



Customer Snapshot

Workrite Ergonomics boosts customer service and planning with Infor SyteLine



Facts at a glance

Products: Infor SyteLine®, Inforce

Industry: Industrial Manufacturing

Country: US

Infor Channel Partner: AIT Business Services

“With AIT Business Services managing the implementation, all critical functions were operational on day one and the team was on-site and on call to resolve and tweak small issues in real time during our first week with the new, upgraded system. Our experience was quite positive and it is refreshing to work with an organization that does what it says it is going to do.”

—Charles Lawrence, President,
Workrite Ergonomics

About the company

Workrite Ergonomics™ is an industry leader in the design, manufacture, and distribution of height-adjustable work centers and ergonomic office accessories, including adjustable keyboard platform systems and flat panel monitor support systems. To learn more, visit www.workriteergo.com.

Challenges

- Improve information accuracy and accessibility to meet the demands created by business growth.
- Replace an outdated enterprise resource planning (ERP) system with one able to support the company’s reputation of being innovative and customer-centric.
- Effectively manage inventory, improve lead time, and enhance customer responsiveness.
- Integrate Inforce with Infor® SyteLine to increase sales staff use.

Benefits

- Made customer service, and planning more efficient.
- Increased productivity.
- Used existing infrastructure, which allowed the company to continue to invest in business growth.
- Better managed inventory and improved customer responsiveness and lead times, without adding significant additional resources.
- Reduced past-due opportunities in the Inforce system to zero for the within the first two months of implementation.

“The planning, implementation, and post launch experience have all met or exceeded our expectations. Infor did what they said they were going to do. They listened, studied, planned, and then executed and delivered what we asked for and needed.”

—Lesley Ransley, Director of Information Systems,
Workrite Ergonomics

641 Avenue of the Americas New York, NY 10011 800-260-2640 infor.com

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