



Infor ERP XA



I discrete manufacturing

Increase Efficiency With Better Organized Data & Information

To stay on a world-class course and gain market share, today's manufacturers need a solid information foundation that helps them consistently exceed their customers' expectations and radically streamline business processes throughout the global enterprise. They need an extended enterprise solution that helps them compete by better managing the complexities of their business processes. They need a way to connect departments, divisions, locations, customers and partners.

Manufacturers need the Infor ERP XA platform. Infor ERP XA has been designed specifically to capture all the advantages of fully integrated, interconnected manufacturing processes on the IBM platform. It offers the breadth of functionality you need to unify your enterprise, as well as enable effortless communication and access to critical information. From design and sales, through manufacturing and delivery, Infor ERP XA helps you get to market faster and with greater impact. When it comes to service, Infor ERP XA enhances your control over after-sale programs. And our financial applications give manufacturers the visibility and analytical tools they need to administer their business with detailed intelligence.

Infor ERP XA is the foundation you need to surpass competitors by gaining market share, operating at peak efficiency, and consistently exceeding customer expectations.

Managing the Global Enterprise

It's a small world, and as global opportunities increase, it's getting even smaller. But that doesn't mean it's getting any easier for manufacturers to manage multiple locations and break into global markets. With different currencies, regulations, processes, partners, time zones, languages and many other differences, expanding your business across borders can be problematic.

With the right information infrastructure, however, you gain the flexibility and scalability to grow globally. Infor XA aligns multiple manufacturing sites, each with their own methods and operational needs, without the usual costs and delays. And it enables you and your entire extended enterprise to respond instantly to customer-driven transactions from anywhere around the world.

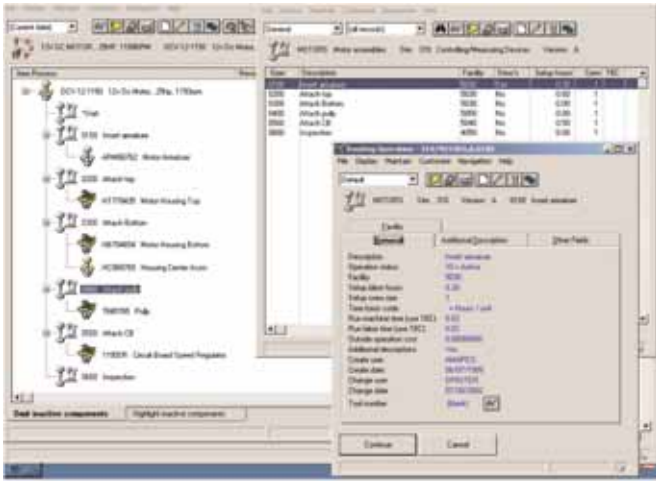
Streamlining Outsourced Processes

Reducing capital investment, re-focusing on core products and services, precisely controlling transactions and processes are among the imperatives of world-class manufacturing. To help our customers succeed, Infor ERP XA overcomes communication and data-sharing limitations, meets planning and replenishment requirements, and introduces the level of visibility you'll need to control complex outsourcing relationships.

Design

Engineering Change Management

Infor ERP XA improves collaboration during product development to enable the production of higher quality products in shorter timeframes. Leveraging Internet technology, the solution provides development teams with a simple, yet powerful tool for executing changes rapidly and efficiently.



Infor ERP XA lets you view, create and redline bills of material and production processes in real time. You can explode multi-level BOMs and integrated production processes into tree structures, while adding parts and processes using simple drag-and-drop techniques. And Infor ERP XA lets you simultaneously control different product revisions across several manufacturing sites (including outsourced manufacturers), by controlling the creation and modification of BOMs with production sites.

Infor ERP XA enables you to control and communicate the entire change process. In addition to letting you create, route and monitor changes, The system automatically identifies all documents, items and parts affected by changes and sends appropriate notifications, including the status of pending and in-process changes. Infor ERP XA also prevents duplicate changes and maintains a complete on-line

change history. You can view, route, create, test and deploy workflows, assigning employees at specified times to each step.

