Customer Snapshot

De Carlo streamlines quote processing with Infor Product Configurator

Facts at a glance

Products: Infor® Sales Portal, Infor Product Configurator, 2D Design Automation, Infor LN
Industry: Industrial Manufacturing
Partner: Altea S.p.A
Country: Italy

"Infor Product Configurator has an intuitive end-user interface, made even simpler by the use of Infor 2D Design Automation for rendering drawings and images dynamically."

—Gianni Romaniello, information technology, De Carlo Infissi S.p.A.

About the company

Established in 1964, De Carlo Infissi S.p.A. manufactures and markets wooden doors and windows globally. To learn more, visit www.decarlo.it.

About the partner

Altea S.p.A. is the premier system integrator distributing Infor solutions in Italy.
Altea optimized the end user design and expertly developed the Infor Product Configurator application for the De Carlo environment. To learn more, visit www.alteanet.it.

Challenges

- Simplify the quote management process of a highly customizable product to a sales network of 200+ agents, resellers, licensees, and professionals.
- Implement a web-based, user-friendly solution can provide a worldwide sales network with an efficient, guided, and controlled product selection process.
- Eliminate the risk of human error and reduce costs associated with the product configuration process.
- Improve customer service.
- Optimize product design.

Benefits

- Simplified all activities connected to the quoting process, which had a positive impact across the company.
- Provided the sales network with instant access to product information from anywhere via mobile devices.
- Accelerated quote management by optimizing all procedures for quote drafting and order collection.
- Gave customers immediate access to pertinent information, increasing response time and customer satisfaction.
- Responded faster to market requests.

"During the quoting phase, the sales network can configure a technically feasible product without the support of the technical department. This saves time and money, and achieves a much faster responsiveness to the market."

—Stefano Bertolucci, industry and solution manager, Altea S.p.A.

641 Avenue of the Americas New York, NY 10011 800-260-2640 infor.com

Copyright© 2014 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. This document is provided for informational purposes only and does not constitute a commitment to you in any way. The information, products and services described herein are subject to change at any time without notice. www.infor.com.

INF1230003-1431763-EN-US-0314-1