior project management experts, with decades of experience in managing complex projects, work closely with you to accomplish two primary goals:

1) Assess the health of the project

We will identify project risks and issues.

We will assess the impact of the risks and issues on the project.

Using our extensive project management and past experiences, we will make recommendations.

This will include a review of how well the project is running, whether plans

Agenda

Introduction

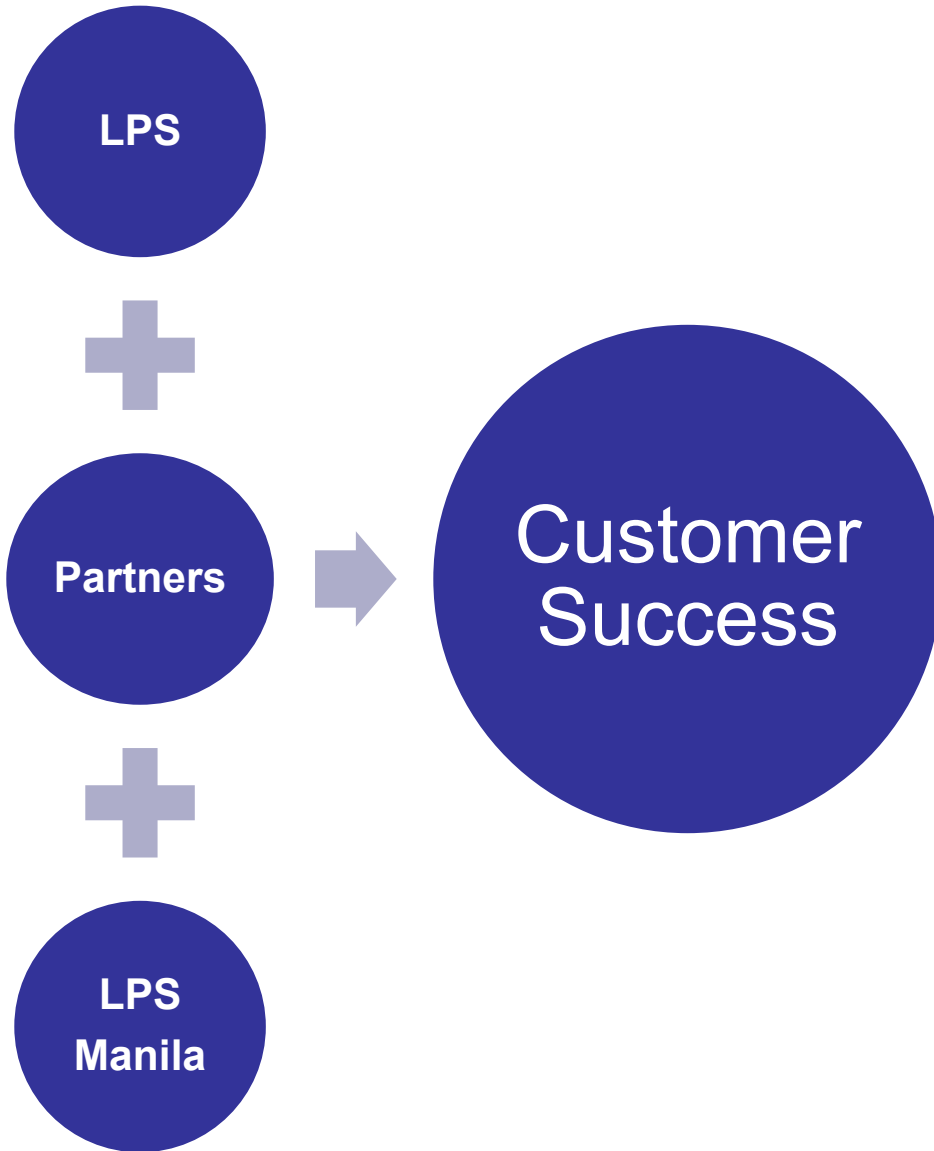
What We Told You: Organizational Improvements

