



Infor Equipment for Equipment Manufacturers



One comprehensive integrated solution built and optimized for your specific business processes as an equipment manufacturer.

Run smarter. Run faster.

Today's business challenges are stretching the resources of equipment manufacturers and driving margins down. At the same time, manufacturers like you have to be more responsive and provide products faster than ever before. Speed is essential not only in engineering and product development, but also in production and aftermarket services to bring new value to the total equipment lifecycle.

To meet this challenge, companies are forming partnerships with other firms to design, manufacture, and service equipment. Companies also are aggressively accessing foreign markets and finding new ways to reach customers quickly, no matter where they are located. This global networking model can work, provided it supports the ongoing drive to speed production and reduce costs.

Infor™ Equipment gives you the capabilities you need to bring it all together—to consider manufacturing along with field service, parts delivery, warranty, and after sales customer care as an inter-connected whole.

We can help you:

- Maximize profitability—Gain comprehensive support for lean manufacturing and supply chain efficiency to maximize the profitability even when it comes to custom orders and projects.

- Grow quickly—Efficiently move into new locations with minimum setup of your systems.
- Know your customers better—Monitor your customers' asset status and repair investment, and provide that information back to your sales and engineering teams.
- Mobilize your workforce—Make your sales team truly mobile, helping them collaborate with design and engineering and leverage vital information via the cloud to sell more effectively.

One size fits one.

You can't meet the unique needs of the equipment industry with generic software that treats all industries equally. At Infor, we understand that the equipment industry isn't like any other industry. So, we've created software that's tailored to the needs of this specific industry. We believe that one size fits one.

Infor Equipment includes all the capabilities to manage the equipment lifecycle built-in—not bolted on. So what does that mean for you? Faster deployments and fewer modifications. You'll be up and running more quickly, with fewer disruptions to your business. Upgrades are faster, too. So you can quickly adapt your business processes to the rapid changes of the equipment industry. Imagine the insight you'll gain into every aspect of your business with a solution that works the way you want to work.

Focused on your success.

Infor Equipment is a flexible suite of solutions tailored specifically to address the complexities of equipment manufacturers, like you, particularly as your company becomes more service driven. It is built from our 25 years of experience solving business challenges for equipment manufacturers. Because the equipment industry is part of our DNA, our solution addresses your key issues, eliminating information blind spots and helping you to see your business from an integrated perspective. You'll be able to serve your customers where they are, not where you are.

The key is having the right information technology partner to bring it all together and focus on your success—so you can eliminate silos, implement world-class business processes, innovate in every aspect of the business, and do it at the speed of today's accelerated market. You get that partner with Infor.

Specialized by industry.

Infor Equipment is specialized for the equipment industry, which means it offers the broadest, deepest solution for the entire equipment industry. Our integrated suite addresses your most critical business processes, including those highlighted here.

Product Data Management—Build efficiency.

You'll gain access to all vital product information, including manufacturing structures, operations, safety regulations, production costs, and document information so you can ensure you're building high-quality products and maximizing the efficiency of your operations. With Infor Equipment, you can select the level of detail you need to see within the data management system and easily update the system with new information or additional products. You'll have all the capabilities you need to bring the right products to market in the most efficient way possible.

Attribute Management—Create a common identity.

Our advanced attribute management functionality helps create greater integration for all departments in your organization. Use the same attributes or item numbers throughout your enterprise, from pricing during the sales process through to production and warehousing.

Infor Equipment:

- Equipment-centric solutions for equipment companies.
- For 8 of the top 10 construction equip. OEM supply chains.
- For 5,500 equipment customers in 60 countries.
- Equipment lifecycle management for your industry.
- For every size, from single location to multi-national.
- Member of the Association of Equipment Manufacturers.

You'll be able to easily customize individual pieces of equipment on site and trigger work orders, material requirements, and purchase orders to create added value and better information flow throughout your organization.

Product Configuration—Treat the customer as unique.

