



Infor Aftermarket Service for Manufacturers

Gain a competitive edge

Dwindling product margins, escalating expenses, and growing global competition are forcing manufacturers to find new ways to differentiate themselves. One way that manufacturers like you can offer a key competitive differentiator is by providing high-quality aftermarket service. For instance, an IDC Manufacturing Insights study reports that with 70 to 90% of the total lifetime cost of heavy equipment stemming from maintenance and repair, aftermarket services offer high profit margins and predictable revenues that can help protect against market volatility.¹ A comprehensive aftermarket offering helps build deeper, continual relationships that can increase customer retention and loyalty.

Most manufacturing systems aren't designed to deliver aftermarket services functionality, such as managing break/fix repairs, tracking service histories, and keeping detailed information on as-serviced configurations. To meet this challenge, you need a modern, manufacturing industry-specific, aftermarket solution that fully integrates with your ERP system. You get that, and more, with Infor's® aftermarket service solutions for manufacturers.

Meet your specific needs

The high level of service that manufacturing customers expect from aftermarket services—such as installation, calibration, and ongoing maintenance—requires technology to support these labor-intensive service operations and make them profitable. Thanks to Infor's deep domain experience in the manufacturing industry, as well as years of experience with the intricacies of service lifecycle management, you get an experienced, reliable technology partner that can understand your unique business and deliver the specific functionality you need for your service operations.

"The best customer service is that which is closest to the customer, and Infor allows us to provide that service in the most economical method."

—Richard Grau, Director, Field Service, Neuronetics

You can easily support multiple locations, languages, and currencies, so you can provide service close to where your customers are. You'll be able to meet your needs for today and tomorrow with a flexible solution that can easily integrate with your existing systems, quickly scale to meet your growing demands, and function in on-premise, cloud, and hybrid environments.

Meet high expectations

With Infor's aftermarket service solutions for manufacturers, you can easily keep track of the wide range of components and configurations that comprise very complex equipment. You'll have the tools in place to meet the high expectations of customers who want speedy, cost-effective resolutions—especially when that equipment is mission critical—customers want first-call resolution and minimal (if any) downtime.

You'll be able to deliver high-quality aftermarket service because you'll have insights into parts availability, workforce readiness, and schedule optimization. You'll be able to make decisions quickly and with confidence, based on real-time data you know is accurate and complete. No guesses; no day-old spreadsheets from isolated systems.

¹ IDC Manufacturing Insights, From Products to Services: Service Excellence as a Strategy to Combat Market Uncertainty, Joe Barkai, Simon Ellis, April 2013

You get access to data from one shared, real-time database that can provide relevant service information to managers, front-line agents, billing clerks, scheduling/dispatch managers, and even customers. Field service technicians can stay connected with robust mobile tools. Your service department can easily collaborate directly with engineering and product design using social business collaboration tools.

With Infor's aftermarket service solutions for manufacturers, you get tools to manage:

Contact center

With a single system, you can give customers direct access to a self-service online portal with up-to-the-minute details, and provide your service agents with the tools they need to quickly respond to customer requests via phone or online. You can make key information available, such as the status of service requests, upgrades, ordered parts, and when a technician is scheduled to arrive.

Scheduling and dispatch

Manage work orders through the entire process with defined workflows and automatic escalations and alerts, ensuring that exceptions are handled quickly. Assign the right technician to the right job, based on location, skills, and certifications.

Service contracts and history

Keep track of as-configured and as-serviced configurations over the lifetime of serviced products with details down to the component level—making it easy to manage extended warranties and even multi-tier service contracts. And with traceability capabilities, you'll be able to precisely locate where any recalled components have been installed.

Inventory

Accurately track inventory levels by lot, serial number, and location. Maintain minimum stock levels to avoid overstock and component obsolescence, while still ensuring the availability of essential replacement parts and upgrade components (even when manufacturing and service share the same inventory). You'll have the parts when and where you need them, so service can be completed on time.

With Infor's aftermarket service solutions for manufacturers, you can:

- Track complex as-configured and as-serviced configurations.
- Increase revenue per technician by optimizing scheduling.
- Better forecast, plan, and optimize spare parts management.
- Track resolution history throughout the equipment lifecycle.
- Manage costs within warranties and contractual agreements.

Depot repair

Streamline and speed up depot repair by automatically tracking incoming and outgoing repair shipments, exchanges, loaners, multi-level warranty data, billing, refurbished parts, and remanufactured products throughout the entire warranty claim and repair-order process.

Warranty and extended contract management

Managing warranties and extended contracts goes beyond just tracking exchanges and warranties for parent- and component-level parts. With Infor's aftermarket service solutions for manufacturers, you can also analyze service data to identify trends that indicate potential product or component faults, which can then be shared with your engineering and product design departments.

Financial management

You can use that same service data to determine the profitability of your warranties and extended contracts. You can also boost profitability by ensuring that you're accurately billing for parts and labor, and submitting invoices quickly to maintain a fast cash flow. With your aftermarket service system integrated with your ERP, you'll be better able to manage your partner, contractor, and franchise relationships, as well as gain tighter control over purchasing with your vendors.

Maximize revenue

With the advanced service lifecycle management functionality of Infor's aftermarket service solutions for manufacturers, you can perform at a higher level, maximize revenue, and take advantage of growth opportunities. When your service operation is operating at ultimate efficiency, it becomes a competitive edge. Your service expertise becomes a vital resource to your customers, and the foundation for long-term relationships and repeat sales.

With Infor's aftermarket service solutions for manufacturers, you can easily keep track of the wide range of components and configurations that are part of very complex equipment.



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