Infor Equipment for the oilfield services industry

Get the support you need to manage your equipment, staff, and service, and maximize customer satisfaction and your bottom line with Infor Equipment.

Engineered for speed

Because your company is in the oilfield services business, you're constantly in motion. At the top of your list are your customers whose needs and requirements are always changing. To respond quickly, you have to know where your equipment is and what condition it's in at any given point in time. When it comes to your projects, you've got to manage your service crew, parts and equipment logistics, repair operations, and service records—all while ensuring that you meet the necessary regulatory, certification, and safety requirements.

To meet this challenge, you need detailed, real-time data you can trust to help build a strong foundation for growth, healthier margins, and support for more innovation.

If you're looking to bolster your oilfield service organization or need an all-encompassing system to include your manufacturing operations, Infor™ Equipment is the solution you've been looking for. We provide a range of enterprise software applications that can help to strengthen every aspect of your business.

With Infor Equipment, you get:

Integration. You need a comprehensive solution that helps you manage all business flows and processes. We can help you link your manufacturing, sales, service, finance, and rental departments with a single, scalable business solution.

With "one version of the truth," you can bring your whole team together so they can work more collaboratively and effectively.

Optimization. Being able to measure and optimize key processes and structures that impact your project management, warehouse operations, delivery capabilities, and overall service levels is critically important. With our solution, you can create a clear roadmap based on best practices to help you reach your full business potential.

Visibility. Having greater visibility across your entire organization—over processes, financials, customers, and equipment—helps smooth out your day-to-day operations. This visibility will help you to improve equipment utilization, parts availability, and customer satisfaction. But it doesn't end there. We help you cover all angles of your business—giving you the information you need to continuously measure, plan, and improve the way you operate.

Built just for you

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

Infor Equipment for the oilfield services industry includes all the capabilities you need to help manage your business—they're not just simply 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 oilfield services 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

Our solution is specifically designed for companies like yours. Companies that need complete control when it comes to managing a range of oilfield equipment and services. You can count on our solution to help you track and maintain your equipment, generate customized service contracts, and manage your repair operations more easily. Most importantly, you'll have a solid foundation for creating long-term partnerships with valued customers.

Infor Equipment is a flexible suite of solutions tailored specifically to address the complexities of oilfield service companies, like yours, particularly as your company becomes more service driven. It is built from our experience in solving business challenges in your industry. Because the oilfield services 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

Our solution is specifically designed for companies like yours that need complete control when it comes to managing a range of oilfield equipment and services. You can count on our solution to help you track and maintain your equipment, generate customized service contracts, and manage your repair operations more easily. Most importantly, you'll have a solid foundation for creating long-term partnerships with valued customers.

Infor Equipment for the oilfield services industry:

- Offers a quick, round-the-clock response to customer requests
- Minimizes customers' unexpected downtime, delays, and expenses
- Empowers your service technicians with mobile access to data
- Manages your manufacturing business more efficiently
- Runs your rental operations more effectively
- Improves customer satisfaction and loyalty

Service

You work in a competitive business. You're continuously under pressure to become a preferred partner in the industry. But how do you win new customers and keep the ones you've got? It's about delivering an exceptional customer experience over the long haul.

Your sales and marketing tools should be designed to provide you with a complete 360-degree overview of your customers and their equipment with the goal of maximizing your revenues and margins. With our system, all interactions with current and potential customers can be logged and data can be "sliced and diced" to permit historical analysis and market segmentation. By linking information about the oilfield services population to customer and market data, you'll have true market intelligence on current and potential customers. This solution for sales and marketing:

- Provides a complete overview of your customers
- Logs, analyzes, and sorts data on current and potential customers giving you true market intelligence
- Supports the entire equipment lifecycle from receiving the equipment through to selling, renting, leasing, and servicing
- Helps you grow your service business while improving customer service levels

Sales automation

With Infor Equipment's sales automation capabilities, you'll be able to implement sales strategies that suit your different markets, customers, and prospects.

Your sales team will be equipped to better organize activities and easily access data concerning any interactions, including service, with customers or contacts. You'll be able to:

- Improve the efficiency of your sales team
- Track all marketing activities in progress
- Focus efforts and resources where they are best utilized
- Generate increased sales, revenue, and profit

Parts and equipment

Now you can increase your visibility and improve parts and equipment flow throughout your supply chain. You'll be equipped to use RFID tagging, so you'll know where your rental assets and other units are at any stage.You can maintain a comprehensive service history throughout the lifecycle of a piece of equipment whether it is sold, rented, or leased. Our system manages planning, scheduling, procurement, and fulfillment for optimum service levels and profitability.