Equipment and machinery have become more highly specialized over the past 10 years. You need more than a few options; you need defined functionality and the flexibility to meet diverse needs. With Infor Equipment, you'll be able to create a wide range of customized builds during the registration of customer proposals, customer orders, project orders and manufacturing orders to satisfy your customers' unique demands. You'll be able to include product variants, corresponding pricing, secure procurement orders, and store all relevant data for future reference in a single record. Plus, you'll be able to analyze bills of material on several levels, all allowing for greater transparency and speed in determining viable equipment configurations. Finally, you'll be able to simulate and analyze material availability for a given date, as well as simulate precosting and capacity, so you'll be able to streamline real production.

Manufacturing Execution—Streamline orders

With Infor Equipment, you can streamline the whole ordering process to save money and speed time to market. You'll be able to generate a manufacturing order from a customer order, easily replan orders, and check or change material and capacity requirements as needed. And Infor Equipment is flexible enough to manage Kanban and other types of orderless production.

When you can quickly create and administer manufacturing orders, schedule an order while checking capacity, material, and tool availability you build the efficiency you need to compete in a rapidly changing environment.

Supply Chain Management and Parts Logistics—Increase visibility.

Your business is only as good as your supply chain. With Infor Equipment, you'll be able to increase visibility and improve parts and equipment flow throughout the supply chain. You'll have a comprehensive service history throughout the lifecycle of a piece of equipment whether it is sold, rented, or leased. And you'll have effective demand management tools to help you improve visibility into parts requirements. With that improved visibility, you'll be better able to schedule service to coincide with parts delivery, so you reduce downtime and improve turnaround time.

Forecasting—Improve accuracy.

Accurately assess demand across your organization, from customer orders, master and material planning, to managing the specific needs between business units. You'll be able to define an unlimited number of forecasting methods, so you can pick the best one for your organization. With better forecasting, you'll be able to determine needs accurately across your organization, no matter how complex or dispersed they may be. And you'll be better able to plan purchasing and capacity needs for the long term, to boost profitability and organizational efficiency.

Material And Capacity Planning—See all the details.

Manage material and capacity planning down to the lowest level to maximize your profitability. Infor Equipment's material planning tools combine information about demand, orders placed, forecasts, lead times, product structures and on-hand balances. You'll be able to consider all relevant parameters for planning and delivery, including material availability, production

"Our business runs effectively and efficiently. Infor Equipment's flexibility in creating report and business functions helps us to fulfill our operational requirements."

—Wawan Setiawan, Pt Kubota Indonesia

capacity, departure dates and internal and external transport times. Plus, you'll be able to view all the information you need in graphic presentations, scoreboard, and automatic reports, so you're able to make the right decision at the right time. And with all that information at your fingertips, plus capable-to-promise (CTP) functionality, you'll be able to deliver on-time, all the time.

Warehouse Management—Balance stock.

From small warehouses that have a single stock location to large warehouses that need complex structures and stock management rules, you'll be able to thoroughly balance stock across your organization with Infor Equipment. You'll be equipped to deploy a variety of sophisticated stock classification possibilities and handle system-directed put-away to increase warehouse effectiveness. Plus, you'll be able to use cross-docking to improve the management of fast-moving items and order-specific purchases.

Procurement—Save time.

With Infor Equipment, you'll be able to eliminate routine procurement work and spend more time on productive and profitable activities, such as negotiating prices with your suppliers and improving your quality and delivery times. You'll get the functionality you need to speed order confirmations, advanced shipping notes, and transport notifications. You'll be able to manage regular discrete purchase orders, delivery plans, subcontracting orders, and repair orders. And you can use e-Procurement to simplify, automate, and integrate many of the administrative tasks related to indirect procurement.

Scheduling—Better manage your resources.

Calculate your future maintenance and service needs, and identify critical resource issues around labor, procurement, materials and tools so you can make the most of your valuable resources. You'll be able to manage your

“We required an ERP solution capable of standardizing all of our operations throughout the world. We found these attributes in the Infor solution.”

