



Infor Equipment



“The manufacturing functions in Infor Equipment are tightly integrated into the financials, bringing a level of discipline into the business we never had before.”

**—David Hawes, General Manager,
Carlton Taylor Industries**

Engineered for speed.

Your business may handle some of the world's heaviest, most complex equipment, but you still have to be nimble to respond to today's customer and market demands. Whatever role you fill in the equipment lifecycle, speed matters.

- Equipment manufacturers want to reduce the time between quote and order and then streamline operations to squeeze out time lost between order promise and delivery. And they need to make sure that aftermarket sales is a critical part of their business—not an afterthought.
- Dealers and distributors need to reduce the time between demand and supply, without building excess inventory.
- Service providers need the fastest possible turnaround response to ensure maximum uptime for the equipment their customers depend on.

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 specific needs of this 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.

Focused on your success.

Infor Equipment is built from our 25 years of experience solving business challenges for the equipment and machinery industries. We signed our first equipment-centric customer in 1993, and they are still with us today—along with thousands more. Why? Because we understand equipment-centric companies and deliver solutions built from that understanding.

Some of our customers:

- Aggreko PLC
- Carrier Enterprise, LLC

- Cargotec
- Dematic Asia Pacific (Dematic Pty Limited)
- Finning International Inc.
- Komatsu (Komatsu Changzhou Construction Machinery Corp.)
- Rolls-Royce Marine
- Snap-On Tools Corporation
- Toyota Material Handling

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 the five highlighted here.

Customer Lifecycle Management—Have confidence.

Closely track demand for equipment production and sales, replacement parts, rentals and leasing, and aftermarket repair with Infor Equipment. You'll gain a competitive edge by being able to track your ongoing projects and opportunities, recording the wins and the losses, and knowing what equipment your competitors have in the market.

You'll be able to slice and dice data to better meet demand and increase production and sales revenue. You'll have demand management tools for: equipment and parts sales forecasting; sales and operations planning; customer segmentation; and service requirements planning. You'll be equipped to plan more effectively to make the most of your resources.

Product And Service Innovation—Gain control. Whether you're introducing a new product or producing complex equipment, you need visibility and control across the board. With Infor Equipment, you'll have everything you need to support engineering, manufacturing, warehousing, delivery and after-sales—without treating any aspect as an afterthought. You'll be able to address new product introductions; standard jobs management; project control; and engineering, manufacturing, service integration. You'll be able to bring products to market more quickly and maximize profits.

Customer Service—Respond faster. Our highly intuitive customer portals and e-business solutions make it easier for customers to do business with your company. And you'll be better able to respond to their requests, thanks

Infor Equipment Delivers:

- 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.
- For Caterpillar dealers around the globe.
- Equipment lifecycle management for your industry.
- For every size, from single location to multi-national.
- For OEMs, dealers, and rental companies.

to tools for tracking equipment service history, registering meter readings, and ordering parts and equipment. Plus, you'll have support for smartphones and mobile devices, so you can visit and service your customers wherever they're located.

Equipment Lifecycle Profitability—Get the full picture.

Track and view a true profitability picture for each piece of equipment, including costs of production allocated to that piece of equipment, its service history, warranty and claims costs, and more.

You'll be armed with information to talk to your customers about when a certain piece of equipment will no longer be profitable and when they should consider renewing it. You'll know your customer's equipment better than they do—so your sales and engineering teams can stay ahead of the curve.

Production Operations Management—Local to global.

Whether you're a single plant manufacturer or operating from multiple sites around the world, our multi-national, multi-currency, and multi-lingual solutions can help you excel—in most cases from a single instance. You'll benefit from industry-specific functionality to make your mixed mode manufacturing more efficient, your dealership's quote-to-order process more effective, and your service operations more mobile. With Infor Equipment, you can compete effectively wherever you need to be.

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.

Confident. Alerts and pre-defined workflows deliver critical, role-based information automatically to your desktop or smartphone. Act faster with early notification of late deliveries, missed shipments, and quality failures, so you can be more proactive with your suppliers, customers, and production.

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

“Infor Equipment is probably the most advanced and functionally comprehensive collaborative enterprise system available for the equipment rental market.”

—Tom Armstrong, Chief Information Officer, Aggreko

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.

Built for results.

You need continuous control and a plain view of the equipment life cycle from all angles. With Infor Equipment, you'll have all the functionality you need to track and monitor your entire equipment lifecycle, from cradle to grave. With this single, integrated system for managing manufacturing, service, and rentals, you can:

- Streamline manufacturing operations.
- Enhance and integrate aftermarket service.
- Manage all aspects of your dealership.
- Drive profitability throughout the equipment lifecycle.
- Gain greater visibility to more proactively manage your business.
- Make your supply chain, planning, and scheduling operations more efficient.

We understand equipment-centric companies. And we've built that expertise in to Infor Equipment. So, you get results—fast.

Infor in action.

No matter what part of the supply chain your company occupies, our solution can help you solve your most pressing challenges. Take a look at some of our success stories.

More detail, lower costs.

A Japanese OEM that manufactures construction machinery and spare parts has been able to meet exploding global demand thanks to Infor Equipment. The company, which makes mostly engineer-to-order products, can now analyze every machine to reduce budgeted costs for materials and direct labor, as well as cut fixed, variable, and outsourcing costs.

It's also been able to improve the income and gross profit from each of its machines. Just-in-time (JIT) production has helped the company reduce costs and inventory levels, and respond much more rapidly to frequent changes in market demand. Finally, they've gained product traceability to boost their after-market service. Now they know what materials and parts were used in building a machine, which makes it easier and more cost-effective to service it down the road.

Kill the paper, create efficiency.

A major equipment dealer with operations throughout Europe found itself hampered by old, local, manual processes that limited its growth and profitability. By standardizing processes with Infor Equipment, the dealer has eliminated the need to manually manage 1.2 million work orders, saving €2.5 million per year. The company's also been able to institute uniform benchmarking to determine and compare better delivery reliability, reduce

stock per location, and increase sales. All this has allowed the dealer to steer money and key personnel to the projects that are most profitable for the company as a whole.

Information makes all the difference.

A large, global rental company specializing in power generators, temperature control equipment, and compressed air systems needed to improve its information infrastructure to support its rapidly growing business. Thanks to Infor Equipment's first-rate business intelligence, real-time business analytics and reporting, the company has boosted its sales and service, operations, and logistics. Having information instantly available has helped the company's sales team become 80% more productive and provide customers with tailored, rapid responses.

Real-time business analysis and reporting allows management to quickly see activity levels, sales conversion rates, and performance for sales engineers. From an operational viewpoint, the company now has a more detailed and broader understanding of the effects of costs and margins on different types of equipment in all parts of the business. Finally, in logistics, the company has gained full visibility into its equipment fleet—at the depot, regional, and divisional levels. The company believes that it now has the information required to increase market penetration and improve margins.



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.

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