



# Infor Distribution



**“Our relationship with Infor has and continues to be one of a team with a common vision—providing the latest in technology.”**

**—Bobby Awtrey, Director of IT Services,  
Dixie Plywood Companies**

## Faster response

Operating on the thinnest of margins, distributors must continually find ways to improve processes in order to attract and retain customers. Both customers and suppliers demand increasingly high levels of service, fast access to information, and perfectly timed product delivery. Those businesses that are best equipped to respond to these demands are in the best position to grow.

To drive that success, Infor™ Distribution optimizes every facet of your operation—from inventory and warehouse management, financials, multi-channel sales orders, purchasing, and more. You’ll be able to manage transactions with unparalleled visibility across the enterprise, allowing for better and faster decision making. Infor Distribution is a comprehensive solution, built specifically for the needs of the distribution industry, integrating relevant new technologies so that you’ll be able to better serve your customers while expanding profitability.

## Delivering value

You can’t meet the unique needs of the distribution industry with generic software. At Infor, we understand that the distribution industry isn’t like any other industry. So, we’ve created software that’s tailored to the specific needs of this industry. We believe that one size fits one.

Infor Distribution’s comprehensive capabilities to manage the distribution lifecycle are built-in—not bolted on. That means faster deployments, with fewer modifications—so you get up and running more quickly, with fewer disruptions to your business. Upgrades are faster, too. You’ll be able to quickly adapt your business processes to the rapid changes of the distribution industry.

## Focused on your success

Infor Distribution is built from more than 30 years of experience solving the business challenges of distribution companies. Over 5,500 distributors use Infor Distribution solutions and benefit from Infor’s dedicated staff and award-winning support. No matter what market you’re in, Infor Distribution supports your business’s unique needs. With a special focus on the industrial and professional trade segments, 9 of the top 20 electrical distributors and over 400 building materials distributors rely on Infor Distribution for the technology and tools they need to increase productivity, improve profitability, and foster growth.

Some of our customers:

- 3M Unitek
- Graybar Services
- IKEA Systems
- Johnstone Supply
- Rexel

- Saint-Gobain Corporation
- Sonepar
- State Electric Supply Company
- STIHL
- xpedx

## Specialized by industry

Infor Distribution gives you the tools to finally conquer your business's biggest challenges. Its industry-specific capabilities are built right into the core solution. Whether your operations involve hundreds of locations or just one, Infor Distribution can help you with:

### **Additional revenue from value-adds—build strategic relationships.**

Distributors are increasingly assuming responsibility for active manufacturing and assembly operations on behalf of their customers and suppliers. These operations can include traditional value-added operations such as kitting, labeling, and assembly; or more complex value adds, such as customer-based milling or advanced manufacturing. With Infor Distribution, you can grow your business and increase profitability by enhancing the value-added services you offer your customers and suppliers.

### **Customer management and marketing—know your customer.**

Maintaining service levels and meeting the expectations of customers through customized order activity is where growth strategies succeed or fail. With Infor Distribution, you can ensure business success by better understanding the value that customers expect; having improved visibility into the requirements, status, and satisfaction of those demands; and leveraging that dynamic to target additional streams of revenue.

### **Distributor-managed inventory—strengthen your value.**

Many distributors are being asked to actively manage and maintain correct inventory levels at their customers' locations. Whether you, your customers, or both own that on-site inventory, Infor Distribution puts the tools in your hands to allow you to demonstrate the value of that commitment and service and charge appropriately for it.

### **Warehouse management—operate efficiently.**

Today, the functions of warehouse management extend far beyond the processing of orders within a four-wall environment. Managing inventory flow, fulfillment times, and inventory aging, as well as the required labor to manage inventory, can contribute up to 27% of the cost of

### **Infor Distribution:**

- Is a full enterprise solution, specialized for distributors.
- Helps single location to multi-national distributors.
- Serves the needs of over 5,500 distributors globally.
- Is scalable to support growth.
- Helps leverage entry into new markets and acquisitions.
- Serves hybrid distributor/manufacturer/retailer models.

goods sold. From shipment visibility through receiving, putaways, picking, packing, and shipping, the flow of goods from supplier to customer is a major area of value where Infor Distribution can help put you at a significant competitive advantage.

### **Multi-channel sales—serve your customers.**

Because you're faced with a dynamic network of supply and demand, order generation and management is at the core of delivering customer value. Infor Distribution optimizes the entire process, providing ease of access to key information. This includes detailed customer sales history, product specifications, pictures of the product offerings, an understanding of what's available to sell, and what replacement products can be ordered. And Infor makes it easy to process orders however your customers prefer, such as via e-commerce, electronic data interchange (EDI), telephone, email, recurring orders, showrooms, and more.

## A new way of working

What if you could not only improve the efficiency of your business processes, but reinvent the processes themselves? If all your employees could be freed from their desks, they could be productive from anywhere. Time wasted searching for information could be channeled directly into acting upon that data.

Infor Distribution is built on groundbreaking technologies that deliver new levels of usability, connectivity, and insight. Based on the latest advances from both the consumer and enterprise worlds, these technologies change everything you thought you knew about business software.

