



CloudSuite Distribution Enterprise

The digital platform for wholesale distributors



TM

Your technology roadmap to fight digital disruption

With tens of thousands of businesses vying for a place in the middle of the supply chain, the wholesale distribution industry has always been highly competitive. But the number and variety of competitors has reached a new level, creating a very real sense of disruption. To remain relevant to the market and responsive to customer expectations, you need a roadmap to fight digital disruption.

Old, heavily modified ERP systems that were implemented years (and often decades) ago can no longer support the complex demands of this industry. Keeping current isn't just smart—it's profitable. From cloud computing and collaborative technologies to mobility and analytics, technology holds the key to competitive advantage and growth.

CONTENTS

- 3** Driving forces behind the disruption
- 6** Right for today, ready for tomorrow
- 7** End-to-end capabilities
- 8** Take a closer look
- 10** The platform for your future-proof digitally driven organization
- 11** Reliability you can trust
- 12** Transform your business with Infor CloudSuite Distribution Enterprise

Driving forces behind the disruption

To understand why it's important to evolve and utilize modern technology to transform your business, it's helpful to discuss the business drivers facing wholesale distributors today. While many of the high-level issues may seem like the same challenges the industry has been fighting for years, the specifics have evolved—requiring you to take a fresh look at your business and core competencies in order to determine the best path for the future.



Omni-channel sales

Long gone are the days when distributors could rely on just phone orders, counter sales, and showroom sales. On the other hand, selling exclusively online can limit reach as well—missing out on other channel opportunities. Even if a business is in a niche with little competition today, that doesn't mean it will stay that way. Considering the number of industries Amazon® Business has already expanded into, it's likely just a matter of time before that niche is served by Amazon, and then quickly followed by copy-cats.



Value-added services

In an age where price is no longer a competitive advantage, distributors need to find innovative ways to differentiate themselves from the competition. This starts with distributors finding new ways to help solve their customers' problems through value-added services. Depending on which industries a distributor serves, these service opportunities are going to differ, but they all have one thing in common—they go beyond typical, everyday customer service (such as offering expedited shipping or handling returns and replacements).



Margin control

Being able to meet the needs of every channel is only the beginning. Razor-thin margins that are being sliced even thinner mean that distributors need to find new ways to manage costs. Top-heavy competition is driving product prices down, while wages, healthcare costs, and transportation costs are rising. Like never before, distributors must look for ways to improve efficiency and automate business processes.

Driving forces behind the disruption (cont'd)



Workforce optimization

Today's wholesale distribution workforce is very dynamic. Baby boomers, with their years of accumulated knowledge, are retiring. Distributors are finding it difficult to interest new talent. Many of the industries that distributors serve have seasonal fluctuations, which means that workforce size and the number of temporary employees can vary significantly throughout the year. With all of these variables, it can be difficult to create a work environment that maximizes worker productivity while still meeting the expectations of modern employees and keeping them engaged.



Digital transformation

Whether its expanding omni-channel sales, increasing margins, differentiating through value-add services, or optimizing the workforce, these demands all rely on utilizing modern technology. It's this digital transformation of the way the wholesale distribution industry operates that can help promote increased efficiency and effectiveness of existing processes. It opens the door to differentiation—allowing distributors to rethink approaches and create new data-driven ways to deliver and elevate services and the customer experience.

Cloud technology offers the only platform that can provide the speed, scalability, global reach, and agility required by businesses seeking to embrace innovation.

To succeed, you need to reposition the cloud within your organization, making it the fundamental element of your competitive strategy and embrace new methods of technical operations.

Source: Accenture, Forging an Operational Link to Cloud Innovation, 2018

Right for today, ready for tomorrow

Infor® CloudSuite Distribution Enterprise gives your business a modern digital platform to enable future growth. Less hassle, more value, and true business agility—that's the bottom line. CloudSuite™ Distribution Enterprise can help you:

1

Modernize

- Get a clearly defined project scope and complete program for moving to a modernized platform.
- Speed deployment with implementation accelerators and pre-built industry platforms.
- Reduce uncertainty with transparent pricing, SaaS-based, per-user per-month.
- Scale up or down to meet changing needs.
- Get supports for hybrid deployments, including Infor and third-party solutions.

2

Extend

- Take advantage of extension solutions that integrate with existing systems and increase the value of your technology.
- Easily connect to existing third-party hubs, such as SAP or Oracle, with pre-built integrations.
- Integrate relevant data, KPIs, and reports to get a comprehensive view of your business.
- Extend the capabilities of your solutions with a growing number of mobile-enabled offerings.