Parts requirement planning looks into the stock levels in your warehouses, service containers, repair centers, and other possible inventory locations. It then proposes a purchase order for the right part and the right quantity, to be sent out for delivery at the right time to the right location. You get:

- Support via Infor partners for RFID tagging, leading to improved equipment utilization and efficiency
- Improved visibility into parts requirements via effective demand management
- More efficient parts warehousing, pricing, and marketing
- Support for replenishing service container inventory
- Improved spare parts management, planning, material supply, and customer service
- Advanced parts supply chain management, allowing for effective and timely service scheduling to coincide with parts delivery
- Greater support for warehouse processes with Infor mobility solutions

Service center

You want a solution that covers the entire service agreement flow—from establishing service agreements to renewal and termination. With Infor Equipment, you get comprehensive functionality for equipment certification and qualification, as well as other value-added services.

> **"Infor helps us link our bases globally, giving us a better overview of our operations, greater consistency, and enhanced efficiency."**
>
> **—Tor Helgeland, Managing Director, Swire Oilfield Services**

You'll be able to define different types of service agreements, including agreements for warranty, full or partial service, preventive service, and usage-meter invoicing.

You're looking for complete flexibility in setting price levels and service fees. With Infor Equipment, you get multiple-service pricing methods, such as time and material, operational usage, and fixed price, that make your bidding process much more effective.

You get tools for processing agreements, including the ability to generate quotations, as well as automatically invoice agreements in advance or in arrears, with periodic invoices flexibly defined in the agreement. You'll be able to:

- Select the right level of service automatically to fulfill your commitments and meet your customers' expectations
- Produce detailed statistics from all service contracts
- Define any kind of preventive maintenance contract
- Manage your spare parts and consumable items as part of your service activities
- Monitor your warranty details for all equipment serviced and spare parts used
- Manage equipment certification and qualification services
- Improve the bottom line both for you and your customer

Planning and scheduling

In today's fast-paced work environment, you need significant long-term visibility into your customers' demands that can synchronize with your capacity and material resources. With Infor Equipment, you get a medium- to long-term planning tool that helps calculate your future maintenance and service needs.

> "Now we always know where our equipment is, so we can increase uptime performance and availability."
>
> —Tor Helgeland, Managing Director, Swire Oilfield Services

You'll be able to identify critical resource issues around labor, procurement, materials, and tools. And you'll have the tools you need to create "What if" scenarios that can be translated into real business decisions. You'll have planning and scheduling solutions that can help you:

- Capture a full view of all variables in real-time
- Track capacity on individual projects or major rebuilds and configurations
- Adjust your schedule to avoid emergency situations
- Identify team shortages, branch allocation issues, and other bottlenecks
- Allocate the right employee with the right skill level at the right location

Project management

You need a project management tool that helps solve your most common project-related issues. You get that with Infor Equipment. You'll have the tools you need to streamline the process of entering and maintaining projects, so you'll have continuously updated project information, project status, schedules,—and best of all—more cost control. You'll benefit from highly configurable functionality, equally suitable for small and large projects, and integration within the solution, particularly in procurement, supply chain, and configuration management. You'll have the tools you need to:

- Streamline and manage projects more efficiently
- Achieve greater oversight and planning capacity
- Configure projects according to your particular needs
- Integrate your project planning with your key processes

Support for offshore crews

Mobility solutions are radically changing the way field personnel work. With Infor Equipment, you'll be able to use laptops and handheld devices for effective management of your service technicians and materials. You'll be able to:

- Provide your service crew with easy access to real-time information
- Eradicate process bottlenecks and potential job delays
- Improve service response times and customer satisfaction
- Improve cash flow by decreasing resolution to invoice generation times

Repair workshop

When it comes to equipment repair jobs and overhaul, you'll find support for services such as engineering management (service bulletins and letters), exchange programs, maintenance program management, modifications, upgrades, reliability, and warranty follow-up. Whether repair work is being carried out in-house, on-site, onshore, or offshore, you're covered. You get the tools to:

- Perform maintenance operations with quality and efficiency
- Create work packs with task sequencing and work order structures
- Log complaints and findings discovered during repair work, allowing for easy follow-up and tracking of customer service
- Dynamically select services based on fault-tree analysis
- Trace all work done in the workshop, both online and in real time, to more quickly and efficiently manage your invoicing process

Rental management

You need to manage the flow of your rental units as effectively as possible. Fully integrated with supply chain management, financial management, and service management, our solution gives you the tools to manage every aspect of your rental business. You'll be able to increase sales volumes, market penetration, and margin enhancement to maximize profitability. With a more complete overview, you can:

- Increase equipment availability, utilization, and reliability
- Manage all types of rental, maintenance, and repair scenarios

- Create comprehensive rental contracts
- Maximize customer service and profitability

Company financials
An effective financial management tool should be flexible, internet-enabled, and designed to handle all aspects of your financials. With Infor Equipment, you'll save costs and create efficient financial processes and account for business activities. You get tools for accounting, budgeting, reporting, consolidation, and transaction processing, with all the necessary internal controls.