What We Did: Project Governance

What Now: Continued Investment Protection



The Right Mix
Investment Protection

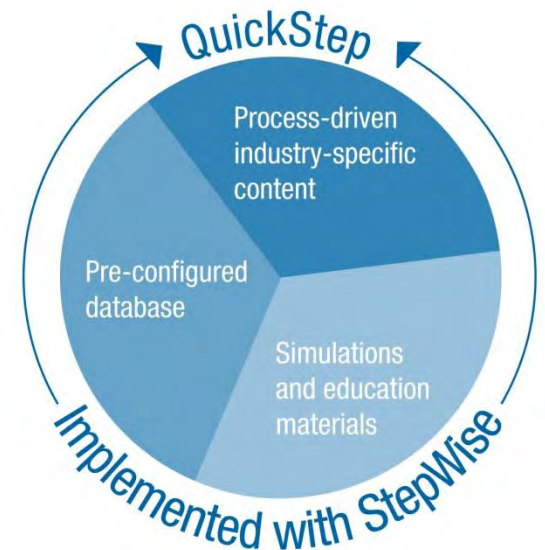


QuickStep - Proven Success for Rapid Implementations

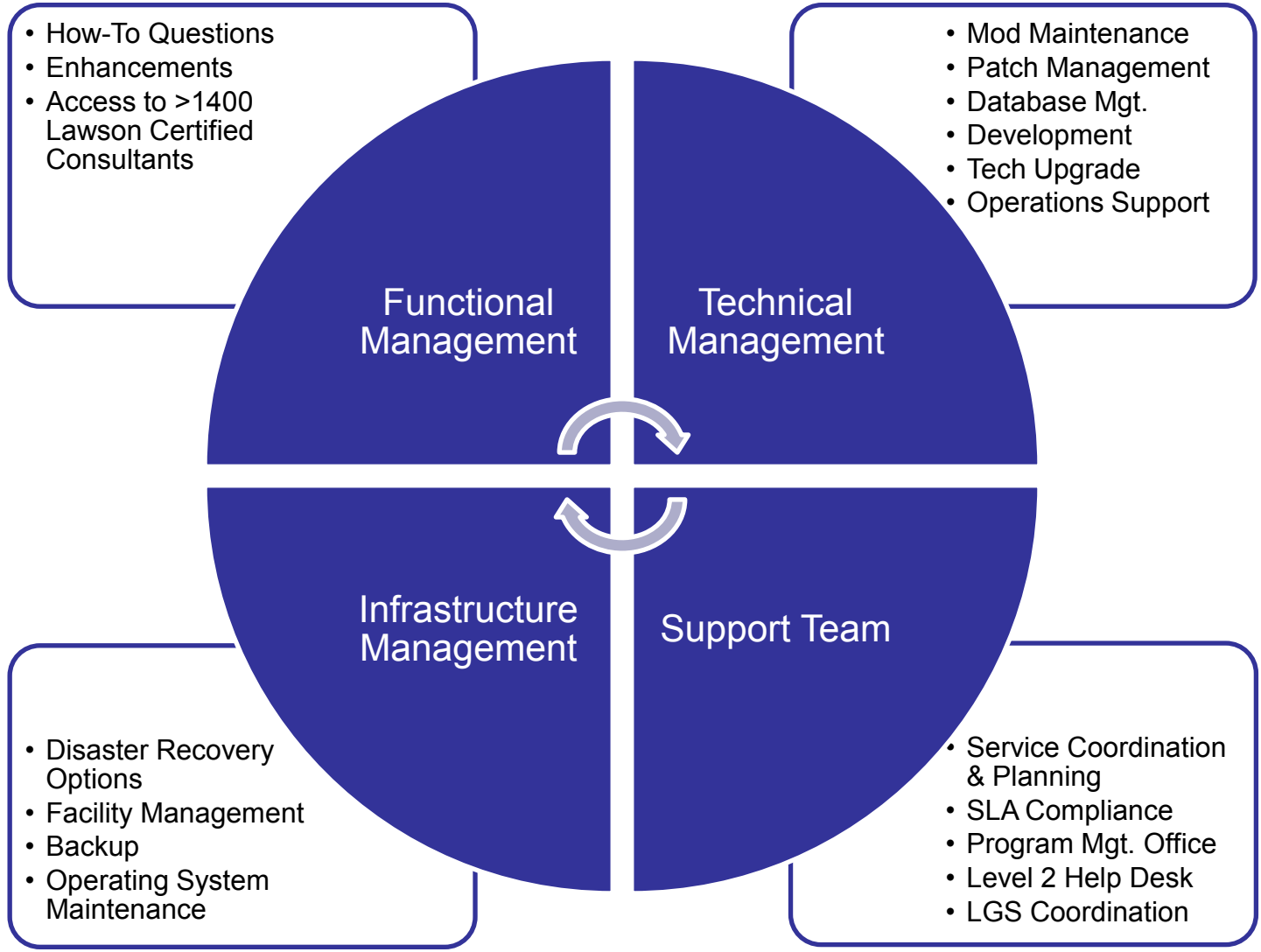
Investment Protection



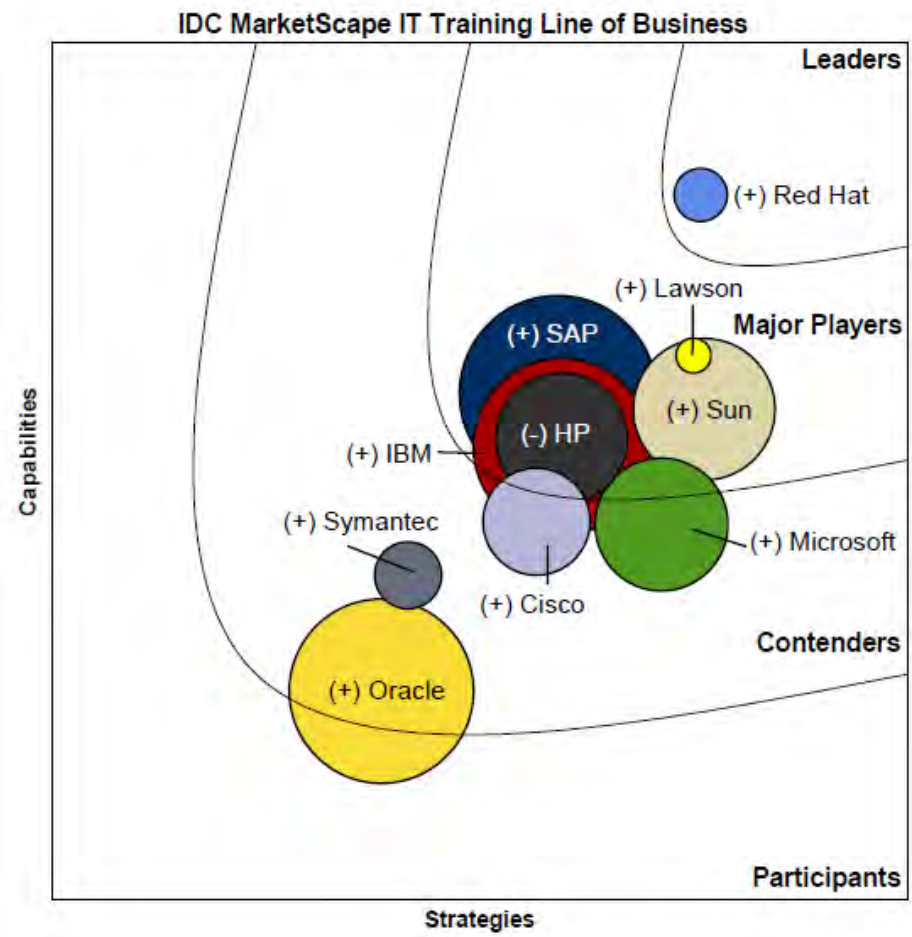
- ▶ Benefits
 - 70-80% pre-configured
 - Based on industry best practice
 - Shorter implementation times
- ▶ 8 industry based solutions
- ▶ Strong adoption
 - Over 100 sold in 18 mos.
 - 41 go-lives to date
- ▶ Many Success Stories
 - Estrella & Maarud
 - Pork Farms
 - Stihl BV



