Infor Retail

"Our Infor system aids us in strategy and planning, budgeting, consolidation, and forecasts. This results in less time-consuming and clearly manageable reporting and budget systems."

—Jürgen Kaiser, Systems Managing Director, Manor AG

Change the way you work

Technology has changed. Consumers have changed. Retail has changed. Achieving top-line growth requires rethinking the way business is done. No longer can performance be improved by just opening new stores. The growth game is about wallet share. To grow, retailers need to build relationships with customers by offering superior and even innovative service, differentiated assortments, and engaging shopping experiences.

Infor™ Retail is changing the way you work. We connect stores and local shoppers to headquarters, to help you efficiently create an optimal customer experience that's scalable. Infor Retail solutions are designed to support your core operations, management team, on-the-go district managers, and employees in a revolutionary new way that takes advantage of the latest consumer and business technologies—mobile, social, and cloud.

We infuse these proven capabilities in:

- Workforce management
- Customer relationships
- Product lifecycle management
- Supply chain logistics
- Asset management
- Financials

Infor is bringing together its best-of-breed solutions with over a decade of experience earned working with 2,600 customers in 67 countries to change the way retail runs in grocery, chain drug stores, fashion, restaurants, and hardlines. We help you power a retail business that is more informed, connected, and proactive than ever before.

Deliver on your brand promise

Customer interactions in the store are the last mile of delivering your brand. Having the right number of employees on the floor doing the right things at the right time can be the difference between a banner day or lost opportunities—not only in the short-run, but also over the long haul. Disenchanted shoppers who walk away from a transaction will chose other retailers, and tell their friends about it.

Infor Retail's workforce management solutions allow you to hone business objectives, achieve operational excellence, and monitor performance in a way that's granular, quantitative, and disciplined. Additionally, the solution helps you structure your staffing plans to make the most out of a big Saturday—and even the most important hours of that Saturday—while streamlining costs on slow days. Furthermore, the system can help optimize your staff task mix at a given point in time, refining the allocation of the team to selling versus customer support versus back-office tasks while tracking overtime and other compliance measures.

Maximize customer interactions

Every customer interaction presents multiple opportunities. Whether by increasing revenue, generating a new lead, or increasing an existing client's satisfaction with your company—and their long term customer value—you need to make the most of every interaction at every point of contact.

Infor Retail delivers up-to-the-minute, event-driven intelligence to customer interactions, so you can understand customer behavior and unlock the true potential of marketing campaigns. The end result: You increase customer loyalty and retention.

From “showrooming” to cart abandonment, Infor Retail can help you respond creatively and cost effectively to emerging trends. Target the right offer, to the right customer, at the right time; and integrate marketing, sales, service, and lead management to create a 360° view of your customers and customer experience excellence.

Manage vertically integrated product development lifecycles

Private label goods have realized significant growth in all sectors of retail. With this change, retailers have become manufacturers, just as manufacturers have become retailers. To support the entire product lifecycle—from product design through sourcing and manufacturing, and ultimately distribution—you need holistic product lifecycle management. You get that, and more, with Infor Retail.

For fashion brands, Infor Retail delivers comprehensive support for the entire manufacturing process, from design and sourcing through cut and sew, and ultimately through distribution to retailers, franchisees, and even the retailers’ own stores and e-commerce operations. Infor Retail combines the planning, sourcing, production, distribution, and finance features fashion manufacturers and brand owners need to handle high order volumes, manage a wide variety of product lines, and make the most effective use of complex supply chains.

Reinvent your supply chain

All of your investment in market analytics, consumer research, and improved back-office operations will fall flat if you don’t have inventory on the store shelves. Infor Retail includes one of the first execution solutions that combines transportation management with warehouse management. You’ll be equipped to tackle the complex logistics decisions that span the boundary between transportation and warehousing to ensure that your stores always have the right product at the right time.

Infor Retail serves 2,600 customers in 67 countries, including:

- Build-A-Bear Workshop®
- Lapeyre
- L.L. Bean
- Meijer
- Radio Shack
- Tommy Bahama

You'll avoid the costly blind spots that result from treating warehouse and transportation management separately with the supply chain execution capabilities of Infor Retail. You'll always find the best solutions to a range of perplexing tradeoffs—price versus speed, service versus accuracy, satisfied customers versus profitable customers. Eliminate expediting charges with Infor Retail's optimization features, which guide you through the planning process and help you plan and replan instantly. You'll be prepared to manage the unexpected demands that you encounter every day, including labor management.

Infor Retail’s supply chain execution capabilities monitor the performance of your logistics with extensive, advanced reporting—all built on a single database that ties everything together and allows you to save time and money in every part of your operation. You get an instant snapshot of your entire operation, so that you can make better decisions faster.

Achieve sustainability

The enterprise asset management (EAM) capabilities of Infor Retail can help you gain a keen understanding of store assets, such as POS terminals, product display fixtures, food preparation machinery, and refrigeration equipment. Infor Retail gathers important data on these assets, so you can understand the cost of operating them, understand how to make them more efficient, and optimize maintenance schedules to avoid business disruptions.

