

How enterprising distributors are succeeding with Infor



Infor[®] is changing what businesses expect from an enterprise software provider by delivering, through acquisition and innovation, proven business-specific solutions with experience built in. And that means great things for our customers:

- Industry experience built in for lower total cost of ownership.
- ROI now, not later.
- A wide choice of solutions to support your business challenges, from a provider with global scale.
- A product strategy to enrich, extend and evolve our solutions to meet your needs, at your own pace.

Did we mention we have a customer retention rate that is consistently one of the highest in the industry? And more customers today than our two largest competitors combined?

Read how some of our Distribution customers are putting Infor into action on the following pages.

A different approach. For enterprising companies like yours.

When it comes to the business challenges of the Distribution industry, one size clearly doesn't fit all.

Packaged with smart functionality to address key challenges in every area of your business—enterprise resource planning, eCommerce, enterprise asset management, supply chain management, customer relationship management, to name a few—our solutions require less customization, shorter implementation times, and fewer IT resources to maintain. And they are backed by a company with the business expertise, commitment, and scale to address your requirements. In addition, our solutions are built to accommodate multiple languages and currencies, so they stand ready to support you wherever your business grows.

Building materials distributor enhances customer service by integrating business processes.

Hayward taps Infor ERP solution to enhance operational visibility and streamline business-critical functions.

Hayward, a California-based building materials and services provider, implemented Infor ERP SX.enterprise to allow the company to fully integrate business processes throughout its statewide operations. Hayward chose Infor ERP SX.enterprise to seamlessly manage business processes, improve communication among its sites, and gain greater visibility across its branches.

"Prior to implementing Infor ERP SX.enterprise we were running multiple databases, limiting our ability to share inventory and other critical business information," said Sylvana Stratton, CFO, Hayward. "With Infor we have a platform for reengineering our business processes, enabling us to gain greater efficiencies and productivity across our organization."

Infor ERP SX.enterprise includes an implementation model for distributors, allowing customers like Hayward to manage different phases of the installation. For example, Hayward was able to lead much of the additional branch rollout without onsite support from Infor. This business-specific feature reduced the cost of implementation, enabling the distributor to immediately benefit from a lower total cost of ownership.



The system includes inherent functionality which allows distributors to better manage inventory and order processing. Since implementing the solution, Hayward is able to better manage customer expectations regarding availability of stock and delivery time.

Business Profile

Hayward and its associated companies have been in the business of providing a full line of quality building materials for more than 87 years. Hayward was established in 1919 when Homer T. Hayward purchased the Salinas Porter Lumber Company in Salinas, California. The company has since grown to include seven locations operating in Monterey, San Luis Obispo, and Santa Barbara counties, as well as six Hayward Design Centers, and a roof Truss Manufacturing facility. For more information, visit www.haywardlumber.com.

Infor helps southeastern distributor defend its turf and increase revenue by more than 60 percent.

Smith Turf extends Infor solution with additional functionality and users.

Smith Turf and Irrigation is extending its Infor ERP A+ solution to allow customers to electronically receive and review invoices, and make payments online. Smith Turf, a distributor of outdoor power equipment and irrigation supplies across the Southeast, is also expanding use of Infor ERP A+ to an additional 150 users, enabling the company to benefit from data sharing for improved collaboration across all operations.

An Infor customer since 1996, the company initially used the point-of-service functionality of Infor ERP A+ to generate a new line of business revenue with walk-in outdoor power equipment dealerships. The company continued expanding its business with the addition of e-commerce and catalog capabilities from Infor. As a result, Smith Turf sales have grown 60 percent from \$77 million in 2000 to \$125 million in 2006.

"Infor's solution has enabled us to capitalize on the trend in our industry of customers purchasing products and services from online retailers," said Wayne Smith, CEO and chairman. "This has directly resulted in expanding our operations regionally and growing our customer base over the last five years. Now, with Infor eBill, we are in a unique position to satisfy customer demand for an end-to-end ecommerce solution."

Integrated with A+, Infor eBill Center is an online bill pay solution that enables the company to automate collections. By improving the collections process, Infor eBill Center reduces costs associated with accounts receivables and cash posting activities.

