

Enterprise Resource Planning



Be enterprising.

Fierce global competition in business is here to stay. That makes it imperative for manufacturers to reduce costs, shorten time to market, and be more productive with the same resources, and for distribution and wholesale organizations to balance customer demand, complementary product lines, and value-added services with profitability. Add to this the strict national and international regulatory compliance and corporate governance standards that must be addressed, and the competitive landscape becomes even more complex.

To cope, you must streamline production and distribution and increase visibility inside and outside your enterprise to expedite the flow of goods, eliminate waste, and ensure transparency. You must make your supply chain more responsive to change and manage inventory and capacity constraints by improving demand planning, sourcing, and supplier collaboration.

You must be more responsive to customer demand by accommodating last-minute changes to configurations and order quantities, handling new demand with immediate available- and capable-to-promise commitments, and improving traceability and quality management to counter the effects of variability. Transportation management and the strategic design of your supply network are also critical, not to mention compliance enforcement. With challenges like these, isn't now the time to work with a proven software provider—like Infor—that can help you be more enterprising?



Leverage experience.

The world's third-largest provider of enterprise software, Infor has a long and distinguished history of working with leading manufacturers and distributors in every corner of the globe. We deliver business-specific solutions with experience built in—developed, sold, implemented, and supported by domain experts who understand the strategic and tactical challenges, operating and regulatory requirements, trading environments, and best business practices of every industry we serve.

Our unique business model is focused on enriching and extending the investments our customers make in our solutions and technology, so they can adapt and evolve as market conditions change and their priorities shift. This approach has enabled us to deliver a very attractive total cost of ownership, usually much lower than that of our competitors.

As a result, Infor solutions are used by more companies to manufacture products than any other ERP system and by thousands of pure distributors to grow their business. You won't find better support for your customers, your users, your operations, and your supply chain—as thousands of satisfied Infor customers will attest.

Get business specific.

Enterprising companies need software that is specific to their business needs. Manufacturers and distributors of all sizes choose Infor for this very reason. They know we don't sell "one-size-fits-all" solutions that require lengthy and costly customization to accommodate their unique requirements. Instead, they rely on us for tailored solutions that address their cross-enterprise, cross-supply chain business processes and provide a fast time to value.

Our offerings for manufacturers and distributors include business-specific solutions for targeted industries, order-driven manufacturing and process manufacturing solutions, as well as lean manufacturing, quality management, aftermarket service management, financials, and wholesale and distribution solutions. We also offer supply chain management, product lifecycle

management, customer relationship management, enterprise asset management, and performance management solutions that can be easily integrated with Infor ERP to deliver extended business value.

Business-Specific Solutions—Manufacturing

With Infor you're never locked in to one mode of operating. Instead, you can automate, plan, collaborate, and execute according to your unique business and industry requirements. Our solutions for manufacturers include:

- *Infor Aerospace Essentials*—improve sourcing and reduce production lead times with no compromise in product quality or performance, build life-long customer relationships through superior aftermarket services, manage products across their entire lifecycle, and integrate seamlessly with supply chain partners.
- *Infor Apparel & Footwear Essentials*—simplify design and product development, streamline sourcing and sample management, and automate sales in order to showcase new designs and facilitate orders.
- *Infor Automotive Essentials*—improve customer service and increase satisfaction, directly support lean manufacturing initiatives, reduce the cost of quality, drive excess costs out of the supply chain, and enable innovation through supplier collaboration.



