Infor Service Management for Equipment Rental

Upgrade to first-class equipment rental service

Success in the equipment rental business rests on two interrelated factors-customer service and asset performance. You need to offer every customer the product they want when they want it, and the product has to work. You can't afford to stock equipment that goes unrented, but you also can't afford to lose business due to the overuse of inadequately maintained equipment. To find the right balance, you need to keep information at your fingertips about the availability, status, and maintenance history of rental stock, while tracking the complexity of each unit's features and functional status and staying responsive to customer needs.

Partner with experts

You can't deliver superior service in the equipment rental industry with generic software that treats all industries equally. At Infor®, we understand that the equipment rental industry isn't like any other. For over 25 years, Infor has provided thousands of rental customers, ranging from the world's largest equipment rental companies to small, family-run businesses, with enterprise solutions that meet specific industry challenges. Infor Service Management provides deep domain expertise in the intricacies of equipment rental lifecycle management-plus the full support of a company-wide business solution.

Streamline core rental processes and monitor maintenance with Infor Service Management to get better availability, utilization, and reliability from your rental stock while improving service overall.

Demand rental-specific technology

With Infor Service Management, you'll be able to increase efficiency, speed, and company-wide access to critical information. You'll gain a complete view of your rental operations, equipment inventory, and the status of every asset, so you can achieve optimal performance from your operations. You'll also be able to know when to maintain rental items to maximize longevity.

With Infor Service Management, you'll have the tools to:

- **Streamline rental contract management.** Intuitive rental contract creation, search, cloning, and copying features make it easy to conduct every phase of a rental transaction at the counter or over the phone.

- **Increase upsell rates.** Make it easy to keep customers happy, by giving rental clerks full information about supplemental and accessory products.

- **Ensure accurate rental rates.** Automatically track rates, dates, and meter amounts to ensure that you're earning what you need on every asset.

- **Automate returns.** Speed up the processing of returned items and generating appropriate billing to make items available to new renters faster and increase overall revenue.

- **Improve rental inventory management.** More easily handle issues around operating costs, depreciation, and book value in the context of a rental business. You'll also have the information you need to deal with situations involving the sale or disposal of an asset.

- **Monitor warranties.** Track crucial warranty details, so you don't pay for repairs unnecessarily.

- **Analyze performance better.** Take advantage of prepackaged reports to track rental utilization, rental ROI, rental history, and a wide range of key performance indicators (KPIs) that help you run your rental business more efficiently. In addition, you'll be able to improve management of tasks such as cleaning, maintenance, and repairs, and manage equipment component tracking for better regulatory compliance. You'll also have tools for call center and dispatching to accelerate break fixes during the life of the rental.

With Infor Service Management, you get a powerful, enterprise solution with robust multi-location, multi-language, and multi-currency capabilities, and the specialized capabilities that are essential for success in the rental industry.

With Infor Service Management, you'll gain a complete view of your rental operations, equipment inventory, and the status of every asset, so you can achieve optimal performance from your operations.

Succeed in the long term

You'll be positioned to manage your rental business more efficiently and effectively with Infor Service Management. This comprehensive, integrated solution gives you tools to streamline core rental processes and monitor maintenance so that you can get better availability, utilization, and reliability from your rental stock while improving service overall. As a result, you'll do business better and provide better customer service to improve loyalty.

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

About Infor

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 73,000 customers in more than 200 countries and territories improve operations, drive growth, and quickly adapt to changes in business demands. To learn more about Infor, please visit www.infor.com.