—Suzie Wright, MD and CEO, Digga

workload using a wide range of criteria, including team, planner, department, customer, skill required, type of work, position and equipment codes, and capture all variances in real time.

And you'll have the ability to track capacity on individual projects or major rebuilds and configurations. Plus, you'll be able to easily identify team shortages, branch allocation issues and other bottlenecks, so you can minimize downtime and operate more efficiently.

Sales and Marketing—Get a complete overview.

Gain an unparalleled view of the business you have with your customers, so you can accelerate the growth of your parts and service business and world-class customer care. With Infor Equipment, you can see a complete overview of your customers and their equipment. You'll be positioned to take advantage of sales opportunities throughout the entire equipment lifecycle, from receiving the equipment through to selling, renting, leasing, and servicing. And you'll be able to market your parts and service business more effectively because you'll know your customers better.

Service and Maintenance—Manage more effectively.

With support for branch service demands, field service, installation management and material service management, you'll be able to manage all your core service and maintenance business processes more effectively and realize better customer service. You'll be able to manage the service side of the business with service level agreement (SLA) management, equipment history, warranty recording, project management, financials and back-office functionality. You'll be able to make your service engineers more effective by providing them with accurate, up-to-the-minute information, whether they're at a repair center, branch or out in the field.

And you'll gain automated support for all your maintenance, repair, and overhaul operations to help make them more profitable.

Warranty Management—Simplify, match, and resolve.

Simplify your warranty and claim management processes for you, your distributors and your end customers to provide better customer service and grow this important part of your business. You'll be armed with ability to configure and manage new, extended and “good will” warranty templates. Track parts and equipment claims from inception to closure, including claim versions and final processing, to be sure you have the full picture. And because you'll be able to link warranty claims to your financials, you'll get an accurate picture of your total equipment profitability.

Mobility—Gain instant access.

With Infor Equipment, you'll be able to change the way your field personnel work. They'll have instant access to all the information they need via a range of handheld devices, so they can view maintenance records, service agreements, and product catalogs. You'll know where your service personnel are at any time and at what stage they are in a service call. And you'll be able to manage your team more effectively, eliminate process bottlenecks and potential job delays—so you deliver better service and create more satisfied customers.

Remanufacturing—Track everything.

With our component tracking module, you'll know where individual cores, rotables, and re-usable components are in the sales or purchase cycle and even be able to track their exact location—whether they're at a customer site or with a distributor. You'll be equipped to control all aspects of the remanufacturing process from a single point. Plus, you'll be able to better manage service agreements and other processes around remanufacturing programs and parts exchanges. And when you can track everything, you can interact more efficiently with your customers and distributors.

Financial Control—For company and equipment.

Not only can Infor Equipment solution meet all of your equipment accounting needs on a day-to-day process level, but it can also help you save money over the long-term at the equipment lifecycle profitability level. You can use our comprehensive financials system to consolidate or aggregate your global business with multi-country, multi-company, and multi-

currency operations. You'll be able to capture, analyze, and manage all financial information, while linking data and business processes for clear internal benchmarking. With efficient financial processes in place, you'll be poised to fully realize your overall growth strategies.

Business Intelligence—Informed decision making.

Infor Equipment uses a series of key performance indicators and reports on your organizational performance in areas such as contract profitability, equipment analysis, resource analysis, equipment reliability, and short-term rental utilization. With this type of business intelligence, you can continuously measure, plan, and improve the way you do business. You'll get a clear view into the critical areas of your business, and see where you can make improvements to grow and profit in a competitive market.

A new way of working.

What would it mean if you could not only improve the efficiency of your business processes, but reinvent them? If the time you waste searching for information could be channeled into acting on it? If all your employees could be productive from anywhere?

Infor Equipment is built on ground-breaking technologies that deliver new levels of usability, connectivity, and insight. Based on the latest advances from both the consumer and enterprise worlds, these technologies change everything you thought you knew about business software.