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Other design features include:

- Simultaneous creation of BOMs or production process instruction sets
- Enhanced document change control and maintenance
- Simultaneous redlined BOMs and routings
- Online impact analyses to reveal the effects of changes
- Automatic work escalation for tasks that are behind schedule
- Production process structures that enable concurrent engineering of the product and the process
- Multiple revision maintenance of an item with date effectivity to plan future revisions in MRP
- Multiple Bills of Material (BOM) for an item revision
- Mass maintenance to items, routings or bills
- Accessible maintenance history, including “before” and “after” scenarios

Sell

Order Entry and Maintenance

Customers demand premium customer service. They want quality products delivered on time and service that makes it easy to do business with your organization. Infor ERP XA helps you meet their needs by enabling you to capture and analyze accurate order data and providing comprehensive historical customer data that prepares you for future sales opportunities.

Selling features include:

- Customer Maintenance. View, create and maintain your valuable customer data, including contact information, contact name and addresses, billing and pricing information, and credit and payment information.
- Customer Orders and Quotes. Accurately and rapidly enter and maintain your customer orders and quotes. Work with information about the goods and services requested by your customers, including prices, shipping terms, surcharges, blanket releases, allocations and special charges. Enter and maintain all major line item types, including regular, non-inventory, credit/debit and customer/internal items.
- Customer Order History. See your historical data about customer orders that have been partially or completely shipped and invoiced. Navigate the complete cycle of the customer order.
- C.O. Holds. Infor ERP XA lets you change the status of an order and see information about orders, line items or blanket releases that have been placed on hold and require attention before release.
- Pricing. Set-up flexible pricing tables by customer or groups of customers with discount and markup rules in any currency.

Web Storefront

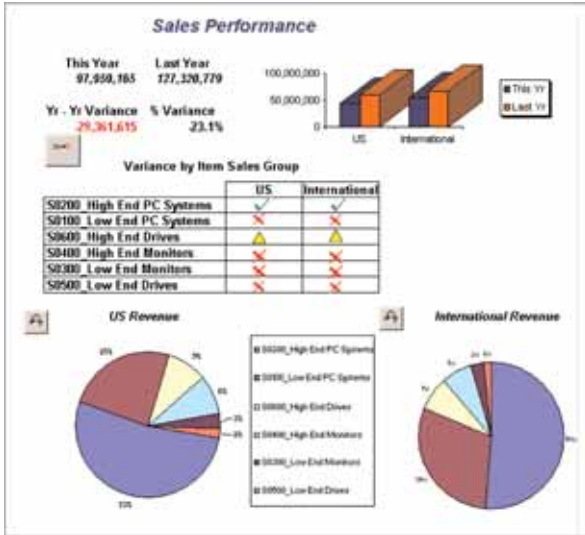
The power of the Internet enables manufacturers to provide 24/7 customer self-service and improved efficiency in the sales channel. The Infor Web Storefront solution provides secure, reliable, up-to-date customer information from anywhere in the world. Whether selling standard products or complex configured solutions, Infor ERP XA helps cut order administration costs and improve customer service.

Product Configuration

If you are a "to order" company (make-to-order, assemble-to-order, configure-to-order, build-to-order or finish-to-order) you know there is a significant competitive advantage in the ability to supply customers quickly with exactly what they want. Providing superior customer service may be a difficult task when every order represents a unique combination of the choices your products offer. Infor ERP XA puts the knowledge base of your engineers at the fingertips of your customer service personnel and sales reps.

From answers to simple questions provided by your customers through an interactive dialog, Infor ERP XA creates a unique multi-level bill and routing for the requested configuration of your product. All of the information manufacturing needs to build that product is generated instantly. The system prints an easy-to-understand configured description and price on all of the documents you send to your customer, including acknowledgments, packing lists, and invoices.

At the same time, Infor ERP XA computes a configured cost for tracking profitability and for measuring manufacturing variances. This feature frees engineers from reviewing each customer order, shortening the order processing cycle from hours or days to minutes. Accurate bills and routings ensure orders are completed on time without the extra costs of expediting, scrap and rework. And customers receive exactly what they need, when they need it, for the agreed price. Configuration dialogs can even be integrated into your online storefront for use by distributors and end customers.



