



## Customer Profile

# Elite Electronic Engineering increases productivity 100% with Infor Service Management



## Challenges

- Coordinate and schedule laboratory personnel and equipment for specific projects.
- Accurately track labor and equipment to testing projects.
- Manage and maintain a vast array of test equipment.

## Facts at a glance

**Solution:** ERP

**Products:** Infor™ Service Management

**Industry:** High-tech

**Country:** USA

## About the company

Elite Electronic Engineering Inc., an engineering and testing laboratory for electronics and telecommunication devices, specializes in electromagnetic compatibility (EMC) and environmental stress testing. The company serves the automotive, aerospace, military, and commercial electronic markets. To learn more, visit [www.elitetest.com](http://www.elitetest.com).

## Benefits

- Ensured accurate customer invoicing by communicating project breadth from sales to engineering; managed and set labor estimates for projects; and tracked equipment use and labor on a per-project basis.
- Better managed testing schedules for laboratory personnel and equipment.
- Met rigorous calibration and recall requirements easily and effectively.
- Gained the ability to catalog and maintain test equipment.

“Infor Service Management is a powerful tool that allows us to integrate our data and processes into one seamless operation. We’ve increased our productivity 100%.”

—Raymond Klouda, President,  
Elite Electronic Engineering Inc.

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