



Collins Industries Increases Order Accuracy and Customer Satisfaction with Infor ERP XA COM_Net2

Located in South Hutchinson, Kansas, Collins Industries, Inc. was established in 1971 as a manufacturer of school buses and emergency vehicles. The Company's products include ambulances, small school buses, shuttle and mid-size commercial buses, terminal trucks, commercial bus chassis, road construction equipment and industrial rental sweepers. In the United States, Collins is the largest manufacturer of ambulances, the second largest manufacturer of terminal tractors and a leading manufacturer of small school buses. Many of the products Collins Industries manufacturers are built to customer specifications. The Company emphasizes specialty engineering and product innovation, and insists on continually introducing new product lines while also improving mature product lines.

As an Infor ERP XA customer (formerly MAPICS, now Infor Global Solutions) Collins Industries identified a need to supply parts to their dealer network through the Internet. Historically, these orders were time consuming and frequently resulted in incomplete orders or incorrect orders. Collins Industries wanted to focus on augmenting their Customer Service Department and it was determined that Infor ERP XA COM_Net2 would be the perfect compliment due to the product's high availability, inherent security and ease of use. Paramount to Collins Industries final product selection was the product's tight integration to Infor ERP XA. The ongoing product support and product compatibility in current and all futures releases guaranteed Collins Industries that COM_Net2 was the superior choice.

Kevin Knoeber, the IT Manager at Collins Industries says Customer Service has been greatly affected by implementing Infor COM_Net2, "Our dealer network required zero training to begin placing orders online, the product interface is so intuitive our customers were placing orders online immediately, currently, more than 80 dealers use the system daily." Additionally, "We have found our dealers are thrilled with the increase in order accuracy...we used to have to credit incorrect items and resend orders to our dealers which was tremendously expensive. Infor COM_Net2's product catalog allows us to display a picture and an advanced description of each part. Another valuable benefit is the ability to provide technical specifications, which are really important in our business. Training our Customer Service Representatives on the many parts we sell was extremely time consuming so giving our dealers the information they need to pick the correct part each time they place an order was a big win for us. Our dealers have everything they need with just a click."

Kevin Knoeber insists Infor COM_Net2 has been nothing short of a value add proposition for Collins Industries, "Our dealers enter orders quickly and accurately reducing the cost of the order and increasing our profit margin." Additionally, "Our customer service department has experienced a 85% reduction in customer inquiries and the training required for our Customer Service Representatives has been greatly reduced. Entering orders used to be a full time job but with the addition of Infor COM_Net2 it isn't necessary to have a dedicated CSR because we get such a low volume of phone and fax orders. Our dealer network is extremely satisfied with our eCommerce initiative and when they're happy, we're happy!"

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