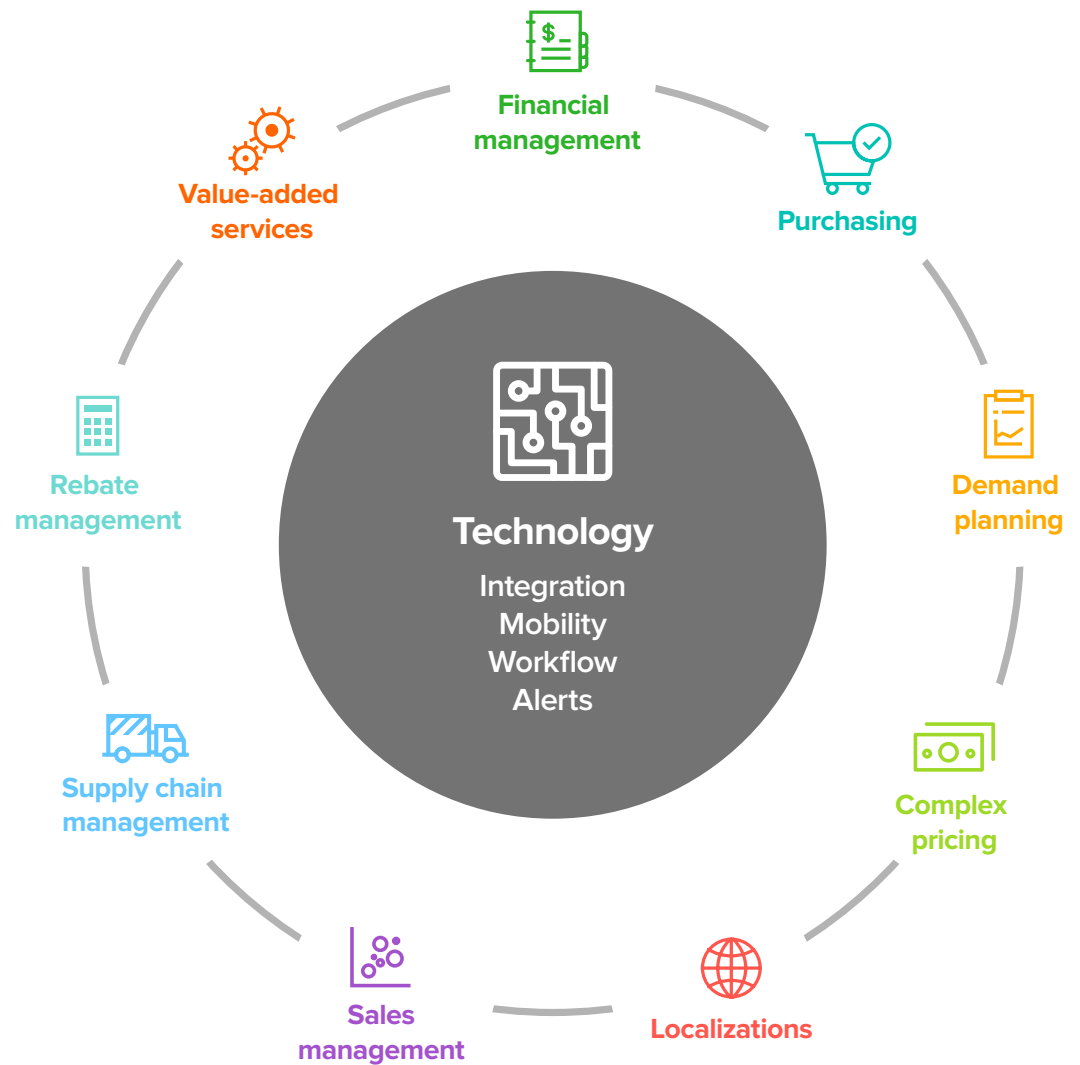
3

Accelerate

- Keep your technology up-to-date and performing at optimal levels with automatic upgrades.
- Get comprehensive, industry-driven suites that deliver that capabilities you need, right out of the box.
- Provide a modernized, consistent user interface across all of your applications.
- Increase response times and productivity with dynamic workflows.
- Improve decision-making with embedded, pervasive industry analytics.

End-to-end capabilities

CloudSuite Distribution Enterprise gives you end-to-end capabilities—fully integrated because that’s the way software should be. CloudSuite Distribution Enterprise is delivered in the cloud to give you ultimate security and flexibility, and is infused with deep distribution-specific functionality, so you can say goodbye to costly and limiting customizations.



Take a closer look

CloudSuite Distribution Enterprise can help boost performance across your entire organization. Many of the top global distribution companies use Infor's core solutions, including 17 of the top 20 industrial distributors, 7 of the top 10 plumbing/HVAC distributors, 8 of the top 10 electrical distributors, and 6 of the top 10 building material distributors. At Infor, we're continually evolving our solutions to match industry needs.



Sales management

Maximize your global sales through a sophisticated sales order management system that serves as the hub for your customer and pricing information. You'll be able to enter orders more quickly and accurately, easily manage EDI orders, and even accommodate intense order volumes in telesales environments with customer order processing that is highly scalable. You'll also be able to gain better control over discounts, promotions, and rebates.



