



Infor Service Management

Provide exceptional service

Providing fast, responsive service isn't easy—especially when your industry is technical, components are complex, and the task is critical. That's why efficiency is the key to providing responsive service and controlling costs.

When you're strategic about your use of resources and can ensure that customers, personnel, partners, subsidiaries, and franchisees all have up-to-the-minute access to information, you're ideally positioned to provide exceptional service—profitably. To do this right, you need Infor® Service Management.

Create a competitive edge

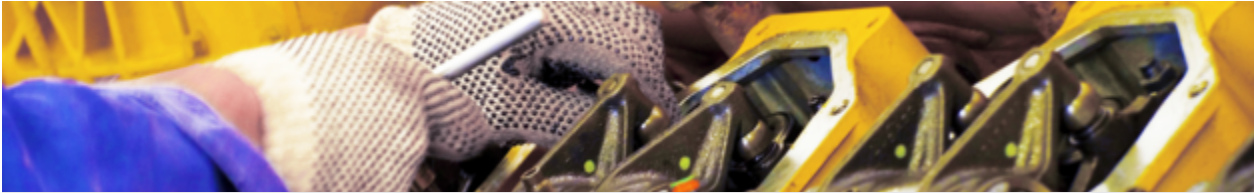
With Infor Service Management, you get a fully integrated, end-to-end solution that gives you advanced service-focused functionality along with company-wide access to data. You'll be able to make the most of your service opportunities, giving you the competitive edge to build solid, long-term relationships with customers that lead to greater sales and profits.

With Infor, you get an experienced, reliable technology partner that understands your unique business and can support your specific needs. For over 25 years, Infor has provided equipment organizations like yours with solutions that meet your specific industry challenges.

- With Infor Service Management, you can become a world-class service organization.

Be a world-class service organization

With Infor Service Management, you get the tools you need to be a world-class service organization. You'll be able to do much more than just focus on completing service requests; you'll be able to take a strategic approach to parts availability, workforce readiness, scheduling optimization, sales opportunities, and more.



Gain real-time access to information

Access to real-time data that's accurate and complete is critical to your success. With Infor Service Management, you can make decisions quickly and with confidence because the information comes from one shared, real-time database—no more making guesses or relying on day-old spreadsheets from isolated systems.

You can give customers the information they want, when they need it. You'll be able to provide customers with efficient, cost-effective lifecycle management of technical equipment with a team

effort that involves departments across your organization—from accounting to warehouse management and shipping. Your front-line agents, billing clerks, and scheduling/dispatch managers can also gain ready access to the information that can make them more efficient and effective.

When everyone has access to the same, reliable, current information, you'll be able to prevent costly and dangerous gaps in communication, discrepancies, delays, and errors.

Meet your needs

Infor Service Management combines a robust enterprise business solution with multilocation, multi-language, and multicurrency capabilities with the specialized functionality you need to run a top-notch service organization. No other service lifecycle solution gives you the same combination of broad enterprise capabilities plus depth of service expertise and functionality. With Infor Service Management, you get:

- **Contact center**—Provide front-line agents with detailed, up-to-the-minute information they need to answer questions quickly and screen service requests. Prioritize response times in accordance to service level agreements (SLA) and trigger escalation when SLAs are nearing incompliance.
- **Work orders**—Manage orders through the entire process with defined workflows and automatic escalations and alerts—ensuring that exceptions are handled quickly.
- **Scheduling/dispatch**—Assign the right technician to the right job, based on location, skills, and available inventory.
- **Service contracts**—Manage multi-tier service contracts and extended warranties with ease. You can transition responsibility away from service technicians in determining if services performed are to be billed based on existing contracts and warranties.
- **Service history**—Track installation and removal dates, warranty status, and both service and inspections performed down to the component level.
- **Warranty and claims management**—Manage all warranties for equipment and component level parts. Streamline the entire claims process from authorizing, reviewing, and reimbursing your service providers, to managing your own claim submittal to your vendors.
- **Asset management**—Schedule routine inspections and maintenance on your fleet and other internal assets to prevent unexpected downtime and extend life expectancy.
- **Accounting**—Manage the complete financials of your organization, including partner, contractor, and franchise relationships. Multi-language and multicurrency capabilities support global growth.
- **CRM**—Allow front-line agents to provide quotes for equipment sales, installation services, and preventative maintenance and extended warranty contracts.
- **Sales**—Be able to quickly and easily satisfy customer orders—whether the orders were generated through normal CRM channels or through walk-up counter sales. You get visibility to quantity on hand, payment on account or through credit card processing, and integration to common shipping carrier systems that allow you to meet or exceed order-fulfillment promise dates.
- **Distribution**—Support flexible pricing and inventory systems for distribution models.
- **Inventory**—Accurately track inventory levels by lot, serial number, and location to help maintain minimum levels and ensure essential materials and parts available when and where you need them.
- **Purchasing**—Manage vendor relationships for improved costs savings and product performance.
- **Analytics**—Set up and track your key performance indicators (KPIs) with easy-to-use, ad hoc report writing tools that drill down into real-time details. You can add graphic gauges to critical screens for at-a-glance continual monitoring.
- **Workbenches**—Consolidate commonly used role-based screens into dashboards with workflow diagrams and KPI-tracking gauges to help improve productivity and performance.

Increase productivity

From your top executives down to your contact center agents, everyone throughout your organization can benefit from time saved, increased efficiencies, and greater productivity with Infor Service Management.

Increase efficiencies

With a single, unified system, you can eliminate the need to enter the same data multiple times into disparate systems and spreadsheets. Working with common data also means that everyone from sales to shipping is working from the same, real-time data.

Increasing productivity means more work can be completed without expanding staff. Field service technicians can complete more service orders to increase revenue. Employees that aren't chasing errors and trying to fix problems can spend time building positive relationships with customers and long-term loyalty. Managers can spend more time analyzing data and looking for strategic growth opportunities, rather than trying to resolve customer complaints.

Adopt best practices

With Infor Service Management, you can easily implement best practices with workflows, escalation alerts, role-based workbenches, KPI gauges, automatic reporting, and customizable data views. Managers, power users, and even occasional users can stay on top of daily details.

Implement service lifecycle management

With Infor Service Management's advanced service lifecycle management capabilities, you can identify every opportunity, convert more opportunities to sales, and see your sales all the way through to fulfillment. Whether it's new equipment sales, rental, or after-sales, you gain full visibility into the entire end-to-end quotation process. Your customers will be able to look to their service technicians as trusted advisors on performance and industry issues. You'll be able to build long-term relationships that go beyond price.

Grow with ease

Service organizations of many sizes and types take advantage of the world-class benefits of Infor Service Management. No matter your current size, the flexible solution can grow along with your business. You can add new companies to your organization, open new locations, and even expand into different countries with different currencies—all with ease.

Access from anywhere, anytime

Give everyone you work with—both within and outside your organization—easy-to-use means to get the information they need, when they need it.

You can expand ISM with optional modules:

Mobile:

- **Field repairs**—Give your field service technicians the freedom to use laptops and handheld devices for online and offline access to customer and equipment details, such as historical service, past invoices, current contracts, and owned equipment.
- **Field estimates**—Give your service technicians the ability to: create on-demand estimates for replace vs. repair scenarios, up-sell additional parts and services during a scheduled maintenance trip, and win new customer business on break/fix calls.

Internet:

- **Web portal**—Be easier to work with by giving employees, contractors, franchisees, dealers, and customers remote self-service access data to a browser-based online web portal.

Take your service operation to the next level

With Infor Service Management, you can perform at a higher level, maximize revenue, and take better advantage of growth opportunities. With a highly efficient service operation, you'll be able to use your exceptional service as a competitive advantage.



Benefits:

- Provide fast, responsive service.
- Reduce costs.
- Eliminate delays, discrepancies, and errors.
- Increase efficiencies and productivity across your organization.
- Build long-term relationships with your customers.
- Increase sales and profit.
- Easily scale service management functionality as your business grows.

[Learn more about Infor solutions for the equipment industry >](#)

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641 Avenue of the Americas, New York, NY 10011

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