Sales Force Automation

The relationships between knowledgeable salespeople and customers often form the foundation of successful companies. As marketing becomes more complicated with complex and customizable products and sales channels proliferating, give your salespeople the necessary tools for developing long-term customer relationships. Infor ERP XA provides both inside and mobile sales teams with a unique Sales Force Automation solution that integrates contact and account management tools with needs analysis and configuration technologies. It's the ideal solution for selling complex and configurable products, and it allows your sales force to focus more time on selling, building customer relationships, and closing deals.

Sales Analysis

Use Infor ERP XA analytical tools to identify successful sales practices, recognize purchasing trends or predict future buying based on historical information from your ERP platform. Capture all service-related revenues and

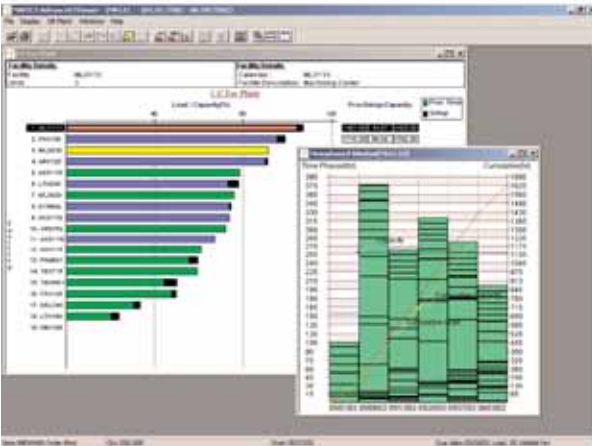
costs for realistic reports that detail your sales and service margins. And get comprehensive views of all corporate sales activities, as well as perspectives on the lifetime value of each of your customers.

Plan

Advanced Planning & Scheduling

Infor ERP XA integrates with an Advanced Planning and Scheduling engine to deliver the information and analytical capabilities manufacturers need to maintain optimal standards with their operations. Infor ERP XA Advanced Planning and Scheduling lets manufacturers interactively plan production and purchase orders (with simultaneous consideration to both material and resource/labor requirements) to meet forecasted and actual customer requirements. With Infor ERP XA Advanced Planning and Scheduling, planners can quickly explore alternative plans with what-if, undo, pegging, drill-down, and drag-and-drop capabilities.

Infor ERP XA Advanced Planning and Scheduling combines MPS, MRP and CRP processes to provide powerful "what-if" planning capabilities. Because it runs in memory (rather than lengthy batch mode), immediate feedback on capacity and material exceptions is the norm, not the exception. Adjustments and alternatives can be rehearsed in "what-if" environments to determine the best plan. You can adjust supply by looking at alternate routings or considering offloading and outsourcing options. Or adjust demand by changing order dates on lower priority orders. Once the planning scenarios have been run and the best plan has been shaped, simply commit the final plan.



Planning features include:

- Master-level item scheduling that blends customer orders with forecasts
- Multiwarehouse demand planning for forecast or customer orders from distribution sites and planned inter-site orders from other production sites while planning the supplying warehouse
- Requirements planning for new supply (production, purchase and intersite) orders and changes to existing orders to meet requirements
- Improved planning capabilities with immediate re-planning as changes are made
- Planned demand transfer to other production sites

MRP II Resource Planning

As well as providing Advanced Planning and Scheduling functions, Infor ERP XA also provides traditional MRPII infinite planning solutions.

In today's highly competitive environment, manufacturers are constantly trying to reduce costs while improving customer service. One way to achieve these simultaneous goals is by minimizing disruption within the manufacturing process through a realistic, stable master schedule. Infor ERP XA provides the tools and up-to-the-minute information you need to create a workable master schedule. Infor ERP XA also lets you know how well your production plans match forecasted or actual demand. You can plan finished goods inventory levels and automatically level production to accommodate seasonality. You can anticipate bottlenecks and take action in advance to avoid problems. And you can better utilize the valuable resources of your company to produce the right products at the right time.

