



Infor CloudSuite Field Service for manufacturing and distribution

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. To make the most of your service opportunities and deliver market-leading after-sales service and continuous customer care, you need to be able to integrate advanced service-focused functionality—such as scheduling and mobile capabilities—into your existing ERP system. You can do that and more with Infor™ CloudSuite Field Service.

Create a competitive edge

With Infor CloudSuite Field Service, you get a solution that integrates with your existing business systems—such as your financial and inventory systems—to give you advanced service-focused capabilities and visibility into company-wide information. 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 25+ years, Infor has provided manufacturing and distribution organizations like yours with solutions that meet your specific industry challenges.

- Integrate advanced service management functionality with your existing business systems.

Provide world-class service for your products

With CloudSuite Field Service, you get the tools you need to provide world-class service for your products. You'll be able to do much more than just focus on completing service requests; you'll also 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 CloudSuite Field Service, you can make decisions quickly and with confidence because the information comes from a tightly integrated solution—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

CloudSuite Field Service combines a robust enterprise business solution with multilocation, multi-language, and multicurrency capabilities—all 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 CloudSuite Field Service, 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. You'll be able to 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 also transition responsibility away from service technicians in determining if services performed are to be billed based on existing contracts and warranties.
- **Rental management**—Facilitate quick creation of rental agreements with real-time access to rental equipment availability, related items for upsell, industry standard rates, and billing frequencies.
- **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 user, manufacturer, and vendor warranties for parent- and component-level parts. You'll also be able to streamline the claims process—through authorizing, reviewing, and reimbursing sub-contractors—including claims submissions made to manufacturers and vendors.
- **Asset management**—Schedule routine inspections and maintenance on your fleet and other internal assets to prevent unexpected downtime and extend life expectancy.
- **CRM**—Create and manage campaigns and accounts. You can track the sales pipeline and projections. You can also allow front-line agents, including field technicians, to provide quotes for equipment repair, installations, and service contracts for extended warranties or preventative maintenance.
- **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.
- **Mobile**—Allow your field technicians to use mobile devices and laptops for remote access to critical information, such as unit and service history, account and service contract status, parts availability, and pricing/sales capabilities. Field access to data helps technicians make decisions about repair options and best use of resources, increasing productivity and speeding resolution rates.
- **Web**—With an optional module, you can provide your employees, contractors, franchisees, dealers, and customers with remote access to data through an online web portal. Self-service access adds convenience and speeds service resolution.

Respond more quickly

CloudSuite Field Service can integrate with both Infor and third-party applications by taking advantage of Infor ION®. Infor ION is a purpose-built middleware solution that provides a simple but powerful and scalable framework, allowing you to eliminate operational silos, dramatically improve exception management, and achieve unparalleled end-to-end efficiency. With Infor ION, you get:



- **Workflow management** that creates a seamless flow between your software and the activities of your employees, suppliers, and customers. You can easily design new workflows, automate document routing and approvals across departments and office locations worldwide, and ensure consistency by rapidly deploying changes across the business.
- **Event management** that lets you identify and resolve problems with rule-based notifications and alerts that are automatically delivered to the employees who need them. You can detect exceptions based on business rules that you define, prevent oversights, and provide better service by continually monitoring performance.
- **Pulse messaging** that moves information through the Infor ION network between your connected applications and components of the ION system, guaranteeing delivery of critical information and allowing your systems to work together more effectively.
- **Technology connectors** that integrate Infor and non-Infor applications with minimal effort and minimize the disruption and complexity of upgrades by decoupling your integrations.
- **Role-based permissions** that allow for broader access to the Infor ION network and expanded use of its capabilities without compromising security.

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 CloudSuite Field Service.



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 who 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 CloudSuite Field Service, 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 CloudSuite Field Service'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 product 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 are built upon a stronger foundation than price.

Take your service operation to the next level

With CloudSuite Field Service, 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 and build customer loyalty for years to come.



Benefits:

- Integrate advanced service management functionality with your existing business systems.
- 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.

[Learn more about Infor Field Service ›](#)

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