Organized. Role-based dashboards and powerful personalization tools let you arrange graphs, key metrics, priority alerts, and favorite inquiries on a single screen, giving you one place to go for all the information you need to make better decisions, faster.

Mobile. Infor Mobile applications put the power of your Infor solutions on your tablet or smartphone, so you can be productive anytime, from anywhere. Sales managers can view up-to-date information on customer orders and shipments, staying on top of critical information. Production managers can be in one plant, yet track the progress in another. Service engineers can view all the information they need when they're out on a call. With Infor mobile applications, out of the office doesn't mean out of touch.

Connected. With warehouse inventory in one system, work orders in another, and maintenance records in yet a third, it can be almost impossible to get a complete picture

of your business. Infor's ION technology simplifies connectivity between your existing applications, both Infor and non-Infor. You get seamless integration and a unified user experience across all your systems.

Reliable. The Infor Business Vault provides a single, reliable source for all your reports—even when that information is drawn from multiple systems across your business. Out-of-the-box, you'll derive the benefits of powerful role-based reports and industry-specific business measures derived from our 20+ years in the equipment industry.

Social. With our social collaboration capabilities, you can transform the way your company works. Imagine being able to work together on the same project or document in real-time.

Service engineers can gain knowledge from their co-workers on solving a customer problem. Finance managers can work on the same budget application simultaneously, without emailing different versions to each other. Sales staff can work together on a new quotation. Everyone in your organization will be able to work in communities of shared interests, collaborate more effectively, improve processes, and act faster, be more productive, and get better results.

Implementation and support.

Infor offers a variety of deployment and support options that help you realize value faster than with other business systems. The Infor implementation methodology streamlines the steps required for a customized system implementation and provides the key functionality you need to get up and running quickly. It includes a pre-configured database with pre-defined parameter settings and template master data such as items, equipment, services, suppliers, and customers. It helps save both time and money, and takes the guesswork out of deploying an enterprise management system.

We offer a variety of deployment options including cloud, on-premises and hybrid deployment, so you can choose the option that makes the most sense for your business today, and maintain flexibility wherever your company winds up in the future. Whichever deployment option you choose, you'll have the same industry-specific functionality.

We also offer Local.ly, a range of innovative cloud-based apps for handling local requirements regarding taxes, financial management, statutory and regulatory reporting, and local compliance management. In doing so, you get cloud-based localization on demand, so you don't have to bring those capabilities in-house.

When it comes to support, we can do a lot or a little depending on your needs and preferences. Infor Xtreme Support is designed to offer choices that fit your organization's evolving needs. By giving you options that align with your cost structure and existing in-house expertise, you can select the perfect balance for supporting and maintaining your software.

Built for results.

Infor Equipment's flexibility, scalability, and built-in industry specific tools mean you see results right away. With Infor Equipment you can:

- Become of greater strategic value to your customers.
- Deliver first rate customer service.
- Empower your field engineers with mobility solutions.
- Enter into service level agreements with greater confidence.

- Get the whole financial picture, down to the level of each piece of equipment.
- Run your rental operations more effectively.
- Bring disparate information together in one place in an intuitive way.
- Drive equipment profitability for you and your customers.

With detailed, real-time data you can trust, you'll have a strong foundation for growth, margin enhancement, and rapid innovation. And you'll meet the toughest challenges facing your industry today.



641 Avenue of the Americas
New York, NY 10011
800-260-2640
infor.com

About Infor.

Infor is the world's third-largest supplier of enterprise applications and services, helping more than 70,000 large and mid-size companies improve operations and drive growth across numerous industry sectors. To learn more about Infor, please visit www.infor.com.

Copyright© 2012 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. This document is provided for informational purposes only and does not constitute a commitment to you in any way. The information, products and services described herein are subject to change at any time without notice. www.infor.com.
INF1230024-1242521-EN-US-1012-3