INDUSTRIAL MACHINERY AND EQUIPMENT

Industrial Machinery and Equipment (IM&E)

Manage a complex business

Your customers expect machinery and equipment that provides unique capabilities, meets exacting specifications, and performs with reliable precision. You must be able to steer your customers toward optimal product configurations that meet their specific needs, and fall within the scope of your production capabilities. Supporting engineer-to-order (ETO) and make-to-order (MTO) strategies with the efficiency of a make-to-stock operation requires modern systems that are responsive, social, and mobile by design.

Infor® Industrial Machinery & Equipment (IM&E) solutions provide advanced functionality purpose-built for your industry. Infor has proven expertise in supporting efforts to deliver profitable growth in an industry that requires ever increasing levels of technical specialization with support from a complex web of supply-chain partners. We understand your issues and focus on offering next-generation solutions and manufacturing best practices with a microvertical focus for: electrical appliances and components, heavy machinery, industrial equipment, industrial machinery, industrial power, material handling, and transport. With Infor Industrial Machinery & Equipment, you can focus on meeting customer expectations and growing your business.

Deliver exceptional customer service

Manufacturers of industrial machinery and equipment like you must manage a complex array of information long before you ever sell a product. No matter how well you can execute quality control or keep track of all of your components and configurations, the success of your production, inventory, distribution, and procurement strategies are ultimately dictated by your ability to accurately predict demand. At the same time, because of the high capital investment of parts and materials used in manufacturing, an error in planning can result in a significant disruption in cash flow. With Infor Industrial Manufacturing & Equipment solutions, you can create a fully synchronized demandreplenishment plan. That way you can improve your forecast accuracy, reduce inventories, and improve customer service.

Your customers also expect machinery and equipment that meets their exact specifications and performs with reliable precision. With Infor Industrial Manufacturing & Equipment, you get planning, forecasting, and scheduling tools, so can improve your ability to understand market demands, and synchronize supply chain activities to fulfill your customers' needs more quickly. That way, you can always have what you need—whether you're building complex configurations, creating standard parts, or scheduling the equipment and labor in your shops. And, best of all, your customers will know they can rely on you to deliver the equipment or service you promised.

Collaborate in real-time

Real-time collaboration and data sharing fosters greater cooperation between engineers, suppliers, and production teams—bringing together departments that often operate in organizational silos. This can help speed up the entire product development lifecycle—from creative brainstorming all the way through costing, testing, and production. With the social collaboration tools you get from Infor Industrial Machinery & Equipment, you can collaborate directly with your customers during the product development process—and speed up your decision-making.

Built on more than 25 years of experience, Infor Industrial Machinery & Equipment (IM&E) delivers differentiated capabilities on behalf of:

- Manufacturers in more than 100 countries

- More than 4,000 fabrication customers

- More than 2,400 Industrial Machinery & Equipment customers

- More than 7,000 industrial manufacturing customers

- Single site and multi-site manufacturers worldwide

- A broad range of industry verticals including electrical appliances and components, heavy machinery, industrial equipment, industrial machinery, industrial power, material handling, and transport

For example, you can receive notification of specification changes as soon as they happen, so you can minimize the need for rework and retooling. And by tracking decisions made during the collaborative process, it's possible to determine who made key decisions that impacted design and production outcomes, which is especially important for traceability and protection of proprietary designs. Tracking these decisions means that it's also possible to build a knowledge bank of valuable historical data for future projects.

Infor Industrial Machinery & Equipment's social collaboration tools can help your workers to easily share data, files, and even what's on their screens. For example, your teams can use our collaboration tools to confirm configurations, specifications, and model numbers, as well as to ensure that the correct component versions are used during assembly. With real-time collaboration that Infor Industrial Machinery & Equipment offers, your workers can get questions answered immediately, avoiding potential delays. And, your workers are far more likely to take advantage of these collaboration tools because they're easy to use and don't further complicate the process.

Track the history of whole systems

Maintaining your margins means tracking every financial element of production. For manufacturers like you, who operate in such a vast, complicated manufacturing environment, this is a highly complex task. Complex systems such as elevators and HVAC installations, for example, often experience performance variations caused by the interactions of many different parts. By tracking the performance of the whole system, as well as the condition of individual parts, you get a clearer view of how to keep everything running better and how to complete repairs efficiently.

With Infor Industrial Machinery & Equipment, you get access to an end-to-end system that includes financial analytics, so you can quickly and easily determine the costs of production and assembly, as well as the resulting profitability of customer contracts and aftermarket service agreements. With the full system visibility Infor Industrial Machinery & Equipment gives you, you can accurately evaluate warranty and maintenance agreements when they come up for renewal and pinpoint areas of waste or where service agreements need to be adjusted to more accurately reflect costs. You get the whole picture.

Provide high-quality aftermarket service

Being able to effectively manage the vast quantity and variety of components and configurations helps manufacturers like you to deliver high-quality aftermarket service. With complete visibility into MTO and ETO product components and configurations, you can ensure that you send out technicians who have the necessary and relevant training, certifications, and experience for specific products. By making sure that the right person is always sent out for the right job, you can improve first-call resolution rates, speed service, and keep critical machines running. This also helps increase customer satisfaction and build customer loyalty.

With Infor Industrial Machinery & Equipment, you can keep track of the intricate operations involved in providing high-quality aftermarket service.