Supply chain management

Manage the complex planning, scheduling, fulfillment, and execution of your global supply chain for both simple and complex distribution networks with full support for warehouse and transport management, lot-allocation and traceability processes, internal distribution orders, statistics, and more.



Financial management

Access and use the crucial information that drives your business decisions by being able to capture, analyze, and simulate critical trends based on your unique business goals and requirements. You'll be able to cut costs, eliminate redundancies, streamline activities, and allow redeployment of assets to more profitable activities with a highly configurable structure that can be tailored to meet local, regional, national, and global business models.



Value-added services

Meet increasing customer demands for more comprehensive services, such as kitting, manufacturing, assembly, rental, service, and more.



Localizations

Take on new markets easily and let your business evolve and expand into new geographies with flexible and scalable support for 39 countries and 18 languages—with more to come.



Rebate management

Easily and quickly recover the rebates you are entitled to and achieve the best possible product margins with a rebate management tool that handles the rebate claim process from beginning to end.

Take a closer look (cont'd)



Purchasing

Make intelligent purchasing decisions with access to a centralized interface that puts information at your fingertips. You'll also be able to manage the purchase of stock and non-stock products with advanced order control, inventory management, and other flexible features.



Complex pricing

Whether your pricing structures are simple or complex, you'll be able to manage the flow from planning and calculating prices and agreements through following up on results in sales statistics. You'll be able to increase sales and minimize manual input and costs of order entry, billing, and credit note handling with highly automated processes.



Demand planning

Review sales forecasts and capture market intelligence with a collaborative workflow that supports automatic forecast methods, competitive forecasting, dynamic grouping, and data aggregation. You'll be able to find the best fit among multiple forecast methods and easily choose the data that best meets your particular demand and forecast needs. In addition, planners can track all promotional activity to monitor progress and adjust forecasted demand, as required.

The platform for your future-proof digitally driven organization

Infor Operating Service (OS) serves as a unifying foundation for the entire CloudSuite ecosystem, providing a platform for your own digital transformation, in whatever form it may take. Its focus is on delivering technology that goes beyond enabling business—to driving it, and putting the user at the center of every experience. The result is a connected, intelligent network that automates, anticipates, predicts, and informs your stakeholders in everything they do.

Harness the power of Infor OS



Cloud computing architecture

- In-memory, multi-tier execution
- Multi-tenant framework
- Homogeneous object model
- Action requests and process automation



Role and user productivity

- HTML5, responsive design
- Anytime, anywhere access
- Social and business collaboration
- Contextual navigation
- Mobile enablement



Unified applications

- Embedded analytics
- Embedded security
- Pervasive auditing
- Effective dated transactions

Reliability you can trust

With CloudSuite Distribution Enterprise, you get guaranteed levels of server availability and system up-time that are both difficult and costly to replicate with internal resources. Leave the hardware, licenses, and upgrades to us.

High-performance standards

- 99.5% guaranteed server availability, 24/7/365 (99.9% historically)
- Service level agreements covering application uptime; strong business continuity measures
- Architecture designed to help support unexpected spikes in demand
- Secure connectivity with encrypted internet traffic and server access

Disaster recovery strategy

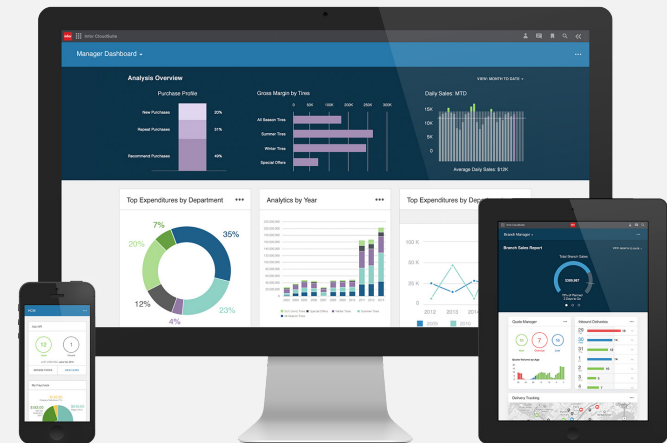
- Immediate response to outages, threats, and other incidents
- Daily backups and data replication with a minimum of 14 days' retention
- Off-site data centers containing redundant energy, networking, and hardware that include backup generators, UPS, PDUs, HVAC, firewalls, load balancers, N++ server farms, clustered servers and storage, and double parity RAID



Transform your business with Infor CloudSuite Distribution Enterprise

CloudSuite Distribution Enterprise can help open up a world of opportunity for your business and make it easier and more cost-effective to take advantage of a broad range of innovative technologies, from high value extension applications to industry-driven solutions. Don't miss this chance to learn how CloudSuite Distribution Enterprise can help dramatically simplify your IT infrastructure, reduce your total cost of ownership, and help you build a flexible, scalable engine for your future-proof digitally driven organization.

[Learn more >](#)



Copyright ©2018 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.