Infor LN Service Scheduler

Improve service scheduling

Successful companies today compete on more than product and pricing. Best-in-class firms are adopting a more strategic approach to field service, too, though it's not an easy task with traditional processes in place. Growth leads to volume and organizational complexity, making manual service scheduling extremely unwieldy. The right software solution can help you meet the challenges, allowing your service organization to adapt to organic growth and increased volume through improved utilization of your people assets—optimizing your service levels while reducing your costs.

Infor can help

At Infor™, we help forward-thinking companies like yours solve their toughest business challenges. Our years of experience are built in to Infor LN Service Scheduler, the next generation of interactive planning and scheduling systems for equipmentrelated service and maintenance. We can help you:

- Effectively manage service schedules around the clock across your entire organization.

- Increase the range of services you provide to customers and end users.

- Plan service according to timeframe, job type, skill requirement, and location.

- Meet the challenges of increasingly complex service levels and requirements.

Infor LN Service Scheduler delivers power and control for equipment-related service and maintenance.

Provide more service in less time

Infor LN Service Scheduler helps companies complete more service requests more efficiently. By helping dispatchers do their jobs better and faster, the time saved can be spent on improving service quality across your organization. Service Scheduler also integrates with Infor LN Service in the back office, allowing full control over virtually all aspects of scheduling and dispatching from a single interface.

Features include:

- **Efficient technician scheduling**—Infor LN Service Scheduler helps you dispatch technicians to the right place, at the right time, with the right equipment—taking into account customer preferences, priority, skills, accurate availability, proximity, and other factors. Our scheduling engine provides suggestions for best overall schedule, best engineer, and best order, while capacity and skills analysis allows for appropriate staffing in each of your regions.

- **Role-based dashboards**—Our solution gives your users a familiar, Microsoft®-compliant user interface to work with, but adds powerful ERP Enterprise logic for data consistency, roles, and responsibilities. This makes it easier to manage the most complex situations without sacrificing simplicity—whether you're creating or changing assignments, updating times and appointments, or updating warehouse orders.

- **Proactive information**—Infor LN Service Scheduler provides dispatchers a one-stop shop for all planning data access and manipulation, at-a-glance insight into work at hand, and proactive, flashing alerts for out-of-the-ordinary situations. With user-definable color-coded bars, symbols, and tool-tip descriptions, our solution provides intelligence that helps service operators work more effectively.

- **Preventive maintenance support**—Infor LN Service Scheduler supports planning and preparation for preventive maintenance through equipment-oriented GANTT charts and long-term capacity analysis tools. This insight into your longer-term commitments helps service planners ensure that your organization is optimized and ready for service delivery.

See results on day one

Infor LN Service Scheduler has expertise and best practices built in, reducing implementation time and delivering faster ROI. From the very first day, you'll start to see immediate benefits:

- Enhanced customer loyalty. Promise reliable response times, narrow appointments, and provide more personalized service.

- Increased revenue. Deliver more efficient service to more customers every week, reducing time to cash by reducing time to execution.

- Improved control and visibility. With accurate, company-wide visibility into workload and capacity, apply scheduling policies consistently.

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About Infor.

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