



Customer Profile

# Finning improves customer service with Infor M3 for Equipment



## Facts at a glance

**Solution:** ERP

**Products:** Infor™ M3 for Equipment

**Industry:** Equipment

**Country:** Canada, UK, Ireland, Chile, Uruguay, Bolivia, Argentina

“We’re not just looking to change the system; we’re looking to get a lift for the business.”

—Patrick O’Neill,  
Finning International

## About the company

Finning is the world’s largest Caterpillar dealer delivering unrivalled service to customers since 1933. Finning sells, rents, and provides parts and service for equipment and engines to customers in mining, construction, power systems, forestry and other industrial markets. With its broad product support infrastructure and unmatched service capabilities, Finning is an industry leader, helping customer’s maximize equipment uptime. Finning employs over 15,000 people world-wide and operates in three geographies; the head office is in Vancouver, Canada. To learn more, visit <http://www.finning.com>.

## Challenges

- Provide customers with evolving service that gives them what they want, when they want it.
- Meet strategic business goal of moving to an integrated solution that would replace mixed platforms currently in place.
- Identify and implement an ERP solution with an 'equipment lifecycle management' capability from a vendor prepared to develop a solution tailored to the Equipment industry’s specific needs.
- Improve customer service level.
- Gain operational effectiveness to move forward with business plan.

## Benefits

- Live with Infor M3 in Canada currently; planned roll out to other geographies.
- Integrated solution that supports industry needs.
- Ability to increase quality of customer service.
- Working with a viable, function rich dealer solution.
- The basis of a solid global platform for our business.

“We’ve found Infor to be very responsive to us; they’ve made sure that we’ve had the right resources at the right time.”

—Patrick O’Neill, Vice President of Business Process and Systems, Finning International

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