- *Infor Chemicals Essentials*—reduce the cost of sourcing, quality, and compliance while improving customer service and sustainability and driving down costs. Incorporate comprehensive compliance control into every phase of chemical development and manufacturing.
- *Infor Consumer Packaged Goods Essentials*—respond effectively to sudden supply or demand changes and satisfy customer requirements while improving sustainability, margins, and cash flow. Optimize product portfolios, uphold service level agreements (SLAs), and minimize time to scale on new products.
- *Infor Food & Beverage Essentials*—reduce the cost and complexity of satisfying demanding customers and stringent compliance regulations without compromising profitability. Ensure superior quality with product lifecycle management, accelerate time to market, and facilitate collaboration with customers and suppliers.
- *Infor High-tech & Electronics Essentials*—maximize profits by accelerating time to market and cutting costs, synchronize globally distributed supply and demand chains, and cope with shortened product lifecycles and shrinking lead times. Strengthen the entire concept-to-cash process with real-time collaboration.
- *Infor Industrial Equipment & Machinery Essentials*—provide accurate quotes, estimates, contracts, and SLAs. Increase customer service and satisfaction, support mixed-mode manufacturing, reduce operating costs, and shorten lead times through effective supplier collaboration.
- *Infor Life Sciences Essentials*—reduce variability in order to minimize lead times, ensure product safety, and lower the cost and complexity of validation and compliance with global pharmacopeia standards. Improve interoperability between disparate IT systems that result from mergers or acquisitions.
- *Infor Metal Fabrication Essentials*—gain visibility into your plant operations and your customers' changing product mix requirements, support lean initiatives, and build effective relationships with your extended supply chain to reduce costs, optimize capacity, and improve customer satisfaction.

Infor ERP: Delivering Value around the Globe Infor ERP and extended solutions are used by:

- > 21 of the top 35 life sciences companies
- > 8 of the top 10 breweries
- > The top ten aerospace companies
- > 3 of the world's largest dockyards
- > 14 of the world's top 25 automotive suppliers
- > Over 5,000 automotive companies
- > More than 4,500 machinery manufacturers
- > Thousands of pure distributors worldwide

- *Infor Plastic Fabrication Essentials*—manage the dynamics of plastic fabrication with real-time production monitoring, supply chain management and demand planning, and industry-specific master data, tool management, and performance management.
- *Infor Shipbuilding Essentials*—manage the entire design-to-service lifecycle and gain transparency with real-time project monitoring, supply chain planning and execution, lot/serial/revision control, and service management.

Business-Specific Solutions—Distribution

Distribution and wholesale companies—ranging from small and medium-sized firms to some of the largest in the world—rely on Infor Distribution Essentials to grow their businesses across a broad spectrum of product areas:

- *Infor Building Materials (BMAT) Essentials*—improve inventory management and productivity with control across key processes, automatic conversion of units of measure, a full bid system, added buyer's assistant, tracking, and multicurrency capabilities.
- *Infor Electrical Essentials*—drive down costs with high-volume purchase optimization, complex inventory management, inventory sourcing, bid and job tracking, full vendor managed inventory, and warehouse management.
- *Infor Industrial Essentials*—establish end-to-end control of operations with customer contract management, automatic order creation, vendor catalog integration, and inventory sourcing.

- *Infor Janitorial Essentials*—use our operational and financial applications to help your organization and your customers accurately budget and optimize inventory decisions.
- *Infor Fine Paper Essentials*—improve accuracy and accelerate the sales process with special order management, integrated web storefront, flexible product pricing, and integrated customer relationship management.
- *Infor Plumbing, Heating, Ventilation, & Air Conditioning (PHVAC) Essentials*—take advantage of an integrated vendor catalog, trading partner collaboration, and service warranty and claim management tools to enhance communication with vendors and customers, while improving service.

Complex, Order-Driven Manufacturing

For complex, order-driven assembly production environments characterized by variable lead times and individual, separate unit manufacture of highly complex products such as airplanes, boats, and machinery, Infor ERP offers a range of critical tools. These include sales planning, quotation and order processing, configuration and variant management, production planning and control, sub-contract management, inventory and purchasing management, environmental regulatory compliance tools, and costing and value flow management. Streamline end-to-end processes by creating reliable projections and integrating this information into your operations and those

of your suppliers. Gain unrivaled support for a multitude of cross-business and manufacturing operations, integrated business process modeling, change and compliance management, aftermarket service support, and more. The result: reduced costs, improved user and resource productivity, and better supplier and customer relationships.

