



Infor product configuration management for aerospace MRO companies

Manage MRO complexity

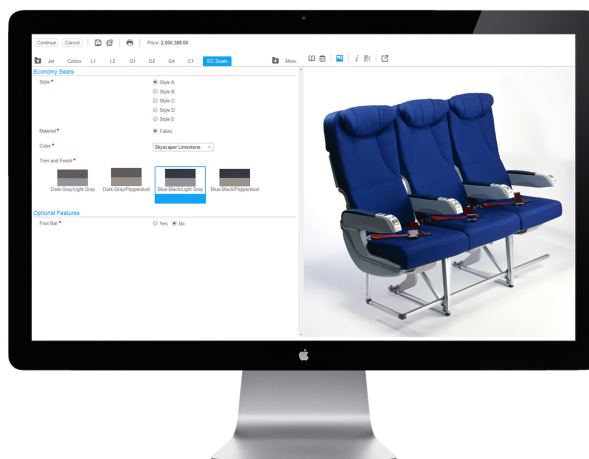
To succeed in the aerospace MRO (maintenance, repair and overhaul) industry, you have to compete with airlines' in-house maintenance operations, as well as the service divisions of aircraft manufacturing companies. To win contracts, independent service providers like you must be highly efficient and cost effective for airlines. If you can offer a wide range of maintenance services, that can help you compete against OEMs.

You must be the best choice for the airline to achieve the fastest possible turnaround times at the lowest possible costs. You can deliver on this promise by using technology to streamline every task you control, without compromising the choices you offer and the quality you produce. Whether your role is to refurbish an airline interior or design and produce custom parts, Infor® product configuration management (PCM) can give you the capabilities you need to successfully manage complex, custom make-to-order MRO projects.

Win more contracts

As your sales representatives call on critical corporate accounts or individual aircraft owners, Infor PCM can be the tool that helps you to win the business. You'll be able to convince large commercial airlines, smaller regional airlines, charter companies, military organizations, and private and business aircraft owners that you can help them quickly identify the exact components for their requirements and create a project plan that meets their need for fast turnaround and tight cost controls. With Infor PCM, you can:

Boost sales performance. Independent providers compete on the basis of price, quality, and breadth of services, and technical expertise. With Infor PCM, you can significantly reduce the learning curve for your new sales reps so they can quickly attain the technical knowledge to navigate your product lines.



You'll be able to capture the best sales strategies of your experienced sales reps and share their knowledge of the MRO industry with less experienced sales people, so they learn how to successfully guide a buyer through all the options and secure the contract.

Help customers visualize their orders. Give your sales team visualization tools, including photo renderings, 2D drawings, and 3D images, to use in the ordering process, so customers see realistic images of the final product. Enhance the MRO buying experience and you'll be positioned to enhance your sales.

Differentiate with flexible contract models. Use a variety of contract types when generating proposals, including terms for trendy pricing models, such as "power by the hour," where the availability of parts is guaranteed in exchange for a fixed price per actual flying hour achieved.

Upsell more effectively. Sales reps get tools to help them offer value-added options that improve the profit-per-sale. During the sales cycle, reps will be able to see the projected profit so they can make suggestions that meet your overall margin objectives, as well as the customer's requirements.

Reduce costs

With Infor PCM, you can reduce costs for you and the airlines. You'll be able to speed sales by improving order accuracy, automatically generating sales documents, and decreasing manual input.

Deliver the perfect order. With consumer-centric buying, you ensure that your customers are involved in the product selection, and that the order you turn over to your production team can be made to the exact configuration, on time, and at the expected costs. Use Infor PCM to help produce accurate orders and you'll avoid the time, effort, cost, and customer frustration caused by inaccurate fulfillment.

Automate manufacturing instructions. Dynamically create bills of materials and manufacturing instructions, and integrate with your enterprise resource planning (ERP) system to store these instructions with production orders. You can also have the system generate 2D drawings and 3D models of products and assemblies to clearly show your production team what to build. These dynamic instructions and drawings can eliminate errors that can creep into even a well-run production process.

Reduce labor and supply chain costs. With Infor PCM, you can eliminate the production of printed price books and dramatically reduce the labor required to fulfill an order. You won't need to rekey orders into your ERP system after they've been configured in the quote system. You'll have access to a rules-based bill of materials (BOM) process to avoid labor-intensive creation of thousands, or even millions, of configured parts and assemblies with all possible combinations of choices for your products.

Strengthen your brand

With Infor PCM, you'll be able to differentiate your company from the competition. You'll be able to make the ordering process smooth and enjoyable for customers. You'll also be able to increase the efficiency and accuracy of your internal processes, so you deliver exactly what the aircraft owner ordered, on time. Your sales channel will be able to win more contracts and generate more repeat business.

Innovate faster. Airlines, OEMs, and other customers think more highly of a specialized MRO company when they can see innovations that clearly meet their needs better than the competitors' offerings. Infor PCM helps you speed up the pace of innovation by freeing up engineers and designers from the selling process. This liberates them from low-value-add, repetitive selling assistance, so they can focus more time on high-value-add innovations in products, styles, and other features.

Create a consistent buying experience. Customers may interact with a wide variety of people on your extended sales team as they're making their order decisions. Whether they're exploring on the web, selecting features on an iPad® while standing with a sales rep, or talking on the phone with a customer service rep, Infor PCM makes sure your products are represented exactly the same way every time. Buyers will be reassured when they can see your sales force and customer-service staffs work together during the sale. They'll also feel confident that the quality of your products will extend to the service they'll receive after they buy.

Deliver quality. Customers switch companies when they don't get the product they ordered on time and in the exact configuration they specified. Infor takes a two-prong approach to maintaining compliance while introducing groundbreaking technology. First, Infor PCM perfectly captures the requirements and presents them so the customer can easily confirm that you know what they want. Next, PCM automates the creation of the bill of materials and the instructions to build each product and can send it directly into the ERP system to produce.

Infor product configuration management for MRO companies and service providers provides tools that can help you win more contracts, reduce costs, and strengthen your brand.



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About Infor

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 70,000 customers in more than 200 countries and territories improve operations, drive growth, and quickly adapt to changes in business demands. To learn more about Infor, please visit www.infor.com.

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