

Infor ERP^{LN} Service

➔ Through world-class customer service that creates and retains business and adds value to your products, Infor ERP^{LN} Service enables your service organization to increase its contribution to your bottom line.



Be enterprising.

Aftermarket service is more than just a necessary evil in today's enterprise. It can be a profit center—a powerful way to gain competitive advantage and increase customer loyalty. It starts by recognizing that your customers want to focus on the things they do best, their core competencies, without having to be distracted by maintenance issues and—worst of all—downtime. You can take an enormous burden off them by filling this role. Yet to do so effectively, you must maintain the required level of customer satisfaction while managing your own operational efficiency to maximize profitability. It can be done, with the right Enterprise Service Management system to support you.

Leverage experience.

At Infor, our professionals—many of whom have more than 25 years of experience—are helping companies like yours solve their toughest business challenges. This experience is built in to Infor™ ERP^{LN} Service, a comprehensive Enterprise Service Management solution designed to support organizations that manage the installation, service, and repair of field- and plant-based products and equipment.

Infor ERP^{LN} Service can help you:

- *Improve customer satisfaction.* Our solution enables your customer-facing people to provide real value by disclosing relevant customer and equipment information in each phase of the Call-to-Cash cycle.

- *Improve responsiveness.* Our solution improves dispatch methods, problem determination, ATP, and queue management, so you can provide customers with the best overall response.
- *Increase efficiency.* Through reactive, proactive, and performance-driven service functionality, our solution keeps your operations lean, helping you minimize costs, pinpoint areas for improvement, and better manage contractual agreements.

Get business specific.

Through the automation, integration, and decision support that ERP LN Service provides, you can deliver the best service at every stage of the aftermarket lifecycle. You reduce administrative costs, enable support engineers and call centers to be more efficient, and accelerate delivery through a "register once, benefit often" service flow.

Reactive Customer Service—Reacting to breakdowns forces you to deal with unpredictable demand and customer expectations based on Service Level Agreements. ERP LN Service helps you get the most from available resources by enabling you to:

- Automate time-consuming administrative tasks.
- Support your employees with effective knowledge tools so they can match service to unique customer requirements.

- Track response-time agreements throughout the service delivery process.
- Capture information on the lifecycle of each customer relationship.

Proactive Equipment Service—As the cost of equipment breakdown increases, so too does the incentive for proactive service that helps prevent breakdowns. Infor ERP LN Service enables this proactive approach, so you can:

- Capture information on customer equipment.
- Provide recurring maintenance service for wear-and-tear equipment.
- Enable customer care representatives to sell spare parts and appropriate services.
- Manage warranty and other contractual agreements so you introduce predictability in the demand for services and associated revenue streams.
- Balance your workload to gain insight into parts consumption, optimizing inventory levels and negotiating better purchasing contracts.
- Up-sell extra services and communicate sales leads for new products, replacements, and additional services through in-house and field service staff.

Performance-Driven Service—Maintenance costs are no longer justified by a "just in case" approach to equipment uptime. A "just in time" approach to maintenance increases cost-efficiency and cost-effectiveness. Our solution protects your bottom line by enabling you to:

- Track equipment conditions and introduce predictability—service driven by equipment demand.
- Identify and improve maintenance activities by gaining knowledge about maintenance cost drivers and priorities.
- Analyze service cost drivers with management reporting tools that show where improvements can be made.
- Integrate fully with Infor's Financial Management and Performance Management solutions.

ERP LN Service includes the following modules:

Installed Base Management

This is the master data repository of all serviceable equipment, with up to 99 levels of components and sub-components, all of which can be viewed graphically. Complete warranty information and audit trails are available for each configuration and its components, including repair history, replacement dates, and



traceability of previous configuration versions, so you know everything about a product's lifecycle.

Customer Management and Web-based Self-Service

Facilitate efficient call capture, assignment, dispatch, and resolution, with immediate access to 360° customer details, such as call history, contracts, and outstanding payments. Powerful self service features let customers log their own service problems, as well as check status and maintenance schedules.

