

POSITION YOURSELF FOR MAXIMUM PROFIT

Streamline your field service process with the **powerful features** of Infor SyteLine Field Service ERP and achieve:

- Faster, higher-quality customer service.
- Improved first-call resolution rates.
- Error-free billing for increased efficiency.

A shorter call-to-cash cycle and enhanced service lifecycle not only boost productivity but also foster long-term customer loyalty, giving you a strong competitive edge and maximizing profit opportunities.



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*Great
Services for
Your Business*

INFOR® SYTELINE Field Service ERP

Improve your company's efficiency, productivity and profitability with Infor SyteLine Field Service ERP

Contact Us

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GET MORE PRODUCTIVE

Boost your company's performance with an efficient service department. Achieve higher productivity by:

- **Efficient Scheduling and Dispatch:** Optimize field technician schedules.
- **Access to Accurate Data:** Provide historical information for better decision-making.
- **Proper Parts and Tools:** Ensure technicians are always prepared.

This leads to higher resolution rates, a faster order-to-cash cycle, increased profits, and stronger customer loyalty.

BENEFIT FROM EXPERIENCE

Choosing Infor SyteLine Field Service ERP means leveraging decades of industry expertise.

- Developed by a global team of consultants and specialists.
- Industry-specific experience in finance, operations, and management.
- Comprehensive training, support, and professional services.

Stay competitive, adapt to change, and achieve your business goals in any market condition.

STREAMLINE YOUR ENTIRE SERVICE PROCESS

For businesses that manufacture, install, or service complex products, SyteLine Field Service ERP is a flexible, easy-to-use solution. Accelerate and optimize your service lifecycle with:

- **Contact Center:** Access detailed data for faster responses and streamlined work order creation.
- **Work Orders:** Track and manage work orders for quicker service completion, accurate billing, and improved customer satisfaction.



GLOBAL FLEXIBILITY SERVICE PROCESS

With support for multiple languages, currencies, and local regulations, Infor SyteLine Field Service ERP provides the flexibility to grow alongside your organization and meet expanding needs.

KEY FEATURES

- **Scheduling and Dispatch:** Gain full visibility into technician schedules, routes, certifications, and experience to assign the right technician to the right job. Improve resolution rates and reduce unnecessary trips to the warehouse.
- **Plant Maintenance:** Schedule preventive maintenance to minimize downtime, extend equipment lifecycles, and maximize warranty savings.
- **Service Contracts:** Manage service level agreements with ease. Detailed visibility into contracts, units, and service history enables better decisions and creates opportunities for upselling or extending agreements.
- **Depot Repair:** Handle product returns efficiently, whether for repair, refurbishment, or shipment to third-party vendors.
- **Service History:** Access comprehensive historical data, including customer profiles, unit details, contract statuses, and service histories.
- **Analytics:** Leverage integrated real-time data for detailed analysis, tracking, and reporting. Gain insights to support planning, decision-making, and engineering improvements.



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