Infor CloudSuite Distribution

A cloud service designed to empower wholesale distributors
to drive innovation and productivity

Industry-specific functionality powered in the cloud

Designed to provide an unmatched user experience, Infor CloudSuite™ Distribution delivers industry-specific capabilities without extensive customizations or integrations by combining the Infor® cloud platform built on infrastructure services from Amazon Web Services® (AWS®) and Infor OS. With CloudSuite Distribution's critical business applications, distributors can experience automatic upgrades that deliver the latest advances in enterprise functionality.

CloudSuite Distribution enables scalable business, networked analytics, and a user experience that can be augmented by artificial intelligence (AI), so organizations can:

- Stay current on the latest versions of their software.

- Allow users to access applications on any device anywhere.

- Scale cloud services to handle usage peaks and valleys.

- Reduce total cost of ownership and capital investment.

- Integrate cloud and on-premises applications with pre-built APIs.

- Connect data across cloud and legacy applications for enterprise insights.

- Democratize analytics for better decisions.

Keep current and connected, leverage powerful functionality, and optimize critical business processes— with CloudSuite Distribution.
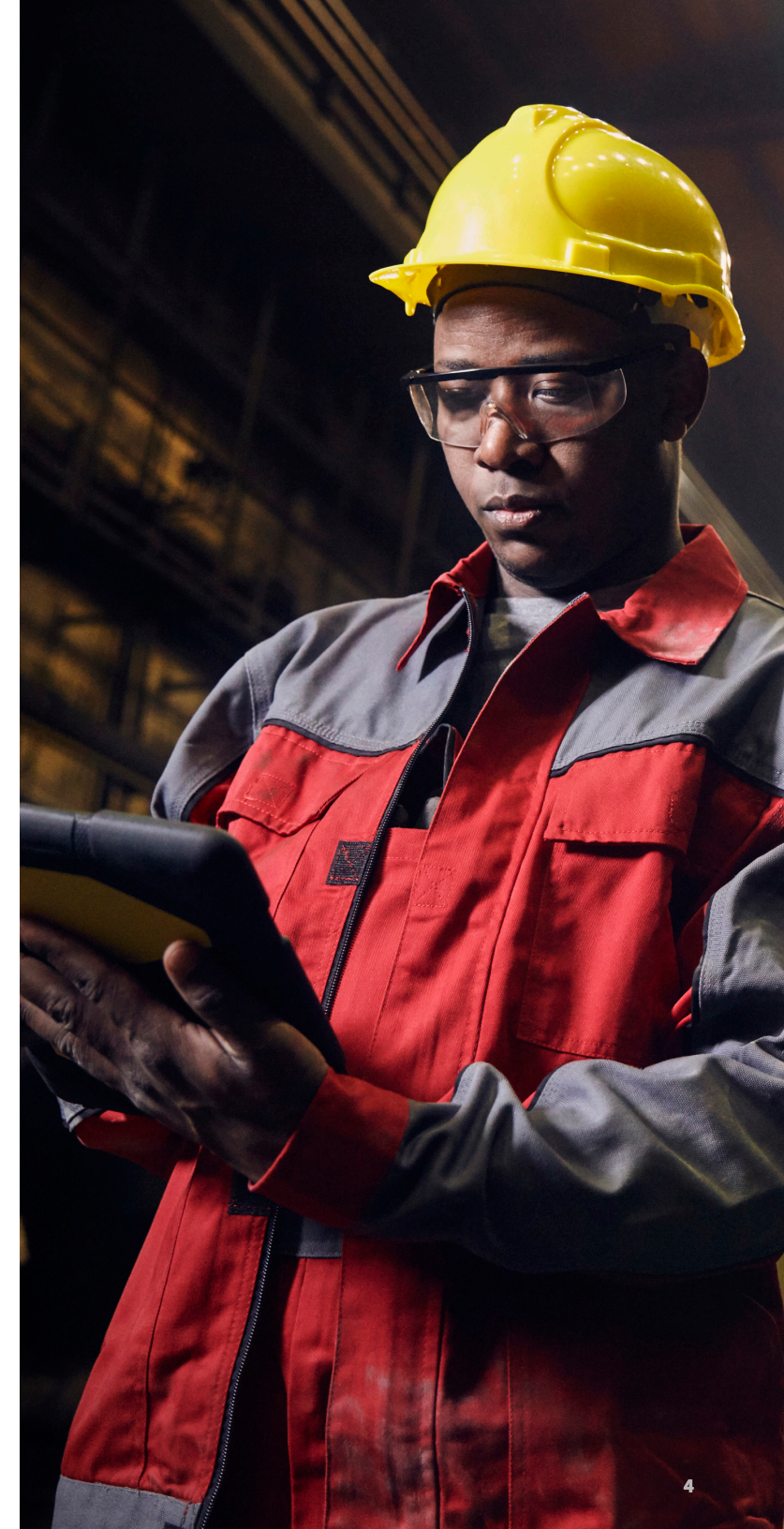
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Define your future in the digital age with CloudSuite Distribution

Today, wholesale distributors are under immense pressure to adapt their operations to keep pace with disruptions in the industry. Customers and employees expect to work the way they live—with collaborative technology that's accessible anywhere, anytime, on any device. Online-only distributors, retailers, and virtual marketplace giants such as Amazon are forcing distributors to figure out how they can compete with these modern, innovative competitors. And some suppliers and customers are even bypassing the distributor completely to cut costs.

