

Event Management

➔ Infor Event Management has helped major companies realize results like increased forecast accuracy, reduced obsolete inventory levels, better audit compliance, better pre-screening of customer pricing issues, and more.



Be enterprising.

Most companies measure key performance indicators (KPIs) at the corporate level as a way to drive efficiencies through their business and improve shareholder value. Boards pay close attention to KPI reporting and often invest heavily to ensure that KPI metrics can theoretically support business performance. While important, such measurement only provides insight into past performance, showing how a company has functioned historically against its strategy and enabling action to be taken in retrospect.

Measurement of business process KPIs has similar drawbacks. While it can be effective at a departmental level, where visibility and control can be managed directly, it takes no account of the effect a departmental KPI decision can have on other parts of the business. A positive action for one part of the business can adversely affect performance in another, and in turn damage overall corporate performance. Critical domain drivers across a business can potentially conflict, and all affect the corporate view.

Enterprising companies know they need to do more. In addition to measuring and managing corporate and business process KPIs, they know they must measure and manage current performance.

Leverage experience.

Infor™ has a proven track record of enabling key manufacturers, suppliers, distributors, transportation and logistics provider, and retailers to buy, produce, store, ship, and sell raw materials and finished goods. We offer the

domain expertise and advanced technology you need to manage your business at an event level.

Infor Event Management is a real-time, proactive exception management tool that allows you to monitor events as they occur (or fail to occur) and automatically respond to situations that you determine in advance as requiring immediate remedial action. You can route alerts instantly to stakeholders in any part of your business and handle the resolution process according to established business rules. You can track issues centrally and then escalate or distribute them as appropriate for follow-up. You can set up and coordinate workflows, transactions, events, and activities for both internal and external users using one system. This is a huge advantage over competing solutions that are designed to accommodate one group or the other, but not both.

In today's business world where operational and financial processes are becoming more complex, lead times are expanding, and opportunities for failure across the supply chain and the financial chain are proliferating, such a system is essential. Add to this the compliance challenges posed by Sarbanes-Oxley, IFRS, Loi sur la Sécurité Financière, as well as scores of other industry and government requirements, and you have even more reason to put Infor's industry-leading event management solution to work in your business.

Get business specific.

For businesses that want to measure the impact of external influences on their supply chain and financial chain in real time and alert the correct people to issues arising and actions required, Event Management is the ideal solution. You'll never have to wait for the next set of management reports to spot a problem. Instead, you'll be able to detect underlying causes of performance problems and deal with them early, while there is still time to change course. Capability and technology highlights include:

- < *Visibility and responsiveness*—see what's going on in your supply chain with your suppliers, production facilities, logistics and transportation providers, and fulfillment operations. Respond proactively when things go wrong such as production falls behind, equipment breaks down, delivery is late, or shipments are incomplete. Profit from real-time alerting/exception management, tracking, and reporting capabilities and gain better visibility, both upstream and downstream, of the cash, information, and product flows in your business.
- < *Financial controls*—implement procedures to screen new customers and check their credit-worthiness. Enforce new supplier contracts with respect to performance and payment terms. Implement product pricing controls that prevent unauthorized discounting and/or send proactive notification of invoice payment and cash collection.
- < *Risk reduction*—address risks associated with complex supply chains where products, components, suppliers, and distributors are all adapting to customer demands in shorter time frames, over greater distances and more geographies. Automatically sense exceptions and respond appropriately to ensure that customers get the products they want in the right quantity, at the right time, place, and price.
- < *Compliance enforcement*—create customized workflows to ensure that the correct steps are taken to meet mandates related to corporate governance, financial reporting, and audit compliance.
- < *Collaborative resolution management*—create customized workflows to resolve specific problems by routing issues to designated contacts inside or outside your organization. Speed time to resolution and provide easy access for all involved parties.



- < *Advanced functionality*—take advantage of web-based tracking and closed-loop resolution of detected events, analysis and trending of event history, and cross-system monitoring and data integration to make continual process improvements and gain better overall control.
- < *Intelligent alerts*—receive and combine alerts from multiple systems to produce more “intelligent” alerts for users, based on the most information.
- < *Enterprise-level application programming interfaces (APIs)*—provide access to a wide range of internal data, as well as data residing on the Internet. Access information easily whether it is located in a customer operational data store or data warehouse, in your ERP system, on a web site, or in your order management system.
- < *Sensor adapters*—in conjunction with enterprise-level APIs and messaging technology, use the system’s standard and custom sensor adapters to quickly plug into standard types of data and applications.
- < *Exception-management programming tools*—create new applications, as well as enhance old ones, with ease.


See results now.

Backed by Infor’s reputation for superior service and support, Event Management is designed for manufacturers, retailers, distributors, lead logistics providers (LLPs), third-party logistics providers (3PLs), and all businesses that want a more proactive approach to managing current performance. With instant visibility of events, you’ll be better prepared to respond to exceptions, ensuring your customers get the products and the service they expect.

Event Management is making a dramatic difference in the way our customers identify and control exceptions in their business, as shown by the following examples:

Multinational Pharmaceutical Company

- < Problems: inventory stockouts, planning accuracy
- < Controls: stockout occurs (for x time), item without planning code (for x periods)
- < Value: 4% forecast accuracy increase (98% of items are classified), 30% reduction in stockout durations (increased sales and customer service levels)

 Never wait for the next set of management reports to spot a problem. With Event Management, you can detect underlying causes of performance problems and deal with them early, while there is still time to change course.

Major International Manufacturer

- < Problems: purchase price value, obsolete inventory, customer service level, on-time delivery
- < Controls: PO requests not processed, PO price exceeds quote, PO cancellation not executed, quality inspection cycle time exceeds 24 hours, commit customer order needs immediate shipment
- < Value: 15% reduction in raw inventory levels, 30% reduction in obsolete inventory, reduction in raw material costs, 12% increase in customer service levels for service items, 10% increase in customer service levels for products, large reduction in late order penalties

Major Global Apparel Company

- < Problem: Sarbanes-Oxley 404 compliance
- < Controls: product master change, invoice discounts, product master add, GL master change, customer master comparison, vendor change
- < Value: audit compliance, pre-screening of customer pricing issues, alignment of databases, early identification of data errors, awareness of data importance, process improvements leading to days sales outstanding (DSO) reduction, firm movement towards data compliance

About Infor.

Infor delivers business-specific software to enterprising organizations. With experience built in, Infor’s solutions enable businesses of all sizes to be more enterprising and adapt to the rapid changes of a global marketplace. With more than 70,000 customers, Infor is changing what businesses expect from an enterprise software provider. For additional information, visit www.infor.com.

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