



Customer Profile

ACS Industries Improves Communications with Infor XA



Facts at a glance.

Solution: ERP

Products: Infor™ XA

Industry: Equipment/Construction,
Mining, & Agriculture

Country: USA

"It gives a win for users and technology groups, and it directly allows us to talk to our customers and to our vendors in the language of the end consumer."

—Charles Kramer, Director,
Systems and Technology, ACS Industries.

About the company.

For more than 35 years, ACS has been providing world-class attachment solutions that enhance performance and safety on the job site. The company produces couplers, buckets, and attachments for industrial equipment, including wheel loaders, backhoes, excavators, and tractors. Their products are largely engineered to order. ACS Industries' team of equipment professionals has extensive experience over a wide array of applications. To learn more, visit <http://www.acs-coupler.com/>.

Challenges.

- Communicate effectively with customers via the internet.
- Use and share data effectively.
- Acquire mobile ability.

Benefits.

- Made communication with the customers, dealers, and end users available in real time through a website.
- Allowed customers to place orders over the internet.
- Acquired mobile ability and capacity to complete real-time transactions on the floor via the mobile application.
- Gave customers visibility into order status.
- Gained ability to create product life cycle within engineering and populate out to manufacturing.

"We have the ability to deliver, an ability to promise, to think well, to document what we think, and to communicate with the customer in real time."

—Charles Kramer, Director, Systems and Technology,
ACS Industries.

641 Avenue of the Americas New York, NY 10011 800-260-2640 infor.com

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