



Pengo gains a competitive advantage with Infor CPQ

About the company

The Netherlands-based IES Global B.V. serves the construction, agriculture, landscaping, infrastructure, recycling, demolition, mining, and energy markets under various trade names worldwide. IES operates through two primary business lines: engineered attachment tools for operator-driven equipment and cab enclosures for operator-driven equipment. Their companies employ more than 2,800 people and operate 18 manufacturing facilities throughout North America and other parts of the world. To learn more, visit www.iesholdings.com

Facts at-a-glance



COMPANY
IES Global B.V.



HEADQUARTERS
United States



INFOR PRODUCTS
Infor® Configure Price Quote (CPQ) Suite



INDUSTRY
Manufacturing



EMPLOYEES
2800



WEB SITE
www.iesholdings.com

Business goals

- Increase sales and sales-to-order conversion, quote volume and accuracy.
- Capture a greater percentage of cross-sell and up-sell opportunities.
- Empower field sales teams selling effectiveness by providing quoting information anytime, anywhere.

“Infor CPQ helped increase quote volumes and their accuracy, while reducing costs and support from engineering.”

Eric Mathias, Director of Engineering and CPQ project sponsor, IES Global B.V.

Gaining a unique competitive advantage

The Netherlands-based IES Global B.V. serves the construction, agriculture, landscaping, infrastructure, recycling, demolition, mining, and energy markets under various trade names worldwide. IES operates through two primary business lines: engineered attachment tools for operator-driven equipment and cab enclosures for operator-driven equipment. Seeking to improve the positioning of its brands, IES implemented Infor Configure Price Quote (CPQ) in its Pengo and EMCOR divisions. IES chose Infor CPQ to increase sales, quote volume and accuracy, and reduce the costs associated with generating quotes. Since implementing the solution, Infor CPQ has helped IES increase sales and sales-to-order conversion, while also freeing up capital that was previously stuck in generating quotes for custom orders. Infor CPQ has also helped IES improve its quote volume and accuracy. For its Pengo division, Infor CPQ has helped differentiate its brand by offering the industry's first online quoting and ordering experience. With this unique offering, Pengo has swiftly become a market leader.

Unifying internal and external teams to deliver value-added services

Infor CPQ is a web-based configure price quote application that extends the visibility of product and pricing configuration to users anytime, anywhere, and on any device. Infor CPQ puts industry-leading technology into the hands of both internal and external users, simplifying previously non-automated processes. Purchased for Pengo and EMCOR in 2013, Infor CPQ has unified siloed departments, disparate systems, and streamlined quote-to-order conversions. Now internal and external teams can utilize the same configurator, removing the need to maintain several configurators. Pengo utilizes additional value-added functionalities of Infor CPQ to configure systems of products, services, and to calculate costs, margins, discounts, and price-adders, making Infor CPQ more than just a price or product configurator.

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The project is a template within our organization for delivering successful IT-enabled business solutions.”

Edward Falkowski, Senior Manager ERP Systems,
IES Global B.V.







Achieving superior benefits with powerful software



With Infor CPQ, Pengo can now deliver on one of IES's core initiatives: continuously driving a culture of constant improvement throughout all of its companies. With the ability to standardize a manually driven quoting process that previously took days or weeks to only a few minutes, Pengo has been able to increase the efficiency of its business processes. Infor CPQ's versatility has allowed for complete integration with Pengo's CAD system, driving the generation of custom 3D drawings that are sent as part of the quote package for customer sign-off. Infor CPQ has also helped reduce error rates and dramatically increase order accuracy. With Infor CPQ, quotes are accurately presented in a highly professional, visual, and consistent proposal package. Pengo has now experience a 40% year-over-year (YOY) increase in the amount of quotes processed. More impressively, Pengo has not had to add any additional staff to accommodate the increase in sales.

Additionally, Infor CPQ has helped free up valuable engineering time formerly assigned to quoting, allowing the team to focus on product enhancements and new product development. The engineering team gained back over 600 hours of design time by having the Infor configurator generate custom product sign-off drawings. Internal and external sales teams are now able to use the same system to generate customer quotes for configurable items. Moreover, the external sales team has access to the Infor CPQ tool whenever there's an Internet connection available, giving them actionable capabilities in the field.

Business outcomes

-  Experienced a 40% YOY increase in the amount of quotes processed.
-  Improved tool configuration, increasing the previous daily limit from 3 to 5.
-  Recovered 600+ hours of design time using the configurator to generate custom product drawings.
-  Unified siloed systems and scattered internal departments.
-  Improved ability to complete an order in minutes, accurately quoting up-to-date information.
-  Improved ability to effectively communicate all options to external selling channels.