

# Wajax boosts efficiency and visibility with Infor CloudSuite

## Overhauling IT and warehouse management at Wajax



### Overview

Wajax drives Canada's industrial landscape with Infor

Wajax is one of Canada's leading industrial equipment distributors. With over 100 branches around the country, it provides products and services across 12 industries, including forestry, construction, mining, energy, and food and beverage. Wajax has developed its many offerings over its 150+ year history through multiple mergers and acquisitions and relentless innovation.



#### Challenge

Consolidate eight on-premises enterprise resource planning (ERP) systems with different enhancements, training, and customer portals into one system to drive operational consistency and visibility.



#### Infor solution

**Infor CloudSuite Equipment** standardizes processes and data organization-wide and provides continuous upgrades and features to Wajax's 1,800 employees across 100 locations.



#### Outcome

A standardized solution that enables enterprise-scale efficiency and automatic system enhancements to protect profitability in the face of shifting market dynamics.



"CloudSuite has proven to have everything we need to successfully operate our complex distribution business."

**Ken Miller**  
IT Director, Wajax

## Challenge

### Uniting multiple on-premises legacy systems in one consistent system

Since the 1950s, Wajax has steadily grown its business through mergers and acquisitions. This has expanded its offerings and market share, but it has also created operational and technological redundancies.

By 2020, the company reached a tipping point. Wajax was relying on eight different ERP systems to manage its five million parts and products. Because these ERPs were either outdated or highly customized, enhancements were difficult—and sometimes impossible—to deploy consistently without causing system-wide issues. Additionally, the institutional knowledge required to make these updates was concentrated among a few key IT employees, further limiting the team's ability to adapt to change.

Wajax's problems didn't stop there. Staff also needed multiple tools to access, safeguard, consolidate, and report data. For example, they couldn't access a customer's complete order history without conducting a long, labor-intensive audit of every system. This compromised customer experience, complicated data security, and limited the company's opportunities for growth.

## Infor solution

### Establishing visibility and efficiency across the enterprise

Wajax consolidated its ERPs into one unified platform with Infor CloudSuite™ Equipment, a ready-made rental equipment and distribution software solution built to manage complex businesses like theirs.

“Infor CloudSuite provides visibility from start to finish. Our end goal is to get a full picture of a customer and their equipment—from parts availability and the timing to receive into inventory, to making sure technicians are available to meet their needs,” says Ken Miller, IT Director at Wajax.

Miller continued, “In previous systems, we couldn't do everything that we do now. The functionality in CloudSuite is robust. Having all the data within one solution allows us to have better integrated processes.”

Working closely with Wajax, Infor Global Professional Services implemented standardized solutions for rentals, remanufacturing, and more, with fully integrated financials across all lines of business. Leading with best practices and deep industry expertise, the team ensured a speedy and complete transition. With Infor™, 1,800 Wajax employees now operate from a single source of truth in the cloud across 100+ locations.

## Outcome

### Boosting alignment, agility, profitability, and visibility



Automates quoting  
and pricing



Simplifies system  
enhancements



Connects  
enterprise data



### Automates quoting and pricing

CloudSuite Equipment enabled Wajax to standardize and consolidate its equipment quoting procedures. “The Infor developers and product managers have really thought about what is needed for all the different use cases and scenarios for the various types of rentals,” said Miller. Using historical company data, Wajax and Infor built a pricing recommendation tool that generates floor-to-ceiling pricing models and responds to changing market conditions, allowing Wajax to remain agile, competitive, and maximize profitability.



### Simplifies system enhancements

Migrating to the cloud also resolved many of the IT issues that had plagued Wajax for years, such as challenges with deploying upgrades. Infor CloudSuite’s built-in enhancement protocol guarantees continuous upgrades as part of the solution. Now, updates and enhancements happen automatically with no need for heavy involvement from the IT team. On top of that, Wajax works directly with the Infor team to offer feedback and suggested enhancements for the system, creating a constant avenue for product improvement. As a result, enhancements proceed strategically and consistently, ensuring everyone across the organization can work from one up-to-date source of truth. Infor CloudSuite also comes with standard training modules, so all employees and new hires can quickly learn and use the new system.



### Connects enterprise data

Once reliant on manual, spreadsheet-based processes, Wajax can now easily leverage its data across the organization. Today, every Wajax employee works from one source of truth, and customers and suppliers have a more intuitive engagement experience with the company. “CloudSuite has proven to have everything we need to successfully operate our complex distribution business,” Miller said. “We are proof that this works—we are live, we are successful. We now have the platform and tools to make our employees more productive, and our business runs more efficiently.”



“The functionality in CloudSuite is robust. The right data is readily available at our fingertips.”

**Ken Miller**  
IT Director, Wajax

## About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

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built for modern businesses**

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