



Infor10 Service Management Business



Create a competitive edge.

Highly demanding customers, shrinking product margins, and escalating expenses are among the many challenges facing service organizations today. Providing fast, responsive service isn't easy, especially when the industry is technical, components are complex, and the task is critical—such as keeping power on, medical equipment working, pumps and forklifts running, and buildings safe and secure. Timing is everything.

That's why efficiency is so critical for a service organization. It's key to responsive service—and controlling costs. Attentive service can be expensive to provide, if you don't have streamlined processes in place. Customers, personnel, partners, subsidiaries, and franchisees all require up-to-the-minute access to information. Details drive critical decisions.

Only a fully integrated end-to-end solution can provide the company-wide access to data you need. Only advanced service-focused functionality will let you make the most of your service opportunities. When you leverage the advantages of technology, your exceptional service can be a competitive edge, a way to build solid long-term relationships with customers, leading to greater sales and profits.

Seize the Infor advantage.

The advanced level of service that customers expect requires technology. Technology also makes this labor intensive business profitable. As a service-centric organization, you need an experienced, reliable technology partner that understands your unique business and can support your specific needs. Infor™ brings you exactly that. For over 25 years, Infor has provided organizations—from global manufacturers to family-owned companies—with enterprise solutions that meet specific industry challenges.

Infor10 Service Management Business provides deep domain expertise in the intricacies of service lifecycle management—plus the full support of a company-wide business solution. One integrated system means ultimate efficiency, speed, and company-wide access to critical information. The reliability and power of our technology has won the confidence of thousands of customers worldwide.

Combine function and strategy.

Completing service requests isn't enough. A world class service organization is also about strategy. It's about insights into parts availability, workforce readiness, scheduling optimization, and sales opportunities. A service company today has to be smart. Managers have to make decisions quickly and with confidence, based on

“Since implementing Infor10 Service Management Business, we have doubled the number of machines we service and support without needing to add personnel.”

—CHRIS VONEHRENKROOK, MANAGER OF INFORMATION TECHNOLOGY, KOMAX USA

real-time data they know is accurate and complete. No guesses. No day-old spreadsheets from isolated systems.

Managers aren't the only ones who need data. Providing a customer with efficient, cost-effective lifecycle management of technical equipment is a team effort, involving many departments, from accounting to warehouse management and shipping. Front-line agents, billing clerks, and scheduling/dispatch managers all require information. Most importantly, it must be information from one shared, real-time database. That's the only way to prevent costly, dangerous gaps in communication, discrepancies, delays, and errors.

Service Management Business combines a robust enterprise business solution with multi-location, multi-language, and multi-currency capabilities with the specialized functionality you need to run a world-class service organization. No other service lifecycle solution gives you the same combination of broad enterprise capabilities plus depth of service expertise and functionality. With Service Management Business, you get:

- **Contact Center**—Provide front-line agents with detailed, up-to-the-minute information they need to answer questions quickly and screen service requests.
- **Work Orders**—Manage the order through the entire process with defined workflows and automatic escalations and alerts, ensuring that exceptions are handled quickly.
- **Scheduling/Dispatch**—Assign the right technician to the right job based on location and skills.
- **Service Contracts**—Manage multi-tier service contracts and extended warranties with ease.
- **Service History**—Track details of purchases, contract status, services performed, and previous resolutions down to the component level.
- **Warranty Management**—Process warranty claims on units and parts with improved efficiency.
- **Plant Maintenance**—Schedule preventive maintenance on internal assets to prevent unexpected down-time and extend life expectancy of equipment.
- **Accounting**—Manage the complete financials of the organization, including partner, contractor, and franchise relationships. Multi-language and multi-currency capabilities support global growth.

Infor10 Service Management Business:

- One end-to-end solution manages the entire company.
- Advanced functionality supports efficiency.
- Familiar Microsoft tools and navigation.
- Embedded best practices and workflows.
- At-a-glance analytics and KPIs.
- Flexible and scalable to meet changing needs.

- **Sales/CRM**—Create and manage campaigns and accounts. Track the sales pipeline and projections. Enable front-line agents, including field technicians, to provide quotes and sell replacement units/parts.
- **Distribution**—Supports flexible pricing and inventory systems for distribution models.
- **Inventory**—Accurately track inventory levels by lot, serial number, and location, maintaining minimum levels and ensuring availability of essential materials and parts. Make sure you have the parts when and where you need them, so service can be completed on time.
- **Purchasing**—Manage vendor relationships for improved costs savings and product performance.
- **Analytics**—Set up and track your Key Performance Indicators (KPIs) with easy-to-use ad-hoc report writing tools that drill-down into real-time details. Add graphic gauges to critical screens for at-a-glance continual monitoring.
- **Workbenches**—Consolidate commonly used role-based screens into dashboards with workflow diagrams and KPI-tracking gauges, improving productivity and performance.
- **Mobile**—Optional module. Provide field technicians with mobile devices (hand-held or laptops) to maintain remote access to critical information such as unit and service history, account and service contract status, parts availability, and pricing/sales capabilities. Field access to data helps technicians make decisions about repair options and best uses of resources, increasing productivity and speeding resolution rates.
- **Web**—Optional module. Provide employees, contractors,

franchisees, dealers, and customers with remote access to data through an online web portal. Self-service access adds convenience and speeds service resolution.

