



focus on essentials

## Infor ERP XA Customer Service Management



Expand access to customer data

Obtain the flexibility to customize detailed views of customer information

Improve productivity performance by reducing manual transactions

Improve and facilitate customer maintenance tasks through the use of global change capabilities

Streamline navigation with advanced menu and toolbar options

## I discrete manufacturing

# Improve Productivity & Accuracy of Customer Service Processes

Infor ERP XA Customer Service Management harnesses the power and flexibility of Infor XA ERP Power Architecture to streamline processes and to improve the productivity and accuracy of your customer service processes. With Infor ERP XA Customer Service Management, you can efficiently and effectively manage your customer relationships to ensure the highest level of customer service.

### The Challenge

Customers demand overall premium customer service. Not only do you need to deliver quality products on a timely basis, but you need to sustain a commitment to service that makes it uneasy for your customers to do business with you. You need to quickly capture and work with accurate order data, and you need to be able to access this data to gain a better understanding of your customer to prepare yourself for future sales opportunities. Minimizing the importance of customer service will lead to diminishing customer loyalty and the loss of long-term customer relationships.

### The Infor Solution

Infor ERP XA Customer Service Management solution gives you the flexibility you need to complete your customer service tasks and to satisfy the most demanding customers, from flexible order entry processes, to order hold management capabilities, to change management tactics.

#### Features

**Navigation** - Perform advanced navigation techniques between processes via toolbar buttons, autogenerated menus, hierarchical tree structures and detail drilldown capabilities. See the data the way you want to see it.

**User Control** - Control the way data is presented to each user — allows maximum productivity tailored to each user.

**Maintenance** - View, create and maintain customer data — including contact information, name and address, billing and pricing and credit and payment information.

**Change Management**

Make critical changes across your entire customer database.

**Proactive** - Review today to be prepared tomorrow — examine historical information about partial or completely shipped orders.

**Order Management** - Place a hold on orders requiring additional attention prior to release and shipment.

**Contract Administration** - Manage item price agreements between you and your customer to ensure efficient and accurate service.

**Review** - Evaluate past performance through daily recap transactions based on order and invoice dates.

**Preview** - Backlog Snapshot provides you with open order, quote and invoice information.

**Flexible Order Entry** - Simplify customer orders — reuse customer data from other objects. Customize cards, fields and tabs to streamline the order creation process.

# I discrete manufacturing

**Infor** takes pride in the 20 years of experience we have in the manufacturing industry. Using our deep base of industry knowledge and proven communications and planning applications, we help suppliers and manufacturers achieve their business goals.

We are passionately focused on providing comprehensive solutions that meet the unique challenges of the manufacturing industry on a global scale. Our solutions are comprehensive, open and modular, giving you the optimal choices to meet today's challenges and leverage tomorrow's opportunities.

## **Availability**

---

Infor ERP XA (Release 7)

## **Requirements**

---

Infor ERP XA Customer Order Management installed.

## **Optional**

---

With Infor ERP XA International Financial Management installed — tax transaction types, personal ledger, and tax county information. With Infor ERP XA Accounts Receivable installed — set up headquarter and branch customers.



13560 Morris Rd.  
Suite 4100  
Alpharetta, GA 30004  
1.888.362.7427

[www.infor.com](http://www.infor.com)

Copyright © 2001-2006 Infor and/or its affiliates or licensors. All rights reserved. The Infor word and design marks are trademarks and/or registered trademarks of Infor or one of its affiliates. All rights reserved. All other trademarks listed herein are the property of their respective owners.