Planning features include:

- "Bucketless" design so no detail is lost and all plan detail is traced to its origin
- Full Pegging to track requirements level-by-level or jump immediately to the source order or master schedule that created the demand
- Automatic execution that tells the system which recommendations to automatically implement; lets you vary the degree of automation by item or warehouse; complex plans become much easier to handle
- Multiwarehouse. Plan individual warehouses separately or link them for material availability or combined demand
- Site revisions, item processes and revision effectivity dates

Multisite Planning and Execution

Within any manufacturing environment, there is a flow of goods between plants or distribution centers — the internal supply chain. The effective management of this supply chain is as crucial to the enterprise's success as managing individual companies. Infor ERP XA helps your company plan and execute the manufacturing and shipment of items in one supplying location (plant/warehouse) for use in another requesting location (plant/warehouse). The system simplifies and controls the movement of goods or components among plants to ensure maximum efficiency. Recognizing that organizations cross international boundaries and time zones, Infor ERP XA supports planning for multiple locations across multiple systems.

Source

Procurement Management

Buyers contribute to your profitability by effectively selecting and managing vendors, handling exceptions and supervising the orderly acquisition of parts and materials. Comprehensive purchasing facilities provide the tools necessary to accomplish those tasks without generating and managing piles of paper or making and receiving endless phone calls. On-line purchase order status information and tight integration with planning, inventory, production and accounts payable allow your buyers to focus on value-adding activities while constantly staying in touch with the other areas of the business that support, and rely on, this vital function. Vendor quote management, electronic requisitions, automatic release of requisitions/orders directly from planning (under your control), and comprehensive vendor performance analysis gives buyers effective purchasing control.

e-Procurement

Infor ERP XA provides manufacturers with simple and effective ways to streamline supplier relationship management processes and dramatically reduce direct material costs. The Infor ERP XA e-Procurement solution helps you manage communication and the progress of your orders through the Internet. It provides your suppliers with secure, customized real-time visibility to your orders at any time. This increased communication and visibility into demand can reduce lead times, improve on-time deliveries, and reduce the need to keep excess inventory on hand as a buffer.



Make

Inventory Control

Infor ERP XA's online information framework enables the disciplined inventory accountability necessary to maintain accurate records that support your planning and operational systems, as well as "to-promise" commitments. It tracks materials, components and products stored in multiple locations. Infor ERP XA also manages availability, usage statistics, shelf life, batch/lot identification and quality certification requirements. With online and batch transaction entry — plus the ability to collect data using barcode technology — Infor ERP XA facilitates timely and accurate reporting of inventory movement from local or remote sites. The system coordinates and validates transactions with purchase orders, manufacturing orders and customer order shipments for closed-loop control. The system also includes physical inventory and cycle counting along with valuation options (including LIFO and FIFO).

Manufacturing Order Control

Infor ERP XA helps you comprehensively manage your shop floor with unmatched automatic work center analysis and queue statistics. The system dynamically reschedules and prioritizes production orders to provide detailed, up-to-date information and suggestions to plant-floor personnel to assure the smooth flow of work throughout the plant. Whether activity reporting is manual or automated, Infor ERP XA responds with complete tracking of order status, costs, completion dates, relative priority and full scrap accountability.

Flow-Line Production and Lean Manufacturing

Many companies are actively pursuing lead-time reduction through continuous flow and lean manufacturing. This requires a whole new set of tools is required to simplify and expand plant-floor work management and reporting. Infor ERP XA assists in planning, scheduling and tracking facilities designed for flow or "rate-based" manufacturing with complete material movement and electronic Kanban capabilities that ensure materials reach their desired destination on time. The system also limits unnecessary paper work without sacrificing tracking and status reporting by automating processes and documentation. And to streamline the entire manufacturing cycle, Infor ERP XA fully integrates with planning inventory and financial applications.

