

SUCCESSSTORY

(Configure to Order)

The management of configurable products in this company had always relied on solutions that were very isolated from each other, in particular the solutions that do the configuration design and those that generate the final quotation and pass it to the ERP that collects the order.

The company suffered from problems that impacted on its ability to fulfil orders:

- Isolated data was difficult to share causing inconsistencies and errors in the configuration process.
- Difficulty in tracking changes and updating configurations in real time.
- They suffered from communication barriers between the different teams involved in the configuration, slowing down the overall manufacturing process.



After a careful evaluation of alternatives, the company commissioned IZERTIS to implement the ERP, INFOR CloudSuite Industrial.

Now the company



It has streamlined the sales process by shortening the time to contract.



Configuration problems in budgets have disappeared.



It can offer a competitive warranty model for the increased reliability of each configuration.



Provides reliable delivery dates.



Key points

- When implemented correctly, ERP facilitates process management.
- It is key to ensure that customer requirements are accurately captured and reflected in the final product configuration.
- In addition, the goal of configure-to-order is to provide a customised product that meets the customer's needs and, at the same time, maximises the manufacturer's profitability.