Create a resilient enterprise:
Sense. Respond. Act.

INFOR SCM EVENT MANAGEMENT

DO BUSINESS BETTER.

With globalization, the need to manage uncertainty has become more important than ever. New opportunities bring with them new risks which, if not managed properly, could negatively impact an enterprise's financial and operational ability, its brand reputation, and compliance. Markets are skittish and may act as judge, jury, and executioner, unexpectedly damaging a company's reputation overnight. No company wants to make the headlines because proper controls were not in place: whether it's for lead tainted toys, a shortage in a particular component like flash memory, or improper financial reporting.

Organizations need new processes, policies, controls, and solutions to manage in this uncertain world.

Industry leaders know the answer—create a resilient enterprise. When they encounter exceptions, leading companies are able to sense, respond, and act appropriately. They are able to proactively use Event Management to detect problems so that they can respond and act to resolve issues before they become costly errors or headline news.

LEVERAGE EXPERIENCE.

With a proven track record of helping small, medium and large customers, Infor™ has the domain expertise and advanced technology innovative companies need to see what's going on in their enterprise and respond appropriately.

We've helped scores of companies minimize financial, brand, operational, and compliance risks by using event management technologies to increase their enterprise agility. Our customers can react faster than the competition and create competitive advantage through better risk management.

GET BUSINESS SPECIFIC.

Infor SCM Event Management is designed for companies that want to deploy real-time, proactive exception management across the extended enterprise, including stakeholders, employees, and outside suppliers. It enables you to monitor transactions as they occur (or don't occur) and automatically respond to any user-defined exceptions, issues, or opportunities requiring immediate action.

You can send real-time alerts to suppliers, customers, and other stakeholders via a centrally accessible website and take appropriate action to resolve and track issues—and even escalate them if necessary.

Rather than taking an after-the-fact approach to supply chain and other events, your company will become more proactive, ensuring that the underlying causes of performance problems are detected and dealt with early—while there is still time to change course.

Achieving a resilient enterprise doesn't just happen. It requires a different mindset. To be successful, you must have new solution capabilities and a technology architecture that works on top of your existing Infor solutions, as well as with heterogeneous solutions inside your enterprise and throughout your supply chain.

Infor's Event Management solution comes with all of the above, ensuring you have the tools to improve customer service, agility, and speed. Capability and technology highlights include:

- *Collaborative resolution management*—create a collaborative environment to resolve a specific problem by routing issues to designated contacts inside or outside your organization. Speed time to resolution and provide easy access for all involved parties.
- *Visibility*—profit from real-time alerting/exception management, tracking, and reporting to gain greater visibility of exceptions across the enterprise. See all your inbound and outbound inventory shipments and their relationship to purchase and sales orders, as well as manufacturing, quality control, and financial processes. Experience complete supply chain visibility from procurement to customer fulfillment.
- *Event and exception management*—proactively manage exceptions and handle a multitude of event types across any business function ranging from accounting to transportation.
- *Exception analysis*—rely on web-based tracking and closed-loop resolution of detected events, analysis and trending of event history, and cross-system monitoring and data integration to achieve a deeper level of control.

- *Monitor vendor and supplier performance*—extend the monitoring and collaborative resolution of vendor and supplier performance and other events beyond your enterprise using one system to simplify and speed implementation and reduce ownership costs. This is a huge advantage over competing solutions that are designed to accommodate either internal or external users, but not both.
- *Intelligent alerts*—receive and combine alerts from multiple systems to provide users with "intelligent" alerts based on the most information. Sophisticated rules help monitor complex business processes and notify the right individuals.

SEE RESULTS NOW.

Infor SCM Event Management is ideal for manufacturing, distribution, retail, and service organizations looking to build a resilient enterprise. This innovative solution is backed by domain experts and service and support professionals who understand your business challenges.

A multinational pharmaceutical company that manually tracked inventory stock outs, short supply, and pricing variances for key products on a weekly basis turned things around with Infor SCM Event Management, The company used this solution to automatically detect inventory shortages and pricing issues within 24 hours.

> **Leverage supply chain event management applications to create a 'disruption early warning system. To identify the early signs of change in the supply chain, use appropriate triggers on supplier performance, capacity utilization, customer demand and so forth.**
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> —TIM PAYNE, GARTNER, INC. SUPPLY CHAIN RISK MANAGEMENT IS AN EMERGING REQUIREMENT FOR S&OP

As a result, it gained greater global visibility into issues and resolutions that helped it react more quickly, and reduce support time and late order penalties.

A major global apparel company had similar results. Before implementing Event Management, this company saw an increase in days sales outstanding, inconsistencies in its database, and wasn't compliant with Sarbanes-Oxley. After implementing Event Management, the apparel company was better able to detect incorrect invoices and obsolete master codes and data. The company was able to meet SOX compliance requirements, better manage master data, and significantly improve its days sales outstanding, as well.

Leveraging our proven solutions, your team can monitor exceptions, trace the source of problems, resolve issues collaboratively and improve processes. Infor can help generate a fast return by:

- Reducing the number of last-minute "fire drills" caused by a faulty alert system
- Improving your ability to detect the root causes of problems
- Increasing your teamwork, collaboration, and employee effectiveness
- Improving your problem resolution across organizations
- Increasing your agility and responsiveness to business risks

THERE IS A BETTER WAY.

At Infor, we work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that's simple to buy, easy to deploy and convenient to manage. Our 70,000 customers in more than 100 countries stand with us. We look forward to your sharing in the results of our belief. There is a better way. For additional information, visit www.infor.com.

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