



# Infor M3 for Distribution

## Balance supply and demand

The distribution industry operates at high speed and requires a significant amount of agility. Managing large quantities of stock-keeping units (SKUs), meeting high availability needs, and trying to satisfy instant or next-day demand, often requires special sourcing.

To be profitable, you need to find the right balance of having just enough product in just the right place at just the right time. The reality is that if you're like most distributors, you carry more inventory than you need, so you can consistently meet demand and provide immediate delivery. Yet at the same time, high stock levels tie up valuable working capital. To meet these challenges and more, Infor® M3 for Distribution can help you gain greater availability of capital while optimizing stock build and improving product availability.

## Optimize operations

With more than 30 years of experience solving the business challenges of distribution companies like yours, Infor can help you enhance your business performance and flexibility, while reducing costs. With Infor M3 for Distribution, you'll be better able to increase supply chain visibility; have better control of your trading relationships; and be more competitive in selling, sourcing, and shipping. As you move toward optimized product availability, you'll be able to offer better customer service and reduce overall cost by improving response times, reducing overstock and product obsolescence, and enhancing deployment of product to the right location.

## Improve sales and service

You need to be an expert in your field and strive for excellent customer service by providing sector knowledge, offering extensive product availability, and even having the ability to procure goods you don't typically carry. The challenge is, as always, to fill an order the first time, every time.

**"Infor M3 for Distribution allows us to steer and control our complete supply chain and gives us excellent control of all involved costs."**

**-Bjorn Bengtsson, Group IT Manager,  
GCE Holding AB**

With Infor M3 for Distribution, you can improve your sales and service relationships by utilizing a variety of integrated sales channels, such as EDI, XML, telesales, over-the-counter sales, and field sales. You can automate procurement procedures, allowing your buyers to optimize purchase requirements, while providing important information regarding vendor performance and analysis.

## Control supply chain execution

Meeting the challenge of supply chain execution means organizing operations to optimize efficiency. Because you likely receive a large volume of incoming goods, you need a system that can automatically propose follow-up actions and suggest the most appropriate location for storing items.

For outbound goods, you must also be able to optimize and manage deliveries using flexible picking and packing methods, as well as methods to help prioritize and sequence loads.

Expedite key orders, routinely manage warehouse processes and resources, and aid cost-effective and on-time delivery with Infor M3 for Distribution. Manage additional revenue streams with a variety of value-added services, such as kitting, servicing, assembly, and more.

# Master the distribution cycle

Although distribution is a complex business, it can typically be described as five basic activities, which are performed in a continuous cycle. Infor M3 for Distribution can help improve your performance across all phases of the distribution cycle.

**Plan.** Planning relates directly to how you predict and manage the flow of products and services within your supply chain. You must be able to plan using large amounts of information across your entire organizational network. Smart planning can have a huge impact on customer service levels and the amount of capital tied up in investments. With Infor M3 for Distribution, you can intelligently plan using tools for demand planning, supply chain planning, inventory planning, and distribution requirement planning.

**Buy.** The buying process is made up of activities that help ensure supplies of products are at optimal prices. With Infor M3 for Distribution, you'll easily accomplish all aspects of the buying process, including sourcing, purchase costing, purchase order processing, purchase delivery schedules, supplier performance, and more.

**Hold.** Holding inventory is an expensive and resource-intensive activity. As customers demand high availability or short lead times, distributors have historically been forced to hold large inventory stocks. You need tools that give a consistent view of all inventories and efficiently support all of the activities associated with storing goods. With Infor M3 for Distribution, you'll keep costs down and reduce resources needed for warehouse management, inventory management, multi-site distribution, and product data management.

**Sell.** Cultivating rich relationships and delivering exceptional experiences with suppliers and customers is the greatest competitive difference a wholesaler and distributor can offer in this margin-driven industry. Improve your customer service and drive more sales with Infor M3 for Distribution's multi-channel sales, customer order management, comprehensive pricing, value-added services, customer relationship management, intercompany trading, delivery, and transportation capabilities. Extend Infor M3 with ION-enabled integration to Infor CRM and provide your team with a holistic view of customer interactions across your sales, marketing, customer service, and support teams. Rich customer profiles and sales productivity tools in Infor CRM help users identify opportunities and streamline sales activities,

## Infor M3 for Distribution:

- Is a full enterprise solution, specialized for distributors.
- Is scalable to support growth.
- Is built with over 30 years of distribution experience.
- Is customizable for different market segments.
- Supports global, multi-branch distribution networks.

while sales management tools, analytics, and proactive alerts drive accurate forecasting, informed decision making, and effective team and territory management.

