

CASE STUDY

Productivity Tools Take ISM to ‘a Whole New Level’

Northwest Pump, the West's largest distributor of petroleum equipment and industrial pumps and compressors, relies on technology to be able to handle customer volume for all its different markets. In this highly competitive field, attentive field service is critical, too, as downtime waiting for a replacement part can be frustrating and costly for compressed air producers who have capacity to meet. This is why Northwest Pump strives to optimize processes throughout the organization, including the service operation.

Northwest Pump

Portland, Oregon
Founded: 1959



Northwest Pump is the West's largest distributor of petroleum equipment and industrial pumps and compressors, since 1959.

Solutions: Infor Service Management and Single Source Productivity Tools for Service Management

“It saves days of work, if I had to do it by hand.”

Infor Service Management (ISM)—with the addition of Single Source add-on Productivity Tools—plays a major role in helping Northwest Pump stay competitive and highly efficient," says Susan Miller, Senior Business Application Analyst. Susan played a key role in selecting the solution and working with Single Source Systems on the deployment of ISM. Susan also immediately saw the value of the Productivity Tools and began using them before the go-live of ISM. She credits the tools with taking ISM to a whole new level in efficiency.

Inspections and Checklist

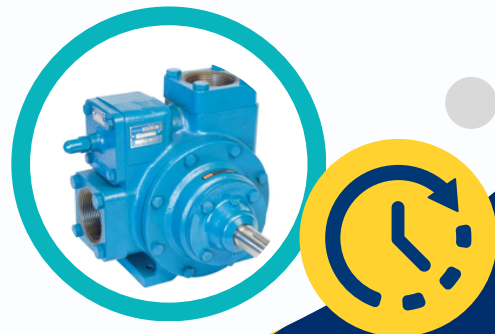
Susan reports that the inspections are an important feature of ISM for Northwest Pump, but adding new items could be complex and tedious. Single Source Productivity tools changed that. “It used to be very complicated to tie all of these many, many pieces to a new item. Now, we use the Import tools to do that,” she says. “I can do hundreds at a time.

I connect those checklist items to them. And it takes me minutes. That's huge, because that's probably days of work, if I had to do it by hand.”

She adds that the ability to configure the Import/Export tool provides another reason why she is a fan of the solution, using it almost daily. “If there is a screen that there's not a current import template for, you can create it through the productivity tools area. It's my favorite thing. And I use it very often.”

Unit Rename

The Unit Rename is another favorite feature, and, in fact, is the reason Susan first identified the Productivity Tools as an purchase that would bring a high return



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Productivity Tools Enhance ISM Efficiency

on investment. If an item's serial numbers have been entered incorrectly, rather than deleting the wrong item—and losing the historical context—you can simply change the name.

“The service history on a piece of equipment is the most valuable thing that you have to a technician,” says Susan. “To break that tie in any way—such as having the wrong serial number—is pretty catastrophic. So, we bought the Productivity Tools just so we could make sure that we wouldn't run into that situation.”

Ease of use

Susan also credits the Productivity Tools with being very intuitive and easy to learn, saying

she required no training before jumping in and learning the capabilities and benefits. “That's the other reason that they're so valuable—they're just so easy to use.”



This ability to quickly deploy the tools has contributed to a positive experience with high pay-off for Northwest Pump. “Time is probably the most valuable thing we have,” says Susan. “Our whole purpose of getting the software and then buying the utility on top of that was to increase efficiencies across the board. ISM and the productivity tools have gained us the added edge we were looking for.”



Advice to peers

When asked what advice she could offer other ISM users, Susan said, “The ISM solution itself is a tool that will help any group be more efficient, but the Productivity Tools are what really take the whole ISM application to the next level.”

More about the Productivity Tools

The suite of tools from Single Source includes more than 15 applications which seamlessly integrate to Infor ISM. In addition to the tools already called out here, there are also ones that provide critical number dashboards, the ability to pro-rate critical numbers, override the record cap, keep track of certification expirations, simplify emailing, administration of forms, and more. Administrators and daily users will benefit from the time savings. Improving the efficiency of the service operation leads to long-term benefits, such as customer satisfaction and greater profitability. Visit our [website](#) to see a complete list of the tools and view a demo.

About Single Source

For over 30 years we have been helping companies that sell and service high value equipment to enhance their operations through technology and proven business insights. Whether you need enterprise-wide solutions or specialized tools to enhance productivity, we deliver no-surprise deployments and high-impact results.



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