

Configuration

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Be enterprising.

The order-to-cash cycle is a complex and highly important process for most companies. Anything that stretches the cycle beyond a reasonable timeframe can impact customer satisfaction and ultimately the bottom line. And that includes errors that occur during the order phase.

Manufacturers have long understood the importance of configuring their products correctly at the time of sale. They know they risk having to do rework or even stocking their shelves with obsolete products if their product configurations aren't exact. In recent years, service providers have begun to see that a service offering can be just as configurable as a physical product. They know inaccuracy at the time of sale can lead to problems such as regulatory non-compliance issues and lengthy exchanges with their legal department to resolve them. To avoid such pitfalls, enterprising companies rely on expert configuration systems that help them standardize the sales and specification process and ensure output quality.

Leverage experience.

Infor™ understands the difficulty you face in dealing with customers who want customized solutions at competitive prices. We have over 25 years of collective experience helping companies like yours address all aspects of product and service fulfillment from guided selling (including support for needs analysis, quotes, pricing, custom product and service specifications, and document generation) to manufacturing and product lifecycle management.

Get business specific.

Configuration matches your business processes without creating bottlenecks when new products, services, or changes are introduced. You can quickly and securely address custom requests and provide customers, partners, or sales representatives with accurate, real-time information. Immediate feedback on any selection made, even when complex product/service configurations and customized pricing are involved, makes it easy to close the sale.

Real-time problem-solving engine

Eliminate the frustration of the surprise ending with crucial aids that support the order entry process by allowing users to deduce product/service options. As the order progresses, your sales representative, partner, or customer can see exactly what is available with each option choice and undo any previous selection. This helps to ensure greater accuracy during the order cycle and product/service build process.

Enterprise integration, documentation support

Benefit from seamless integration with Infor CRM Interactive Selling, Infor PLM, and Infor ERP for smoother operations. Configuration works in conjunction with Interactive Selling, allowing you to receive quotes from partners, create professional quality documents for customers, and accomplish other tasks. Documents that can be created include proposals with links, graphics, and even information about competing products, as well as responses to RFIs or RFPs, manuals, user guides, and other custom materials. Configuration also works in conjunction with Infor ERP to communicate custom specifications to manufacturing and with Infor PLM to control product and service configurations and variants throughout the product lifecycle. In addition, integration with existing legacy business applications and support for mobile users are provided.

Support for global expansion

Model and deploy new centrally-managed products and services anywhere while allowing for local customization when you're ready to expand your business globally. Support for distributed work teams and individual users is provided through features such as concurrent product modeling with version control and an intuitive, easily customized UI.

See results now.

For enterprises that seek a sophisticated solution that allows them to focus on order accuracy during the selling process, rather than catalogs and manual configuration, the Configuration component of Infor CRM is ideal. It can help your company generate a fast return through:

- Reduced expenses due to faulty configuration and rework
- Reduced expenses caused by pricing and sales inconsistencies
- Reduced data maintenance costs
- Decreases in the cost of sales per order
- Reduced complexity and cycle times for new configurations
- Improved time to market
- Improved customer satisfaction

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