



infor

# Infor CloudSuite Equipment

A cloud service to help equipment OEMs, dealers, rental companies,  
and service providers manage their critical business processes

# Equipment industry functionality powered on the cloud

Designed to provide an unmatched user experience, Infor CloudSuite™ Equipment delivers industry-specific capabilities to support core business processes by combining the Infor® cloud platform built on infrastructure services from Amazon Web Services® (AWS®) and Infor OS. With Infor CloudSuite Equipment, you always have access to the latest innovation without the need for major upgrades.

Infor CloudSuite Equipment enables global business, networked analytics, and a user experience that can be augmented by artificial intelligence, so organizations can:

- Stay current on the latest versions of their software.
- Provide users with access on any device anywhere.
- Scale cloud services to handle usage peaks and valleys.
- Reduce total cost of ownership and capital investment.
- Integrate cloud and on-premises applications with pre-built APIs.
- Connect data across cloud and legacy applications for enterprise insights.
- Democratize analytics for better decisions.

Keep current and connected, leverage powerful functionality, and optimize critical business processes, with Infor CloudSuite Equipment.

# Contents

Innovations built for the heavy equipment industry	<b>04</b>	Supporting modern users—today and tomorrow	<b>10</b>
Top 5 reasons to use Infor CloudSuite Equipment	<b>05</b>	Take a closer look	<b>11</b>
Transform your business	<b>06</b>	World-class infrastructure	<b>12</b>
Optional capabilities	<b>07</b>	Delivering productivity with Infor Agility	<b>13</b>
Why Infor CloudSuite Equipment?	<b>08</b>	The last upgrade you'll ever need	<b>15</b>

# Innovations built for the heavy equipment industry

It's a volatile time in the equipment industry. Trade wars, taxes, and tariffs are creating unpredictability in the global economy. Climate change is creating new demands in emissions and fuel efficiency. And the Fourth Industrial Revolution is inspiring new technologies that require people to work side-by-side with machines.

Equipment OEMs, dealers, rental companies, and service providers must rethink how they do business within this environment. Although disruptive, these factors also provide vast opportunities for the equipment company that is ready to implement new business models to weather this volatility.

Infor CloudSuite Equipment gives equipment companies with complex and evolving business models the agility they need to manage the entire equipment life cycle—from initial forecasting and sale of the equipment, through to shipment, commissioning, renting and leasing, servicing, overhaul, and final disposal. This digital platform has deep, proven capabilities to help meet customer demands, maintain employee productivity, and continue bringing innovative products and services to market ahead of the competition.

Even better, the solution is delivered in the cloud—ensuring efficiency, cost savings, built-in support for global operations, as well as security that follows industry-leading best practice protocols. This is the innovative platform equipment companies need today.





## Top five reasons to use Infor CloudSuite Equipment

1. Free up capital to support growth initiatives
2. Speed time-to-value with fast deployment
3. Quickly scale infrastructure to support a growing business
4. Automate previously manual tasks across operations
5. Get real-time visibility across the entire enterprise

# Transform your business

Infor CloudSuite Equipment is a suite of cloud-based services built on equipment industry best practices. Here's a closer look at the capabilities you get when you choose this innovative platform to power your business transformation.

## **Core CloudSuite Equipment service**

- Take advantage of a single, global service that empowers equipment OEMs, dealers, rental and leasing companies, and service providers to run their entire business—across every department, every site, and every country. The core enterprise resource planning (ERP) capabilities encompass everything from initial forecasting and sale of equipment, through shipment, commissioning, renting and leasing, servicing, overhaul, and final disposal. It can help you predict future parts and service demand, while capturing accurate equipment data, including brand, serial numbers, machine type, end of life, warranty, service, and sales data.

## **Technology platform**

- Leverage Infor CloudSuite Equipment's innovative, core technology service to enable seamless integration between systems, a unified user experience across all applications, organization-wide visibility into real-time data, and user collaboration.

## **Business intelligence and analytics**

- Harness the power of equipment-specific business intelligence (BI) and business analytics services that can understand and optimize complex processes in less time than traditional BI solutions. Using patented automation and machine learning technologies, Infor's "networked BI" service connects teams and applications across the enterprise via a trusted network of analytics and insights to inform smarter decisions.

