

# Infor10 ERP Business Field Service-Plus (SyteLine)

## *Get more productive.*

An efficient service department improves your company's performance and productivity. You'll achieve an even higher level of performance when you schedule and dispatch field technicians efficiently, provide them with access to accurate historical data, and make sure they have the appropriate parts and tools on hand. With higher resolution rates and a shorter order-to-cash cycle, you'll enjoy higher profits and greater customer loyalty.

## *Benefit from experience.*

When you choose Infor10 ERP Business Field Service-Plus (SyteLine) you get decades of expert development by our global team of consultants and business specialists. You get industry-specific experience in finance, operations, and management, so you can become more competitive and successful even in the toughest market conditions. You get the training, support, and professional services you need to succeed in a rapidly changing business environment and reach your business goals.

## *Streamline your entire service process.*

If you manufacture, install or service complex products, you understand the value of a flexible, easy to use solution like Infor10 ERP Business Field Service-Plus.

You'll accelerate and streamline your entire service lifecycle with powerful capabilities that include:

- **Contact center.** Give your call center easy access to detailed data for fast response to inquiries and work order creation.

*Improve your company's efficiency, productivity and profitability with Infor10 ERP Business Field Service-Plus (SyteLine).*

- **Work orders.** Track and manage work orders for faster completion of service requests, more accurate billing, and greater customer satisfaction.
- **Scheduling and dispatch.** Gain visibility into each technician's schedule, route, certification level, and experience so that you can match the right technician with the right job. You'll also increase resolution rates and minimize non-essential trips back to the warehouse.
- **Plant maintenance.** Schedule preventative maintenance for internal assets in order to prevent unexpected downtimes, extend the lifecycle of equipment, and maximize warranty cost savings.
- **Service contracts.** Track and manage service level agreements with maximum efficiency. Visibility into the contract details, unit, and service history improves decision making and creates opportunities to up sell or extend service agreements.

- **Depot repair.** Manage product returns for repair, refurbishment, or shipment to a third party vendor.
- **Service History.** Gain access to complete historical data, including customer profile, unit description, contract status, and service history.
- **Analytics.** Easily analyze data down to the detail level, thanks to integrated real-time data, total visibility, and accurate tracking. Flexible reporting aids in decision making, planning, and providing engineering with valuable information needed to adapt product or part designs.

You also get support for multiple languages and currencies, and the tools you need to support local regulations. So, you're getting a solution that's flexible enough to grow with your organization and meet its expanding needs.

## *Position yourself for maximum profit.*

When you streamline your field service process with the full range and power of Infor10 ERP Business Field Service-Plus, your customers get better service faster and you will enjoy greater efficiency and productivity. Improved first-call resolution rates and error-free billing will boost long-term customer loyalty and will give you a unique competitive advantage. With a streamlined service lifecycle and a condensed call-to-cash cycle, you'll be positioned for maximum profit opportunities.

## *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](http://www.infor.com).

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