Process Manufacturing

For high-volume, repetitive production or formulate-to-order environments where ingredients are blended to formulate products such as chemicals, pharmaceuticals, and foods and beverages, Infor ERP provides total control including full compliance with industry and government regulations issued by the US Food and Drug Administration (FDA), as well as similar bodies in Europe, Asia, and other regions of the world. This is made possible by industry-specific functionality, advanced workflow technology, and flexible business process support including strong lot/product traceability, validation, and customer service capabilities. Reduce time to market and scale, decrease costs through better management of variability, reduce the risk of recall, increase efficiency by eliminating all manual processes, minimize the total cost of quality and cost to serve, and improve promotional management.

Lean Manufacturing

For manufacturers who need to balance inventory levels and global supply chains with improved performance, quality, and customer satisfaction, Infor ERP's flexible, scalable lean manufacturing solution helps to enable lean processes, not just on the factory floor, but throughout the entire enterprise and supply chain. From implementation to support, services, and training, Infor domain experts will help you apply lean concepts in your business for improved on-time delivery performance, shortened lead times, improved quality and reduced defects, reduced operational costs and better pricing for customers, and increased capacity to accommodate higher order volumes. Gain greater overall agility and flexibility.

Quality Management

Infor ERP's quality management solution helps manufacturers improve quality levels and take corrective action when necessary. Streamline business processes by automating associated concept, design, pre-production, production, and post-production activities and facilitate the collection, analysis, and control of key data. Get support for cost-effective decision-making with pre-production



process analyses, including performance and capability indices. Additional benefits include improved response times, increased customer satisfaction through access to detailed customer histories, greater ability to monitor and manage communications with customers and suppliers across the supply chain, and better process management to prevent and reduce failure.

Aftermarket Service Management

Increased competition, the need to create new revenue streams, as well as the need to retain customers by offering new products and services have made aftermarket service an area of focus for many manufacturers. Infor ERP's service management solution enables you to proactively track and manage equipment performance in order to satisfy customer needs, increase resource utilization and responsiveness, and ensure equipment uptime. Shorten the time from call to cash, automate just-in-time maintenance, optimize scheduling and increase revenue per technician, take control of spare parts management, track resolution history throughout the equipment lifecycle, and manage costs within warranties and contractual agreements. Uncover sales opportunities through better customer relationship management.

Financials

If you're looking to standardize on a single, integrated modern finance solution so you can better compete in the global marketplace, Infor ERP's multi-platform, multi-language financials may be the answer. Whether you operate a single site or multiple sites, they allow you to accommodate single-country and multi-country accounting practices, taxation systems, and compliance demands. Get support for detailed product, manufacturing, and project costing methods; national and supra-national statutory bookkeeping and GAAP regulations; and various payment/collection methods and taxes that conform to local and national business practices. Meet critical new compliance regulations such as Sarbanes-Oxley and IFRS with flexible, sophisticated security and internal controls.

Wholesale and Distribution

For wholesale and distribution organizations that need to balance customer demand, complementary product lines, and profitability, Infor ERP's wholesale and distribution solutions enable fully integrated, robust, and scalable operations. Our domain expertise combined with industry-leading technologies—for demand planning, transportation management, supply chain design, and other critical

“ Our people understood that the end goal of implementing the software was to make a more efficient, lean company. We never looked back or second guessed the decision. Our company lives and breathes the Infor ERP system now. It does a great job for us. ”

JIM LUEBKE, PRESIDENT, ADVANCED TOOLING SPECIALISTS, INC.

capabilities—empower you to master industry-specific issues critical to business performance. Expand into new customer segments, achieve and maintain higher service levels, lower costs of goods sold, minimize inventories and reduce redundancies, increase collaboration with customers and suppliers, and increase responsiveness and speed to market.

