Infor Industrial Manufacturing for furniture and fixture manufacturers

"Infor has undoubtedly helped us achieve the fast turnaround and product quality that we need to deliver superior customer service."

—Kevin Hall, Head of International Business Systems Development, Herman Miller

Maximize profit margins

Furniture and fixture manufacturers are constantly trying to find ways to drive costs out of their operations in order to maximize profit margins. This goal, however, is made more difficult in today's environment of volatile raw material costs, rising energy and transportation costs, fluctuating consumer and business discretionary spending, and quality-control issues that can result in chargebacks. Growing competition from emerging countries, condensed product lifecycles, a growing need for customizable products, and complicated supply chains that can involve offshore manufacturing all add further levels of complexity.

To master these challenges, you need a proven, end-to-end solution that's specifically designed to manage and streamline the critical processes required in the furniture and fixture industries. With Infor® Industrial Manufacturing, you'll be able to increase efficiency, foster innovation, and manage your cost position. You'll have the tools you need to achieve a level of operational excellence that lets you drive a customer-centric business, focused on attaining sustainable growth.

Streamline operations

With more than 30 years of experience solving the business challenges of furniture and fixture manufacturers like you, Infor can help you:

- Streamline operations.
- Optimize processes
- Better predict customer demand.
- Better control quality.
- Improve the accuracy of your inventory, shipping, and shop floor scheduling.

Designed specifically for the furniture and fixture industries, Infor Industrial Manufacturing gives you the tools you need to increase productivity, improve profitability, and support growth in a complete and fully integrated suite of applications.

This flexible solution can easily integrate with your existing systems, operate in a multi-site operation, scale to meet your growing demands, and function in on-premise, cloud, and hybrid environments.

Meet customer needs faster

With Infor Industrial Manufacturing, you'll be able to focus on customer-driven innovation, where you can meet your customers' increasingly complex and changing needs quicker, so you can get products to market faster and improve your competitive position. You can:

Shorten product development lifecycles

Get products to market faster with the flexibility to rapidly adjust to changing customer requirements. Collaborate with your customers during development to experience higher levels of customer satisfaction and profitability. You'll be able to meet demands for a variety of product configurations and offer higher levels of customization. You'll also be able to reduce time to market, ensure product compliance, and improve quality throughout production using a consistent product lifecycle management process.

Streamline processes

Simplify operational processes to improve efficiency and free workers to focus on more critical tasks across your entire organization. Combat volatility in raw material costs to help streamline and improve the productivity of production processes. Work collaboratively with customers and suppliers on engineer-to-order (ETO) and manufacture-to-order (MTO) programs to successfully manage change orders while meeting product specifications.

Improve planning, scheduling, and forecasting

Improve your organization's ability to understand market demands with better planning, forecasting, and scheduling tools. Also improve your upstream visibility to better predict market needs and fulfill customers' changing needs in a timely manner. You'll be able to schedule your materials, resources, and tooling more efficiently.

Speed up decision making

Access complete information from across your business to better manage processes using contextual workflows. Get information pushed directly to you, so you can quickly discover, aggregate, and analyze data from multiple systems to run your organization more efficiently and make more-informed and quicker decisions.

Infor Industrial Manufacturing:

- Is specialized for furniture and fixture manufacturing.
- Serves the needs of over 200 manufacturers globally.
- Can easily manage mixed-mode manufacturing processes.
- Is built with more than 30 years of manufacturing experience.
- Supports complex, multi-location manufacturing operations.

With Infor Industrial Industrial Manufacturing, you get tools for:

- **Customer management:** You require a complete view of your customers to manage the entire sales process—from customer lead origination and sales opportunity tracking through converting prospects to customers and placing orders. You'll see productivity gains by streamlining processes, decreasing the cost of sales and cost to serve, and ultimately, increasing revenue.
- **Sales and order management:** Your customers are more sophisticated, have access to more information, and have more buying options than ever before. You can provide quick, accurate quotes over the phone or via the web with product configuration and delivery options to win new customers and keep existing ones. Increase customer satisfaction with accurate order promises and fulfillment, and optimal order-to-cash cycle times.
- **Mixed-mode manufacturing:** Whether you're working with wood, metal, fabric, or a combination of materials, you can manage all your manufacturing environments from job shops, repetitive, and configure-to-order to complex MTO requirements with one solution. You'll be able to accelerate production and meet customer demand in true mixed-mode environments.
- **Planning and scheduling:** Synchronize the flow of material and available capacity to provide accurate cost estimates and available or capable to promise delivery dates for your customer orders. You'll be able to increase on-time performance and throughput while reducing inventory and operating costs.

