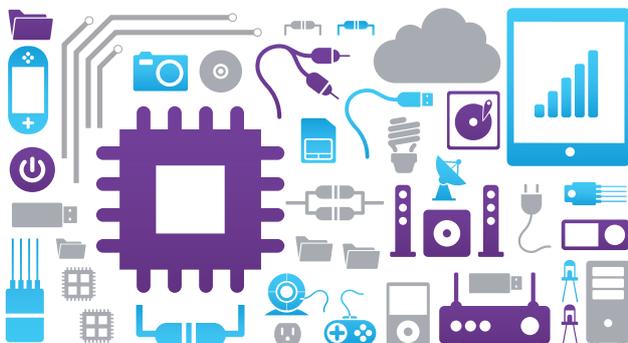




Infor High Tech for electronics manufacturing services



“The lightweight, easy to install and configure Infor ION produced a quick return on investment; ION ensures that our applications operate together seamlessly to execute business processes.”

**—John Vaughan, Senior Vice President and CIO,
PRIDE Industries**

Meet customer demands

Profitably and efficiently meeting the highly variable demands of computer, telecommunications, industrial equipment, automotive, aerospace and defense, and medical device manufacturers is the biggest challenge for electronics manufacturing services (EMS) companies (also known as contract manufacturing and services companies).

To be successful, you need to ensure that your design capabilities are flexible enough to keep up with accelerating product evolution and shorter product lifecycles. You also need efficient manufacturing processes to fulfill original equipment manufacturer (OEM) orders quickly, while controlling the costs of goods sold (COGS) and lowering your sales, general, and administration (SG&A) overhead. And the better you can synchronize your global supply chain, the better your inventory performance will be. Additionally, providing high-quality aftermarket services not only represents an additional revenue stream, it also helps build customer loyalty.

To meet all these challenges and more, you need a solution that's designed to meet the specific needs of EMS companies like yours. You need Infor® High Tech for electronics manufacturing services.

Use built-in industry expertise

You can't meet the unique demands of the EMS industry with generic software that treats all industries equally. At Infor, we understand that the EMS industry isn't like all other industries. So, we've created a solution suite that's tailored to the specific needs of EMS companies like yours.

Infor High Tech for electronics manufacturing services includes all the capabilities to manage the EMS processes built-in—not bolted on. So what does that mean for you? Faster deployments and fewer modifications. You get 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 EMS industry.

Enhance performance

With over 30 years of experience solving the business challenges of high tech and electronics organizations around the globe, Infor can help you enhance your business performance and flexibility, while controlling costs, streamlining operations, and improving response times and customer service levels.

Through Infor 10x technology, you get a consumer-grade user interface that gives your users a flexible, easy-to-use environment designed to increase productivity, as well as expanded out-of-the-box industry functionality. You get:

- Real time analytics, role-based dashboards, and mobile tools for information where and when you need it
- Social collaboration for problem solving
- Workflows to control key processes
- Alerts to notify and take corrective action
- And much more

Make decisions faster

With substantial investments in equipment and assets, increasing cost pressures, dropping prices, and the growing proliferation of electronic components in today's industrial products, EMS companies like you must find new ways to expand your market footprint, increase revenue, and reduce your exposure to fluctuations in any one industrial manufacturing market.

Which is why EMS companies are looking to win market share with value-add services, such as design and engineering, manufacturing, sourcing, supply chain, fulfillment, aftermarket service, and end-of-life services. Infor High Tech for electronics manufacturing services is specialized for the EMS industry, which means it offers the broadest, deepest solution for the EMS industry—allowing you to accomplish all this and more. Our integrated suite addresses your most critical business processes, including those highlighted here:

Quotation and bid management—Turn quotes into business proposals that are acceptable by OEMs, and then into executable business plans with budgets. You can see the real-time status of quotes, and easily access historic estimates, budgets, and projects to accurately quote new business with prototype, program management, and advanced product quality planning (APQP) business requirements.

Customer relationship management (CRM)—Drive a complete 360° customer view across all your channels, implementing real-time decision making to ensure you're targeting the right offer to the right customer at the right time.

With Infor High Tech for electronics manufacturing services, you can:

- Increase productivity, and shorten product development and introduction times.
- Improve procurement and control of the supply chain.
- Improve forecasting, manufacturing planning, and scheduling, while reducing inventory and operating costs.
- Generate additional revenue from expanded value-added services.
- Respond faster to changes in customer demand.
- Meet OEM requirements for on-time delivery and performance, quality, and the supply chain.
- Better meet the quality and supply chain mandates of OEMs.
- Increase uptime and lower operating costs by better maintaining production equipment and customer tools.

