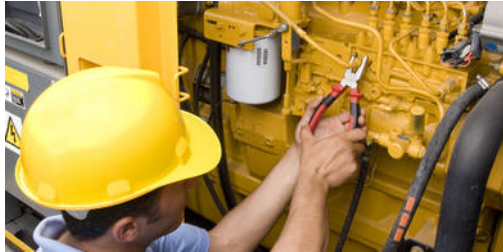




New Customer Snapshot

Titan Energy Worldwide to enhance customer satisfaction with Infor Service Management



Facts at a glance

Product: Infor® Service Management

Industry: Power generation and energy management

Country: US

Partner: Single Source Systems

About the company

Titan Energy Worldwide offers advanced equipment and service solutions for onsite emergency power. With more than 3,000 customers throughout all 50 states in the US, Titan Energy's highly trained technicians, superior technologies, and dedicated customer service make the company a complete source for all onsite power needs. Titan Energy specializes in providing the most advanced and cost-effective service and maintenance programs for all makes and models of onsite power generators and uninterruptable power supplies. To learn more, visit www.titanenergy.com.

Business case

- Increase customer satisfaction.
- Optimize processes by improving transparency across applications.
- Improve overall efficiency and tighten controls by integrating disparate systems and services.
- Streamline equipment record creation and management processes.

Why Infor?

Infor delivers:

- Enhanced customer satisfaction, better utilization of resources, and the ability to uncover new sources of revenue by delivering timely information to decision-makers.
- Increased visibility and control to dispatchers, supervisors, and customers via a web-based service-order dashboard.
- Efficiency improvements throughout the enterprise with a fully connected service organization.
- A flexible framework that meets business objectives using proven technologies.
- Reduced operating costs with the simplified generation and maintenance of complex equipment records.

"Infor's specialized application will provide us with trusted information for an integrated, robust, scalable, and automated field service management system that we can count on."

—Kathy Scherer, Vice President of Operations,
Titan Energy Worldwide

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