Business Profile

Headquartered in Charlotte, North Carolina, Smith Turf and Irrigation is a distributor of outdoor power equipment and irrigation supplies, including Toro golf course maintenance equipment. The company has been serving the turf industry for 82 years and employs 250. Smith Turf currently has a total of 21 locations throughout the Southeast, including six outdoor power equipment stores and three distribution centers. For more information, visit www.smithturf.com.

Quality bicycle products shift into high gear to support strong sales growth.

Infor SCM Demand Planning drives improved forecast accuracy and product availability with reduced inventory.

Quality Bicycle Products, a Minnesota-based cycling distributor, selected Infor SCM Demand Planning to complement its existing Infor ERP Sx.enterprise implementation. The decision adds a critical component to Quality Bicycle Products' end-to-end supply chain strategy to support its strong annual growth while maintaining service and profitability goals.

Quality Bicycle Products, a leading parts and accessories distributor in the cycling industry shipping more than 70,000 line items per week, is utilizing Infor SCM Demand Planning to improve local market forecast accuracy across their expanding product range. The solution provides greater visibility of total demand, allowing them to establish service level inventory targets to ensure high availability of product that Quality Bicycle Products' customers demand.

"Our business continues to see strong growth year after year and we required a demand planning solution that would accurately forecast our customer's buying habits to ensure we are not under or over-stocked," said Scott Thayer, inventory planning manager, Quality Bicycle Products. "Infor's

solutions provide the right fit and functionality for our needs today and enable our business to scale for growth tomorrow."

Infor SCM Demand Planning extends the investment in Infor ERP Sx.enterprise that Quality Bicycle Products made in 2001. By enabling forecasted demand and integrated inventory planning, Quality Bicycle Products can now accurately focus their buying decisions on market demand, and in effect, buy what will sell, not what has been purchased.

Business Profile

Quality Bicycle Products is a leading parts and accessories distributor in the cycling industry. QBP offers dealers from all over the world, an encyclopedic selection of bicycle products from a 1,300 page catalog, a renowned custom wheel service, a specialty bike building program, and proprietary brands. QBP remains a leading bicycle advocate within the industry. For more information, please visit: www.QBP.com.

Foodstuffs uses Infor to innovate and enhance customer service for grocery distribution operations.

Infor SCM Warehouse Management Voice improves grocery distribution and enables faster, more accurate product picking.

New Zealand grocery distributor, Foodstuffs Wellington, has improved productivity and decreased picking cycles utilizing Infor's voice solution for warehouse management. The voice-recognition solution integrates with Infor SCM Warehouse Management (WM) to support Foodstuffs' distribution strategy which will provide cutting-edge service to more than 180 of New Zealand's grocery stores.

The integrated solution has increased productivity and improved accuracy for the grocer by enabling staff to listen to and confirm orders using their voice, freeing hands and eyes to pick products from shelves. It also reduces costly equipment breakages by eliminating the need to hold electronic recording equipment while picking orders.

Infor's WM Voice solution will be implemented in three of Foodstuffs Wellingtons' distribution centers. Foodstuffs forecasts a six to eight percent reduction in pick times and a 95 percent reduction in equipment repair bills due to the combined solution.



One of the biggest challenges faced by the distribution industry is the amount of time required to pick products for order fulfillment. This manual process relies on human intervention and companies need to implement innovative technologies to improve efficiency and reduce the amount of manual labor involved.

"We needed to increase productivity while maintaining the high level of accuracy that our existing radio frequency (RF) system provided," said Joe Bolton, general manager, operations, Foodstuffs Wellington.

"We ultimately chose Infor's voice solution because it was tailored for warehouse picking — it's specific for our business. It also integrated seamlessly into the existing warehouse management system, was easy to use and fast to deploy," added Bolton.

Foodstuffs was also able to cut the time needed for staff technology training by more than 80 percent. With the Voice solution, staff can now be trained and ready to use the technology within half a day, compared to three days with the RF system.

