



Infor M3 Enterprise Management System

Applications for make, move, and maintain

Are you a manufacturing, distribution or service management company that makes, moves, or maintains products? The Infor® M3 Enterprise Management System is designed just for you, so you can focus on your business and how you want to run it.

Infor M3 delivers the business applications needed by make, move, and maintain companies and works in harmony with other Infor product lines. Together they provide a solution that will deliver more business value for every dollar you invest than any other solution available today.

Infor M3 is differentiated from other systems by an unmatched user experience, the breadth of its integrated applications, its flexibility in managing mixed-mode and complex environments, and its depth of industry-specific functionality. Infor M3 is a multi-lingual, multicompany, multi-site solution with the flexibility to adapt to your changing needs.

With Infor M3, you also gain from the market-leading technologies provided by the User Productivity Platform and Business Process Platform. The result? A simpler solution, lower cost of ownership, and more business value from your investment.

The complete Infor M3 System is comprised of five integrated product suites which together manage all the core and supporting processes in your business. Whether it's order-to-cash or procure-to-pay, Infor M3 manages it all.

Infor M3 Customer Sales & Service

Most make, move and maintain companies have unique needs related to customer service. Customer Sales & Service offers support for market development, sales and after-sales service processes-particularly in multi-channel sales environments where you need a complete picture of customer commitments.

Customer Sales & Service combines web, mobile, and traditional order management tools with full service and rental management capability. Advanced internet-based sales tools give your customers self-service capabilities, helping to drive your cost of sales down.

With these applications, you can manage everything from simple discrete products to complex configured products and kits, make-to-order or make-to-stock, telesales, and EDI. You can manage your sales channels using the same availability, pricing, and fulfillment controls whether they are office or field based.

The Infor M3 Customer Sales & Service Suite includes Sales & Marketing Automation, Sales Management, e-Sales, Service Management, Rental Management, Maintenance Order Management, and Project Management.

Infor M3 Enterprise Asset Management

For many businesses, asset availability is important. For businesses providing maintenance services to customers, it's critical. Enterprise Asset Management provides a solution to these challenges.

Because Enterprise Asset Management is integrated with other operational, planning applications, and CRM solutions, you can synchronize maintenance with production plans to maximize efficiency, effectiveness, and utilization.

The advanced capabilities of this module focus on increasing asset reliability and therefore on improving operational capacity and output. Better maintenance planning also improves engineer scheduling, reduces the need for emergency repair and purchases, and lowers maintenance cost.

The Infor M3 Enterprise Asset Management Suite includes Preventive Maintenance, Diagnostics Management, Work Order Processing, Equipment & Component Control, Maintenance Performance & Costing, and Vehicle Operations Management.

Infor M3 Supply Chain Management

At the heart of a manufacturing, distribution or service management business is the supply chain. Supply Chain Management provides you with a powerful set of tools to plan, schedule, and execute across your extended value chain, resulting in optimum customer service levels and profitability.

Supply Chain Management helps you control and optimize information, material and financial flows throughout the organization.

Whether you want to plan within your facilities or at a more strategic level across larger divisions of your organization, Supply Chain Management drives efficiencies and effectiveness from planning to procurement, from warehouse to work-in-progress.

Supply Chain Management supports the unique demands of highly regulated industries, those demanding a high degree of traceability, those managing by-products or co-products, and those with multiple alternative supply sources or processes. It is particularly suited to environments where operational agility is needed to meet the rapidly changing market demands.

By offering functionality based on open standards, Supply Chain Management also provides the opportunity to capitalize on new mobile and data collection technology in the warehouse, in the factory, or anywhere along the extended supply chain.

The Infor M3 Supply Chain Management Suite includes Warehouse Management, Manufacturing Resource Planning, Transport Planning, Freight Cost Management, Package Management, Supply Chain Planning, Distribution Requirements Planning, Demand Planner, Master Production Scheduling, Advanced Production Planner, Procurement, and e-Procurement.

Infor M3 Manufacturing Operations

Maintaining product definitions and managing your manufacturing operations is a critical part of your success. Manufacturing Operations simplifies complex challenges with the capability to manage traceability, change control, configured products, product attributes, laboratory inspection, co-products, and by products in discrete, process, and mixed mode manufacturing environments.

Integrated with other Infor M3 modules, Manufacturing Operations provides a single source of product data and technical documentation to make it available online to Infor M3 users.

ION-enabled integration with Infor CRM provides deep insight into customer relationships and the ability to automate sales processes, manage marketing campaigns, and embed key data into Microsoft(R) Outlook(R) via the Xbar.

The manufacturing execution functions bring control and transparency to your manufacturing processes and include the ability to easily integrate with automated data capture and manufacturing execution systems.

The Infor M3 Manufacturing Operations Suite includes Time & Attendance, Production Statistics, Manufacturing Execution, Product Configurator, Product Data Management, and Attribute Control.

Infor M3 Finance Management

Every business needs to keep accurate financial records. With Finance Management, operational transactions from other modules are automatically recorded using flexible structures and rules that you can control.

The integrated financial functionality handles your accounting, budgeting, consolidation and reporting requirements. True multi-country, multi-company, and intra-company capabilities also allow you to manage multiple operational units even when they operate under different regulatory controls.

Finance Management provides a single, integrated system to help you manage, control, and analyze your business operations. With a single, integrated view, you can identify and model critical trends quickly and effectively.

The Infor M3 Finance Management Suite includes Budgeting, Accounts Payable, Accounts Receivable, Fixed Assets, General Ledger, Group Consolidation, Cash Flow Management, Cost Accounting, Product Costing, Multiple Unit Coordination, and Report Generator.

Infor CRM Integration

Infor M3 integration with Infor CRM provides deep insight into customer relationships, including sales history, marketing interactions, social media activity, and much more. Infor CRM provides the ability to automate sales processes, manage marketing campaigns, and track customer service records, so manufacturing, distribution, and service management companies have the tools they need to turn customer interactions into revenue generating transactions.

Detailed customer profiles and sales automation tools in Infor CRM help users identify opportunities and streamline sales activities, while interactive dashboard analytics and proactive alerts drive accurate forecasting, informed decision making, and effective territory management. Best-practice process automation in Infor CRM accelerates your strategic advantage by recommending and performing winning actions that drive results. Integrated marketing and customer service ensures calibration across teams in the business of acquiring new customers and delivering an exceptional customer experience.

Infor CRM Mobile extends rich CRM functionality to smartphones and tablets, giving your mobile workforce a strong competitive advantage that helps drive productivity and increase revenue. Customizable, secure, and easy to use, Infor CRM Mobile features an attractive, task-oriented user interface designed to put the most relevant customer information at users' fingertips and enable them to perform key actions in the field.

Infor CRM offers unparalleled flexibility and control in how you deploy, use, and pay for a powerful CRM solution. Multiple deployment options—including cloud, on-premise, hybrid, and mobile—accommodate your IT profile and business objectives. Flexible licenses and the ability to mix and match license types—including named, concurrent, and SaaS—help to lower TCO and align requirements with differing user profiles.



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

About Infor

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 73,000 customers in more than 200 countries and territories improve operations, drive growth, and quickly adapt to changes in business demands. To learn more about Infor, please visit www.infor.com.

Copyright© 2014 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. This document is provided for informational purposes only and does not constitute a commitment to you in any way. The information, products and services described herein are subject to change at any time without notice. www.infor.com.
INF-1278741-EN-US-1214-3