

Supply Chain Management



Be enterprising.

Every day supply chains become more complex as they stretch further around the globe and involve more products and more participants. Supply chain executives must contend with demanding customers, rapidly changing markets, rising energy costs, and increased congestion at ports and on roadways. More than ever before, natural disasters and terrorism in any area of the world can negatively impact your supply chain. Yet most supply chain systems provide limited capabilities. And each year your team is asked to do more with less.

How do you operate a chaos-tolerant supply chain in this world of increasing uncertainty? It's just not possible unless you have business-specific solutions that help you manage complexity and be more competitive.

At Infor we have over 20 years of experience solving these supply chain challenges, so we understand that one size doesn't fit all. That's why we provide specialized functionality—built for specific business needs. We have an unrivaled record of customer confidence and proven expertise. And we deliver it all with a lower total cost of ownership.

By partnering with us, you're assured of having comprehensive SCM solutions, with best practices built in, that match all of your business priorities, from setting supply chain strategies to executing last mile delivery—from concept to customer.



Leverage experience.

Your most pressing business challenges require the support of industry experts—people who understand how difficult it is to increase profits and stay ahead of competitors, while satisfying customers in today's complex, global supply chain environments.

Finally, you have a choice that fits your business. Manufacturers, retailers, and transportation and logistics providers are all key players in the global supply chain. But each group participates in that supply chain from a very different perspective and faces a unique set of business challenges.

At Infor, we don't just provide industry-specific solutions. We dive in to the real nuances. We understand your needs—whether you are a process manufacturer with limited product shelf-life; a high-tech company with a complex, order-driven assembly environment; a transportation and logistics company with elaborate order-to-deliver processes; or a retailer with a high-volume supply chain that demands the utmost in product availability and on-time service levels.

Today's executives must drive supply chain performance, *while* managing complexity. They realize that supply chain silos simply won't work. From procurement to manufacturing through distribution and logistics, they know how critical it is for all the players in every location to be on the same page, sharing best-practice approaches.

Infor provides you with the essentials to achieve this. We help you work from the initial moment of truth to the final last-mile delivery, ensuring that you complete the sale profitably. Backed by development, sales, service, and support personnel with deep industry expertise, our SCM solutions are designed to help you anticipate customer needs, plan and align your supply chain to meet those needs cost-effectively, and execute flawlessly. You benefit from a lower total cost of ownership due to reduced customization and integration costs, measurable business process improvements across your supply chain, and the assurance that comes from knowing your investment is protected.

What's the end result? You'll simultaneously improve business performance, increase customer satisfaction, and drive profits—ultimately delivering more shareholder value.

Get business specific.

Infor SCM (Supply Chain Management) represents our commitment to delivering network design, demand planning, supply planning, production scheduling, warehouse management, and transportation solutions designed specifically for your business.

Components include:

Strategic Network Design and Tactical Planning—optimize

The secret to supply chain success starts with the very design of your network. Superior performance is determined by the location and capacity of manufacturing, distribution, and transportation assets. To master the complexities of expansion, competitiveness, and risk, companies need to continually evaluate and strategically align these assets and reconfigure their network to leverage changes in demand, supply, labor, and transportation, as well as outsourcing options.

With Infor SCM Strategic Network Design and Tactical Planning, you can quickly determine optimal facility location and capacity requirements, evaluate different transportation and inventory strategies, select vendors, mitigate risks—and perform profitability and cost analysis. You can determine where and when to make, buy, store, and move product through your network to your customers. You can also create a time-phased plan of material movement through your enterprise, so you can trade off capacities and the cost of multiple options



to optimize service, as well as profit, over multiple time periods.

Demand Planning—a collaborative view

Customer-focused businesses need an accurate picture of demand to drive production, inventory, distribution, and buying plans across their operations. With Infor SCM Demand Planning, you can sense and shape customer demand more efficiently. Advanced statistical capabilities combined with market knowledge gained from internal and external collaboration bring pinpoint accuracy to your demand plans. You can even model the effect of promotions and events.

