



FROM START-UP TO INDUSTRY LEADER
**RESOLUTE INDUSTRIAL, INC. TURNS TO
SINGLE SOURCE SYSTEMS, INC. AND
INFOR CLOUDSUITE™ SOLUTIONS**



A four-year Single Source, Infor, and Resolute collaboration, born with a three-month implementation of Infor CloudSuite Field Service (then known as Infor Service Management), has continued to expand and grow in support of Resolute as they went from a start-up in 2015 to an industry leader in 2019.

About

RESOLUTE INDUSTRIAL, formerly part of Johnson Controls, is a leading provider of Water and Air Cooled Chiller rental services, compressor manufacturing, and other customer HVAC services in North America. Founded in 2015, Resolute has more than 150 employees, including fifty (50) users on Infor CloudSuite Field Service (CSFS).



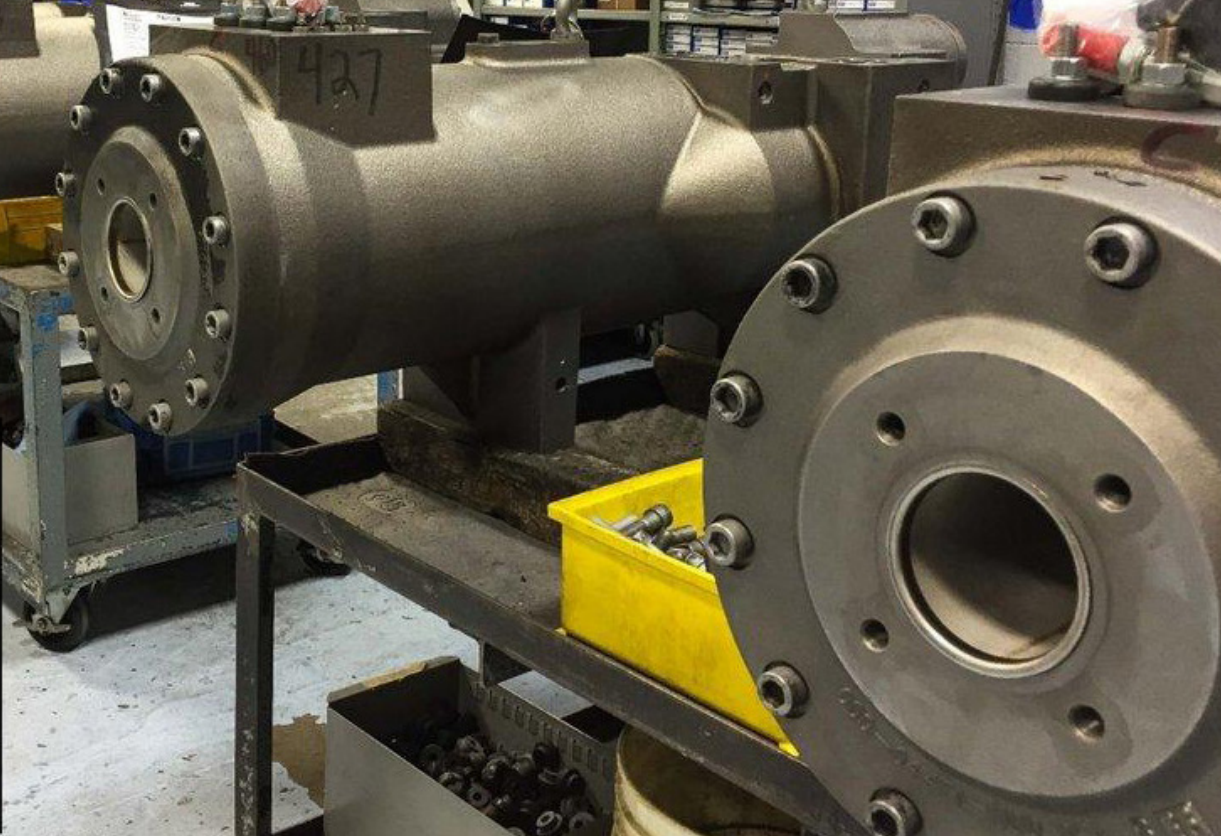
SINGLE SOURCE SYSTEMS, INC. founded in 1985, is a software and solutions provider bringing more than twenty-five years of experience with Infor solutions and a focus on the needs of industrial manufacturing and equipment rental and service. The Single Source team offers insight, collaboration, and leadership in support of its customers' acquisition, implementation, and activation of technology.



