



Infor product configuration management solutions for specialty vehicles

Get the horsepower you need

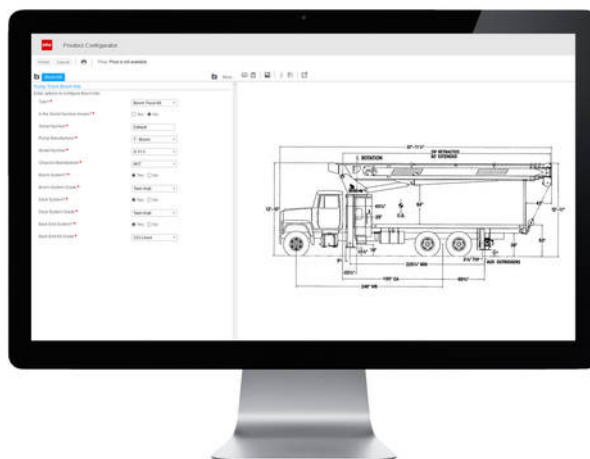
Whether you manufacture emergency fire and rescue vehicles, commercial busses and vans, or over-the-road trucks and trailers, you face unique selling and manufacturing challenges. With Infor® product configuration management (PCM) solutions, you get the horsepower you need to rev up your sales force, dealers, and distributors. You'll be able to take your lean manufacturing strategy to the next level and distinguish yourself based on the quality of your products and the consistency of your customer experience.

Increase sales

Specialty vehicle buyers typically have very specific requirements. With Infor PCM solutions, your sales team can more easily find the vehicle configuration that's best suited to your customer's needs, helping you win the order.

Better sales team performance. You can capture your best sales rep's sales strategies to guide even your newest sales reps, and help increase their quote-to-order ratios. It's difficult for a sales rep to learn the best way to guide a buyer through hundreds of options to choose a bus, for example, and Infor product configuration management solutions substantially reduce the sales learning curve.

Better dealer and distributor performance. Many manufacturers use dealers and distributors to extend their reach, to prep vehicles, and to provide after-sales service. You can focus sales reps in your distribution network on your vehicles by being the easiest brand for them to sell. With Infor PCM solutions, they even can quote their own dealer-add-ons and service, so they can present a single integrated quote to the customer.



Better vehicle visualization. Customers are more likely to buy when you provide them with customized illustrations of your products even as your reps quote products. Trailer buyers can see 2D and 3D drawings with all the dimensions clearly labeled, so they can easily see that their requirements have been accurately captured. Fire chiefs can share 3D models with political leaders and crews to garner support for major allocations of public funds.

Smoother model year transitions. Infor product configuration management solutions also help you more quickly and efficiently manage new model year transitions. You can launch new models, product features, and price books electronically according to your exact plan. And, you can continuously roll out minor product improvements and pricing changes throughout the year, as innovation occurs and sales strategies are tweaked to deal with competitive pressures.

More effective upselling. Your reps will have the tools they need to offer the high-margin accessories and features that improve profit-per-vehicle. With Infor PCM solutions, your reps can even see vehicle profit as the order is being configured, which can help them can steer customers to choices that meet your margin expectations.

Reduce costs

With Infor PCM solutions, you can reduce costs by improving order accuracy, automatically generating sales documents, and decreasing manual input.

More accurate orders. When a van, a truck, or a trailer is delivered with the wrong options or configuration, a tremendous amount of cost, effort, time, and customer frustration results during the process to fix the error. With Infor PCM solutions, you can make sure that customers have made all the choices they need to make and that a fully customized vehicle can be manufactured by the promised date, at the expected cost.

Automated manufacturing instructions. Infor PCM solutions dynamically create bills of materials and manufacturing instructions on the fly, and can integrate with your ERP system to store these instructions with the production orders. You can also have the system generate 2D drawings and 3D models of products and assemblies to clearly show the shop floor what to build. These dynamic instructions and drawings are an effective way of eliminating a substantial number of errors that can creep into even a well-run manufacturing process.

Less manual labor. Infor PCM solutions eliminate a tremendous amount of manual labor. No more needless manual creation of thousands, or even millions of “star parts” with all the combinations of choices, so that a bill of materials is available in case that vehicle combination is ever ordered. And because the manufacturing instructions are recorded only once, rather than throughout the star parts, you can introduce product innovations more quickly. You can also eliminate the production of price books. And you won't need to rekey orders into your ERP system after they were already configured in the quote system.

Differentiate your brand

Improving how customers think of your company makes it easier to sell vehicles, and to retain customers for after-sales service and repeat business.

Faster innovation. Customers think more highly of manufacturers when they can see fresh innovative features that clearly meet their needs better than the competitors' offerings. Infor PCM solutions help you speed up the pace of innovation by freeing up engineers from the selling process. This liberates them from low-value-add repetitive selling assistance, so they can focus more of their time on high-value-add product innovation. And customers can complete the buying process faster because they don't have to wait for an engineer to evaluate their special requests.

Consistent buying experience. Customers may interact with a wide variety of people on your sales team as they are making their vehicle decisions. Whether they are exploring on the web, or picking features on an iPad while standing with a dealer next to a trailer on the lot, or talking with a manufacturer sales rep on the phone, Infor PCM solutions make sure that your products are represented exactly the same way. Buyers are comforted when they can see your sales reps, dealers and customer service work together during the sale, and they feel confident that that quality extends into the service they will receive after they buy.

Quality. Customers switch brands when they don't get the product they ordered on time and exactly the way they ordered it. Infor PCM solutions make it possible to fulfill the same level of quality for configured vehicles that customers expect from off-the-shelf products. It takes a two-prong approach. First, PCM perfectly captures the customer requirements and presents them back to the customer in a way that the customer can easily confirm that you know what they want. Next, PCM automates the creation of the bill of materials and manufacturing instructions to build each product and can send them directly into the ERP system to manufacture.

Infor product configuration management solutions for specialty vehicles provide tools that help you increase your sales, reduce your costs, and differentiate your brand.



641 Avenue of the Americas
New York, NY 10011
800-260-2640
infor.com

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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