



Infor10 ERP Enterprise Service (LN)



Sophistication to harness complexity.

You can win the last mile in the battle for customer loyalty by cultivating a well-managed service operation. Some of today's greatest growth opportunities lie in giving customers better, faster, more complete service. Taming the complexity of an efficient service operation can be a daunting task. But it's a task worth tackling if only for the virtually unlimited opportunities for improving your company's performance at both the top line and bottom line levels. You need the ability cope with an endless variety of challenges in any environment, if you want to achieve a level of customer service that always makes a positive impression—while also improving your financial performance.

All-terrain service management.

You can't always control where and when you'll need to provide service—you need software solutions that can do what you need to do wherever you need to do it. Infor10™ ERP Enterprise Service (LN) supports every language, currency, and national regulatory arrangement so that you can extend the full range of support services anywhere, at any time. You need solutions that span your entire service supply chain from your suppliers' suppliers to your customers' customers and to prevent gaps from opening that can lead to quality lapses and service failures. Infor technologies build

bridges between every type of software on every combination of hardware, operating system, and database to give you a solution that can encompass every situation you need to master.

Get service specific.

Great service doesn't happen in a vacuum. It grows out of a comprehensive awareness of what your customers are likely to need and your ability to rapidly respond to new requirements as they arise. Infor10 ERP Enterprise Service includes the widest possible range of tools and controls for making sure that you have:

- **Comprehensive planning for all service offerings.** There's no escaping the complexity of running a modern service organization, but it's possible to master the details with a well designed software solution. Infor10 ERP Enterprise Service gives you a single source of information that aggregates and automatically coordinates all aspects of your service operation so you can concentrate on high-level strategy, rather than struggle with daily details.
- **A global, enterprise wide view of your resources.** You might need to procure parts from several different countries, manufacture in several others, and deliver service in dozens more. Infor10 ERP Enterprise Service transparently deals with multiple languages and multiple currencies in a single instance of the software so that you always know how your company is performing and how you can improve.

Turn service management challenges into a competitive advantage with Infor10 ERP Enterprise Service (LN).

- **Full collaboration with partners and customers.** You can't always control the actions of your business partners and subcontractors, but you always have to deal with the results of their actions. You need software that pulls together all the players in your service supply chain so that you can always take charge of getting great results.

With Infor10 ERP Enterprise Service, you'll have confidence, knowing that the services you deliver are accurate, responsive, and profitable. You'll be ready to manage every possible variety of service, including:

Manufacturer support—You can't deliver first class manufacturer service by trusting your service operations to second class technology support. Infor10 ERP Enterprise Service integrates service management with world-class manufacturing planning so that you get end-to-end coverage and a total control of your entire process which leads to a longer, more profitable product lifecycle.

Warranty service—Infor10 ERP Enterprise Service supports every aspect of warranty service including rotables management, serialized items, and tracking of removed or replaced parts.

Depot repairs—With full support for RMA tracking and resolution, Infor10 ERP Enterprise Service helps you deal with the complexity of depot repairs and keep tabs on items through the full service and disposal cycle.

Contract service—Whether you're a contract service provider or a manufacturer who contracts service out, Infor10 ERP Enterprise Service creates a unified system for managing the service process from beginning to end.

Dispatch service—Because Infor10 ERP Enterprise Service can run on any platform including a wide variety of mobile platforms, you'll be able to intelligently dispatch service personnel according to skill level, location, and other requirements.

Infor10 ERP Enterprise Service (LN):

- Helps manage global service operations
- Supports all operating systems
- Supports all hardware platforms
- Supports all databases
- Offers multi language, multi currency
- Provides end-to-end service integration
- Lets you define your processes

MOBILITY.

The power of Infor10 ERP Enterprise Service extends seamlessly to your mobile-equipped field force through your choice of wireless devices. You'll not only bridge the costly gap between your back office and the field, you'll also be able to:

- Improve your technicians' productivity with a better scheduling and dispatch process.
- Solve problems faster by giving technicians instant access to centrally stored data.
- Generate more timely and accurate information for more confident, informed decision making.
- Create new, profitable up-sell opportunities by providing field technicians with customer history data.

When your back office and your field force operate as a unit, you'll improve efficiency and create a smarter organization. You'll also improve your cash flow by giving your field staff the ability to deal with billing issues while on your customers' premises.

STRATEGIC INTELLIGENCE.

Infor10 ERP Enterprise Service gives you the power to handle the details that make the difference between good service and great service, including:

Parts and inventory management. You'll be able to reduce your parts inventory while avoiding shortages with Infor ERP Enterprise Service, because you can buy what you need, when you need it.

Customer management. Manage all aspects of your relationships with customers and prospects, from quoting to billing.

Role-based information. Get all the information you need to do your job in a single screen. For example, you'll get data that helps you manage planned vs. actual number of service calls, unplanned events, resource utilization, and on-time completion.

Better user experience. Personalize your user interface to fit your particular industry, team, or an individual user. Add, remove, and edit fields, labels, and complete screens without having to call for technical assistance. You'll also reduce or eliminate costly modifications to personalized features when you upgrade your system.

Easy integration of new companies. With Infor10 ERP Enterprise Service, you can rapidly add a new company to your organizational structure, replicate your data, and be good to go—while you continue business as usual. Plus, every session of Infor10 ERP Enterprise Service runs in a single instance of the software so everyone always views exactly the same body of data, translated automatically into their native language and applicable currency.

Scale up smoothly using advanced software that quickly and flexibly supports multiple sites, partners, subsidiaries, and franchisees.

Flexible deployment options. Extend the power of Infor10 ERP Enterprise Service by subscribing to our fail-safe hosted solution, a traditional on-premises solution, or take a hybrid approach by combining those choices. Choose the delivery option that works best for you.

See results now.

With Infor10 ERP Enterprise Service, you'll have seamless, end-to-end integration from a single solution, not a collection of "bolt on" applications or software from multiple vendors. That gives you the up-to-the minute management information you need to make the clear, confident, strategic decisions that improve your business day after day.

You'll also compete more effectively because you can scale up smoothly using advanced software that quickly and flexibly supports multiple sites, partners, subsidiaries, and franchisees, as well as online access for your customers.

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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