Integrated system speeds response.

With Service Management Business users throughout your organization, from executive officers to contact center agents, see real value. The biggest benefit is the speed at which work can be completed. By eliminating the dual data entry that comes with disparate systems and outdated spreadsheet processes, you save valuable time. Working with common data also means fewer gaps, discrepancies, and errors. Everyone, from sales to shipping, is working from the same, up-to-the minute data.

Just think of the confusion you'll eliminate. No more trying to determine which department has the most accurate, current data on parts usage or why the stacks of reports never seem to agree. No more chasing lost paperwork or trying to reconcile old warranty claims that someone forgot to file. Streamlined processes make everyone happier—employees and customers.

The time you save by improving efficiency adds up to cost savings. Increasing productivity means more work can be completed without expanding staff. Field technicians can complete more service orders, adding to billing. Employees that aren't chasing errors and trying to fix problems can spend time building positive relationships with customers and long-term loyalty. Managers can spend more time analyzing data and looking for strategic growth opportunities, rather than trying to resolve customer complaints.

The advanced functionality of Service Management Business makes it easy to implement best practices. Workflows, escalation alerts, role-based workbenches, KPI gauges, automatic reporting, and customizable data views help managers, as well as power users and occasional users, stay on top of daily details. Optimal process flows become routine, rather than the exception. You can configure the highly flexible solution to match your business changes to allow for continuous improvement. As you upgrade performance levels, you can adjust alerts to monitor new sets of criteria.

Yes, improvements in efficiency lead to greater productivity and better use of resources. But, that's only the first level of benefits.

The even greater advantage of advanced service lifecycle management, such as Infor 10 Service Management Business provides, comes from the impact of customer satisfaction. Happy customers renew service contracts, and buy replacement parts and new units. They turn to their service technician as a trusted advisor on performance and industry issues. You build long-term relationships that go beyond price. You become the expert that your customer can't function without.

Service organizations of many sizes and types take advantage of the world class benefits of Service Management Business. Small to mid-sized companies (SMBs) can benefit from the performance improvements, as well as large corporations with multiple locations. No matter your current size, our flexible systems can grow along with your business. You can easily add new companies to your structure, add new locations, or even expand into different countries with different currencies.

Take your service operation to the next level.

You really have little choice. To remain competitive today, your service operation has to be first-rate. To be profitable, you must be strategic about your use of resources, from personnel to parts. Productivity drives cost effectiveness—as well as speeds response times. There is little room in the service industry for slow response, errors, or inefficient systems. You are under pressure from your customers to provide faster service, and from regulatory agencies to maintain meticulous records on service and maintenance issues.

You can't afford to be lax about procedures. You can't settle for estimates on inventory levels, waste time on data discrepancies, or deal with dual data entry among disparate systems that don't share data. Fortunately, you don't have to.

With advanced service lifecycle management functionality from Infor 10 Service Management Business, you can perform at a higher level, maximize revenue, and take advantage of growth opportunities. When your service operation is operating at ultimate efficiency, it provides great advantages. Your exceptional service becomes a competitive edge. Your service expertise becomes a vital resource to your customers, and the foundation for long-term relationships and repeat sales.

Powered by Innovative Technology

Infor's newest technologies bring our portfolio of proven products to new levels of power, usability, and flexibility. Some of these technologies include:

INFOR10 WORKSPACE



You don't need more information; you need the right information at the right time. Unified navigation, single sign-on, and single-click access to Infor systems, personalization, web parts, and shortcuts get you to the information you need quicker and easier. You'll have everything you need to work on what matters, in a way that makes sense to you, so you can simplify your work day.

INFOR10 ION SUITE



The unifying platform to connect and manage your applications, Infor and non-Infor. Seamless, flexible integration between your current core applications and your third-party solutions, whether they're on-premises, in the cloud, or both. Identify your key business processes and let the exceptions find you—automatically alert your users based on key issues so they can keep their finger on the pulse and respond immediately. With Infor10 ION Suite, your systems and your people can simply work together.

REPORTING AND ANALYTICS



Through the Infor10 Business Vault, everyone has the same solid data in the right application. Dashboards deliver actionable information based on your role, so you get the information you need for your job, the way you want to see it, when and where you need to see it. And then you can turn that information into insight with multiple, analytical views on your performance.

CLOUD DEPLOYMENT



With no upfront installation costs and the ability to use the same powerful, proven business applications in the cloud or on-premises, you realize faster time to value and unprecedented flexibility to start out in the cloud and stay there, or to move to on-premises when it makes sense for your business.

About Infor.

Infor is a leading provider of business software and services, helping more than 70,000 customers in 164 countries improve operations and drive growth. To learn more about Infor, please visit www.infor.com.

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