INFOR Infor is a global leader in business cloud software products for companies in industry specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first leverages data science and integrates easily into existing systems.



Over 68,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.



CUSTOMER Resolute Industrial

INDUSTRY Industrial Equipment Rental, Manufacturing, and Service

PRODUCTS Infor CloudSuite™ Field Service
Infor CRM
Productivity Tools by Single Source Systems, Inc.

INTEGRATIONS Infor CRM
Phocas Software- Business Analytics

SYSTEM METRICS 3 locations
70 users

CASE STUDY **IN BRIEF**

Highlights

- A 4-year, multi-location collaboration, kicked-off with a successful three-month implementation of Infor CloudSuite™ Field Service (CSFS), then known as Infor Service Management.
- Infor and Single Source initially were awarded the business based primarily on their ability to meet a three-month implementation schedule, Single Source's significant experience with the software and within Resolute's industry, and the specific functionality of CSFS, including Service, Purchase, and Sales Order.
- Major projects and customizations included
 - The original ERP implementation.
 - The combining of previously distinct rental and compressor businesses.
 - Multi-location deployment.
 - Three upgrades including the most recent to CSFS 2019.
 - Infor CRM deployment.
- Specialized operational and finance reporting.
- Enhanced Bill of Material automation.
- Specialized AR, AP and General Ledger support and enhancements.
- Critical to success is the tightly integrated and diverse Single Source and Resolute team led by Resolute CIO, Soulby Jackson and Single Source President, Cory Rhodes.

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We count on the Single Source team and our deployment of Infor and Single Source products to help us efficiently scale while also ensuring we can track and respond to the needs of our customers, transact our day to day business effectively, and ultimately drive ROI and profit for growth the organization.”

Soulby Jackson, Resolute Industries CIO

A Deep & Experienced Bench

- More than ten Single Source team members working on the Resolute business.
- An average of more than 11 years of experience with such products as Infor ERP products, Single Source Systems, and within the Mongoose toolset.
- An Infor reseller for more than 20 years, Single Source was named 2018 Infor Cross Sell Partner of the Year.
- The original authors of much of the field service functionality currently in Infor CloudSuite Field Service and Infor CloudSuite Industrial (SyteLine).

CASE STUDY **DETAIL**

In late 2015, Resolute Industrial, formerly part of Johnson Controls, came to Infor and their solutions partner, Single Source Systems, with a challenge. Resolute needed a full enterprise resource planning software (ERP) with robust field service functionality that aligned well with the needs of Resolute's rental and compressor businesses. They needed to be up and running in three months and given their plans for growth, Resolute also wanted both a software and a services partner capable of scaling with them. Single Source and Infor CSFS won the bid because they:

1. Committed to a three-month delivery and demonstrated a competency for being able to deliver.

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At some point, just about everybody in the organization has touched Resolute's business. We all know we can rely on each other and Resolute knows they can count on us for needs small and large. Whether working with a business partner on their behalf, there for a rapid response support to any number of needs, or planning for a new site roll-out, we are as interested as they are in making sure their Infor CSFS deployment delivers the most business value possible for them today and into the future.”

Tom Cavanaugh, Single Source
Director of Professional Services

2. Offered a software that most readily, out of the box, aligned with Resolute's most urgent needs.
3. Proposed a diverse Single Source team with robust experience with the software, the Mongoose toolset, the industry, and the most critical business functions, including AR, AP, and General Ledger.

With the successful, on-time deployment, a productive partnership was born that has since included multiple upgrades, an expansion of CRM capabilities, custom development, and the addition of Resolute locations and businesses.