- **Supply chain management:** React quicker to changing requirements, better manage operations at multiple locations, and take on new business quicker with complete visibility into your supply chain. You'll be able to improve your supply chain flexibility and agility, and run your operations with less cost and waste with a better view into capacity and demand.
- **Social business collaboration:** Increase the productivity of your workforce, improve decision-making abilities, and retain vital corporate knowledge and make that information easily accessible to your employees with social business collaboration tools. You'll be able to deliver relevant data to employees, connect colleagues by functional responsibility, and reduce reliance on less efficient processes like email. With social business collaboration capabilities throughout your organization, you can easily connect with people, tasks, events, and processes in real time.
- **Quality management:** Consumers and business customers demand furniture and fixture products that don't have imperfections. You require the same of the materials from your suppliers and component manufacturers. Imperfections lead to product returns, which can easily eradicate your tight margins. Manage quality operations of receiving, manufacturing, shipping, and returns to lower the cost of goods sold by reducing labor, waste, burden, and other non-value added activities, while improving quality.
- **Asset management:** Understand your total cost of operation, energy, and maintenance by seeing a complete picture of your company's equipment, facilities, and other assets. You'll be able to keep everything running in top shape to increase operational efficiency and profits.
- **Product lifecycle management:** Being able to quickly introduce new product designs and styles that satisfy customer trends and preferences is critical to growing the business. Equally important is better understanding how product changes impact cost, inventory, production schedules, cycle time, quality across disciplines, partners, and the product lifecycle.

  You can accomplish all this with product lifecycle management tools that allow you to implement timely changes while maintaining high customer service levels in the areas of quality and delivery. Plus, you'll be better able to manage product and component obsolescence.

> **"Infor's solution allows our agents to be more self-sufficient and streamlines the entire process, allowing us to support continued growth."**
>
> **—Brenda Shaffer, Vice President, Selux Corporation**

- **Financial management:** Oversee the financial state of your organization with complete visibility into all operations to help ensure you maintain margins. You'll be able to better meet current and future regulations, such as Sarbanes–Oxley (SOX), International Financial Reporting Standards (IFRS), and others. You'll have the necessary finance capabilities to meet the needs of any size company, from a small job shop operation requiring a single general ledger to larger multi-national and global operations.
- **Customer engagement:** Expand your revenue stream and gain a competitive advantage with a compelling, e-commerce audience engagement platform. Tight integration with your ERP system can help you optimize your supply chain execution and order fulfillment processes.
- **Transportation and warehouse management:** Shorten delivery times, improve customer satisfaction, increase shipment visibility, and improve import/export regulatory compliance with sophisticated transportation and logistics tools.

  And with advanced warehouse management tools, you can optimize inventory levels, improve operational efficiency, reduce labor and supply chain costs, increase inventory visibility and accuracy, and improve customer service.
- **Business intelligence:** Proactively and automatically deliver real-time, contextual data to your employees, anytime, anywhere (on a smartphone, tablet, laptop, or desktop computer). You can make actionable decisions quicker with current and accurate information without having to track down data. Discover, aggregate, and analyze data from multiple systems to gain a better picture of your business and make smarter decisions faster.

- **Performance management:** Improve overall business performance by developing effective strategies, aligning resources and actions to plans and strategies, and proactively monitoring business processes and results.
- **Human capital management:** Automate and optimize the entire recruit-to-retire process, and improve competitiveness by ensuring that your staff is always aligned with demand.

Increase the speed of business

With Infor Industrial Manufacturing for furniture and fixture manufacturers, you'll be able to respond quicker to changes, make decisions faster, and get products to market sooner. Increase the speed at which you do business when you take advantage of Infor's integrated, end-to-end solution suite, designed specifically for the furniture and fixtures industries.

With Infor Industrial Manufacturing, you'll be able to:

- Improve production.
- Streamline your supply chain and reduce raw material costs.
- Improve quality control and reduce chargebacks.
- Better predict and be able to accommodate customer demand.
- Support operations at multiple locations.
- Improve inventory accuracy and reduce inventory levels.
- Streamline, accelerate, and standardize business processes.
- Expand your customer engagement capabilities and expand revenue streams.
- Increase access to data for faster analysis and decision making against company goals.

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