Also, transform your marketing creative and project management into a streamlined, efficient powerhouse. Enhance customer engagement, loyalty, and profitability with integrated marketing resource management, marketing, sales, service, and lead management. You'll manage and grow customer contacts by identifying needs, automating orders, and generating targeted marketing programs.

Design and engineering—Easily manage new and improved product designs, and efficiently collaborate with your suppliers and customers on designs. You'll have a complete view of costs, margins, and profits, as well as the related capacity across your operations. You'll innovate faster, improve engineering change control, and decrease product lifecycle times. You'll get products to market quicker, reduce product obsolescence, and lower engineering costs.

Manufacturing—Easily handle engineer-to-order (ETO), make-to-order (MTO), made-to-stock (MTS), repetitive, and Kanban production environments. You can create engineering plans and bill of materials (BOMs) quickly and easily, and then use the designs to automatically create quotes and work orders. Get a comprehensive view of the materials and operations involved in the engineering process. Get greater control over inventory, costs, and resources that integrates seamlessly with your material planning, purchasing, scheduling, and engineering change control tools.

Additionally, you'll be able to ensure accurate cost roll-ups with comprehensive tracking tools that provide complete as-planned and as-built data from the highest level of summarization to the lowest level of detail for each transaction.

Product lifecycle management (PLM)—Access and use data from across your entire organization to help you make better decisions about product development, management, design, production and compliance with regulatory requirements (such as RoHS and WEEE). Optimize every step of the product lifecycle to create higher-quality products, launch new products in less time at a lower cost, and maximize profits. You'll improve visibility into the product development process across the entire enterprise with tight integration with your enterprise resource planning (ERP) system and real-time data.

Get the information you need to track, manage, monitor, and analyze products throughout the product lifecycle. Use document management functionality to control the change-management process. Tight integration with your ERP system and CAD software gives you timely and transparent access to the most important product information for making more informed decisions more quickly, shortening change and approval cycle times, minimizing scrap and rework, and collaborating more efficiently.

Supply chain management (SCM)—Plan and execute your supply chain strategies faster and more profitably—from strategic and tactical planning to execution. Use analytics to optimize your end-to-end supply chain and harness the power of social networking to collaborate more effectively internally, as well as with customers, partners, and suppliers.

“The decision to choose Infor over all the others was mainly by virtue of its market-leading support for single instance, global ERP and its ability to support complex business processes using standard packaged software.”

—Christine Benkenstein, Head of IT,
Physik Instrumente

Use forward and reverse logistics tools to gain greater visibility into your supply chain to optimize resources and labor, improve inventory and shipping accuracy, improve order fill rates, avoid stockouts, and respond faster to customer opportunities and market fluctuations.

Delivery and distribution—Facilitate inventory management and inventory tracking with full lot and serial-tracking using barcoding, wireless capabilities, and advanced mobile devices. Simplify and streamline operations by allowing just-in-time (JIT) material supply from warehouses, suppliers, and production (including the use of Kanban numbers) to trigger and start multi-company warehouse transfer orders.

Business intelligence (BI)—Make better decisions and improve your business process by improving information gathering and knowledge sharing throughout your organization. Use advanced reporting and sophisticated business analysis, model any business process and predict results, and supplement reports with essential background information in a familiar spreadsheet environment. You'll get the meaningful reporting and analysis you need to effectively monitor and control performance, leading to more informed decisions.

Enterprise asset management (EAM)—Keep your manufacturing equipment, facilities, and assets in tip-top shape to maximize profits. Cut purchasing costs, inventory levels, and energy costs—all while helping your workers and operations attain higher productivity. You'll understand your total cost of operation, energy, and maintenance by combining acquisition, installation, maintenance, and energy costs.

Aftermarket service—Provide after-sales services, multi-tier warranty cost control, extended service agreements, automatic service contract renewal, mobile service solutions using handheld devices, and more.

Deliver better service, resolve problems faster, and manage the entire service process more efficiently. Easily analyze data down to the detail level with integrated real-time data, total visibility, and accurate tracking.

Use flexible reporting to help with decision making and planning, and provide engineering with the information they need to adapt designs. You'll win the last mile in the battle for customer loyalty by improving your technicians' productivity and solving problems faster.

Grow your business

Reduce the need for customization, speed implementation time, and see immediate benefits and a fast return on investment with Infor High Tech for electronics manufacturing services. You'll reduce the costs for new product introductions, shorten product-development cycle times, and get products to market quicker with built-in high tech-industry-specific functionality, an easy-to-use interface, and social collaboration capabilities.

You'll also increase productivity and make better decisions faster with real-time analytics, role-based dashboards, and robust mobile tools. You'll see improvements in all your main business functions—including your supply chain and aftermarket service—helping you meet your cost control and profitability goals, and grow your business.



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About Infor

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