Distributors are no longer defined by the inventory they carry. In the digital age, they'll be defined by their ability to be innovative partners. New technologies such as AI, machine learning, and the internet of things (IoT) are disrupting the industry—allowing early adopters to better understand their customers, improve operations, and develop new services. Distributors must embrace these new technologies to stay relevant in this fast-changing environment.

Built specifically for the needs of the evolving wholesale distribution industry, CloudSuite Distribution is a comprehensive enterprise service that weaves innovation into core competencies with unmatched flexibility to better serve customers, outpace the competition, and expand profitability. With CloudSuite Distribution, companies can optimize every facet of their operations—from sales, inventory and warehouse management, financials, omni-channel engagement, value-add services, and more. Distributors can accelerate the pace of business with CloudSuite Distribution by managing transactions with unparalleled visibility across the enterprise, allowing for better and faster decision-making.

Delivered in the cloud, CloudSuite Distribution ensures efficiency, cost savings, and built-in support for operations, as well as security that follows industry-leading best-practice protocols. This is the flexibility wholesale distributors need today.

Top five reasons to use CloudSuite Distribution

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1. Free up capital to support growth initiatives

2. Quickly scale infrastructure to support a growing business

3. Get real-time visibility across the entire enterprise

4. Speed time to value with fast deployment

5. Automate previously manual tasks across operations

Transform your business with an agile cloud service

CloudSuite Distribution provides a comprehensive cloud service of industry-proven distribution capabilities. With innovation fueled by deep industry expertise across our development teams and customers who collaborate with us, Infor creates complete solutions that work the way you do.

Core distribution service

- Empower better distribution across every department and every location. The core enterprise resource planning (ERP) capabilities within CloudSuite Distribution deliver everything distributors need, including quote and order management, advanced inventory management, pricing optimization, financials, purchasing, value-add services, and more.

Technology platform

- Leverage CloudSuite Distribution's innovative, core technology service to enable seamless integration between systems, a unified user experience across all applications, organization-wide visibility into real-time data, and user collaboration.

Business intelligence and analytics

- Harness the power of distribution-specific business intelligence (BI) and a business analytics service that can understand and optimize complex processes in less time than traditional BI solutions. Using patented automation and machine learning technologies, Infor's "networked BI" service connects teams and applications across the enterprise via a trusted network of analytics and insights to inform smarter decisions.

Pricing science

- Generate margin optimization recommendations backed by historical behavioral data, scientific analysis, and impartial evaluations to see increased profits without increased costs. Pricing science gives distributors the ability to generate data-driven prices to increase overall margins, while ensuring customer satisfaction.

Proof of delivery

- Organize the delivery of multiple orders within a customized route, as well as capture, display, and store customer signatures using a manager app and a convenient, handheld driver app. Meanwhile, the back-end ERP system is automatically updated with relevant information about the order and delivery.

Infor Implementation Accelerator for Distribution

- Get up and running quickly with pre-configured distribution business processes and data models, user-defined menus, and distribution-specific training. Users can be productive faster, operate smarter, and take advantage of efficient process flows.

Optional capabilities

Optional services that enhance and extend CloudSuite Distribution are available for additional subscription fees. Contact your sales representative for more information. Users can extend the core solution with pre-built integrations using Infor technology, including:

Service and rental

▪ Empower field technicians to become trusted advisors by integrating advanced service-focused functionality—such as scheduling and mobile accessibility—into CloudSuite Distribution. Plus, distributors can expand revenue streams through equipment rental with advanced functionality to help manage rental equipment inventory, rental contract agreements, and support for various rental rates and billing frequency. When everyone has access to the same, reliable, and current information, distributors can prevent costly and dangerous gaps in communication, discrepancies, delays, and errors.

Storeroom management

▪ Provide a level of customer service that goes beyond the typical distributor-customer relationship. Distributors can manage customers' indirect material and machine supplies by monitoring the warehouse space they have set up for a tool crib, industrial vending machines, vehicles, or job sites.

Project job management

▪ Managing numerous bids within a project—which may include multiple deadlines, multiple revisions, different locations, many documents, and even multiple bidders—is a very complex process. With this project job management tool, distributors can keep track of all quotes and bidders for a project (including revisions and change orders), all on a single screen.

