



How Infor solutions help IM&E companies gain value by tracking as-serviced history

Field service calls don't happen in a vacuum. Nearly any time technicians go out to repair or maintain equipment at a customer site, they need to understand the background and history of the item they're servicing to achieve the best results—without wasting precious work hours. Successful IM&E manufacturers know that when they can dispatch technicians armed with complete information about the history, configuration, and operation of the equipment they repair and maintain, they can deliver better service at lower costs, keep mission-critical equipment running, and satisfy customers promptly.

How Infor solutions can help

When technicians go to customer sites to maintain and repair long-lived equipment and machinery such as elevators, generators, or refrigeration equipment, they often encounter situations different from manufacturers' original specifications, and very different than what they expected. In many cases, other technicians have modified or replaced components on previous calls, or the item was installed with a unique configuration of components.

Infor® solutions offer detailed, component and part-level service history to provide manufacturers and dealers with mobile-ready solutions that keep field technicians informed about the specific requirements of any service call. That way they can always be ready to arrive with the right parts, the right tools, and the right preparation.



You get tools that help you:

- **Track history of whole systems**—Complex systems such as elevators and HVAC installations often experience performance variations caused by the interactions of many different parts. An elevator door motor, for example, can malfunction due to worn bearings. By tracking the performance of the whole system, as well as the condition of individual parts, you get a clearer view of how to keep everything running better and how to complete repairs efficiently.
- **Drill down to components and parts**— It's not unusual for a technician to arrive at a service call, only to find that the equipment being serviced has been modified on a previous call with non-OEM components—or that a component contains substitute parts because the original versions are no longer being manufactured. Service history data makes it easy for technicians and dispatchers to drill down to the component and part level to find out exactly which parts and components they'll need before leaving on a call, rather than making multiple trips to get the right parts.
- **Understand the customer**—In the end, the goal of your equipment service organization is to keep your customers satisfied. Infor service solutions with as-serviced tracking capabilities make it easy for personnel—from call center to dispatchers to service technicians—to get a comprehensive view of the unique needs and special problems of each customer. As a result, you can act quickly to keep them happy, keep their equipment running at peak performance, and offer upsell information when the customer is most receptive to hearing it.

Because Infor service management solutions with historical tracking capabilities are tied in to your ERP solution and integrate easily with the other solutions you use to run your organization, you get a better view of how service and maintenance activities affect the rest of your business. You'll have a quick way to understand your customers' key challenges in the field so that you can address those issues proactively, rather than waiting to react to unhappy customers.

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You'll also be able to:

- **Understand repair/replace issues and make suitable upsell recommendations**—Without comprehensive service history information, it's easy to get stuck in an endless loop of repairs that cost far more than replacing a component. Infor service management solutions give you the information you need to make those decisions before wasting time and money repeating ineffective strategies.
- **Improve your first call fix rate**—There's no bigger waste of time and money than sending the wrong technician with the wrong parts to a service call, only to send a second wrong technician with the wrong tools the next time. Detailed records of maintenance and service history and as-serviced configurations allow dispatchers to ensure that they send a properly qualified and equipped technician to every call, every time, to solve any problem on the first visit.
- **Reduce mean time to repair**—Many service calls can be predicted, based on the typical lifecycle of the product. Other break-fix issues crop up at the last minute. Tracking service trends allows you to shorten the time it takes to complete any given repair. You'll also be able to identify patterns, forecast needs, and make well-informed hiring and training decisions based on forecast needs. Aligning your resources with projected needs cuts idle time and ensures technician readiness.

How you benefit

Too many field service organizations fall into a vicious cycle of treating every call as an emergency, then using that fallacy as an excuse to defer planning. Infor solutions help you see both the “forest and the trees,” by giving you a big picture view of the labor, time, and money you’ll require, along with the tiny details that determine how efficiently you can complete any given service call.

You’ll gain better field service productivity and faster results with the help of Infor service management solutions’ detailed service history tracking capabilities. You’ll also be able to increase the profitability of your field service activities by improving the way you manage those activities in the context of the product lifecycle. As a result, you’ll satisfy the unique needs of your customers, which improves your performance and boosts customer satisfaction.

Infor service management solutions help you manage service and maintenance operations. Service tracking capabilities provide a full view of all service history details, so you can respond more effectively to customer needs while keeping costs in check.

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