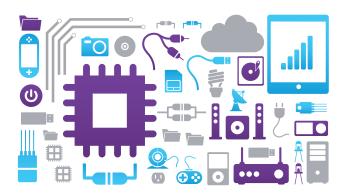# Infor High Tech & Electronics

> "Implementing communication between Infor LN and Infor EAM has sped up processes, improved accuracy, and reduced operational costs."

> —John Vaughan, Senior Vice President and CIO, Pride Industries

Engineered for speed.

High tech and electronics professionals know too well the positive and negative sides to industry change. Innovation brings opportunity for growth in both product and service offerings, but also presents inherent danger—of falling behind the competition in delivery to market. Speed matters more in your business today than ever before.

At the same time, every stage of the business grows increasingly complex. Component manufacturers must manage costs, inventories, and supply chain efficiency to ensure timely delivery scheduling. Electronic manufacturing service companies look to win market share with value-adds such as design and engineering, manufacturing, sourcing, supply chain, fulfillment, aftermarket service, and end-of-life services. Original equipment manufacturers need to deliver innovative products fast enough to meet shifting customer preferences and stay competitive.

Infor™ High Tech & Electronics meets these challenges head-on by offering integrated solutions with industry-specific functionality. With this one, complete solution suite you can operate globally and connect seamlessly with your customers, your operations, and your suppliers.

One size fits one.

You can't meet the unique needs of the high tech and electronics industry by using generic software. At Infor, we understand that the high tech and electronics industry isn't like any other industry. So, we've created software that's tailored to your needs, as well as those of the industry you serve. Businesses are not all equal. We believe that one size fits one.

Infor High Tech & Electronics includes all your requirements built-in. The key capabilities required to support your operations are not just bolted on to a core solution. This approach allows for faster deployments. You get up and running more quickly, with fewer disruptions to your business. These "out-of-the-box" capabilities provide visibility across the global supply chain, and system-wide transparency for all key stakeholders—from suppliers to customers.

Long-term success.

The best elements of Infor's rich, 30-year experience in the high tech and electronics industry are built into the Infor High Tech & Electronics solution suite. Beginning with an early Infor application implemented in 1982 at a communications equipment manufacturer, we've acquired the knowledge and talent necessary to meet the needs of industry as it has evolved. In fact, we've helped more than 5,500 high tech and electronics companies across the globe.

Some of our customers:

- Pride Industries
- Promethean
- Physik Instrumente
- Flextronics
- Instrument Technology Inc.
- Geophysical Survey Systems
- New Scale Technologies
- Gree Electrical Appliances

Specialized by industry.

Whether you're a component manufacturer, electronic manufacturing service company, or OEM in the industrial, consumer, telecommunications, or office-equipment markets, you face issues common throughout the high tech and electronics industry. Infor High Tech & Electronics gives you the tools to meet the most important of these industry challenges.

Managing the complexities—It's a balancing act to anticipate customer preferences and still achieve profit, production, and lead-time objectives. With Infor High Tech & Electronics, you'll hold the tools needed to manage product configuration and visualization, aftermarket service, warranties, demand and supply, and customer relationships. You'll possess the ability to meet customer expectations faster with a reduced cost of doing business. Moreover, you'll be able to drive operational efficiency and innovation, manage your cost position, and place the focus on your customers and, in turn, your own sustainable growth.

Controlling the costs—Infor High Tech & Electronics delivers the tools required to increase profitability, streamline processes, and increase throughput—without additional investment of resources. Enterprise asset management keeps your company's equipment, facilities, and assets in tip-top shape, and helps reduce your carbon footprint and energy costs. Quality management facilitates the automatic or manual creation of inspection orders. Warehouse management tools implement efficiency through highly flexible, scalable operations. Supply chain planning tools help forecast customer demand and, along with project planning and scheduling and sales and operation planning capabilities, help synchronize the flow of material and capacity to increase on-time performance.

Infor High Tech & Electronics delivers:

- Next generation ERP solution.
- Integrated closed loop system for complete visibility.
- User-friendly screens.
- Greater flexibility to expand with future growth.
- Quicker implementation for faster rate of improvement.
- Greater accuracy and ability to respond.
- Remote access with smart phones and mobile devices.

Plus, you'll be able to streamline your tracking and tracing processes throughout the supply chain with product genealogy and serialization, manufacturing part number functionality, and promotional packaging and pricing tools. Value is at the heart of every function you use in this suite of solutions.

Improving the relationships—In the high tech and electronics industry, your success is dependent in large measure on your suppliers. Using Infor High Tech & Electronics can help you to optimize and manage that influential dynamic by creating a truly collaborative environment. You'll maintain the flexibility to enter into outsourcing and subcontracting agreements as the need arises. By quickly integrating supply chain partners, you never face any "blind spots" in your organization, no matter how dispersed. This solution suite gives you visibility that lets you improve operational performance, materials flow, and manufacturing efficiency. The result of such collaboration is a reduction in your costs and an optimization of your supply chain.

Infor High Tech & Electronics helps you better manage relationships with all your key stakeholders, including internal and external customers, and suppliers, to improve collaboration and build success.

A new way of working.

What would it mean if you could not only improve the efficiency of your business processes, but reinvent them? If the time wasted searching for information could be channeled into acting on it? If your employees could be

freed from their desks, so they could be productive from anywhere?