CloudSuite Distribution includes these optional add-ons:

Financial reporting and analysis

- Rapidly receive a real-time view of business information. Distributors can build reusable financial reports, which gives users more time to analyze their results and focus on strategic planning.

Enterprise analytics

- Provide more personalized metrics for roles or individual users who need to create their own KPIs or create and edit metrics. Enterprise analytics also provides more enterprise data for users that need to blend data across Infor applications or third-party applications.

Document capture

- Process documents digitally, intelligently classify them, and extract data. The documents and data can then be processed in CloudSuite Distribution using appropriate business logic.

Warehouse logistics

- Gain unprecedented visibility into inventory, orders, equipment, and people to improve accuracy and enrich service levels. Mobile accessibility enables distributors to easily manage warehouse functions such as cycle counting, storage and allocation, inventory tracking by bin location, and more.

Application development

- Rapidly build and deploy an app for the business using a browser-based development tool. Whether you need an intuitive consumer-grade web interface or a high-productivity form, it can be built quickly with minimal coding.

E-commerce

- Sell your complete product assortment in a rich, online shopping experience to transform omni-channel customer engagement.

Why CloudSuite Distribution?

Some business drivers facing distributors today may seem like the same challenges the industry has been fighting for years, but the specifics have evolved—requiring you to take a fresh look at your business and core competencies to determine the best path for the future.

CloudSuite Distribution can evolve and transform your business.

Provide a consistent, positive customer experience

Build customer affinity online and in the branch with robust e-commerce, order entry, and mobile capabilities.

Expand services to create value

Transition focus to services such as kitting and assembly, distributor-managed inventory, service and rental, and more.

Optimize supply chain processes

Control costs and achieve operational excellence through robust warehouse mobility, inventory management, order fulfillment, and more.

Gain business insight

Improve service and create new sources of revenue with insights from distribution-specific analytics, pricing science, and AI.

Drive employee productivity

Leverage a superior user interface, role-based BI, user-definable dashboards, and learning tools to optimize employee performance.

> **Infor CloudSuite Distribution allows us to stay true to our corporate vision of continuously improving productivity and profitability through innovative processes and technology.**
>
> **With our core distribution system, warehouse logistics, integration suites, analytical tools, and e-commerce managed in the cloud, our employees spend less time keeping IT equipment running, and more time focusing on strategic business objectives."**

STEVE MCENANY

Vice President of Marketing and Technology, Midwest Wheel

Productivity delivered

INDUSTRY

CLOUD

ANALYTICS

NETWORK

ARTIFICIAL INTELLIGENCE

VALUE AS A SERVICE

Supporting modern users—today and tomorrow

Infor CloudSuite solutions leverage modern technology to help achieve future growth and can be extended with AI and the world's largest commerce network.

Delivering prebuilt industry capabilities

▪ Prepackaged workflows, content, integrations, and analytics are designed with industry best practices—informed by thousands of implementations.

Driving business agility with cloud design

▪ Simplified user experience, data aggregation, workflow integration, hyperscaling, automatic upgrades, and an unlimited data lake.

Revealing actionable insights

▪ Infor Birst®, an enterprise BI and analytics platform, enables accurate, data-driven decisions.

Extending the enterprise with networked commerce

▪ Virtual, vertical integrated-based, self-orchestrating value chains leverage data to run supply chains for end-to-end visibility.

Unlocking business potential

▪ Infor Coleman™ AI Digital Assistant is a context-aware collaborator that automates repetitive tasks; it's also an intelligent advisor that anticipates, recommends, and derives insights.

Prioritizing time to value

▪ Infor's service delivery methodology delivers accelerated productivity and ensures Infor CloudSuite customers realize maximum value from their technology investment.

Take a closer look

Infor OS provides CloudSuite Distribution users a comprehensive technology platform of services to choose from, which serve as a unifying foundation for your entire business ecosystem.

Enhanced enterprise experience

Centralize access to applications, using single sign-on—providing real time, organization-wide visibility to streamline communication.

Seamless integration

Integrate Infor services and third-party enterprise products in the cloud, on-premises, or in hybrid deployments with Infor's advanced integrated platform as a service (PaaS) solution and API gateway.

Transformational data as a service

Provide data-acquisition technologies and a unified repository for capturing enterprise data; Infor's data lake ensures data fidelity, governance, security, and access.

Artificial intelligence

Transform historically complex AI technologies (natural language processing, intelligent automation, and machine learning) into valuable and attainable enterprise goals.

Extensibility

Whether it's an intuitive consumer-grade web interface, a high-productivity form, or a business process to replace customizations, Infor's optional developer tools can create the right experience with minimal coding.