Lawson Application Management Services



Leveraging Lawson with Learning



Source: IDC, "IDC MarketScape: Worldwide IT Education and Training 2009 Vendor Analysis Doc#216380, February 2009

IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is represented by the size of the circles. Vendor year-over-year growth rate relative to the given market is indicated by a plus, neutral or minus next to the vendor name

Learning: Making it Easier for You

Virtual Learning Labs



Localized Learning Management System

Kurser och Anmälan

- ▼ Hitta en kurs
 - Sök
 - Efter Ort
 - Efter Datum

Translated M3 7.1 Courses



Self-Paced Learning at the desktop



Lawson Packaged Service Offerings Like These...

Simple to Buy through the new Extended Services Team...Rapid ROI...Low Risk



M3 Analytics

- 10 days to value

Currency imPortal

- Daily currency rate refresh

Automated Workflow

- ProcessFlow and M3 7.1 Technology



M3 Analytics



“Lawson M3 Analytics offered a **fast and affordable** way for us to get the business intelligence we need to better manage our operations and customer service levels. Lawson understands our **specific** manufacturing challenges, which means the KPIs and scorecards that matter to us are already there, ready for managers to use to improve our business.

Head of IT

Martin Murgatroyd,

Brunner Mond, Ltd. a U.K.-based manufacturer of soda ash, sodium bicarbonate and related chemicals.



Extended Services Contacts

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LAWSON™

Simpler Is Better

www.lawson.com



Offering a Superior Experience

Peter Quinn
Chief Customer Officer

peter.quinn@lawson.com

Our Vision

Our vision is to be the global ERP leader in each of our target markets.



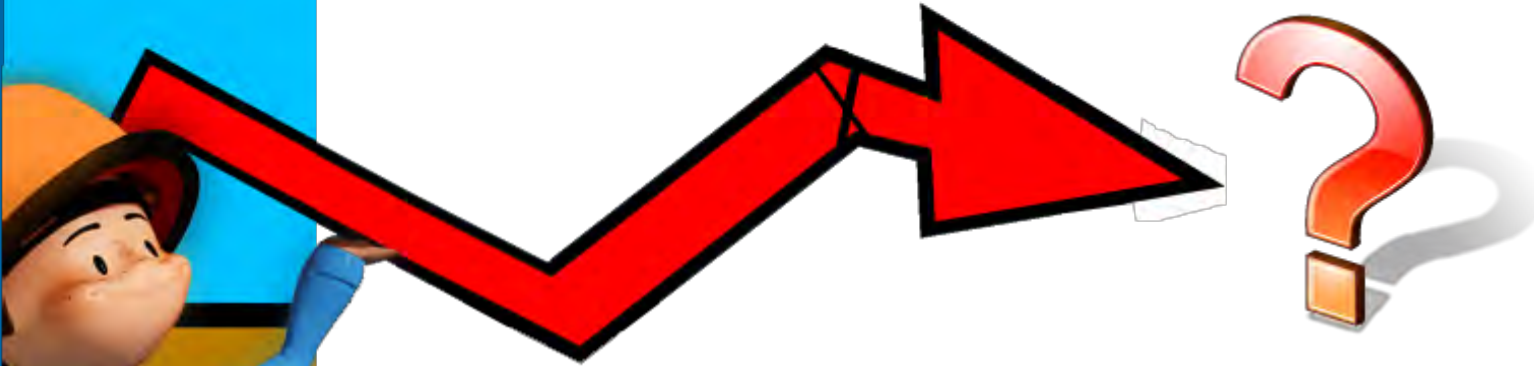
Our Strategy

Our Strategy to achieve our Vision is to:

1. Focus our development and go to market efforts on our target markets
2. Provide a superior customer experience
3. Achieve world-class performance in each of our functional disciplines



What is customer experience?