Infor High Tech & Electronics is built on groundbreaking technologies that deliver new levels of usability, connectivity, and insight. Based on the latest advances from both the consumer and enterprise worlds, these technologies change everything you thought you knew about business software.

Organized. Role-based dashboards and powerful personalization tools let you arrange graphs, key metrics, priority alerts, and favorite inquiries on a single screen, giving you one place to go for all the information you need to make better decisions, faster.

Mobile. Put the power of your Infor solutions on your tablet or smartphone, so you can be productive anytime, from anywhere. Sales managers can view up-to-date information on customer orders and shipments, staying on top of critical information. Production managers can be in one plant, yet track the progress in another. Financial managers can keep in touch with the business and create inquiries on the fly to find out how their business is performing. With Infor mobile applications, out of the office doesn't mean out of touch.

Confident. Alerts and pre-defined workflows automatically deliver critical, role-based information to you, when you need it. Act faster, with early notification of late deliveries, missed shipments, and quality failures. Establish a position that allows you to be more proactive with your suppliers, customers, and production.

Connected. With warehouse inventory in one system, work orders in another, and maintenance records in yet a third, it can be almost impossible to get a complete picture of your business. Infor's ION technology simplifies connectivity between your existing applications, both Infor and non-Infor. You get seamless integration and a unified user experience across all your systems.

Reliable. Infor High Tech & Electronics provides a single, reliable source for all your reports—even when information is drawn from multiple systems across your business. Out-of-the-box, you get powerful role-based reports and industry-specific business intelligence derived from our 30+ years in the high tech and electronics industry.

Social. Imagine being able to work together on the same project or document in real-time. Service engineers can gain knowledge from their co-workers on solving a customer problem. Finance managers can work on the

> "Today, our on-time delivery is 95% to 100% with a four-week lead time—our major goal when we selected Infor."
>
> **—Jeff Carignan, Operations Manager, Instrument Technology Inc.**

same budget application simultaneously, without emailing different versions to each other. Sales can work together on a new quotation.

Everyone in your organization will be able to work in communities of shared interests, collaborate more effectively, improve processes, and experience new ways of working with Infor's social collaboration capabilities.

Infor High Tech & Electronics enables you to maximize profit by cutting costs and accelerating time to market. High tech and electronics manufacturers worldwide use it to solve mission-critical challenges directly and affordably. This industry-specific, comprehensive suite of solutions offers specific functionality for components manufacturers, electronic manufacturing service companies, as well as OEMs in the industrial, consumer, telecommunications, and office-equipment markets. Across the board, Infor High Tech & Electronics integrates three essential elements: your customers, your operations, and your suppliers.

Whether you have a single plant or you are a multinational enterprise—you'll be able to:

- Optimize your supply chain.
- Go to market faster.
- Meet changing customer demands.
- Access information—anytime, anywhere.
- Achieve agility and lowest total cost of ownership.
- Assist in sustaining growth, while containing or reducing costs.

We understand the high tech and electronics industry and we've put all that understanding and our years of experience into the one solution suite that meets the challenges you face every day, everywhere, and every way.

Infor in action.

Take a look at how some of our customers have benefited from the solutions provided by Infor High Tech & Electronics.

Simplified and streamlined.
A nonprofit organization in the electronics manufacturing services sector meets manufacturing, supply chain, logistics, and facilities service needs of US businesses and government agencies. The organization demonstrates proven value to its customers and, as a nonprofit, creates jobs and opportunities for people with disabilities. Infor helped the company to achieve IT system simplification and business agility.

Infor solutions also helped move the company into a cloud environment. Its use of Infor on premises and in cloud solutions delivers a strategic agility and enables its business model through built-in best practices and process flexibility to the benefit of its customers and employees. The company now automates previously manually completed processes, makes decisions that identify and solve problems in real time, and internally communicates information more accurately.

Consolidated and standardized.
This market and technology leader, located in Germany, augments a broad range of positioning systems using motorized or piezoelectric drives with its specially customized solutions. Its customer base includes representatives of highly complex sectors, such as the semiconductor industry, medical technology, and the aerospace industry.

It is known throughout the high-tech world for its leadership in the design and manufacture of nanometer-precisions motion control equipment, piezo ceramics and actuators, and micro-handling robotic equipment.

Infor solutions have lowered costs through a consolidated and simplified IT system. Information and operating procedures are standardized across the company, and its global planning processes drive lead-time reduction, increase asset utilization, lower inventory, and improve customer service. Additionally, its one-click access to warranty information and service history enables its market-leading customer service and support.

Reduced and profited.
This privately owned US manufacturing company specializes in the design, development, and manufacture of remote viewing instruments, including endoscopes, fiberscopes, and video scopes for observing or inspecting inaccessible or hostile environments. It is a respected instrument supplier to aerospace, nuclear, industrial, law enforcement, and medical markets. After the Infor implementation the company saw profit margins double and more than doubled shipments with no overhead increase. It cut product lead times by 67%, cut work-in-process inventory by 60%, increased on-time deliveries from 75% to 95% or more, increased productivity by 43%, and improved decision-making thanks to real-time visibility into inventory, purchasing, manufacturing, and financial reporting.

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About Infor.

Infor is the world's third-largest supplier of enterprise applications and services, helping more than 70,000 large and mid-size companies improve operations and drive growth across numerous industry sectors. To learn more about Infor, please visit www.infor.com.