"Infor delivers business-specific solutions with industry experience built in. Foodstuffs benefits from Infor's deep domain expertise in warehouse management with an innovative solution that has improved picking time and productivity," he said.

Business Profile

From small beginnings in 1925, the Foodstuffs organization has grown to become New Zealand's biggest grocery distributor and one of the country's largest businesses. The Foodstuffs co-operatives are leading distributors of groceries throughout New Zealand and own and manage extensive warehousing and transport operations. In addition to their strategically located wholesale warehouses and distribution operations, each of the Foodstuffs companies operates comprehensive cash and carry operations to service the needs of dairies, service stations, catering and institutional customers.

“Infor's industry specific functionality and understanding of our needs made them the clear choice for ISC. Infor's solutions have grown with our business and continue to deliver substantial return on investment.”

BRENT BURNS, GENERAL MANAGER & CFO, ISC BUILDING MATERIALS

Home Acres Building Supply makes room for growth with Infor ERP.

Midwest building supplier rolls out large scale ERP rollout integrated with enhanced purchasing capability.

Home Acres Building Supply, a large, Michigan-based residential and commercial building supply company, deployed Infor ERP SX.enterprise at 16 sites and to more than 100 users in less than a year. Home Acres selected SX.enterprise for its business specific functionality in purchasing, electronic data interchange (EDI) and industry-leading inventory management capabilities, which give building supply distributors greater flexibility to manage inventory and safety stock.

Infor ERP SX.enterprise provides Home Acres with unparalleled purchasing functionality due to its EDI capability. With 20 retail locations, Home Acres is now able to centralize purchasing decisions and increase purchasing power.

The EDI implementation is part of an initiative by the Drake Group, a buying cooperative of distributors and also an Infor ERP SX.enterprise customer, to have all of its companies on the same integrated system. Drake Group companies using Infor ERP SX.enterprise can more easily connect to the company's central purchasing hub, allowing them to more efficiently communicate with suppliers via the solution's native EDI functionality.

"In addition to the purchasing piece, we were looking for consistency, ease of migration, and the ability to support our rapid growth," said Larry Poll, Home Acres project manager. "The legacy system we had been using for 10 years was limiting us, but now, with Infor ERP SX.enterprise we have a fresh platform from which to grow our business."

Business Profile

Founded in 1923, Home Acres Building Supply has 20 locations in Michigan, Indiana and Wisconsin. Product lines include both commodity and branded products from the most reliable names in the business. The company provides residential and commercial contractors with quality, name-brand products when and where they need them. For additional information, visit www.homeacres.com.

Westside Building Materials uses Infor ERP solution to streamline business processes.

Rapidly-growing California-based building materials distributor turns to Infor solution for increased productivity, profitability, and business agility.

Westside Building Materials Corporation selected the Infor ERP SX.enterprise solution to manage its rapidly-expanding business and create efficiencies that will positively impact productivity, customer service, and profitability. Based in Anaheim, Calif., Westside BMC is one the region's largest building materials supply companies with operations in California and Nevada.

"It was important to Westside Building Materials that we select an ERP solution that would not just grow with our business, but one that would help us grow our business," said Joe Zaccari, IT Director, Westside Building Materials Corporation. "Infor has a strong track record of helping distribution companies grow. The Infor solution will help tie together our core operations and give us up-to-the minute insight and control over the business."

Infor ERP SX.enterprise, part of Infor's Distribution Essentials, provides a feature rich solution that incorporates a complete solution from sales order management to general ledger as well as executive dashboard reporting, supply chain solutions, integrated credit card interface, employee workflow and activity management. This robust solution allows distributors to improve inventory accuracy, control forecasting demand, and simplify fleet scheduling.

Westside BMC will benefit from Infor's Learning iCenter, a revolutionary online training system which decreases the time required for companies to train employees on Infor solutions, resulting in increased productivity and lower overall training costs. Westside BMC's solution also includes

Schedule iCenter, which enables them to schedule deliveries, manage driver and trucking resources, and analyze the costs associated with these activities.

