



Sub Zero/Wolf Finds COM_Net2 “Very Cool”.

Founded in 1945, Sub Zero Freezer Company has retained a reputation for excellence for more than 100 years. Located in Madison, Wisconsin this refrigeration powerhouse remains the leading manufacturer of premium built-in residential refrigerators. Sub Zero maintains that innovative design and technologically advanced systems keep the organization far ahead of the competition. Sub Zero acquired Wolf in 2000 creating a dynamic offering of refrigeration solutions as well as gas ranges, built in ovens, ventilation systems, integrated cook tops and warming drawers just to name a few.

In 2003 a corporate initiative was established to streamline functional processes throughout the organization. As the IT Director for Sub Zero Wolf, John Simon suspected gains could be made in the area of Order Processing and Customer Order Management. Already utilizing Infor ERP XA (formerly MAPICS) from Infor Global Solutions for Enterprise Resource Management, John felt Infor COM_Net2 would perfectly complement his business. Designed especially for Infor ERP XA users, COM_Net2 is the Infor ERP XA eCommerce solution.

Sub Zero implemented the product and the return on investment was immediate. Two unique departments use COM_Net2 at Sub Zero Wolf, the Finished Products business unit which sells finished goods such as refrigerators and ranges and the Replacement Parts and Accessories unit which supplies items such as spare handles and complementary products. Both Sub Zero Wolf units supply these products to their partner distributors who then supply individual dealers. Prior to acquiring Infor COM_Net2, Sub Zero Wolf employed several fulltime Customer Service Representatives to enter fax, email and phone orders, this is no longer necessary. Additionally, a five percent order error was typical, “Five percent represented a huge number in terms of what it cost our organization, with COM_Net2 this percentage has virtually disappeared,” says Simon.

COM_Net2 has empowered Sub Zero Wolf’s customers to make order inquiries without necessitating a phone call to the manufacturer. “Our distributors take one quick look and can immediately gain order visibility, they know what is on an order, where the order is in route and what will be delivered to them and this isn’t just orders placed online, our distributors have access to all COM orders! Before COM_Net2 we had two Customer Service Representatives who answered order related inquiries full time...now, answering phone calls associated with order status has been completely eliminated from their responsibilities.” Sub Zero Wolf’s distributors love using COM_Net2 and today 98% of all orders are entered online. “COM_Net2 has really increased overall productivity. For lightening quick item entry many of our dealers utilize the upload order functionality which allows them to upload an order from a prepared spreadsheet automatically populating their shopping cart with their items and their specific pricing which comes directly from Infor ERP XA’s Customer Order Management.”

Implementing COM_Net2 was “turnkey” according to Simon. “We had a COM_Net2 specialist onsite for two business days and we were up and running, it was simply amazing, there was no protracted effort, it was just in and up!” When asked about system availability John replied, our system uptime is 99.999% it’s low maintenance and reliable and what’s best-- our customers love using it”.

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