Expanded Product Descriptions Lead To Quicker, More Efficient Product Look Up In SX.e

SX.e Improvements

Get on board and be faster than a speeding bullet by taking advantage of the 1000s of new product description keywords going into our system.

Out With The Old And In With The New

The recent upgrade to INFOR's SX.e version 6.1.90 has offered a great benefit to our customer service team with the addition of a new 256 character product description field, in both standard product records and catalog records; a great improvement from the two 24 character description fields offered in prior releases.

Many of our seasoned operators have grown accustom to working with the limitations of the old 24 character product description fields so it is tough to break old habits and think differently about how efficiently products can now be searched for in our system now.

The simple truth is everyone on our customer service team, from the rookies to the veterans, should find value in the enriched search capabilities.
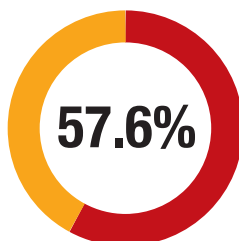
Quotation And Order Entry Proficiency

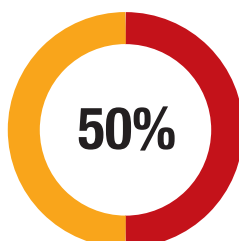Save time and respond faster to our customer requests with quicker product look ups.

Delight our customers even more with better product identification since the expanded field allows for whole word descriptive detail verses broken words and abbreviations.

Sustain higher service levels over time since searching for products only continues to improve as more and more of our vendor lines are reviewed, normalized, and added to our system.

BIG DATA

57.6%

57.6% of organizations surveyed say that big data is a challenge

50%

50% say that big data helps in better meeting consumer demand and facilitating growth

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