The Infor SCM Sales and Operations Reporting and Collaborate modules give you the tools to share knowledge internally among different departments and remote locations, as well as externally with customers and suppliers. With this increased visibility, you can boost the effectiveness of demand and replenishment processes, as well as improve the accuracy of all demand, inventory, and supply plans. The result: a single, global view of the “truth” that both provides the foundation for your sales and operations plan and helps you achieve measurable service improvements.

Inventory Planner—achieve balance

Infor SCM Inventory Planner helps analyze, model, and strike the right balance between target service levels and your investment in inventory. You can redistribute inventory according to the predictability of customer demand, ensuring it's put to best use in meeting tailored service levels. You also profit by increasing your stock turn rates.

Replenishment Planner—increase efficiency

Infor SCM Replenishment Planner can help you profit from better customer service and a leaner, more efficient distribution network by automatically calculating replenishment plans for all points in the network. When used with Demand Planning, it synchronizes supply with demand, and any change or scenario can be rippled through to quickly realign inventory, transport, manufacturing, and buying plans.

Infor delivers supply chain value to:

- > 7 of the world's top 10 brewers
- > 22 of the top 50 retailers
- > 8 of the top 10 logistics providers and over 200 3PLs
- > 3 of the top 4 automobile makers
- > 3 of the top 5 electronics companies
- > 30 of the top 100 CPG companies
- > Second largest online retailer
- > Largest home shopping network

Manufacturing Planning—optimization built for your business

In a manufacturing supply chain the greatest challenges lie at the heart of the production processes. Infor SCM Manufacturing Planning delivers advanced capabilities that go beyond those of traditional ERP-based planning to optimize the use of your production resources, improve efficiencies, increase throughput, and lower costs. They even provide “what-if” analysis in response to unexpected changes in your plan like new orders, machine downtime, or late deliveries.

For order-driven, assembly manufacturing environments, we offer fast, memory-resident, solutions that consider real-life constraints ignored by material requirements planning (MRP), such as machine capacity, material availability, and labor skills. We offer equally powerful solutions for process manufacturers who need to plan across multiple sites, balance product mix capability with profitability, consider shelf-life constraints in build-ahead strategies, or choose the best product recipe/formula based on material availability and demands.

Production Scheduling—optimal sequencing

Infor SCM Production Scheduling provides finite capacity scheduling (FCS) capabilities that master all the details required to meet customer order delivery times and maximize the productivity of your production assets. Its powerful scheduling engines synchronize your products on all lines, checking interdependencies and optimally sequencing to shorten make-time regardless of your industry or production style.

In batch-process production facilities characterized by recipes, by- and co-products, and “tank scheduling” for liquids, our constraint-based scheduling solution will optimize productivity, minimize change-over times, and improve on-time delivery performance. We also have a constraint-based solution that synchronizes all operations to deliver higher throughput and faster cycle times in engineering, assembly, and repetitive production environments characterized by bills of materials and routings.

Warehouse Management—mastering fulfillment

Infor SCM Warehouse Management enables you to see what inventory is or will be available, organize work and align resources and labor to satisfy customer requirements, and optimize fulfillment and distribution processes to ensure that products are delivered on time and in full, each and every time. The result: end-to-end fulfillment from order inception to delivery.

With hundreds of implementations in over 40 countries, translated into many languages, Warehouse Management provides an extended view of your distribution activities both inside and outside the facility. Our advanced capabilities include real-time communications with operators, system-directed activities, and high levels of data accuracy. Warehouse Management offers the following core functionality so you can drive operational efficiency:

