



Customer Profile

Western Water Works Boosts Revenue by \$32MM with Infor Distribution SX.e



Facts at a glance.

Solution: ERP

Products: Infor™ Distribution SX.e

Industry: Distribution/Plumbing and HVAC

Country: USA

“Whenever we show people our system and the tools that we have, they become much more interested in working at Western Water Works.”

—Bruce Himes, President,
Western Water Works

About the company.

Western Water Works Supply Company, Inc, distributes pipe valves and fittings to the waterworks industry, selling primarily to water utilities and underground contractors. In business since September 1945, Western Water Works was founded by three partners who saw the need for a local distributor of waterworks products and materials in Southern California. For more information, visit: www.WWWSCO.com.

About Acumen Group: Acumen Group, an Infor partner, helps distribution companies become more efficient with operational intelligence. To learn more, visit: www.acumengroup.us.

Challenges.

- Guarantee on-time delivery, accurate billing, and accurate orders.
- Increase efficiency on the sales, operations, and financial sides.
- Manage cash flow, specifically as it relates to the company's two largest assets: inventory and accounts receivable.
- Improve the company's banking relationship to lower the cost of borrowing money, minimize mistakes, and provide customers with a better overall experience.

Benefits.

- Increased revenue by \$32 million, despite decreasing headcount in the accounting team from six to five.
- Improved inventory turns from 2-1/2 up to 7 turns per year.
- Ensured accurate, timely delivery and billing.
- Provided customers with service-level agreements, which previously were unheard of in the industry.
- Became more efficient on the sales, operations, and financial sides.
- Streamlined the collections process.
- Centralized sales and accounting so all salespeople can sell from multiple locations, as opposed to being tied to a certain location.

“Before we had a software solution like this, it would take us about two weeks to close. Now we can have it done in seconds. As soon as we finish our billing on the last day of the month, we know exactly where we stand financially.”

—Scott Clausen, CFO,
Western Water Works

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

Copyright© 2012 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.

INF1230003-1238924-EN-US-0912-1