How do we raise the bar?



Bain & Company – Survey 2005

**80% of companies believe they deliver a
“superior customer experience”**

Only 8% of their customers agree.

Bain: “It’s easy for leading companies to assume they are
keeping customers happy.
It’s quite another thing to achieve that kind of devotion”

What’s Lawson’s position?



The Customer Experience Office
Established Spring 2009

Kathleen Stringfield
Global



Toni Kennedy
USA



Ulrike Perstl
EMEA



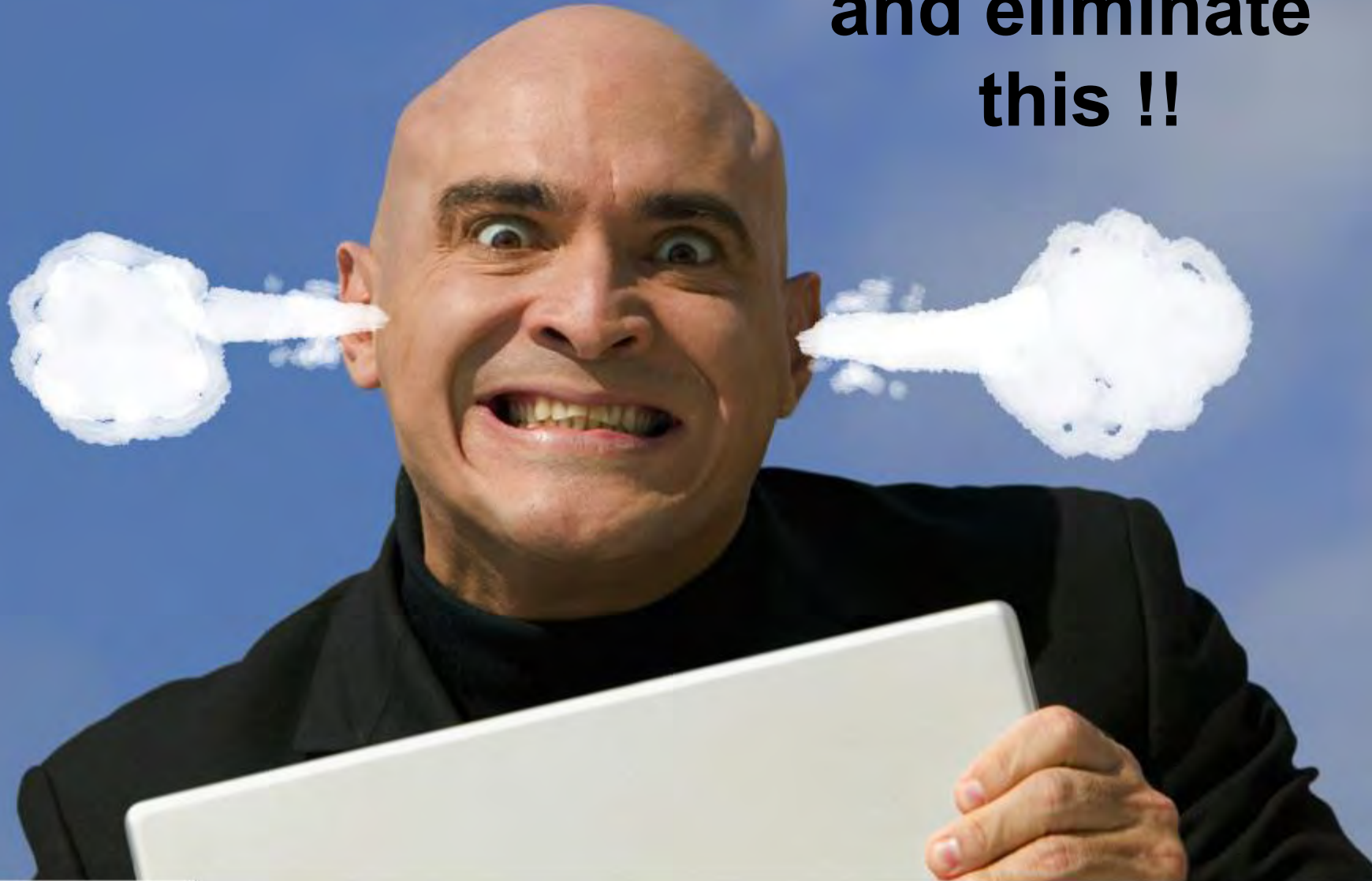
**We'd like to see
more of this...**



Less of this...