- *Receiving*—accelerate receiving processes by clearly identifying inventory and improving tracking capabilities with or without inbound orders, advanced shipment notices (ASNs), or pre-assigned tag/container ID labels.
- *Storage*—automatically putaway material in the best location according to your facility and equipment including open floor, static single and double deep rack, flow rack, cantilever rack, shelving, freezer/cooler, pallet lanes, push-back rack, carousel, automatic storage and retrieval, bulk tank, and other factors.
- *Cross-docking*—benefit from the ability to either pick items or move them directly from the inbound dock to the outbound dock, thereby avoiding storage and replenishment and reducing staffing and equipment needs, space requirements, and inventory carrying costs.
- *Wave Planning*—gain operational efficiency and control by grouping orders into waves to be planned and released together.
- *Picking*—following wave planning, make released picks available to operators who can then pick orders quickly, without errors, using voice-directed, RF-directed, RF-assisted, label, list, cluster, or batch picking. Voice-directed picking lets you eliminate lists, labels, and scanners and ensure a safer, more efficient, real-time work environment.
- *Packing*—use system-directed or assisted packing to support user-configurable container types including cartons, pallets, containers, and others with a variety of attributes including inner and outer dimensions, maximum product weight for a container, and minimum/maximum fill percentage parameters.



- *Advanced Kitting*—perform light manufacturing and assembly work including kit-to-order, kit-to-stock, configure-to-order, special packaging/labeling, postponement, and accessories.
- *Shipping*—load contents onto a trailer, issue a final release, and coordinate proper ship paperwork such as container pack list, master pack list, bill of lading, master bill of lading, and manifests.
- *Inventory Control and Cycle Counting*—know what, where, and how much inventory is in your warehouse using cycle counting to regularly maintain the most accurate portrait of your inventory levels.
- *Labor Management*—schedule and monitor all direct and indirect labor and provide feedback to workers and supervisors as activities are completed. Support reasonable expectancies, as well as engineered labor standards, and profit from integrated time and attendance.
- *Activity-Based Billing and Costing*—track and assign charges to virtually any warehouse event from inventory handling storage costs to fulfillment and get a better handle on your profit margins and costs.
- *Yard Management*—gain visibility into inventory stored in your yard to better manage and record the arrival, placement, location, and status of trailers, trucks, containers, and content.

Transportation and Logistics—a complete solution footprint

Infor SCM Transportation and Logistics helps mobilize your global inventory so you can get the right goods to the right customer and place at the right time in the right condition for the right price, even as you comply with trade regulations. This comprehensive, global multi-modal solution manages orders from inception to delivery and provides the essentials to help companies gain global visibility into inbound and outbound supply chain movement—reducing costs, while improving customer service. Modules include:

- *Transportation Planning*—analyze shipment orders based on origin and destination locations, consolidate them into loads, and determine the most appropriate way to move those loads based on constraints such as delivery dates and cost. Optimal daily or multi-period transportation plans and schedules are supported, as is "what-if" tactical transportation planning,

“ Infor has over 1,600 supply chain management customers, making it one of the largest SCM providers in the world. ”

BETH ENSLOW, ABERDEEN GROUP, INFOR: MOVING TOWARD A COMPREHENSIVE SCM PORTFOLIO, MARKET ALERT, DECEMBER 26, 2006

including the best fleet design and carrier capacity. Optimize a wide range of shipping decisions with vehicle routing, continuous move, pooling, aggregation, inbound and outbound integration, rate data structures, and other features.

- *Transportation Procurement*—support annual shipper solicitation of carrier bids with constraint-based bid optimization and analysis capabilities. Streamline the request-for-quote (RFP) process and determine the best combination of bids to minimize costs across the transportation network while satisfying business constraints and facilitating lane bundling.
- *Routing and Dispatch*—improve private fleet routing and dispatch processes through better planning and execution. Profile orders based on customer demand, align territories and zones to support that demand, take driver and other business rules into account, optimize service and consolidation locations, and increase freight consolidation opportunities without reducing service levels. Determine route plans, including pickup and delivery sequences, on a daily or real-time basis, all while maximizing your fleet and driver utilization. Dynamic sourcing, field service planning, linehaul scheduling, and mobile communication systems are all supported.
- *Transportation Management*—streamline shipping processes across all modes including over-the-road, ocean, air, parcel, door-to-door, less-than-truckload (LTL), and rail by automating the entire shipment lifecycle from planning and execution to settlement. Reduce logistics costs while at the same time improving procurement, fulfillment, and customer service. Capabilities include transportation

sourcing, shipment planning, electronic contracts and rate management, freight management and carrier selection, workflow-enabled settlement and freight payment, and reporting and analysis.

