



Customer Snapshot

# ElringKlinger improves productivity and customer satisfaction with Infor Xpert



## Facts at a glance

**Solution:** ERP

**Products:** Infor Xpert®

**Industry:** Automotive

**Country:** Germany

“Since implementing Infor Xpert 4.2, we’ve measured an immediate improvement in customer support. It was a fast implementation and an easy transition.”

—Franz Rung, manager, ERP,  
ElringKlinger

## About the company

ElringKlinger AG is a development partner and original equipment supplier to vehicle and engine manufacturers worldwide.

The company designs and develops cylinder-head and specialty gaskets, plastic housing modules, shielding components, and exhaust gas purification technology, as well as battery and fuel cell components. Additionally, ElringKlinger supplies high-performance plastics products to the medical, mechanical, chemical, and aerospace engineering industries. With a commitment to best-in-class service and quality, ElringKlinger employs more than 6,400 people at 42 locations around the world. To learn more, visit [www.elringlinger.de](http://www.elringlinger.de).

## Challenges

- Meet increasing high-performance demands of logistics processes.
- Manage clients’ expanding electronic data interchange (EDI) needs within the global supply chain landscape.
- Strengthen customer satisfaction while driving innovation and automated production.

## Benefits

- Increased speed and performance through Infor Xpert 4.2 combined with a third-party scanning system resulting in additional OEM orders /revenue.
- Accommodated all of its customers’ EDI requirements, while reducing staff workload to manage the Infor Xpert application.
- Boosted customer satisfaction with unparalleled automotive industry expertise, improving time to market, and meeting and exceeding customer expectations.

“The ROI from Infor Xpert has been rewarding: Greater productivity with less staff, faster and more stable performance, greater accuracy in reproduction, and an increase in new business.”

—Franz Rung, manager, ERP,  
ElringKlinger

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