**and eliminate
this !!**



How do we make this happen?

- ▶ How do we know how you feel?
- ▶ How do we know what you want us to do?
- ▶ Where do we go for advice and guidance?
- ▶ How do we set priorities?
- ▶ How do we keep customers and Lawson in synch?
- ▶



We build bridges between Lawson and our customer communities.

Paying attention to you!



Satisfaction Surveys

Customer Communities

Lawson Communities



Relationship Surveys

- ▶ Tell us:
 - How you feel
 - How you think we can improve

- ▶ So that:
 - We can improve your experience
 - We can grow and stay financially strong



Customer Satisfaction

June 2009 Survey

- ▶ Core statistics
 - Feedback from 2,300 people representing 1,300 customers
 - Roughly 1 in 3 “customers” engaged
- ▶ What worked
 - We ran a global survey and took a “snapshot” of customer experience
 - We can use this as a benchmark
 - We picked up some clear messages
- ▶ What needs to be improved
 - Timing
 - Language

THANK YOU FOR PARTICIPATING

Here's the Bad News

**On the June 2009 survey,
we were below the industry average
for enterprise software companies.**

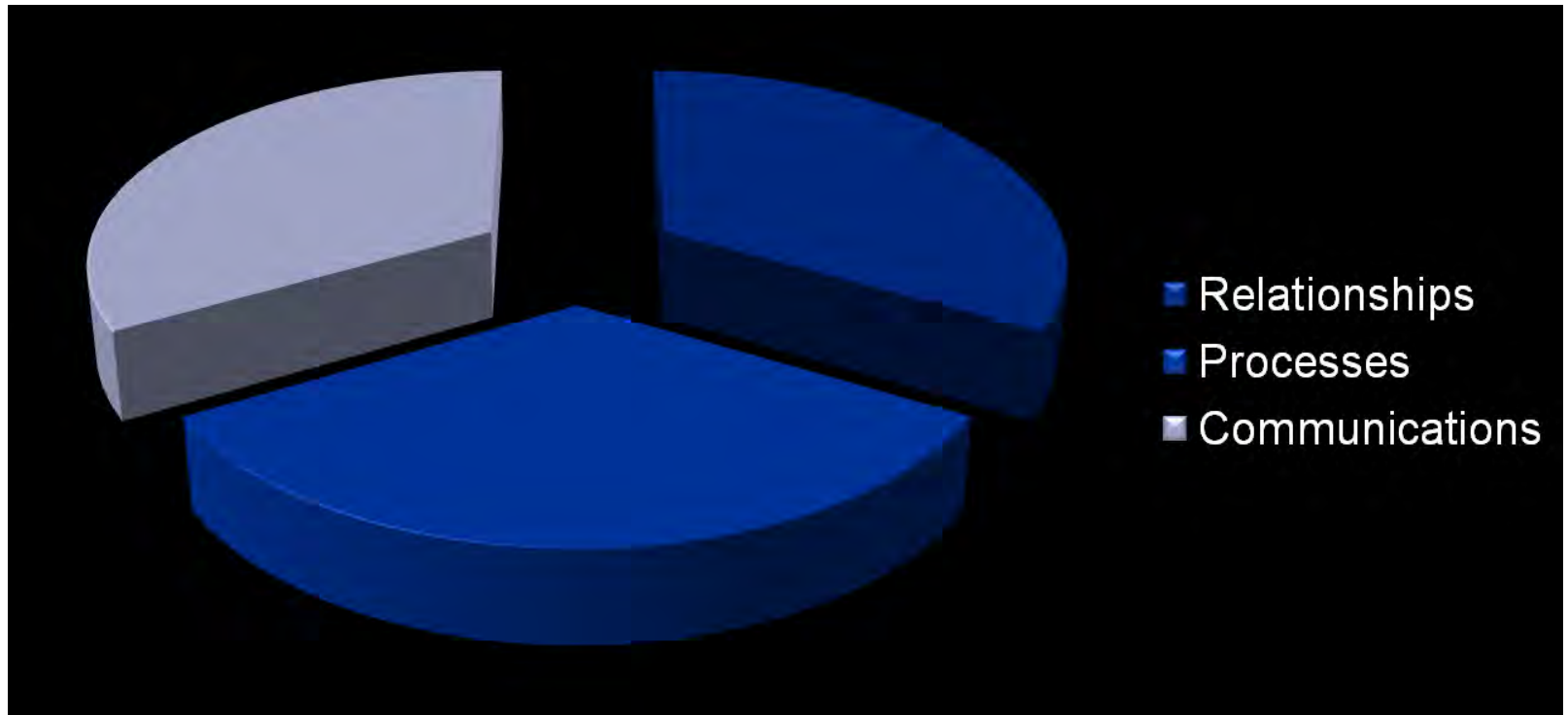
That got our attention.

