

Maritz Inc.



About the company.

Ranked number 297 on the Forbes list of largest private companies, Maritz Inc. provides a wide range of performance improvement services to clients worldwide. The company delivers market and customer research, communications, learning solutions, incentive initiatives, meetings and event management, awards and recognition, travel management services, and customer loyalty programs through 20 operating companies. Maritz has a presence in 28 countries, with key offices in the United States, Canada, the United Kingdom, and Germany, and alliances in Europe, Africa, the Middle East, Asia Pacific, and the Americas.

“ With Infor EAM, we have achieved a 30% cost savings in our inventory. ”

BILL WRIGHT, ADMINISTRATIVE SUPERVISOR, FACILITY SERVICES, MARITZ INC.



Setting the strategy.

Based in St. Louis, Missouri, Maritz' headquarters campus includes 9 buildings, 3,000 employees, 174 acres of property, and a building engineering department of 25 maintenance operators. These operators are responsible for managing all aspects of the campus, from HVAC, plumbing, and electric equipment, to 2 theaters, 2 cafeterias, and an expansive deck that accommodates 1,000 people.

Without an automated enterprise asset management (EAM) solution, it was simply impossible for Maritz to manage this sprawling campus in an efficient manner. "Our stock room was out in the open with four entrances and not a lock in sight," says Maritz Facility Services Administrative Supervisor Bill Wright. "When an employee needed something, they'd go to the local hardware store and charge it. Equipment records were equally in bad shape. Our employees relied on binders full of hard-to-read data and inaccurate information."

Wright knew that there had to be a better way. Maritz needed a way to automate facility management operations and optimize inventory levels so it could drive down maintenance costs and improve overall facility performance. Wright and his team also needed a way to track and quantify the results of their operations so senior management could budget more accurately and make sound business decisions.

Getting business specific.

Wright sought out an asset performance management system that could automate the tracking and maintenance of assets and provide automated management of inventory. Years ago, when not many products were available, Wright had found one from Infor™ that fit his needs perfectly. Infor EAM MP2 turned out to be a prudent choice, because in the ensuing years, Maritz received new, improved products and services that helped Wright continuously improve his operations and adapt to changing operational requirements.

Now Maritz chose to upgrade from Infor EAM MP2 to Infor EAM Enterprise Edition, a fully web-architected asset performance management solution. With this upgrade, Maritz now had access to far more robust functionality and reporting capabilities, enabling the company to further optimize its facility management operations.

Seeing results.

"The upgrade was incredibly easy," Wright says. "Infor's professional services organization transferred all of our equipment and inventory data, and we were up and running very quickly. With Infor EAM Enterprise Edition, we have achieved a 30% cost savings in our inventory. We rarely run low on parts, thanks to the integrated Infor EAM iProcure advanced module."

Maritz received on-site training and accelerated web implementation from Infor. Within days, the company was able to benefit from a configuration of work processes, screens, menus, and reports based on industry best practices.

facts at a glance

> company	Maritz Inc.
> Infor solution	EAM Enterprise Edition
> industry.....	Business Services
> revenue.....	US \$1.27 Billion
> employees.....	3,665
> country.....	USA

Maritz Inc.

These capabilities give Wright an effective way to quantify performance improvements and justify costs to executive management at Maritz. “Infor EAM Enterprise Edition enables us to track everything about our operations and show the performance improvements year over year. This makes it much easier to justify budgets to upper management,” Wright says. “And, with Infor constantly refining and improving its solutions, we’ve actually decreased downtime an additional 90% since first implementing the software.”

Doing business better.

Maritz deployed Infor EAM Enterprise Edition as a hosted solution. The hosted model delivers the lowest total cost of application ownership by eliminating the costs and manpower required to maintain an enterprise application inhouse. This adds to the enormous return on investment that Maritz has realized with Infor EAM solutions.

“The hosted deployment model frees us from having to think about managing the application, so we can focus on what we do best—keeping Maritz’ corporate headquarters up and running at peak efficiency,” Wright says. “Maritz is in the business of helping corporations optimize their performance. We feel that by implementing Infor EAM Enterprise Edition, we’re practicing what we preach.”

About Infor.

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become one of the largest providers of business software in the world. For additional information, visit www.infor.com.

“ The hosted deployment model frees us to focus on what we do best. ”

BILL WRIGHT, ADMINISTRATIVE SUPERVISOR, FACILITY SERVICES,
MARITZ INC.

Customer Profile

Infor Corporate Headquarters
13560 Morris Road
Suite 4100
Alpharetta, Georgia 30004
USA
Direct: +1 (800) 260 2640

Contact your local
Infor office regarding
availability of products
in your region.