Contract Management

Track and manage customer service agreements. Capture service fees promptly and accurately, with identification of entitlements and tight integration with invoicing. Features include flexible contract definition for asset configurations, contract service monitoring, integrated invoicing, and US GAAP-compliant revenue recognition. The solution is scaled to handle high-volume datasets while going through yearly renewals and indexations.

Service Planning

Manage long-term preventive maintenance activities and automatically generate service orders based on the type of maintenance required. Capacity analysis will ensure regional staffing and skills availability. The scheduling environment verifies availability of personnel, parts, and tools needed to complete a service order, and then commits those resources to the order. This ensures that the right service engineers arrive at a customer's site equipped with the right materials to do the job.

Field Service Management

Control and prioritize service orders through the planning, preparation, scheduling, dispatch, and execution stages. By integrating with mobile applications, Infor ERP LN Service allows engineers to stay in constant contact with the field office to plan jobs and schedules. They can also use the application to automatically update the current status of a service order.

Depot Repair Management

An efficient repair operation is key to improving service performance and ensuring customer satisfaction. Regional service depots can provide fast response through rip-and-replace repair services to customers, while centralized component repair depots can focus on operational efficiencies to drastically reduce service costs. Our Depot Management, RMA, and Part Status Tracking functionality

“ Tyco Fire & Security EMEA has developed key indicators to measure performance in its Service & Install Business. With Infor ERP LN Service Management, plus Service Scheduler and Mobile Service, we are confident that we can exceed those indicators. ”

MICHAEL ERKELENZ , BUSINESS INTERFACE MGR. IT, TYCO HOLDING GERMANY

gives you online visibility into the testing, analysis, repair, upgrade, overhaul, refurbishing, and replacement of parts.

Inventory and Warehousing

Customer demands for higher service levels and reduced inventory costs make careful inventory management more important than ever. Infor ERP LN Service provides real-time information about spare parts inventory for new, repairable, and refurbished parts. ATP calculations provide real-time input to help set customer expectations. Elaborate freight management tools help you manage parts distribution.

Purchasing

Purchasing is a source of financial benefit for many organizations involved in process optimization. Our solution provides tools for online requisitioning, centralized contract management, just-in-time scheduling, and vendor management. The system contains sophisticated vendor management tools with sourcing rules, an approved supplier list, and a vendor rating system.

Historical and Statistical Reporting

Detailed historical and trend information related to service calls provides a complete service history for real-time analysis of most solutions and required parts. The system can provide a snapshot view of configuration changes, equipment up-time, mean-time-between-failure (MTBF), and mean-time-to-repair (MTTR). Historical data can also be used to update the knowledge base and decision tree structure used by the customer care representative to increase Call-Avoidance and First-Time-Fix rates.

Product Lifecycle Management

ERP LN Service is part of Infor ERP LN, allowing manufacturers to benefit from all product lifecycle data management that employs an "as designed," "as sold," "as built," or "as maintained" methodology.

See results now.

Infor ERP LN Service is like all of Infor's products: It has industry-specific functionality built in to reduce the need for customization, speed implementation time, and deliver ROI that you don't have to wait for. From the very first day, your enterprise and your customers will see immediate benefits.

Customer Benefits

- 24x7 support
- Improved responsiveness
- Consistent service levels
- Stronger relationships
- Reliable uptime of mission-critical equipment

Enterprise Benefits

- Improved customer satisfaction & retention
- Increased profitability for your service organization
- More productive field service technicians
- Service integrated with other enterprise functions
- Product Lifecycle Management across every phase of a product's lifecycle
- Processes adapt to changing business needs
- Higher service levels
- Reduced inventory costs

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Isn't that an enterprising idea?

About Infor.

Infor delivers business-specific software to enterprising organizations. With experience built in, Infor's solutions enable businesses of all sizes to be more enterprising and adapt to the rapid changes of a global marketplace. With more than 70,000 customers, Infor is changing what businesses expect from an enterprise software provider. For additional information, visit www.infor.com.

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