Here's the Good News

We're focused on the issue.

We're committed to improving your customer experience.

What did we learn?



There are three key challenges to deal with.



What did we hear?

- ▶ Three major themes emerged from your comments:
 - You want deeper and stronger relationships with Lawson
 - You want more visibility of the enhancement process
 - You have concerns with our Professional Services capabilities
- ▶ There are many small things that we can put right quickly
- ▶ Better communications is the first step
 - More consistent support for user groups
 - Formation of Customer Advisory Boards for each business unit
 - MyLawson.com -- global roll-out
- ▶ We continue to listen
 - Will conduct two surveys per year
 - June and December

What's Next?

- ▶ Execute December and June Relationship Surveys
- ▶ Recognize successes – an Awards Program
 - Business Unit with Best Satisfaction
 - Business Unit with Most Improved Satisfaction
 - Various individual awards
- ▶ Develop Transactional support for relationship surveys
 - Our Go-Live surveys go live shortly



Paying attention to you!



Satisfaction Surveys

Customer Communities

Lawson Communities



Customer Communities

- ▶ User Groups
- ▶ User Group Advisory Boards
- ▶ Business Unit Advisor Councils
- ▶ Product Industry Focus Groups
- ▶ Discussion Forums
- ▶ Bulletin Boards

Paying attention to you!



Satisfaction Surveys

Customer Communities

Lawson Communities



Lawson Communities

- ▶ Executive Team
- ▶ Business Units
- ▶ Competency Centers
- ▶ Customer Experience Office
- ▶ MyLawson.com



Our new organization benefits you...

- ▶ We learn your business
 - We can offer better advice, products, and services
 - We can make you stronger, more efficient, more competitive
- ▶ One business unit is responsible for your satisfaction
 - All your business...
 - ▶ Licenses, services, support
 - No matter where it occurs....
 - ▶ No more geographical differences
 - One face to the customer



Home > [Home](#) >

Welcome Jane Cue @ Lawson Software - Its

My Announcements

[1](#) [2](#) [3](#) [4](#) [5](#) [Next](#) [Last](#)

Date	Title	Subject
May 1, 2009	Lawson Global Support Hot Topics for May/June	M3- and S3- focused webinars from Lawson Global Support
Apr 28, 2009	CUE Presentations now available	Downloadable copies of presentations from CUE are available on the "My Community" page
Apr 27, 2009	Lawson Learning launches improved Learning Management System on May 11th	Improved course search capabilities, registration processes, and more.
Apr 16, 2009	Contracts now available on MyLawson for customers in the US and Canada	New functionality lets you access PDF copies of signed contracts
Apr 16, 2009	Lawson does not support Microsoft Internet Explorer 8	Lawson does not support Microsoft Internet Explorer 8 at this time
Apr 9, 2009	BSI TaxFactory Canada 80b updated April 9, 2009	BSI TaxFactory Canada 80b now available - updated April 9, 2009
Apr 2, 2009	CPN Punchout 040109	Procurement Punchout Critical Notification