Extended Business Value

Infor offers a range of strategic solutions that provide extensive support for all aspects of modern manufacturing and distribution operations:

- *Infor SCM (Supply Chain Management)*—strategic network design, demand planning, distribution planning, manufacturing planning, production scheduling, transportation and logistics, warehouse management, RFID, event management, supply chain performance management, and inventory visibility and control comprise a comprehensive SCM solution that matches all of your business priorities from product and network design to order delivery—from concept to customer.
- *Infor PLM (Product Lifecycle Management)*—integrated project, portfolio, and R&D applications, product data management tools, and collaboration tools make it easy to speed the development of new products and product variations and manage product data including drawings, formulas, bills of material, engineering change orders, and the like—while seamlessly integrating customers, suppliers, and/or partners.
- *Infor CRM (Customer Relationship Management)*—collaborative order management, sales force automation, service, and marketing solutions deliver value through packaged back-office systems integrations, tools such as configurators and document generation engines, and

account, contact, and opportunity management. For automotive manufacturers, Infor provides a fully integrated EDI release accounting, shipping control, and invoicing system that supports over 250 trading partners with the latest EDI transaction sets.

- *Infor EAM (Enterprise Asset Management)*—comprehensive enterprise asset management solutions aid in monitoring and managing the deployment, performance, and maintenance of company assets including facilities, equipment, inventories, and labor. Warranties, uptime, reliability/risk management, and strategic planning are covered, as well as maintenance.
- *Infor PM (Performance Management)*—feature-rich business process applications and pre-built business-specific analytics, based on a powerful enterprise information foundation, combine to help manufacturers link corporate strategy to operational plans and generate actionable business insights. Use this information to increase user productivity, control costs, and improve overall business performance.

See results now.

When you implement enterprise software, you expect value as quickly as possible. Long, drawn-out implementations that tie up your resources and have a negative impact on productivity simply aren't an option. Neither are expensive customizations to solutions that you thought were designed to meet the majority of your requirements.

Infor reduces implementation times and customizations because we deliver business-specific solutions with experience built in. You get the most out-of-the-box functionality available from any enterprise software vendor, implemented by domain experts whose skills and knowledge are unmatched in the industries we serve.

These professionals have years of experience and a deep understanding of Infor solutions and their application to your business environment. And with Infor's proven, best-practice methodology guiding the process, as well as unique business process modeling tools like our Dynamic Enterprise Modeler, you can rest assured your implementation will be smooth, fast, and accurate.

Let us help your company generate a fast and sustainable return through:

- Support for multiple production typologies, including lean
- Increased inventory productivity
- Greater operational efficiency and flexibility
- Better cost control and higher quality products
- Better supply chain visibility
- Faster time to market
- Improved agility and supply chain performance
- Improved compliance and corporate governance
- Enhanced competitiveness



Be open to an enterprising future.

When higher order volumes, capacity constraints, scheduling issues, customer demand for value-added services, or other variables impact your operations, you must be able to adapt with speed and precision. That takes a technology infrastructure that allows you to add, change, upgrade, or modify your solutions as painlessly as possible.

Infor Open SOA (Service-Oriented Architecture) is Infor's commitment to solution interoperability, innovation, and evolution across all product lines so you can quickly align your systems to changing business requirements. It enables you to enrich your existing solutions with open SOA industry standards now, extend them to create end-to-end processes across different functional areas, and evolve to meet the future in a way that introduces new functionality and technology incrementally to preserve your investment and reduce risk and cost.

You gain business agility and IT flexibility without the high costs and disruption of a major re-implementation project or the need to adopt the proprietary technology of another software vendor. Infor gives you choice and control over the technologies you deploy, as well as the time frame you deploy them in, so you can eliminate redundancies and build the best long-term cost model for your business.

This is how we satisfy your need for business-specific solutions that deliver value today while incorporating deployment flexibility that lets you quickly add, subtract, and replace critical capabilities ... and be more enterprising ... tomorrow.

About Infor

Infor delivers business-specific software to enterprising organizations. With experience built in, Infor's solutions enable businesses of all sizes to be more enterprising and adapt to the rapid changes of a global marketplace. With more than 70,000 customers, Infor is changing what businesses expect from an enterprise software provider. For additional information, visit www.infor.com.

Infor Corporate Headquarters
13560 Morris Road
Suite 4100
Alpharetta, Georgia 30004
Direct: +1 (800) 260 2640

Contact your local Infor
office regarding
availability of products
in your region