Production management features include:

- Production line scheduling. Loads products onto lines according to the day they will be produced, and automatically delivers a warning if lines are overloaded.
- Flow-oriented material management. Releases the schedules for the day and provides a list of the materials needed for each line by location. Backflushes materials from line locations based on quantity of product produced. Accommodates multiple reporting points.
- Location dependent replenishment. Allows flexibility in managing components at the point of use. Controls the maximum inventory allowed at a location and determines replenishment parameters separately for each location.
- Automatic replenishment. Triggers line stock replenishment notices (Kanbans) as production is reported.

Shop Floor Data Collection

The communication of accurate and timely information with the shop floor is essential to ensure effective utilization of your valuable production resources. To be truly effective, the communication must go both ways, giving resources on the shop floor the information they need while providing the rest of the company up-to-the-minute shop floor status. Infor ERP XA enables this critical communication. It collects online manufacturing and material movement activity through plant-floor data collection devices. Bar-code readers, scanners and wireless terminals can be used to gather raw data, providing immediate verification back to the device and converting the raw scans into usable transactions. Meanwhile, real-time status information is available on screen, showing the exact location, assigned resources and anticipated completion estimates of jobs.



With Infor ERP XA, you can also reconcile time and attendance with attendance balancing and automatically adjust for defined shift parameters, such as authorized start- and stop-time windows and break extraction. The system also supports team reporting.

Shop floor personnel can access all of the information they need to be an integral part of the operation, including the sequence of orders assigned to each employee and corresponding details such as drawings, instructions, quality requirements, testing instructions, tool requirements and other relevant information.

Plant Maintenance

To maximize output, you must optimize the utilization of your shop floor resources, ensuring they are available for the maximum time possible and keeping downtime to a minimum. Infor ERP XA helps you monitor the status of all your shop floor resources and equipment — including tools, inventory, work orders, projects, employees and vendors — so you're assured you have what you need, when you need it.

Infor ERP XA's analysis tools help you monitor maintenance, equipment and vendor history, as well as determine costs by equipment, project, work order and downtime. Built-in performance measurements track your progress towards achieving objectives, such as TPM, TQM and benchmarking goals. And advanced analysis capabilities provide a history of equipment symptoms, problems and their associated solutions. This history can then be used as a tool for troubleshooting future problems. The system enables you to track the cost of equipment maintenance throughout the equipment's lifecycle to evaluate overall performance and schedule preventive maintenance and inspections to avoid costly emergency maintenance.

Deliver

Pick, Pack and Ship

Order management doesn't end when an order is entered into the system. In fact, that's just the beginning of a critical series of events that culminates in your customers receiving their orders. Infor ERP XA offers comprehensive order management functionality, letting you manage an order throughout its lifecycle — from picking and packing to shipping and invoicing. Flexible options enable you to meet each customer's specific requirements at every step, including the consolidation of orders at any stage.

Infor ERP XA also simplifies drop shipments to customers from various plants or distribution centers. Central customer service can handle order demand and pass information from one site to another based on item availability or manufacturing capacity, and then ship the order directly to the customer. All invoicing, varying taxes and

inter-company billing occurs automatically within the system, leaving little room for errors and ensuring charges don't fall through the cracks.

Delivery features include:

- Pick/Pack/Ship support. Offers flexible pick list selection, pick list order (location, customer, order, etc.), and enables staging of picked items for verification prior to shipment.
- Shipping. Supports order maintenance, multilevel container assignment pack lists, bills of lading and carrier selection.
- Automatic invoicing. Passes invoices directly to Accounts Receivable.
- Special charges. Allows pre-defined and adhoc charges to be added at any time before shipment and automatically passes charges to General Ledger.
- Shipped order history. Provides easy access to comprehensive shipment history.



Service

After-Sales Customer Service

Excellent after-sales service is vital for manufacturers to maintain customer loyalty and increase opportunities for new sources of revenue. Infor ERP XA supports all post-sales service activities and ensures efficient use of workforce, inventory and manufacturing resources while maintaining customer service standards. With key customer information that is organized and up-to-date, you'll be able to easily and quickly match work orders with service contracts, determine appropriate charges, bill back to component suppliers properly, and conduct necessary recalls.

