



## Customer Profile

# Physik Instrumente unifies processes across global operations with Infor



## Facts at a glance

**Products:** Infor™ LN, Infor CRM, Infor PLM

**Industry:** High Tech & Electronics

**Country:** Germany

**Employees:** 500+

“The decision to choose Infor over all the others was mainly by virtue of its market-leading support for single instance, global ERP and its ability to support complex business processes using standard packaged software.”

—Christine Benkenstein, Head of IT, Physik Instrumente

## About the company

Physik Instrumente (PI) GmbH & Co. KG is a market and technology leader in precision positioning systems. The company augments a broad range of positioning systems using motorized or piezoelectric drives with its specially customized solutions. Alongside its three facilities in Germany, PI has eight branches worldwide and more than 500 employees. Its customer base includes representatives of highly complex sectors, such as the semiconductor industry, medical technology, and the aerospace industry. To learn more, visit [www.pi-usa.us](http://www.pi-usa.us).

## Challenges

- Need a modern IT infrastructure to support multi-national operations and global growth strategy.
- Heavily customized AS/400 legacy system prevents business, IT alignment.
- Information silos create lack of business process integration across sites.
- Lack accurate, timely information for management reporting.
- Disparate data and lack of process integration creates coordination challenges.
- Multiple systems and operating procedures create corporate identity issues.

## Benefits

- Consolidated IT systems through single instance ERP, lowering costs and increasing agility.
- Standardized and optimized business processes across global operations.
- Increased accuracy and timeliness of information.
- Improved quality of service with Shared Services model.
- Enabled full lot tracking, serialized inventory, configuration management.
- Improved global inventory visibility and service through Global ATP and global manufacturing/fulfillment network.
- Reduced lead-time, increased asset utilization, lowered inventory, and improved customer service with global planning process.
- Introduced one-click access to warranty information and service history to create market-leading customer service and support.

“Not many providers in the market can offer comparable support for complex, multi-site operations and at the same time deliver business process flexibility and low total cost of ownership.”

—Christine Benkenstein, Physik Instrumente

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