



Infor ERP SyteLine Customer Center



Increase cross-selling and
upselling capabilities

Exceed customer expectations
with integrated ATP and CTP
capabilities

Customers get what they want,
how they want it – with robust
configuration features

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Drive revenues, increase profits, expand market share

Manufacturers are using the Internet for faster access to new vendors, new marketplaces and more comparative competitive information than ever. They are using self-service tools to browse, configure, price and buy products. Your processes and systems must provide accurate information, set the correct expectations and deliver on them 100 percent of the time. Customers expect nothing less.

Infor ERP SyteLine Customer Center is a complete business-to-business selling and service system that enables customers and prospects to browse, interact, configure, order and monitor delivery. Infor ERP SyteLine Customer Center is designed to drive revenue, improve profits and help you achieve competitive differentiation by expanding your company's market reach with a user-friendly and intuitive storefront. 24x7 availability powers growth across regions and time zones without the added cost of customer service staffing.

Reach New Customers and Build Sales

Infor ERP SyteLine Customer Center lets you extend the sales process to the Web. Infor ERP SyteLine Customer Center delivers everything you need to set up shop on the Internet and begin selling products and services to customers. Open a virtual store—electronically sell products and services, build lasting customer relationships and expand your global reach. With a few clicks, customers can purchase products at their convenience, decreasing calls to your customer service department and helping to reduce selling costs.

Custom Web Storefront Drives Revenue

Your customized Infor ERP SyteLine Customer Center is designed to turn your browsers into buyers, increase your cross-selling and up-selling capabilities—thus expanding your sales channel and keeping customers coming back for more.

Customers can search the catalog by manufacturer, part number, product category and product description. The catalog comes complete with product images, customer specific pricing and current availability status. Your customers simply locate needed products and either request a quote or process the order right away.

For frequent customers, Infor ERP SyteLine Customer Center facilitates repeat ordering through order pad templates. These forms are defined by your customers, and display only the products they order most often. For your sales professionals and for customers familiar with part numbers, a rapid order entry interface speeds the ordering process. Simply by clicking a button, your customer dictates how products will be delivered.

Infor ERP SyteLine Customer Center allows the pricing, quantity, delivery and other parameters of the transaction to be customized based on customer profiles. Customer profiles can be changed at any time by the customer—freeing your customer service personnel from time-consuming administration.

Infor ERP SyteLine's complete built-in security ensures total privacy of each customer account. Real-time pricing delivers actual prices based on special promotions, volume discounts, pre-negotiated contracts or other terms. Your company can create pricing rules for individual customers or item classifications. Quantity price breaks and assortment pricing can be applied at the customer or item classification level. These rules can be set and altered to suit the business needs of you and your customers.

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Features

- Search for products by item number, description, manufacturer and category
- View product catalog details including pricing, descriptions and images
- See available on-hand quantities
- Request and receive sales quotes
- Order products quickly by part number
- Check order and quote status
- Use shopping cart mechanisms for collecting and buying items
- Save frequently ordered products with “customer order pads”
- Get answers to questions
- Determine delivery dates
- Take advantage of special customer offers with “promotional order pads”
- Confirm orders and shipments via e-mail
- Check shipping options to select best value

Configuring Your Success

The powerful configuration capabilities – powered by Infor ERP SyteLine Order Configurator – gives customers what they want by letting them design and engineer special orders on their own. Customers can choose product options, configure a unique product and easily select related products.

Commit Now, Deliver On-Time

B2B companies are under increasing pressure to deliver products according to terms defined by the customer. Infor ERP SyteLine incorporates advanced planning and scheduling and supply chain capabilities, enabling you to give the customer a specific commit date. These include ATP (available-to-promise) and CTP (capable-to-promise) features, delivering advanced, real-time supply chain information.

Enterprise Business System Integration

Infor ERP SyteLine provides companies with an integrated solution that intelligently links Web business functions with your enterprise business system. Customer Center and your enterprise system work together to empower your customers by providing them closed-loop, secure business information processing.

Customers and business partners interacting with Infor ERP SyteLine Customer Center—by placing orders or requesting a report — can receive communication automatically in the form they choose. For example, they can receive an order acknowledgement via e-mail for any sales order they place.

Customers enter a request for a new order on your Infor ERP SyteLine Customer Center Web page, and the order is sent to your back office system, where you can approve and process the order. After your business system processes the order, the order data is sent back to Infor ERP SyteLine Customer Center, where your customers can view the updated order information.

Technology Platform

Infor ERP SyteLine Customer Center is a Microsoft-based Internet application designed to utilize the Microsoft .NET Enterprise Server family for reliability and manageability. Infor ERP SyteLine Customer Center also leverages industry standards including XML.

Infor ERP SyteLine Customer Center runs on:

- Microsoft Windows 2000 Server
- Microsoft Internet Information Server (IIS)
- Microsoft SQL 2000 Server

Infor ERP SyteLine Customer Center works best when Microsoft Internet Explorer 5.0 or higher is used to access your Web-based storefront. The Web site uses Active Server Pages (ASPs), and you can change the look and feel of the pages using Microsoft Front Page, Microsoft Visual Interdev or text editors.



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