You'll also have multi-currency, multi-language, multi-location, and multi-time-zone capabilities. Because financial management is integrated with other Infor applications, any business transaction processed within the global organization will be accounted for, so that data is current at any given point in time. You'll be able to:

- Consolidate or aggregate your global business with multicountry, multicompany, and multicurrency operations
- Capture, analyze, and manage all your financial information, while linking data and business processes to improve internal benchmarking
- See relevant business information, so managers can realize their overall growth strategies

Equipment profitability
If you're looking to meet your equipment accounting needs on a day-to-day process level and also over the long term at the equipment lifecycle profitability level, we can help. Our system allows you to track the profitability of a piece of equipment from the time it comes into your operation until final disposal. You'll be able to forecast the total cost per hour per unit and create preventive maintenance schedules accordingly. This naturally feeds into your ability to gather and use key performance metrics, creating significantly more equipment uptime and customer satisfaction.

You'll be able to focus on key lifecycle changes for an individual piece of equipment, as well as the equipment's life as a whole from a total gross profit perspective. You'll also be able to add value to your service offerings and sales prospecting, and simplify the planning of your own future service and maintenance requirements. You'll have:

- Integrated, closed loop financial budgeting, online reporting, and analytics for equipment profitability
- Actual costs and forecasting down to the level of each piece of equipment

> **"In the past three years, our product throughput and revenue increased 76%. Our on-time customer deliveries increased from 64% to 98%, and on-time vendor deliveries from 69% to 98%."**
>
> **—Brent Fanguy, IT Director, Cortec Fluid Control**

- A complete historical account of all costs and revenues related to each piece of equipment over its lifecycle

Support for manufacturing
When it comes to manufacturing you have two options. We can link directly into your existing manufacturing legacy system, thereby protecting your investment. Or, if you find that your business requires a more comprehensive solution, then there's our full-range support for all of your needs. Whether you're producing simple products with orderless manufacturing and minimal administration or configured products with order-specific costing calculations and pricing, you can get what you're looking for from Infor Equipment.

Now you can collaborate quickly and easily with your internal divisions, plants, locations, and departments. You can effectively manage all manufacturing processes—from planning and procurement to inventory management and customized configuration.

It's possible to integrate all the activities across your organization and improve user productivity, increase delivery performance, reduce inventories, and realize lower costs. With our solution, you'll get all the analytic and management information you need to continuously monitor and improve your organization—adding value to your company on every level. You get:

- Up-to-the-minute information for improved decision making
- Effective supply chain planning to maximize your existing resources
- Advanced planning tools for simulation and optimization of production plans
- Integrated financials and products costing
- Increased visibility to improve delivery times, labor costs, and production efficiency
- Barcode reporting functionality

- Support for global organizations, such as consolidated financials

Flexibility and scalability
With Infor Equipment, you get more than just a new business application. You get a flexible and scalable platform to support your oilfield services business as it grows and evolves. You'll have more time to focus on growing your business and building customer loyalty, all while generating higher profits.

What's more, because Infor Equipment uses open, Java-based technology, you can integrate with other systems more easily. Business logic is separate from the technology, so that you can upgrade one without disrupting the other. Upgrading is often easier, faster—and best of all—less expensive than usual.

Enhanced user experience
An intuitive user interface allows you to directly access Infor and other vendors' applications, so you get the information you need, when you need it, and in the context you need it. This lets you collaborate more effectively and share information in real time, making your staff and, processes more efficient, and your business stronger.

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 for the oilfield services industry 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.

> **"We may be a small company, but we have the same needs as a large organization. The total package was built around our requirements."**
>
> **—Gunnhild Vik, Logistics Manager, K.LUND Offshore AS**

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. 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 ION 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 experience in the oilfield services industry.

Social. You can transform the way your company works with our social collaboration capabilities. 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, act faster, be more productive, and get better results.

Implementation and support
We offer solutions that make it possible to deliver faster time-to-value than other business systems. System implementations use scalable, flexible methodologies to accommodate an assortment of project scenarios and include all the features and functionality you need to get up and running quickly, saving you time and money.

For support, we can do a lot or a little depending on your needs and preferences. You get support system choices that fit your organization's changing 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 Infor software.

Built for results

You can see results right away, thanks to Infor Equipment's flexibility, scalability, and built-in industry-specific tools for oilfield services. With Infor Equipment for the oilfield services industry, you can:

- Offer a quick, round-the-clock response to customer requests
- Minimize customers' unexpected downtime, delays, and expenses
- Provide your service technicians with mobile access to data
- Deliver high-quality products and value-added services
- Manage your manufacturing business more efficiently
- Run your rental operations more effectively
- Improve customer satisfaction and loyalty

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

"We considered SAP, Oracle, and others, but chose Infor LN because it's a good product and very competitive with other major ERPs in the market."

—Saroj Thakur, Group Executive IT, Zicom

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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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