

CUSTOMER INNOVATION STUDY

# Tecfil

significantly reduces customizations with  
a successful upgrade to Infor LN

“ I really recommend Infor because it has **ideal tools with industry-specific functionality**. For industrial manufacturing, Infor LN is the best.”

**Ricardo Menezes Brandao**  
administration and purchasing director, Tecfil



+ *Filtros*  
**Tecfil**<sup>®</sup>  
*A qualidade que é líder.*

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## Facts at a glance



HEADQUARTERS  
Guarulhos, Brazil



INDUSTRY  
Automotive



EMPLOYEES  
1,500



IMPLEMENTATION PARTNERS  
Infor Services



WEB SITE  
[tecfil.com.br](http://tecfil.com.br)



INFOR PRODUCTS  
Infor® LN

# Executive overview

## Situation analysis

- Maximize profitability in a growing Brazilian automotive market where there is increased demand for automotive filters.
- Get products to customers faster and minimize missed sales on high-margin products by eliminating out-of-stock inventory conditions.
- Eliminate operational challenges with improved data visibility.

## Innovation strategy

- Reduce customizations and take advantage of net new functionality by migrating from Infor Baan to Infor LN.
- Redeploy IT staff to higher value-add work, as opposed to managing customizations.

## Results

- Significantly reduced customizations by upgrading to Infor LN and eliminated work for the IT team associated with those customizations.
- Increased inventory-reporting accuracy to 99.6% and reduced set-up times for changes in the tooling for manufacturing processes.
- Improved employee productivity across functions by streamlining operations and providing consistent, accurate information to key stakeholders.

## High level impact

**8**

times reduction in customizations after upgrading to Infor LN from Infor Baan

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**156**

hours saved per week with the elimination of work associated with customizations

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**75%**

reduction in sales order processing time

# Operating Latin America's largest automotive filter plant



## Driving demand in a highly competitive market

Tecfil is the largest producer of automotive filters in Latin America. The company is based in Guarulhos, a municipality within the state of São Paulo in Brazil. Founded by Abílio Gurgel, a former engine salesman, Tecfil now operates the largest automotive filter manufacturing plant in Latin America, while continuing to be family run, even after more than 60 years in operation. The company owns two production units with the capacity to produce approximately six million filters per month. Tecfil also runs a distribution center. With quality and customer service at the center of its business model, the company is the market leader in aftermarket automotive products, which account for approximately 65% of its total revenue.

In the past few years, the growing Brazilian market has been driving demand for automotive filters; however, the market that Tecfil operates in is highly competitive. In order to maximize profitability, it is imperative for Tecfil to execute highly effective business operations. For example, Tecfil must quickly deliver its products to its customers to minimize the out-of-stock conditions that can cause missed sales on high-margin products. A disparate IT landscape would not adequately allow the company to manage the complexity of this constantly changing business environment. Tecfil also wanted its key stakeholders to have access to well-timed information to promote efficient business decision-making. To stay competitive, and gain faster time to value and increased business agility, the company's management decided to upgrade to Infor LN.

“ We had many divergences in raw material levels and finished products. Infor LN helped us improve inventory accuracy to meet the requirements of our business.”

**Ricardo Menezes Brandao**  
Director, Administration and Purchasing, Tecfil

# Minimizing system customizations with Infor LN



To address its business challenges, Tecfil required a well-integrated, robust business system that could help improve the overall operational efficiency of the organization. After evaluating several ERP systems in the market, management at Tecfil concluded that migrating from Infor BaaN to Infor LN was the best way forward because this not only would allow the company to take advantage of new functionality, but also would significantly reduce the number of customizations required for their business systems.

Tecfil partnered with Infor Services to implement the solution. Thanks to the Infor Services consultants' industry knowledge and solution expertise, the implementation was completed within budget in two years, as planned.

## Reducing total cost of ownership

After migrating to Infor LN, Tecfil was able to retire the majority of its system customizations. Thanks to Infor LN's rich, industry best practices, Tecfil has decreased the level of IT support required to maintain its systems. With Infor LN, the company only needed to customize 5% of its system functionality to fulfill its operational requirements. Infor LN's simplicity has given Tecfil's IT department more time to focus on value-adding activities.

“ In our previous system, around 40% to 45% of the functionalities were customized. With Infor LN, customizations are reduced to just 5% of required functionality.”

**Edson Juarez Da Cruz**  
IT manager, Tecfil

## RESULTS

# Enhancing ROI by improving operating efficiency

### Value realized

Tecfil has gained visibility and control over its multi-site supply chain, manufacturing, projects, and service operations, thanks to Infor LN. The company can now provide its users with a near real-time inventory view, which has helped it to achieve 99.6% inventory accuracy. Not only is Tecfil able to manage its stock in a better way, but the company has also improved its procurement functions. The system upgrade to Infor LN resulted in a 75% reduction in sales order-processing time, decreased lead-time to customers, and improved service levels. Tecfil also reduced set-up times for changes in tooling for manufacturing processes. Additionally, employees across departments have access to timely and reliable information that positively impacts the business decision-making processes. With the ready-to-use information fed to users across functions by Infor LN, Tecfil's employees can easily generate analytical reports.

### Creating productivity enhancements

With Infor LN, Tecfil's fiscal closing cycles have been shortened, while also improving employee productivity. Infor LN delivers streamlined operations and consistent, accurate information that is derived from a single, integrated system. In addition, the planning, accounting, and engineering teams' time is optimized with access to fast and accurate report generating tools that allow for the retrieval of up-to-date business information and the creation of management reports that support confident decision-making.

## Detailed impact

**99.6%**

accuracy in inventory with Infor LN

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**1,250**

hours saved per month in the sales ordering process

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**92.8%**

reduction in work associated with customization issues

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**50%**

reduction in time required in the financial closing process, while increasing reliability of financial reports



## LOOKING AHEAD

# Working toward full integration

After the successful implementation of Infor LN, the management at Tecfil is working toward the full integration of its business systems across all of its departments. After these systems have been integrated, Tecfil plans to acquire new Infor solutions, which will continue to add value to its operations and support business growth. “So far, we have a good relationship with Infor. It is a company that has assisted us very well and has exceeded our expectations several times,” says Edson Juarez. “I expect that in the future this relationship can be improved and developed even more.”

“

The Infor Services consultants were well trained and had a good command of both the solution and our business. This contributed to a positive experience and a successful upgrade to Infor LN.”

**Edson Juarez Da Cruz,**  
IT manager, Tecfil



# Learn more

Hear how Tecfil's business is benefiting as a result of the upgrade to Infor LN.

[Watch video >](#)



## Meet your financial goals

In order to meet financial goals with confidence, you need global financial budgeting and control combined with real-time visibility into revenues, costs, and profits.

[Infor LN >](#)

## Customer communities

Are you an Infor LN customer? Take a look at the Infor LN customer community page. You'll find the most recent information on the latest release and other resources to help you access support and education, get involved in customer events, upgrade your solution, and more.

[Infor LN customer page >](#)

## One platform for your business

Infor LN empowers you to run your entire business—across every department, every site, and every country—on one platform. Delivering flexibility in operations and strength in financials, Infor LN is a uniquely versatile system that delivers everything complex product manufacturers need in a standard, packaged ERP system.

[Infor LN >](#)



Infor builds business software for specific industries in the cloud. With 15,000 employees and over 90,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit [www.infor.com](http://www.infor.com).



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