



Infor CloudSuite Field Service

Provide exceptional service

When it comes to completing critical tasks in an industry that relies on highly technical components, you must be able to provide responsive service without sacrificing efficiency or creating unnecessary costs.

Infor CloudSuite™ Field Service gives you the tools you need, so you can ensure that your customers, personnel, partners, subsidiaries, and franchisees are all working from accurate and timely information.

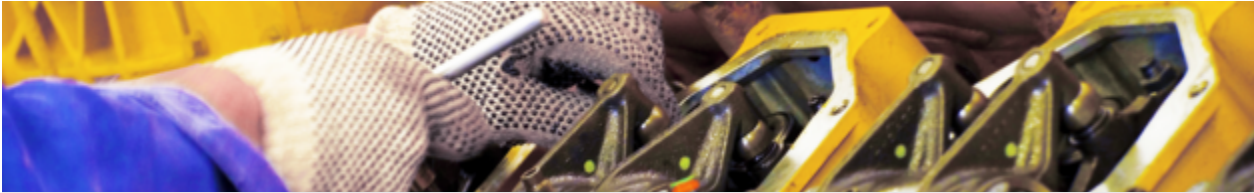
Create a competitive edge

With Infor®, you get an experienced, reliable technology partner that understands the unique needs of equipment organizations like yours. Infor CloudSuite Field Service is a fully integrated, end-to-end solution that gives you advanced service-focused functionality along with company-wide access to data. 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 CloudSuite Field Service, you can become a world-class service organization.

Be a world-class service organization

With CloudSuite Field Service, you get the tools you need to be a world-class service organization. You'll be able to do much more than just focus on completing service requests; you'll 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 one shared, real-time database—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 multi-language, and multicurrency capabilities 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. 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 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 all warranties for equipment and component level parts. Streamline the entire claims process from authorizing, reviewing, and reimbursing your service providers, to managing your own claim submittal to your vendors.
- **Asset management**—Schedule routine inspections and maintenance on your fleet and other internal assets to prevent unexpected downtime and extend life expectancy.
- **Accounting**—Manage the complete financials of your organization, including partner, contractor, and franchise relationships. Multi-language and multicurrency capabilities support global growth.
- **CRM**—Allow front-line agents to provide quotes for equipment sales, installation services, and preventative maintenance and extended warranty contracts.
- **Sales**—Be able to quickly and easily satisfy customer orders—whether the orders were generated through normal CRM channels or through walk-up counter sales. You get visibility to quantity on hand, payment on account or through credit card processing, and integration to common shipping carrier systems that allow you to meet or exceed order-fulfillment promise dates.
- **Distribution**—Support flexible pricing and inventory systems for distribution models.
- **Inventory**—Accurately track inventory levels by lot, serial number, and location to help maintain minimum levels and ensure essential materials and parts available when and where you need them.
- **Purchasing**—Manage vendor relationships for improved costs savings and product performance.
- **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.

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 that 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 equipment 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 go beyond price.

Grow with ease

Service organizations of many sizes and types take advantage of the world-class benefits of CloudSuite Field Service. No matter your current size, the flexible solution can grow along with your business. You can open new locations, and even expand into different countries with different currencies—all with ease.

Access from anywhere, anytime

Give everyone you work with—both within and outside your organization—the ability to get the information they need, when they need it.



Field service technicians

Remote access to data helps field technicians make decisions about repair options and make the best use of resources—which can increase productivity and lead to quicker resolution rates. This can be especially important when the task is critical, such as keeping power on, medical equipment working, pumps and forklifts running, and buildings safe and secure.

With CloudSuite Field Service, your field technicians will have remote access to all of the information and resources they need to get the job done, such as:

- Unit and service history
- Past inspection readings
- Account and service contract status
- Parts availability
- Pricing capabilities
- And more

Field service technicians can access work orders, perform service tasks, check schedules, and more on laptops, tablets, or mobile phones running support versions of Google Android™ and Apple® iOS.

With full data connectivity, your technicians have real-time access to customer look-up, equipment history and configuration, and inventory availability to execute service and inspection tasks, providing field technicians the tools they need to make decisions in the field and provide the best customer service possible.

If connectivity is lost, basic information, such as work order management, inspection entry, and material, time, or expenses incurred can be entered and accessed offline to maintain productivity and efficiency. Pending information entered while offline will be validated for data integrity and then synchronized with your CloudSuite Field Service back-office system.

Gain reliability and security

Infor CloudSuite Field Service is deployed in the Infor CloudSuite, an agile and highly flexible hosting platform that is currently serving more than 8,500 customers and over 71 million subscribers globally. You get a functionally rich, comprehensive, cloud-based suite that is made available through Infor's partnership with Amazon® Web Services (AWS) to give you access anywhere, anytime on your preferred device. With the Infor CloudSuite, you get reliability and security you can count on and the ability to focus on your business, not your technology.

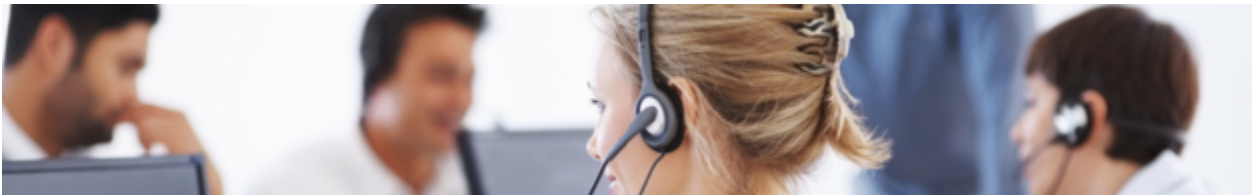
Get the benefits of the cloud

With deployment in Infor CloudSuite, you can:

- **Support expansion**—The solution provides real-time data that is accessible anytime, anywhere. You can allow controlled access to emerging partners, suppliers, joint ventures, and other entities—all of which helps make it easier to launch and expand to new locations.
- **Reduce total cost of ownership**—Because data is no longer stored onsite, you can say goodbye to expensive servers and hardware, and redirect personnel to more strategic activities.
- **Realize a speedier time to value**—With preconfigured yet flexible, industry-leading business processes, templates, training materials, tools, and simulations, you can deploy or upgrade, with minimal upfront investment, in weeks or months—not years.
- **Ensure security and reliability**—With data managed by AWS, you benefit from best-practice protocols in application, network, physical, and operations security, as well as comprehensive monitoring on a highly secure infrastructure. Infor CloudSuite has a 99.9% average historical uptime, and has seen about 1.9 million attempted—and failed—attacks quarterly. With CloudSuite Field Service, you get greater reliability, uptime, and security than most companies can achieve on their own.

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.



Benefits:

- 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.
- Easily scale service management functionality as your business grows.

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