**Analyze.** To compete effectively in today's market, you need a system that offers outstanding, integrated management support processes that allow you to analyze and optimize business performance. With Infor M3 for Distribution, comprehensively analyzing core performance metrics, such as financial management and enterprise performance management, will give you increased visibility to make the right changes to speed up and grow your business.

## Integrate new technologies

Integrate relevant new technologies to better serve your customers, while expanding profitability.

**Customize.** You can customize Infor M3 for Distribution according to your specific needs. You can easily change the user interface, integrate internally or externally with other systems, and even create new business objects or modify existing ones.

**Trust.** You can also rely on the solution's reliability and stability—a result of Infor's rigorous and thorough quality assurance testing process—which means you won't need to implement extensive maintenance and follow-up.

**Grow.** You'll be able to continuously meet your changing business needs and keep your operations competitive because Infor M3 for Distribution is built with Java, which provides you with low cost of ownership, high scalability, and platform independence.

**Collaborate.** Securely collaborate with partners, suppliers, and customers, using various tools and technologies such as EDI, XML, web services, and APIs.

## Work smarter

Not only can you improve the efficiency of your business processes, you can reinvent them. Instead of wasting time searching for information, you could be acting on it. All of your employees can be productive from anywhere.

Infor M3 for Distribution is built on groundbreaking technologies that deliver new levels of usability, connectivity, and insight. Based on the latest advances from both the consumer and enterprise worlds, these technologies change everything you thought you knew about business software.

**Organized.** Role-based dashboards and powerful personalization tools let you arrange graphs, key metrics, priority alerts, and favorite inquiries on a single screen, giving you one place to go for all the information you need to make better decisions, faster.

**Mobile.** Infor mobile applications put the power of your Infor solutions on your tablet or smartphone, so you can be productive anytime, from anywhere. Sales managers and account representatives can view up-to-date information on customer orders, shipments, and interactions when they are on the road. Warehouse managers can track inventory movement, no matter where the managers happen to be. With Infor mobile applications, out of the office doesn't mean out of touch.

**Confident.** Alerts and pre-defined workflows deliver critical, role-based information automatically to your desktop or smartphone. Act faster with early notification of late deliveries, missed shipments, and quality failures, so you can be more proactive with your suppliers, customers, and production.

**Connected.** With inventory management in one system, shipment management in another, and personnel records in yet a third, it can be almost impossible to get a complete picture of your business. Infor's ION technology simplifies connectivity between your existing applications, both Infor and non-Infor. You can seamlessly integrate with Infor CRM (customer relationship management), Infor Lawson (Enterprise Resource Planning), and Infor Dynamic EPM (Enterprise Performance Management) to deliver a unified user experience across all your systems.

**Increase supply chain visibility; have better control of your trading relationships; and be more competitive in selling, sourcing, and shipping with Infor M3 for Distribution.**

**Reliable.** Infor M3 for Distribution provides a single, reliable source for all your reports—even when that information is drawn from multiple systems across your business. Out-of-the-box, you'll derive the benefits of powerful, role-based reports and industry-specific business measures derived from our 30+ years in the distribution industry.

**Social.** With our social collaboration capabilities, you can transform the way your company works. Imagine being able to work together on the same project or document in real-time. Everyone in your organization will be able to work in communities of shared interests, collaborate more effectively, improve processes, act faster, be more productive, and get better results.

## Deliver value

Gain the visibility and control you need to manage high volumes and thin margins. From planning and buying, to holding and selling and analyzing, you'll improve every link in your supply chain with Infor M3 for Distribution and achieve the visibility you need to grow your business.

With Infor M3 for Distribution, you'll:

- Reduce costs.
- Increase supply chain visibility.
- Improve trading relationships.
- Better predict demand.
- Improve customer service.
- Reduce overstock.
- Optimize product deployment.



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](http://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](http://www.infor.com).  
INF-1288216-EN-US-1214-2