"Given our business model of manufacturing both standard and non-standard items using a mix of MTS, MTO, and ETO, our business is more complex and has a greater need for flexibility compared to our parent company. For greater agility and lean IT, we opted for a two-tier ERP strategy based on Infor LN."

Enrico Pana
IT manager, DAB Pumps

The solution supports aftermarket capabilities such as installations, calibrations, preventative maintenance, extended warranties, and tier-level service agreements. With this information, you can deliver excellent aftermarket service, while you also finding new ways to expand your offerings and increase revenue from aftermarket service.

Drill down to components and parts

It's not unusual for a technician to arrive at a service call, only to find that the equipment being serviced has been modified on a previous call with non-OEM components—or that a component contains substitute parts because the original versions are no longer being manufactured. Service history data makes it easy for technicians and dispatchers to drill down to the component and part level to find out exactly which parts and components they'll need before leaving on a call, rather than making multiple trips to get the right parts.

Because Infor service management solutions with historical tracking capabilities are tied in to your ERP solution, you get a better view of how service and maintenance activities affect the rest of your business. You'll have a quick way to understand your customers' key challenges in the field, so that you can address those issues proactively, rather than waiting to react to unhappy customers.

Without comprehensive service history information, it's easy to get stuck in an endless loop of repairs that cost far more than replacing a component. Infor Industrial Machinery & Equipment gives you the information you need to make those decisions before wasting time and money repeating ineffective strategies.

Choose the deployment option that works for you

With Infor Industrial Machinery & Equipment, you can take advantage of deployment options that include cloud, on-premise, and hybrid deployments—so you can choose the option that makes the most sense for your business today, and maintain flexibility wherever your company winds up in the future. Whichever deployment option you choose, you'll have the same industry-specific functionality.

The Infor Implementation Methodology streamlines the steps required for a system implementation and delivers the key functionality you need to get up and running quickly. You can benefit from a preconfigured database with predefined parameter settings and template master data such as items, equipment, services, suppliers, and customers. You'll be able to save time and money, and take the guesswork out of deploying an enterprise management system.

Be productive anywhere

Infor Industrial Machinery & Equipment (IM&E) is based on the latest advances from both the consumer and enterprise worlds—these technologies change everything you thought you knew about business software. You get a single, reliable source for all of your reports—even when information is drawn from multiple systems across your business. You'll benefit from powerful role-based reports and industry-specific business intelligence derived from our 30+ years in the manufacturing industry. And, with Infor mobile applications you can put the power of your Infor solutions on your tablet or smartphone, so you can be productive anytime, from anywhere.

Infor Industrial Machinery & Equipment (IM&E) has helped customers around the world.

Some of our customers include:

- DAB Pumps
- Dematic
- Gloucester Engineering
- Harsco Rail
- PT Kubota Indonesia

Improve your understanding of market demands

Your customers expect machinery and equipment that meets exact specifications and performs with reliable precision. Infor Industrial Manufacturing & Equipment (IM&E) solutions can give you the tools you need to manage quality control and the many variables to make your products distinct. With the planning, forecasting, and scheduling tools built into Infor Industrial Machinery & Equipment (IM&E), you can improve your ability to understand market demands, see further down the supply chain to better predict market needs, and fulfill customers' changing needs faster.

Infor in action

Take a look at some of our Infor Industrial Machinery & Equipment (IM&E) success stories.

Moving from MTS to ETO. As a leader in the motor-driven water pumps sector, an Italian manufacturer needed to standardize its systems and processes with a vertically-focused ERP system. The manufacturer chose Infor to provide the ERP system that would support its growth. With Infor's solutions, the company was able to make a profitable shift from a maketo-stock (MTS) to a make-to-order (MTO) and engineer-toorder (ETO) strategy.

In just 11 months, the manufacturer rolled out a complex, multi-site implementation of Infor Industrial Machinery & Equipment (IM&E) that covered seven countries, with plans to continue this expansion. In addition, Infor helped the company to standardize its business processes worldwide, automated its business processes using built-in industry best practices, and implemented a two-tier ERP strategy at the division level—providing greater operational flexibility and lower coast compared to the corporate ERP system.

Building a better future. A global leader in the plastics extrusion and converting market looked to Infor to provide the scalability to support future growth. With Infor Industrial Machinery & Equipment (IM&E), the manufacturer was able to move its database and software maintenance to the cloud, reducing the risk of lost data and hardware issues, as well as reducing IT and administrative costs. During the implementation, the company was able to easily integrate its disparate systems to gain greater insights into all four of its business units. Thanks to Infor's solutions, the company has saved over $108,000 in annual direct payroll costs, $34,000 in annual software and service costs, and $40,000 annually from less leakage through credit and payment.

Running a more efficient business. Thanks to Infor, a manufacturer of industrial equipment, with numerous subsidiaries throughout the world, is able to run its business more effectively and efficiently. The company updated its system from a legacy system to Infor Industrial Machinery & Equipment (IM&E), gaining rapid operational processes and flexibility in creating reports.

With Infor, the company has improved its reporting by 80% in many of its reporting areas, with a 50% improvement in purchasing production output reporting, as well. Other significant improvements have included a 100% improvement in back-up downtime, 50% improvement in finance journal creation, and a 25% improvement in warehouse receiving production output from assembly, as well as a similar improvement in warehouse receiving production output from machining.

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