Proven to handle the most complex asset challenges, Infor Retail manages preventative maintenance for fashion, predictive maintenance for grocery and restaurant retailers, emissions and energy demand management, fleet management for supply chain operations, and more. The solution monitors energy usage and the cost of assets, helping you to make better decisions with a more complete picture of your operating and maintenance expenses. You'll be able to pinpoint where and how to reduce environmental impact and replace the right assets at the right time with complete financial justification—including energy usage—as well as better manage carbon emissions.

Support global expansion

As you look for growth opportunities beyond your borders—opening new stores in new geographies, supporting a franchise model in new markets, or acquiring new brands across the world—you need financial systems that can grow with you. Infor Retail's core financial systems combine the global essentials you need with the most proven approach to getting up and running quickly and efficiently. Infor's financial solutions serve thousands of customers of all shapes and sizes in hundreds of countries with a myriad of languages, currencies, and regulatory environments. The solutions make it easy for you to implement governance, risk, and compliance (GRC) controls and proactively reduce risk across your entire enterprise with every new retail site.

Make your business social and mobile

Revolutionary consumer technologies have brought about seismic shifts in the retail industry. You need to make dramatic changes in the way you do business to stay ahead. Mobile and social pose major challenges, but also create unprecedented opportunities—if you make them a pervasive and seamless part of your business.

Customers expect things to work differently in today's new world of instant gratification. Employees expect a consumer-like experience when interacting with business applications. Mobile foundational systems that unlock the power of the analytics available in your organization deliver anywhere, anytime actions that reinvent your systems in a way that's completely nondisruptive. Infor Retail is blazing the trail around mobile-enabling core business systems, bringing global supply chain visibility to the trade show floor, views of location-level demand to the warehouse floor, and an understanding of staffing planned versus service-level objectives to the store floor.

By using the power of Infor Retail, your customer-facing staff can provide customized, real-time recommendations and coordination during every customer experience on every channel.

Infor Retail solutions put the power of mobile devices in the hands of everyone in your organization.

Since social emerged on the scene, retailers have struggled with figuring out how to make it work to build their business.

Infor Retail has figured it out for you. Consider this scenario: You're located at headquarters in NY, thinking about a new assortment for your key store in London. You need to discuss this new SKU with your supplier in Shanghai—now.

Between email trails, instant messages, online meetings, and conference calls, you have hours upon hours of critical business conversations that are decentralized, difficult or impossible to track, and ultimately lost. Infor Retail provides a centralized platform that lets you collaborate with that supplier as if you're in the same room. You can share information and conversations seamlessly, with persistent, relevant content as a part of your workflow. It doesn't matter where the information originated; Infor Retail's social capabilities make it all easy to access and use.

Think of all the time you could save by not having to search for the documents, discussions, and details that matter most—and having the added security of making every communication traceable. Infor's social business technologies—which have been hailed as ground breaking and entirely unique by the broader business marketplace—are infused into business processes that effortlessly allow interactions around products, customers, and store dynamics. This institutionalizes your valuable data, making it available when and where people need it.

Turn raw data into valuable insight

Like most retailers, you probably know that you already have a gold mine of “big data” within your business. The key is unlocking the value of that raw material by making it consumable, refining it into proactive and predictive alerts, images that instantly tell stories about business performance, workflows that take you directly into recommended actions, and then onto the next important action that will drive your business.

But how do you get from terabytes of operational business data to a well-crafted story that everyone in your organization can read, discuss, and act upon? Images of shopper behaviors and preferences, product and location sales trends, your best and worst products, supplier relationships and ratings, and staffing strategies shared across the organization can fundamentally change the way you work. They can move the conversation from ”what is happening?“ to “which option is best to fix this problem?” or “how can we capitalize on the next big trend?”

Build a flexible business

At Infor, we don't believe that you should have to commit to building out a vast infrastructure that supports your busiest season, if that season lasts just one month out of the year. So, we give you options to deploy Infor Retail however it makes the most sense for your business—on-premises or through the cloud.

With cloud deployment, you'll be able to deploy new sites and new formats more quickly; outsource IT operations in risky, remote locations; use mobile devices to quickly add new capabilities, such as role-based analytic dashboards; and take advantage of a rapidly evolving solution, without costly upgrades.

You’ll be able to easily grow when you need extra bandwidth and contract during your lighter seasons. And best of all, you'll be able to focus on what you do best—retail—while we handle the IT end of things.

Combine insight and action to get results

With Infor Retail, you get a suite of best-of-breed solutions that change the way you work. You’ll have the tools you need to:

- Capitalize on the investments you’ve made in technology.
- Take advantage of the latest consumer technologies, including mobile, social, analytics, and cloud.
- Get the right information to the right people, at the right time.

All leading to better relationships with your employees, customers, and suppliers—and better results for your bottom line.

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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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INF1230024-1297417-EN-US-0113-1