"The Infor solution is hands-down the best-suited platform for our business, with the most comprehensive document management and supply chain solution in the building materials industry," added Zaccari. "Infor's supply chain offering includes electronic data integration (EDI), eBill Center for on-line invoicing and eBuy Center, a portal which allows us to perform integrated transactions with our vendors who don't support EDI."

Business Profile

Westside BMC is one of the largest building material distributors in California. The company has 150 employees in 5 locations and serves the full spectrum of residential and commercial building material needs covering the California, Arizona and Las Vegas markets. For additional information, visit www.westsidebmc.com.



Industrial Distribution Group expands use of Infor's distribution software solutions.

Industrial distribution group migrates its regional operations.

Industrial Distribution Group (IDG) replaced existing disparate systems within its organization and begin using Infor's distribution solutions company-wide. This move enables IDG to consolidate all of their domestic operations onto a single, modern distribution system. A nationwide products and services company that helps manufacturers achieve significant savings through cost reductions, improved processes and more efficient product use, IDG will consolidate its disparate systems on the proven Infor platform, resulting in increased efficiency, lower costs, and improved visibility of operations throughout the organization.

IDG will leverage Infor's solutions to reduce inventory, decrease the total cost of ownership for their software systems, increase employee productivity, and drive enhanced shareholder value. The company will also benefit from Infor's leading edge eBusiness solution suite and proven capabilities in areas such as warehouse management, demand planning, and customer relationship management.

"We chose Infor because their deep distribution experience and comprehensive capabilities provide a proven integrated software platform for IDG," said Michael Brice, chief information officer of IDG. "As a result of the migration to the Infor product, IDG intends to leverage this technology consolidation as an integral component of our competitive advantage, leading to enhanced customer satisfaction. When fully implemented, we expect to greatly improve our productivity and leverage IT as an overall part of our growth strategy," concluded Brice.

Business Profile

Industrial Distribution Group, Inc. (NASDAQ: IDGR) is a nationwide products and services company that creates a competitive advantage for customers. The Company provides outsourced maintenance, repair, operating and production (MROP) procurement, management and application expertise through an array of value-added services and other arrangements. IDG serves over 20,000 active customers representing a diverse group of large and mid-sized national and international corporations. For additional information, visit www.idglink.com.

Hair care manufacturer gets ERP makeover to improve market position.

Farouk Systems combines Infor distribution solution with manufacturing ERP.

Farouk Systems, a global manufacturer and distributor of high quality professional hair care and spa products, is groomed for success in the \$31 billion global hair care industry with the implementation of Infor's industry-leading ERP solution for process manufacturers. Deployed throughout its North American manufacturing facilities, Infor ERP Adage will augment Infor ERP SXe distribution ERP solution already deployed at Farouk, providing the company with a holistic view of the entire enterprise for improved customer service and operational efficiency.

"Most software vendors address a single vertical segment of an industry, such as manufacturing or distribution, but very few reputable ERP vendors address both the vertical as well as the horizontal segments of an industry," said Nabil Ajineh, CIO for Farouk Systems USA. "Infor provides expert-level software and other planning and execution tools, which provide a single integrated suite of solutions across all functional areas of our organization. We believe this creates a partnership for success."

Farouk has experienced success with Infor ERP SXe, which revolutionized the company's distribution business. It enables Farouk to manage its three North American facilities, moving inventory between them as needed to satisfy delivery requirements. For the past two years, the company has seen improvement in data and inventory management, order accuracy and customer service levels.

With the addition of Infor ERP Adage, Farouk will be able to react quickly to market changes. The solution will enable Farouk to more accurately forecast product demand and make changes to production planning in an effort to maximize throughput and improve market share.

Business Profile

Farouk Systems, Inc. is a Houston-based company that manufactures high quality professional hair care and spa products. Farouk Systems' uniqueness comes from being a company owned and operated by a team of hairdressers that include over 1,500 educators in over 60 countries.

About Infor.

Infor delivers business-specific software to enterprising organizations. With experience built in, Infor's solutions enable businesses of all sizes to be more enterprising and adapt to the rapid changes of a global marketplace. With more than 70,000 customers, Infor is changing what businesses expect from an enterprise software provider. For additional information, visit www.infor.com.

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