The Initial Implementation

After getting the signed work order in early November 2015, Single Source immediately assigned a team to work on the project and established Single Source consultant, Joe Lira as the lead. Given Resolute's complex accounting needs combined with the compressed timetable, an additional consultant with an extended background in finance and accounting, was added to the team. The entire team knew that Resolute's priorities were a minimally viable solution that required the minimum amount of modifications necessary to deliver business critical functionality.

Milestone Methodology™ Provides The Path

The timetable may have been compressed but that didn't mean that steps could be skipped. Relying on Single Source's Milestone Methodology, Joe led the integrated team through a systematic process of uncovering business needs and discovering critical function and then mapping them to the software. While each step of the Milestone Methodology was important, it was the Functional Workshops that proved critical.

It was in the Functional Workshops, leveraging an informed understanding of the application and the business flows of the organization, that Resolute and Single Source were able to start connecting the software to the needs of the organization. In this phase, the team was able to identify where there was and wasn't alignment between the organization's workflows and the functionality

of the software. And when necessary define the technology and/or operational solutions to resolve the gap. The deployment plan ultimately connected functionality from Services, Sales, Purchase Orders, Inventory Management, and Accounting with the process, data, and workflow demands of the organization.

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The use of Quick Start tools, the flexibility of the Mongoose toolset, our depth and breadth of knowledge with the software, and our Milestone Methodology were key to helping the combined Resolute and Single Source team identify and focus on what was minimally necessary to ensure an on-time deployment while also delivering business critical functionality.”

Chris VonEhrencrook,
Single Source Systems Business Consultant

What is Milestone Methodology™?

Developed over the course of our work with thousands of implementations over the past thirty years, Single Source's Milestone Methodology is a framework for guiding integrated teams through the multi-phased work of implementing new or upgraded ERP software. Featuring five milestones and twenty phases, Milestone Methodology ensures a clear understanding of roles and responsibilities, an alignment on timing, and an agreement on the artifacts to be produced.



Planning & Project Start-up

Align, understand, define, document, and schedule.

Phases:

- 1) Project Setup
- 2) Perform Kickoff Activities
- 3) Install/Provision Software
- 4) F.O.R.D. Discovery & Presentation
- 5) Foundation Education

System Definition

Configure, connect, and map.

Phases:

- 6) Application Configuration
- 7) Functional Workshops
- 8) Data Mapping Workshops

Business Piloting

Pilot, report, and personalize.

Phases:

- 9) Conference Room Pilot 1
- 10) Analyze & Develop Personalizations
- 11) Perform Data Migration Rehearsals
- 12) Conference Room Pilot 2

Go-Live

Train, convert, production, support.

Phases:

- 13) Train End Users
- 14) Go-Live Preparation
- 15) Production Cutover / Go-Live
- 16) Post Go-Live Support

Optimize For Success

Monitor, evaluate, plan, and support.

Phases:

- 17) Assess Production Performance
- 18) Conduct Optimization Review
- 19) Resolve Production Problems
- 20) Plan for Future

A Second Location

After getting the Wheeling, IL location up and running, Resolute asked Single Source to turn their attention to an Indianapolis Resolute location. Resolute was looking for a quick turnaround for this project and was hoping for a local connection for their Indianapolis team. To accomplish this, the integrated Single Source Resolute team was expanded to include Kevin Fettig, an Indianapolis-based consultant. Because Indianapolis served a different type of customer, it was important to Resolute that the work for Indianapolis reflect what Single Source already knew about the business while also bringing into the deployment planning the process, workflow, and data requirements unique to Indianapolis.

Robust Service Order Functionality Delivers For Unique Rental Needs

One of the specific areas of unique needs involved choosing how the organization leveraged the service order functionality of CSFS. While the software has robust rental contract functionality, because Resolute has unique needs associated to its large, industrial air conditioner rental contracts, CSFS service order functionality was identified as the better way to deliver on the business needs. Resolute needed their industrial HVAC equipment and all the services and parts associated to it throughout the life of a contract be on a single order. Additionally, given the seasonality of the business, invoicing associated to the rental contract needed to be able to be suspended in the off-season without Resolute

having to pick up the unit and/or end the contract. By using the service order functionality, Resolute was able to streamline operations, have an always accurate look at their inventory, and track and make decisions using the true cost of their rental equipment.

