

Unlock end-to-end order-to-cash efficiency with Infor Process Mining

Gain visibility, uncover bottlenecks, and drive faster cash flow with intelligent process insights



For industrial manufacturers, the order-to-cash (O2C) process from sales quotes and order entry to fulfillment, invoicing, and collections is complex and often fragmented. Each handoff can become a bottleneck, slowing down revenue realization and operational efficiency.

To help, we've built Infor™ Process Mining on the Infor Industry Cloud Platform, powered by Amazon Web Services® (AWS®). It delivers out-of-the-box process discovery, conformance checking, and predictive analytics so you can visualize every variant of your O2C flow and drive continuous improvement.

With scalable, secure, and artificial intelligence (AI)-enabled process intelligence, Infor Process Mining provides deep insights and actionable guidance, unlocking unprecedented transparency and agility across your revenue cycle.

Why industrial manufacturers trust Infor Process Mining



Instant process insights by mapping quote-to-payment flows and detecting delays in credit approvals, fulfillment, invoicing, and collections to drive faster, smarter revenue execution.



Effortless detection of process inefficiencies by spotting conformance violations and workflow deviations across O2C processes for faster issue resolution.



Continuous O2C optimization with performance benchmarking and prescriptive insights that improve cycle times and accelerate cash flow.

Explore impactful process mining strategies in industrial manufacturing

See how Infor Process Mining can be embedded directly into your daily workflows, driving visibility, automation, and continuous improvement across your operations.



Elevate decisions with process insights

Unlock end-to-end visibility across critical manufacturing processes O2C, procure-to-pay, production, and quality using Infor Process Mining's interactive dashboards and anomaly detection.



Automate exception detection and root-cause analysis

Automatically surface delays, bottlenecks, and compliance breaches. Drill into individual process variants to pinpoint exactly where and why issues occur, so you can resolve them before they impact delivery or cost.



Unleash operational excellence with AI-powered summaries and interactive guidance

Automatically generate concise process summaries that highlight key metrics and deviations. Use embedded GenAI to uncover and prioritize improvements and receive contextual next steps, all within your workflow.

Drive business value with key O2C use cases

From day-to-day operations to strategic initiatives, see where Infor Process Mining can enhance efficiency, pinpoint continuous improvement opportunities, and proactively mitigate process risks. Tap into a robust library of Infor Process Mining use cases, built on deep industrial manufacturing expertise.



Accelerate credit-to-invoice with Infor Process Mining

Automatically visualize your end-to-end O2C process from quote to invoice, surfacing key inefficiencies like credit approval delays or invoice lags. Get instant, natural language insights and AI-driven recommendations to streamline invoicing and speed up cash flow.



Improve invoice accuracy and reduce disputes

Identify invoice inconsistencies and uncovers patterns that lead to disputes. Use actionable insights and intuitive queries to resolve discrepancies quickly, streamline billing, and enhance customer satisfaction.



Streamline order fulfillment accuracy

Infor Process Mining uncovers inefficiencies and deviations in order picking, packing, and shipping processes. Its embedded interactive Infor GenAI advisor lets you ask questions in natural language, explore data patterns, and quickly identify root causes to improve fulfillment accuracy and boost customer satisfaction.

By leveraging Infor Process Mining for O2C, organizations gain unparalleled visibility into their entire O2C cycle, enabling faster identification of bottlenecks, improved process accuracy, and smarter decision-making. This solution empowers teams to optimize workflows, enhance cash flow, and drive sustained business performance turning complex data into clear, actionable insights that fuel growth and competitive advantage.



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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Uncover insights for smarter, faster decision-making with Infor Process Mining

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