



Who:

Industrial Equipment Manufacturer

Region:

Mid-Atlantic, USA

ERP Product:

Infor CloudSuite Industrial ERP
Version 10

Deployment:

On-Premise

Challenges:

- Time-Consuming Work Center Processes
- Manual Productivity Reporting
- External and Outdated Legacy Forecasting Tool

Project Results:

- Automated Production Tracking
- Streamlined Productivity Reporting
- Centralized Forecasting
- Seamless Go-Live

Amplifying Productivity with CloudSuite Industrial 10

In late 2023, a leading industrial equipment manufacturer and longstanding client met with Decision Resources to identify opportunities to optimize business processes by upgrading their Infor CloudSuite Industrial (SyteLine) ERP from version 9 to 10 on-premise. After thorough analysis with Decision Resources consultants, the manufacturer realized version 9 was constraining, particularly with manual work center processes, effort-intensive productivity reporting, and an outdated external forecasting tool. Upgrading to version 10 streamlined operations and delivered notable results, including:

Automated Production Tracking

Implementing Factory Track Shop Floor streamlined work center operations by adding worksets and teams features. Prior to the upgrade, workers could not clock into multiple jobs simultaneously or perform transactions for all team members at once. With worksets now enabled across multiple lines, employees can have multiple jobs running at the same time. Team leaders can start and stop jobs for all team members in a single transaction, eliminating redundancies and reducing chances of error. Together these new features improve production tracking, save costs, and speed up operations.

Streamlined Productivity Reporting

Employees previously spent considerable time rekeying data into their ERP and performing manual calculations for their productivity report. Today they are equipped with an updated productivity report that leverages data in CloudSuite Industrial and Factory Track to greatly reduce time spent on data entry. By enabling clear visibility into critical metrics, the company can optimize scheduling and throughput from existing factory assets (without requiring new investments).

Centralized Forecasting

The company previously used an external and outdated forecasting tool that led to a fragmented and manual planning process. After implementing Advanced Forecasting, employees can plan jobs and production schedules all within their ERP.

Seamless Go-Live

During the transition, the company continued business operations without disruption due to strong project management and cadence, business case-driven testing, and end-user readiness.

Decision Resources strengthened team alignment with a clear governance structure and consistent checkpoint meetings. Targeted pilot scenarios, based on real business processes, ensured the solution met practical day-to-day needs. Training sessions and hands-on pilot participation helped end users feel confident ahead of go-live, resulting in smooth adoption.