## **Implementation Accelerator for Equipment**

- Get up and running quickly with pre-configured business processes and data models, user-defined menus, and equipment-specific training guides so your users can be productive faster, operate smarter, and learn how to take advantage of efficient process flows across your supply chain.

# Optional capabilities

Optional services that enhance and extend Infor CloudSuite Equipment are available for additional subscription fees. Contact your sales representative for more information. Users can extend the core service with pre-built integrations using Infor technology, including:

## Warehouse mobility

- Automate common processes in the warehouse and on the production floor, ranging from goods receiving, pick and pack, dispatch, inventory transfers, physical inventory counts, and manufacturing order reporting. Enable users with real-time data to immediately respond to important tasks while enhancing inventory accuracy and end-to-end traceability.

## Mobile field service

- Efficiently meet requirements for field service repairs and equipment commissioning by giving service technicians real-time information—whether they're at a repair center, branch, or in the field. Mobile capabilities give them full visibility into customers and equipment details, warranties, service contracts, parts inventory, equipment history, repair instructions, and more—online or offline.

## Equipment quotations and configurations

- Get real-time access to detailed information about any opportunity in the quotation cycle, while seeing the impact that each attribute has on the deal's bottom line. Powerful search capabilities allow sales execs to quickly find new and used equipment to quote on; alternatively, use the equipment configurator to create an equipment configuration to a customer's exact specifications.

## Production scheduling

- Balance the conflicting objectives of avoiding stock outs vs. being left with excess inventory while meeting customer orders on time and in full. The powerful, mid- to short-term planning and scheduling tools help maximize throughput and minimize changeovers.

## Rental analytics

- Gain fleet performance insights to help drive strategic decisions by accurately measuring multiple dimensions of utilization. This knowledge empowers rental managers to analyze and fully understand what's driving their rental business and identify areas of improvement.

## Customer life cycle management

- Optimize the customer life cycle with highly responsive, industry-specific CRM capabilities specifically for Infor's CloudSuites with Infor M3® at its core. It delivers a holistic view of your customers and prospects and enables you to structure and control your lead-to-sales process to better manage your relationship with each customer over the full life cycle of the relationship.

Additionally, CloudSuite Equipment includes these optional horizontal add-ons:

## Enterprise analytics

- Provide more personalized metrics for roles or individual users who need to create their own KPIs, or create or edit metrics. It also provides more enterprise data for users that need to blend data across Infor applications or third-party applications.

## Document capture

- Process documents like supplier invoices digitally, intelligently classifying them and extracting data. The documents and data can then be processed in Infor CloudSuite Equipment using appropriate business logic.

# Why Infor CloudSuite Equipment?

Some of the business drivers facing equipment companies today may seem like the same challenges the industry has been fighting for years, but the specifics have evolved—requiring you to take a fresh look at your business and core competencies in order to determine the best path for the future.

Infor CloudSuite Equipment can make a significant impact across equipment companies, including service innovation, analytics, supply chain visibility, employee productivity, and automating business processes:



## Deliver operational excellence

With costly equipment that should be operational around-the-clock, minimizing downtime is critical. While aftermarket service might be more profitable than sales, it's important to note that different levels of maintenance offer different levels of customer benefits, along with different levels of profit margins. Aftermarket service should optimize equipment performance by improving reliability, extending an asset's life, and lowering repair costs. Each maintenance step, whether basic corrective maintenance or more advanced prescriptive maintenance, requires an infrastructure investment—especially prescriptive maintenance, which needs advanced AI and machine learning capabilities.



## From product to solution

Equipment companies must ensure they have the flexibility to meet shifting customer needs via sales, rental, and lease—and not rely on just a single charging model. Alternative charging models, such as output and **outcome-based billing**, are becoming increasingly common. Equipment companies can significantly enhance the customer experience by personalizing products. The extent to which an organization can offer personalization, however, largely depends on its ability to handle the overall complexity that personalization introduces—whether it's validating configurations, calculating quotes, or sourcing components from the supply chain.