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One of the biggest advantages to Infor CSFS is the flexibility in the processes that can be deployed. There are multiple ways in which a business can leverage the system to support its business needs. For Indianapolis, we investigated multiple options to identify the one that was the best fit for Resolute's business process and transactional needs.”

Kevin Fettig, Single Source Systems
Business Consultant

Productivity Tools by Single Source



One of the products, Productivity Tools, included in the initial deployment is a Single Source product. Productivity Tools, CSI and Productivity Tools, CSFS were designed to enhance the use and function of Infor CloudSuite Field Service and Infor CloudSuite Industrial.

For Resolute, Productivity Tools, CSFS delivered users enhanced functionality, integrations, and expanded forms and reporting for IT, Marketing & Customer Service, Service Department Managers, and Executive users.

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Our Productivity Tools products were designed by our team who've worked with CloudSuite solutions for years and inspired by our customers and their use of the CloudSuite solutions. Seamlessly integrated with the CloudSuite products, Productivity Tools enhances the robust features and functions already there and adds some specific functionality unique to the way our customers interface with the solutions.”

Jeff Smith, Single Source Director of Product Development

Infor CloudSuite™ Field Service



Infor CloudSuite™ Field Service, an end to end full ERP with specialized field service functionality. No other service lifecycle solution gives you the same combination of broad enterprise capabilities plus depth of service expertise and functionality.

With complete functionality including contact center, work orders, rental management, warranty and claims management, CRM, accounting, distribution, and more, Infor CloudSuite Field Service gives its customers the ability to seamlessly manage their entire business from a single solution.

Ongoing Upgrades, Additions, and Integrations

Central to a deployment of any ERP software is the need to continue to evolve and optimize how the organization leverages the technology after launch. Through updates, additions, and customizations, the alignment between CSFS and Resolute's business needs has continued to strengthen. The work has included three upgrades, an expansion of reporting functionality, the expansion of CRM functionality with Infor CRM, and a customization of Bill of Material functionality to automate manual, repetitive tasks.

Infor CRM Expands CRM Capabilities

One of those efforts included expanding Resolute's CRM functionality. In late 2018, Resolute decided that they had fully accessed and leveraged the existing CRM functionality within CSFS and were ready to expand. Single Source helped Resolute explore options including a modification to the existing CSFS deployment or an integration of a CRM dedicated software. After a discovery process that included multiple CRM software options, the decision was made to add Infor's product Infor CRM.



Because Single Source is focused on Infor CloudSuite Field Service and CloudSuite Industrial (Syteline) offerings, a business partner who specializes with Infor CRM, SimpleSoft Solutions, was added to the team. While it was helpful that both products were Infor, it was also important to recognize that they featured two distinct database schemas and therefore very specific, thoughtful, and detailed work was necessary to identify and sync tables and fields to ensure stability and data quality immediately as well as atscale.

Built On A Strong Foundation, The Relationship Delivers

Supporting Resolute's journey since 2014, Single Source and Infor CSFS have been there to ensure that the software and services delivered on the operational, transactional, and customer needs of Resolute's business. What started with an urgent call for support has turned into a sustaining relationship delivering value for all parties. Relying on a deeply experienced team, a full ERP software with specialized field service functionality, and the Milestone Methodology process, Single Source has been able to uniquely match capabilities of the software with the functionality needs of the business.. Following the vision of Resolute and building shared goals and a collaborative team, Single Source and Resolute deployed and then continued to evolve

and optimize technology solutions that were ready for growth. From a quick start, under three-month, single location implementation of Infor CSFS with Productivity Tools to the current CSFS 2019, 3 location deployment with Infor CRM and Productivity Tools, no matter what Resolute's business growth demands of its technology and technology solutions provider, Single Source and Infor have been there to respond. "With Resolute, Industrial we've been able to sit down together, solve problems together, and establish priorities for continued innovation and growth together. I'm honored that Soulby trusted us back in November of 2015 and continues to do so today." Cory Rhodes, President, Single Source System, Inc.



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