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Read customer-only announcements, public press releases, and executive blogs

Home > [My Profile](#) >

Welcome Jane Cue @ Lawson Software - Its

My Profile

Personal Information

Jane Cue
Test User
jennifer.roos@us.lawson.com
651-767-7000 (t)
United States of America

Training managed by Tiger Woods
Training approved by Lizette Pacheco

[\[change\]](#) [\[change password\]](#)

My Roles

Roles currently assigned to your profile:

Basic Site Access
Training Access
Support Access
I.T. Access
Manager Access
Financials Access
Executive Access

My Subscriptions

- You are currently not subscribed to any lists.

[\[change\]](#)

Description of Roles

The predefined roles on MyLawson.com allow you to customize the access level for each user.

If you want...

Training classes from Lawson

The ability to submit a support ticket (TellUs)

The ability to see your Support tickets, or other tickets from your company (also called Call Tracking)

Problem Tracking -- the ability to see Product Defects as identified by Lawson

Your company's Maintenance Renewal schedule

Product patches

Product downloads

Support Access

Support Access

Support Access; IT Access; or Manager Access

IT Access

IT Access

Access to the site is role-based, so you may see different features than your co-worker; this allows each company to enforce its own security policies.

Sign-up for customer-only product emails

line tools within this site. You can be assigned multiple roles at your organization.



Local intranet

Home > [My Company](#) >

Welcome Jane Cue @ Lawson Software - Its

Support and Service Levels

LAWSON SOFTWARE - ITS-S3
Support Level: **Bronze**

My Organization

LAWSON SOFTWARE - ITS-S3 (Customer 9999)

Billing Address
S3 DATA ONLY
ST. PAUL, MN
United States of America

Company Information
Number of Employees: 4,050
Annual Sales: \$740,000,000.00
First Delivery: Jan 15, 1997
Lawson Reference: No, our organization is not a Lawson reference
Industry: [not assigned]


Contacts
Primary


My Account


Your organization has no active financial accounts with Lawson. If you have questions, please contact a member of your Customer Account Team.

My Security (Customer) Administrators

My Customer Account Team

Customer Account Executive:
 Krista Walters
651-767-6122 x46122
[Contact krista.walters@us.lawson.com](mailto:Contact.krista.walters@us.lawson.com)

Maintenance Renewal Manager:
 Mick Ling
651-767-4368 x44368
[Contact mick.ling@us.lawson.com](mailto:Contact.mick.ling@us.lawson.com)

Services Director:
 Krista Struve
651-767-4259
[Contact Krista.Struve@us.lawson.com](mailto:Contact.Krista.Struve@us.lawson.com)

My Maintenance Renewal Information

Your organization does not have any products with upcoming maintenance renewals.

Find contact information for your Customer Account Team



- ▶ All Lawson customers who are current on maintenance are entitled to access
- ▶ We'll ask you to assign an employee(s) to act as Customer/Security Administrator and administer access to the site
- ▶ Access is role-based
 - You may see different features than your co-worker
 - This makes it easier to manage your own security policies.

It's more for your maintenance fee!



- ▶ On November 2, 2009, we will launch a re-designed site with the following features:
 - New user interface
 - Links to Projects

You can see MyLawson.com today!

- Personalization
 - Search
- ▶ Effective November 23, 2009, MyLawson.com becomes the interface to our Learning Management System
- ▶ In spring 2010, we expect to introduce a new Case Management system to replace TellUs.
 - MyLawson.com will be the front end

Keys to success

- ▶ Keep completing the surveys
It helps us to help you
- ▶ Keep the customer communities thriving
They provide a two-way communication channel between customers and Lawson
- ▶ Get your company using MyLawson
This is our primary on-line communication channel between customers and Lawson
You'll hear more from GAM3 soon



Thank You



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