## Conquer supply chain complexity

One of the most challenging aspects of the equipment industry is a multi-echelon supply chain that touches OEMs, distributors, rentals, sales, aftermarket, and services offerings. Virtually all sectors must manage both forward and reverse logistics. Components for repair and remanufacture, such as engine “cores,” are heading out, while replacement components are coming in. Rental companies must contend with equipment coming off rental contracts that then either re-enters the supply chain for reuse as a whole piece of equipment or is earmarked, either in parts or whole, for remanufacture or reuse. To do all of this, equipment companies need end-to-end supply chain visibility into raw materials and aftermarket components, as well as the collaboration tools to communicate effectively and efficiently with suppliers.



# Why Infor CloudSuite Equipment? (continued)



## **New technology propels disruption**

Breakthroughs in technology are reshaping the equipment industry and the software that supports it. Analytics have become more sophisticated in order to provide the optimal data needed for critical daily decisions. Artificial intelligence (AI), the internet of things (IoT), and machine learning (ML) use advanced sensors and sensor fusion along with edge devices to provide more advanced monitoring and diagnostic capabilities. Sensors incorporated in machinery and equipment today collect volumes of temperature, material wear, moisture level, usage time and other data. Analytics can transform this data into extremely intelligent, predictable, efficient, and profitable information.



## **Drive employee productivity**

The skillsets required to work in a modern, automated equipment company is different than in the past. This makes defining, recruiting, training, and retaining employees more challenging. To maximize the potential of your people, you must ensure that your business software supports your business strategies. This means making sure that employees have access to the right tools and self-service technologies to help them perform their jobs well and accurately. For example, providing mobile access to a field service team, allows them to stay connected, informed, and up-to-date. As a result, productivity goes up, costs go down, and service levels increase.

# Supporting modern users— today and tomorrow

Infor CloudSuite services leverage modern technology to help companies achieve future growth, and can be extended with AI and the world's largest commerce network.

- **Pre-built industry capabilities**—Prepackaged workflows, content, integrations, and analytics are designed with industry best practices, informed by thousands of implementations.
- **Cloud design drives business agility**—Deliver a simplified user experience, data aggregation, workflow integration, hyperscaling, automatic upgrades, and a data lake.
- **Actionable insights with enterprise analytics**—An enterprise business intelligence (BI) and analytics platform enables accurate, data-driven decisions.
- **Extending the enterprise with networked commerce**—Virtual, vertical integrated-based, self-orchestrating value chains leverage data that companies need to run supply chains for end-to-end visibility.
- **AI unlocks business potential**—AI anticipates, recommends, and derives insights, while powering robotic process automation, machine learning, and IoT.
- **Prioritizing time to value**—Infor's service delivery methodology delivers accelerated productivity and ensures customers realize maximum value from their technology investment.



# Take a closer look

Infor OS provides Infor CloudSuite Equipment users a comprehensive technology platform of services to choose from which serve as a unifying foundation for your entire business ecosystem.



## Enhanced enterprise experience

Utilize Infor CloudSuite Equipment to centralize access to applications—with single sign-on and real-time, organization-wide visibility to streamline communication.



## Seamless integration

Integrate Infor and third-party enterprise products in the cloud, on-premises, or in hybrid deployments with Infor's advanced integrated platform as a service (PaaS) capabilities and API gateway.



## Transformational data as a service

Provide data acquisition technologies and a unified repository for capturing enterprise data. A data lake ensures data fidelity, governance, security, and access.



## Artificial intelligence

Transform historically complex AI technologies (natural language processing, intelligent automation, and machine learning) into valuable and attainable enterprise goals.



## Extensibility

Easily create the right experience with minimal coding with Infor's optional developer tools—whether it's an intuitive consumer-grade web interface, a high-productivity form, or a business process to replace customizations.



## Data and system governance

Integrate governance, risk, and compliance (GRC) software to help monitor regulatory and statutory standards and proactively update critical applications.

# World-class infrastructure

The Infor cloud is built on Amazon Web Services (AWS), the market leader for cloud-based infrastructure as a service (IaaS) and platform as a service (PaaS) for over 10 years. By leveraging Amazon's multi-billion-dollar annual R&D investment in technology, Infor's industry CloudSuites can better deliver on Infor's core mission of building critical industry capabilities.

Infor has partnered with AWS to deploy Infor CloudSuites in more than 20 AWS regions and 61 availability zones across the globe—and that footprint continues to grow to meet customer requirements.

Infor CloudSuite services are designed to run seamlessly across multiple availability zones with active/active high-availability clustering. This means that customers will experience minimal impact from any unplanned outages or system loads.