- **International Trade Logistics**—make faster, smarter global trade management decisions by streamlining, accelerating, and integrating complex import and export processes. Take advantage of superior operational control/event management, trade compliance, total landed cost calculation, and product classification/cataloging capabilities to ensure timely delivery of goods, prevent customs delays, and reduce your exposure to non-compliance fines, penalties, and seizures.

RFID—delivering business value

Infor's RFID enablement framework drives business value with industry-focused solutions: industry compliance solutions for retail, pharmaceuticals, and the US Department of Defense; business process optimization for manufacturing, supply chain, and asset management companies.

Performance Management—analyze key metrics

Infor SCM Performance Management provides you with the necessary key performance indicators (KPIs) and analytics needed to measure and analyze your business and gain a competitive edge in your industry. KPIs include forecast accuracy, inventory turns, warehouse efficiencies, carrier and supplier performance, and more.

Event Management—real-time alerts

When exceptions are encountered, companies must be able to sense, respond, and act appropriately to ensure that customer demands are met. Infor SCM Event Management provides proactive, real-time exception management that enables you to detect conditional change anywhere in your supply chain and communicate it instantly to those—both inside and outside your organization—who need to take action. Exceptions such as delayed shipments, timeouts, carrier-rejected shipments, ASN mismatches, damaged goods held in customs, and others can be managed expeditiously across multiple business systems.

Visibility and Control—a global view of inventory

Infor SCM Visibility and Control is an inventory management system built to provide inventory visibility and enterprise transactional execution. It is built from the ground up, using service-oriented architecture (SOA) that provides a comprehensive supply chain integration framework,

inventory repository, and transactional services that enable seamless business process execution for the enterprise.

See results now.

Independent research consistently reports that “supply chain leaders” are outperforming their competitors in key metrics of business performance. At Infor, we're proud to deliver solutions that improve supply chain performance for thousands of companies every day. We help manufacturers, retailers, and transportation and logistics providers simultaneously improve their business performance, while increasing customer satisfaction and driving profits. How does it work? They see metrics* like:

- 20% higher gross margins
- 20% higher customer retention
- 15% less inventory
- 17% higher perfect order scores
- 35% shorter cash-to-cycle times
- 10% increase in revenue

Infor is a master at providing ROI now, not next year. Our secret is comprehensive SCM solutions, with specialized functionality—built for specific business needs. Backed by development, sales, service, and support personnel with deep industry expertise, our SCM solutions deliver a lower total cost of ownership. You benefit directly from reduced customization and integration costs and proven solutions that provide business process improvements today as well as tomorrow.



With Infor SCM, you'll increase profitability by reducing operating costs, enhance competitiveness through improved customer service, and position your organization for growth with higher supply chain velocity. From concept to customer, we've got you covered.

*Source: AMR Research and Aberdeen Group

Be open to an enterprising future.

When channel master demands, supplier issues, consumer trends, or other variables impact your supply chain, you must be able to adapt with speed and precision. That takes a technology infrastructure that allows you to add, change, upgrade, or modify your solutions as painlessly as possible.

Infor Open SOA (Service-Oriented Architecture) is Infor's commitment to solution interoperability, innovation, and evolution across all product lines so you can quickly align your systems to changing business requirements. It enables you to enrich your existing solutions with open SOA industry standards now, extend them to create end-to-end processes across different functional areas, and evolve to meet the future in a way that introduces new functionality and technology incrementally to preserve your investment and reduce risk and cost.

You gain business agility and IT flexibility without the high costs and disruption of a major re-implementation project or the need to adopt the proprietary technology of another software vendor. Infor gives you choice and control over the technologies you deploy, as well as the timeframe you deploy them in, so you can eliminate redundancies and build the best long-term cost model for your business.

This is how we satisfy your need for industry-specific business-specific solutions that deliver value today while incorporating deployment flexibility that lets you quickly add, subtract, and replace critical capabilities . . . and be more enterprising . . . tomorrow.

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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