Services features include:

- Initiate service contacts by equipment type or family
- Manage customers equipment and component data
- Access warranty details, such as serial numbers or warranty expirations
- Initiate service requests through the Internet
- Create service work orders that include possible problems and recommended actions based on the symptom of the equipment or product in question
- Create RMA orders, track status through to resolution, initiate shipment of replacement parts, and determine return requirements
- Track the availability of technicians and service vehicles, and schedule and dispatch workers based on appropriate skill sets and equipment availability
- Enable technicians to record their activities and materials used on PDAs or laptops, and synchronize that information later for accurate record-keeping and billing
- Enhance troubleshooting capabilities and your company's customer relationships with an easily accessible, comprehensive knowledge base

Finance

Financial Management

Infor ERP XA financial management capabilities meet the demands of any manufacturing organization, especially those that operate internationally. Infor ERP XA supports the varied currency, taxation requirements and often conflicting reporting requirements of countries within the global community. It is also flexible and responsive to the constant change indicative of any best-in-class organization. And the system accommodates the specific financial management needs of individual manufacturers, as well as their complex relationships with supply chain partners and customers.

Finance features include:

- Responsive to change. Allows multiple organizational reporting with independent definitions for reporting structures and calendars that are completely independent of the accounts without requiring the chart to change in the event of a reorganization.
- Flexibility. Allows for an unlimited number of accounting periods. Enables soft closings with unlimited open periods and the closing of ledgers independently. Also enables user-defined and unlimited receivable and payable aging buckets.
- Multicurrency support. Supports multiple currencies and automatically performs conversions. Provides extended tax processing capabilities, such as sales taxes, value-added taxes and other federal and provincial taxes, to ensure compliance with international taxation. Supports budget preparation for any currency.

- Globally enabled. Supports the demands of various countries with global payment enablement, payments by notes and drafts, and inter-division transfers.
- Aging and collection. Supports date-driven and user-defined payment terms; allows online aging and exception reporting, as well as any number of aging structures. Each structure can have any number of periods, all of which are user-defined and have unlimited collection status.
- Infor ERP XA integrates with a powerful, yet easy-to-use financial reporting and analysis application to enable multisite and multicountry organizations to consolidate information and reports across companies, environments and servers. You can also publish, store and manage financial documents via the Web and exchange data using XML.

Contract Accounting

When a customer job requires multiple purchasing and manufacturing activities over an extended period of time, you're often required to track contract status, accomplishments and costs to-date, estimated cost-to-complete and period-to-date costs for progress billing. Infor ERP XA provides all of this... and more. It gathers information from the operational areas of the company and stores it by contract. You can then inquire and drill-down to fully understand cost and status, as well as manage the progress of the contract.

Business Intelligence

Infor ERP XA Enterprise Business Intelligence solutions transform the raw data generated by Infor ERP XA into valuable, business-building information that can help you make smarter, better, and more timely business decisions. Business intelligence provides visibility to information across the enterprise including sales, customer service, purchasing, inventory, manufacturing and financials.

Business Intelligence features include:

- Web-enabled. Create a Web-based information system and access it from anywhere, through the Web, online or via e-mail. Infor ERP XA Enterprise Business Intelligence automatically updates ensure timely, accurate information.
- OLAP Technology. Through its OLAP capabilities, Infor ERP XA Enterprise Business Intelligence features a powerful "cube" of information to reorganize, filter, limit, graph, calculate and compare — all while using your original view.
- Enterprise-enabled. From a single plant to your entire enterprise, Infor ERP XA Enterprise Business Intelligence's data warehouse can provide answers to all of your questions through its consolidation and multicurrency capabilities.
- Easy to integrate, easy to implement. Implementation is easy as the Infor ERP XA Enterprise Business Intelligence solutions are already pre-packaged and integrated to the Infor ERP XA ata with allowing you to drill directly into Infor ERP XA or more information behind the summary data.
- Security. Powerful security features ensure only the right people have access to sensitive business data.
- Export/graphing capabilities. Export data to spreadsheets for further analysis or convert information to HTML and a full range of display options, allowing you to build powerful graphical presentations.