# Delivering productivity with Infor Agility

Infor Agility is Infor's innovative service delivery model that impacts all aspects of Infor's customer life cycle. It is guided by decades of successful ERP implementations and has been continuously refined with the goal of delivering implementations on time and on budget, ultimately delivering faster value for our customers. Infor Agility combines aspects of agile methodology with advanced implementation accelerators, process intelligence tooling, a data migration factory approach, testing as a service, consumerized learning, and managed services options.

## Implementation accelerators (IA)

IAs are industry-focused, preconfigured, yet flexible processes designed specifically for Infor application suites. They are designed to deliver core industry-leading business processes, along with application configurations, implementation playbook, tools, and templates. These will deliver a prescriptive, repeatable process that will drive predictable results while helping to lower risk and increase time to value for Infor customers.

## Business process assessment (60-30-10) approach

Infor believes that "not all business processes are created equal." Our strategic 60-30-10™ approach allows us to clearly identify, by leveraging a detailed IA Business Process Assessment workshop, the processes that are most important in helping our customers differentiate themselves and deliver maximum value. This model allows us to deliver our industry CloudSuites with most of the necessary processes already built in and ready to adopt; about a third of the remaining processes are refined/configured to suit the needs of our customers; and the final layer receives the most focus, to truly make our solutions a competitive differentiator for the customer's business.

- **60%**—These are core industry-leading processes delivered in the form of our pre-configured implementation accelerators. Customers can easily adopt these with very little effort, spending time primarily on only the validation of these core standard IA processes. These core processes are adopted "as is."



- **30%**—These are the processes that truly enable differentiation for our customers. We work with our customers to configure these processes, providing specific guidance on how to optimize their solution. While this phase takes a little more time and effort, it allows us to provide options that our customers can tailor and configure to best fit their specific business needs.
- **10%**—These processes are where we spend the most time and resource capacity. Focusing on those processes that are highly differentiating/unique to our customers, the objective is to enable them to help make dramatically better business decisions and provide a better experience to their customers.

By eliminating the need for any customized work within the 60% of the processes, we are able to free up time to collaborate with our customers and focus on the 30% (differentiating) and 10% (unique) processes and help our customers achieve a better business outcome.

### **Data migration**

The risks and costs of do-it-yourself data migration may not be clear until it's too late. Too many in-house migrations lead to go-live delays, or worse, production problems resulting from poor data migration.

Infor Data Migration services use established methodologies to successfully, accurately, and quickly complete critical, customer data migrations. This proven service helps to eliminate costly in-house errors, ensures implementation stays on track, and sets a solid foundation for future data management processes.

### **Consumerized learning**

Infor's consumerized learning is an innovative approach that provides a personalized enterprise learning environment. Users can consume training in a variety of formats that are modern, easy to use, and delivered in an embedded, contextualized, consumer-grade user experience.

### **Managed services**

When the implementation is complete, customers want to concentrate on running their businesses. Infor Managed Services allows them to do just that. With a service agreement tailored to their requirements, customers can build and maintain extensions to address their unique processes to increase productivity and customer service.



# The last upgrade you'll ever need

ERP upgrades will be a thing of the past with Infor CloudSuite Equipment. The service's cloud-based digital platform ensures that you'll always have access to the latest industry features and regulatory upgrades paired with the highest level of security protocols. Stay current with the functional and technical evolution and innovate at your own pace.

Plus, Infor CloudSuite Equipment delivers a fast and significant return on investment, speeding time to value with a fast deployment. The platform can quickly scale to support business growth, so equipment OEMs, dealers, rental companies, and service providers can invest in more strategic growth initiatives with the capital freed from hardware infrastructure upgrades.

**Drive innovation, intelligence, visibility, productivity, and automation with CloudSuite Equipment**

[LEARN MORE ↗](#)





[infor.com](http://www.infor.com)

**About Infor**

Infor is a global leader in business cloud software specialized by industry. Over 65,000 organizations in more than 175 countries rely on Infor's 17,000 employees to help achieve their business goals. Visit [www.infor.com](http://www.infor.com).

Copyright © 2022 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. [www.infor.com](http://www.infor.com).

641 Avenue of the Americas, New York, NY 10011

INF-2527634-en-US-0322-2