**Organized.** Role-based dashboards and powerful personalization tools let you arrange graphs, key metrics, priority alerts, and favorite inquiries on a single screen, giving you one place to go for all the information you need to make better decisions, faster.

**Mobile.** Infor mobile applications put the power of your Infor solutions on your tablet or smartphone, so you can be productive anytime, from anywhere.

- Sales managers can view up-to-date information on customer orders and shipments.
- Warehouse managers can track inventory movement, no matter where the managers happen to be.
- Sales representatives can access detailed customer information, including all recent customer interactions, when they are on the road.

With Infor mobile applications, out of the office doesn't mean out of touch.

**Confident.** Alerts and pre-defined workflows automatically deliver critical, role-based information to you, when you need it. Act faster with early notification of back orders, late deliveries, and credit limits reached, so you can be more proactive with your suppliers and customers.

**Connected.** With inventory management in one system, shipment management in another, and personnel records in yet a third, it can be difficult to get a complete picture of your business. Infor's ION technology simplifies connectivity between your applications, both Infor and non-Infor. You get seamless integration and a unified user experience across all of your systems.

**Infor Distribution is a comprehensive solution, built specifically for the needs of the distribution industry, integrating relevant new technologies so that you'll be able to better serve your customers while expanding profitability.**

**Reliable.** Infor Distribution provides a single, reliable source for all your reports—even when information is drawn from multiple systems across your business. Out-of-the-box, you get powerful role-based reports and industry-specific business intelligence derived from our 30+ years in the distribution industry.

**Social.** Transform how your company works. With our social collaboration capabilities, you can work together on the same project or document in real-time. Everyone in your organization will be able to work in communities of shared interests, collaborate more effectively, improve processes, and experience new ways of working to act faster, be more productive, and get better results.

#### **Evolve and compete.**

The distribution industry is evolving rapidly and you need a partner you can trust, who understands your business, and who can provide you with the comprehensive functionality you need to run your business—coupled with the innovation that will allow you to be more competitive. We've built that expertise into Infor Distribution. So you get results—fast. With Infor Distribution, you'll have what you need to:

- Streamline and automate your distribution operations.
- Gain greater visibility to more proactively manage your business.
- Respond faster to changing market conditions.
- Uncover additional profitability in the details of your business.
- Increase the productivity of your inventory.
- Communicate better with customers and suppliers.

## Infor in action

Our solution can help you solve your most pressing challenges. Take a look at some of our success stories.

### **Improving operational efficiency.**

A manufacturer and distributor of customized wire shapes and forms needed to replace its existing enterprise resource planning (ERP) system. After a comprehensive search, the company determined that Infor Distribution was best suited to help it improve operational efficiency, streamline processes, and boost profitability. With Infor Distribution in place, the company saw annual labor savings in the tens of thousands of dollars, significantly reduced its inventory while improving customer satisfaction, was able to use cycle counting to avoid an annual plant shutdown to count products, and eliminated numerous time-consuming manual processes. Infor Distribution helped the company develop a leaner, more competitive business.

### **Streamlining operations.**

With the broad range of products that this expanding company distributes—groceries, snacks, cigarettes, personal care products, and fragrances—to numerous kinds of outlets (from supermarkets to department stores to pharmacies), the company decided it was time to take advantage of more technology to better manage its growing list of merchandise. With products in different warehouses, duplicating jobs and effort, the company looked to Infor Distribution to help it implement a consistent process and streamline operations.

With Infor Distribution, the company increased warehouse picker productivity by 44% for refrigerated goods and 85% for dry goods. The company also boosted gross revenues by 10% over one year and improved on-time/in-full deliveries by 23%. Implementing new technologies also helped the company reduce errors through automated processes and easily integrate new lines of business. Thanks to Infor Distribution, every month the company's key performance indicators show productivity increases and improved quality of service.

### **Simplifying distribution.**

A leading building-materials distributor and manufacturer with 220 locations and over 7,000 employees didn't have the right infrastructure in place to best manage its rapid growth. The company looked to Infor Distribution for a scalable platform that would support the company's goal to double its size in five years. The company also needed the solution to be quick to implement, improve customer experience, make its employees' jobs easier, and increase operational productivity and efficiency. With Infor Distribution, the company greatly simplified sales and purchasing reporting by allowing users to create single vendor and customer records across all of its various entities. The company could also now negotiate better contracts with its suppliers based on the company's total spend. The solution made information more accessible and trustworthy, allowing the company to achieve its objectives of enhanced customer service, employee satisfaction, and process efficiencies.



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

## About Infor.

Infor is the world's third-largest supplier of enterprise applications and services, helping more than 70,000 large and mid-size companies improve operations and drive growth across numerous industry sectors. To learn more about Infor, please visit [www.infor.com](http://www.infor.com).

Copyright© 2012 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. This document is provided for informational purposes only and does not constitute a commitment to you in any way. The information, products and services described herein are subject to change at any time without notice. [www.infor.com](http://www.infor.com).  
INF1230024-1261742-EN-US-1012-1