Technology

Infor ERP XA's advanced J2EE technology is designed to give manufacturers the best possible technology platform for the IBM iSeries today and into the future. Infor ERP XA's technology is designed to maximize end-user productivity through customized access to information and ease of navigation, extend business processes to the unique way you do business and provide integration of transactions to business partners and non-Infor business applications. Using the latest Internet technology, remote employees and business partners can access up-to-date information wherever they are located around the world.

Maximize End User Productivity

The flexible technology of Infor ERP XA provides users with rapid access to all the information they need to support their unique role in the enterprise.

- Views of data can be customized so users see or update only the information needed for their role in the format that meets their needs
- Powerful data sub-setting (queries) capabilities allow users to rapidly find information
- "Drill about" navigation enables users to quickly see all related or drill down to see underlying problems
- Workbenches create dynamic windows to related information
- Mass update function enables users to update multiple records at the touch of a button
- Documents can be attached to any object in the system (for example, a customer letter can be attached to a customer order, making it easy to see all the information needed to make quick decisions)

Extend Business Processes

Each manufacturer is unique and Infor recognizes that you may need to modify or extend the standard Infor ERP XA business processes so they work exactly the way you need. Infor ERP XA has comprehensive tools that create a development environment to extend beyond your database to seamlessly integrate additional data with appropriate Infor business processes and objects. The resulting customized or new business processes look and behave exactly like a standard Infor ERP XA ERP application. Any application on your IBM iSeries server can be seamlessly integrated with Infor ERP XA to give users seamless navigation across both Infor and non-Infor data.

Internet Access

Infor ERP XA provides customizable, secure, thin-client Internet access to all business processes enabling better communication with business partners or remote users. Infor ERP XA enables all information to be shared effectively across the enterprise or wider supply chain.

Integration

Infor ERP XA manages trading partner relationship definitions as well as supporting the processing of business transactions. Infor ERP XA supports the electronic exchange of business documents and data between you and your business partners including customers, suppliers and financial institutions via both traditional EDI or via the Internet using XML. EDI standard transactions include: purchase orders, changes,

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Infor takes pride in the 20 years of experience we have in the manufacturing industry. Using our deep base of industry knowledge and proven communications and planning applications, we help suppliers and manufacturers achieve their business goals.

We are passionately focused on providing comprehensive solutions that meet the unique challenges of the manufacturing industry on a global scale. Our solutions are comprehensive, open and modular, giving you the optimal choices to meet today's challenges and leverage tomorrow's opportunities.

acknowledgments, invoices and remittance advice, request for quote and response, planning schedule, shipping schedule, advance ship notice and other documents and are supported in both ANSI ASC X12 (US) and EDIFACT (International) standards.

Infor ERP XA also has a secure, flexible XML integration layer over most business objects that allows for the easy extraction or update of data in the system. This provides an easy way to publish data to the web or a Portal, to send or receive information from a business partner, or to integrate Infor ERP XA with other business applications.

Business Process Management

To streamline business processes across your enterprise, Infor ERP XA provides a workflow solution that enhances productivity by reducing paperwork and response times, improving data reliability, and increasing your quality of service.

Users can initiate business processes automatically, according to pre-defined activities within Infor ERP XA or other business applications, as well as manually. Processes are monitored and progressed automatically to ensure maximum efficiency within your company. Pre-established workflow templates are provided but users can easily customize or create new applications to meet process management needs, without traditional programming efforts. Internet enablement of these processes ensures they can be used throughout your enterprise and span geographical locations. It also means you can include your business partners within those processes, creating a truly collaborative e-business environment.

Infor ERP XA: A solid foundation for best-in-class manufacturers

With the ultimate goal of helping manufacturers increasing market share, Infor ERP XA provides the information infrastructure global enterprises need to become world class by giving you the tools to:

- reduce lead times
- speed time-to-market
- cut operations costs
- exceed customer expectations
- manage the global enterprise
- streamline outsourcing processes
- improve business performance visibility

Infor ERP XA links distributed manufacturing environments to each other and to their customers and partners, streamlining and smoothing the entire process from sales and order placement to shipment and accounting.



13560 Morris Rd.
Suite 4100
Alpharetta, GA 30004
1-800-260-2640

www.infor.com

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