



## BROCHURE

# Industry 4.0 and manufacturing

## Industry 4.0

Adopting Industry 4.0 practices can be a true game changer for manufacturers. It can give you access to advanced data insights into multiple aspects of your manufacturing business. These insights can be used to measure performance, proactively identify problems, optimize supply chain processes, and more. Industry 4.0 practices can also be leveraged to improve and grow your business, such as by accelerating innovation, improving the customer experience, and expanding business models. At Infor®, our Industry 4.0 strategy is designed to empower manufactures to tap into these capabilities by helping you intelligently connect people, processes, and things to achieve meaningful value and desired outcomes.

Because these capabilities are built directly into our cloud-based solutions and tools, they're scalable, agile, and easy to use. They're designed to help streamline processes, optimize productivity, improve visibility, and foster collaboration. As a result, you'll be able to break down silos, spur innovation, enhance customer engagement, and provide your customers with more meaningful experiences.

**To remain competitive in today's fast-changing landscape, manufacturers must focus on innovation, provide meaningful experiences for customers, and expand business models to include direct-to-the-consumer e-commerce and value-add services. Providing more, while spending less, requires advanced technology.**

## Gain a true Industry 4.0 partner

Infor's industry-specific software, advanced capabilities, modern architecture, and partner networks are designed to deliver end-to-end solutions and high-impact results. Our agile solutions and deep industry expertise enable us to configure your software to meet your unique objectives, whether it's connecting the entire supply chain, managing the shop floor, or maintaining a fleet of delivery vehicles. Our solutions can be a strategic differentiator for your organization, allowing you to pursue innovative ideas and business models.

## Transform operations

Industry 4.0 processes can help drive your organization's digital transformation in numerous ways, including:

**Drive performance**—Role-based workbenches and dashboards help business users stay on top of operational processes, monitor key performance indicators (KPIs), and drive productivity gains. Because processes are tracked in near real-time and data is easily accessible, stakeholders can quickly make well-informed decisions.

**Monitor performance**—Context-rich data is stored in the cloud and is readily available for analysis for meaningful business insights. Advanced technologies, such as artificial intelligence (AI) and machine learning, can help you spot trends, detect potential bottlenecks or shortfalls, and even anticipate likely outcomes. Data can be analyzed to help define customer preferences, support product innovation, and enable strategic decisions—all based on facts, not hunches.

## Enhance the customer experience

Industry 4.0 strategies can make a significant impact in multiple operational areas that allow you to enhance the customer experience. These strategies include:

- **Tools**, such as role-based dashboards and self-service reporting, help increase workforce performance efficiency
- Streamlined **processes** enable greater productivity by adopting best practices and eliminating silos
- **Asset lifecycles** can be extended by monitoring asset and equipment performance and applying preventive-maintenance practices
- **Innovation** can be enhanced via stronger collaboration, greater customer insights, and deeper understanding of market trends

**Push boundaries**—The internet of things (IoT) is a key foundational aspect of Industry 4.0 strategies. We leverage the IoT to collect data from plant assets, warehouses, material handling vehicles and conveyers, storage/shipping containers, and more. Advanced data analytics and the use of digital twins can help create holistic improvements to receiving raw materials, making goods, and shipping products to customers.

**Expand horizons**—Data insights give you the ability to think outside of traditional restraints, explore new business models, set new standards for quality control, and reach new heights in customer loyalty.

## Gain operational advantages

Our Industry 4.0 technology for manufacturers offers these operational advantages:

### Manufacturing coordination

Infor's Industry 4.0 technologies enable visibility, connectivity, and data-driven insights. Our tools help you coordinate execution of shop floor activities, including:

- Eliminate miscommunication of production schedules and increase efficiencies with digital production plans at each location
- Increase operator efficiencies and reduce potential errors with access at workstations to electronic instructions related to the current operation
- Increase schedule adherence and reduce scrap via coordinated lists of operations
- Ensure proper process parameters are followed and reduce machine downtime by monitoring shop floor assets and analyzing historical records
- Reduce manual data entry and increase accuracy by seamlessly moving production data to an integrated platform

### Operations dispatch center

Infor's dispatch center, powered by AI-driven insights, acts as a hub for dispatching maintenance technicians to the field as needed. Capabilities include:

- Speed up response and resolution time and see increased efficiencies among service technicians via field maintenance alerts sent through multiple channels
- Allow maintenance staff to address problems in a timely manner and free operations crews to concentrate on value-add activities via automated alerts
- Enable technicians to quickly make decisions about appropriate actions (whether replacing parts, rebuilding components, or scheduling more extensive downtime for major repairs) by providing them with views and alerts that are specific to their assigned areas of responsibility
- Allow immediate quality compliance and deviation corrections with alerts to missed or abnormal quality inspections

## Operations monitoring

Our tracking and monitoring of operational processes help you find opportunities to improve productivity, while also keeping a historical record of operations. Capabilities include:

- Increase shop floor efficiency with visuals of the manufacturing floor that allow supervisors to monitor activities and readily respond to support requests
- Encourage proactive behaviors and positively influence shift outcomes via shop floor displays of real-time KPIs with current production status
- Allow managers to adjust production schedules to maximize utilization via transparency into operational processes
- Enable insight and decision-making at all levels of the organization with information rolls up from workstations, lines, and plants

### Operations briefing

Our solutions allow you to create reports that capture the intricacies of operations and reveal valuable insights. Capabilities include:

- Provide preconfigured, structured, and scheduled sets of reports designed for specific stakeholders
- Increase cross-functional cooperation and align performance tracking, trend identification, and data analysis with shared goals
- Make it easier to collaborate, identify problem areas, and find solutions with standardized reports that share a common methodology
- Increase visibility, reduce uncertainty, and empower supervisors to make accurate decisions based on reliable data via continuously updated KPIs

## Executive view

Our tools can give managers at-a-glance views into numerous sources of data. Capabilities include:

- Take timely action on trends, outmaneuver competitors, avert losses, and capitalize on unexpected market conditions by empowering company leaders to make fast, well-informed decisions
- Provide a clear means of comparison between business units via a central view and the ability to drill down into detail
- Enable the continuous updating of Information, so that it no longer takes days or weeks to fully identify and understand enterprise challenges

## Stand apart from the competition

Infor's solutions offer advanced Industry 4.0 capabilities that allow manufacturers to leverage outcome-based strategies and conduct full enterprise-wide transformations. Our Industry 4.0 technology can help you manage end-to-end processes and operations, improve productivity, reduce costs, and increase throughput. Whether you operate in a business-to-consumer or business-to-business model, these gains can be turned into differentiators that help you stand apart from competitors and make memorable impressions on your customers.

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