Data and system governance

Integrating governance, risk, and compliance (GRC) software can help monitor regulatory and statutory standards and proactively updates critical applications.

World-class infrastructure

The Infor cloud is built on AWS, the market leader for cloud-based infrastructure as a service (IaaS) and PaaS for over 10 years. By leveraging Amazon's multi-billion-dollar, annual R&D investment in technology, Infor CloudSuite solutions can better deliver on Infor's core mission of building critical industry capabilities into our applications. Infor has partnered with AWS to deploy Infor CloudSuite solutions in more than 20 AWS regions and 61 availability zones across the globe—and that footprint continues to grow to meet customer requirements. Infor CloudSuite solutions are designed to run seamlessly across multiple availability zones with active/active high-availability clustering. This means that customers will experience minimal impact from any unplanned outages or system loads.

Delivering productivity with Infor Agility

Infor Agility is Infor's innovative service delivery model that impacts all aspects of Infor's customer life cycle. It's guided by decades of successful ERP implementations and has been continuously refined with the goal of delivering implementations on time and on budget, ultimately delivering faster value for our customers. Infor Agility combines aspects of agile methodology with advanced implementation accelerators, process intelligence tooling, a data migration factory approach, testing as a service, consumerized learning, and managed services options.

Implementation accelerators (IAs)

IAs are industry-focused, pre-configured, yet flexible processes designed specifically for Infor application suites. They are designed to deliver core industry-leading business processes, along with application configurations, implementation playbooks, tools, and templates. These will deliver a prescriptive, repeatable process that drive predictable results while helping to lower risk and increase time to value for Infor customers.

Business process assessment (60-30-10) approach

Infor believes that "not all business processes are created equal." Our strategic 60-30-10 approach allows us to clearly identify, by leveraging a detailed IA Business Process Assessment workshop, the processes that are most important in helping our customers differentiate themselves and deliver maximum value. This model allows us to deliver our industry CloudSuites with most of the necessary processes already built in and ready to adopt; about a third of the remaining processes are refined/configured to suit the needs of our customers; and the final layer receives the most focus, to truly make our solutions a competitive differentiator for the customer's business.

- **60%**—These are core industry-leading processes delivered in the form of our pre-configured implementation accelerators. Customers can easily adopt these with very little effort, spending time primarily on only the validation of these core standard IA processes. These core processes are adopted "as is."

- **30%**—These are the processes that enable differentiation for our customers. We work with our customers to configure these processes, providing specific guidance on how to optimize their solution. While this phase takes a little more time and effort, it allows us to provide options that our customers can tailor and configure to best fit their specific business needs.

- **10%**—These processes are where we spend the most time and resource capacity. Focusing on those processes that are highly differentiating/unique to our customers, the objective is to enable them to help make dramatically better business decisions and provide a better experience to their customers.

By eliminating the need for any customized work within the 60% of the processes, we're able to free up time to collaborate with our customers and focus on the 30% (differentiating) and 10% (unique) processes to help our customers achieve a better business outcome.

Data migration

The risks and costs of do-it-yourself data migration may not be clear until it's too late. Too many in-house migrations lead to go-live delays, or worse, production problems resulting from poor data migration. Infor Data Migration services use established methodologies to successfully, accurately, and quickly complete critical, customer data migrations. This proven service helps to eliminate costly in-house errors, ensures implementation stays on track, and sets a solid foundation for future data management processes.

Testing as a service

Infor Testing as a Service (TaaS) delivers a single platform for testing the full range of functional and nonfunctional requirements for deploying multiple tools. Whether it's user experience, functional requirements, data services, integration services, or application performance, distributors can deploy releases with confidence and minimize post-deployment issues. Infor TaaS provides the same tools and content that Infor uses for QA and testing during application deployment, including test libraries and scripts developed across the TaaS community.

Consumerized learning

Infor's consumerized learning is an innovative approach that provides a personalized enterprise learning environment. Users can consume training in a variety of formats that are modern, easy to use, and delivered in an embedded, contextualized, consumer-grade user experience.

Managed services

When the implementation is complete, customers want to concentrate on running their businesses. Infor Managed Services allows customers to do just that. With a service agreement tailored to their requirements, customers can build and maintain extensions that suit their business needs, increase productivity, and reduce total cost of ownership.

The last upgrade you'll ever need

ERP upgrades are a thing of the past with Infor CloudSuite Distribution. The service's cloud-based digital platform ensures that you'll always have the latest features and functionality, based on industry best practices and using the highest-level security protocols available.

CloudSuite Distribution delivers a fast and significant return on investment, speeding time to value with a fast deployment. The platform can quickly scale to support business growth, so distributors can invest in more strategic growth initiatives with the capital freed from hardware infrastructure upgrades

Transform your business with Infor CloudSuite services.

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