

case study

Empowering Operations through M3 Enhancements

Business Need

The client, a provider of complete equipment sales, service, and rental support to the construction, mining, and associated industries, faced numerous challenges with their M3 implementation. These challenges included bugs in the M3 system, user errors, and issues with business process improvements. Additionally, the Equipment Management (EQM) module did not perform as expected. Due to these issues, the client's confidence in M3 was low, prompting them to halt the upgrade of their handheld scanner solution in the warehouse from WMS to Factory Track.



Solution

To address these challenges, a comprehensive review of the client's processes was conducted to ensure that the Infor M3 configuration aligned with their requirements. This involved identifying process gaps and areas for improvement and collaborating with super users to implement necessary business process changes. The project aimed to generate significant business value by aligning the software configuration with the client's operational needs and improving overall system performance.

Outcome

- ▶ Identified and resolved process gaps, leading to improved business processes.
- ▶ Enhanced system performance and reliability.
- ▶ Increased user confidence in the M3 system.
- ▶ Avoided unnecessary costs by halting the upgrade to Factory Track.
- ▶ Improved reporting capabilities.
- ▶ Strengthened collaboration with Infor's product and solution teams.
- ▶ Achieved better alignment of software configuration with business requirements.
- ▶ Enhanced operational rigor and productivity.

