

Driving growth for leading HVAC manufacturer

Infor modernizes Enterprise Resource Planning (ERP) at SKM Air Conditioning



Overview

SKM transforms production capacity and global scalability with Infor

SKM Air Conditioning has been one of the leading manufacturers of heating, ventilation and air conditioning equipment in the Middle East for over 50 years. An increasingly international growth business, SKM has expanded from its base in the United Arab Emirates (UAE) to operations across the Middle East, Africa and Asia.



Challenge

Establish consistent management of production to enable international expansion



Infor solution

Infor multi-tenant CloudSuite creates consistent data, real-time visibility and streamlines system upgrades



Outcome

Contributed to an overall 30% increase in production capacity, improved data quality, and accelerated decision-making

Challenge

Take air conditioning excellence from the Gulf to the world

Climate conditions in the UAE are challenging. Daytime temperatures regularly range from 38°C to 42°C but it's increasingly common for the gauge to nudge 50°C. Reliable air conditioning isn't "nice to have," it's critical. While rising temperatures drive demand, SKM's success is built on innovation and strategic expansion. Based in Sharjah, the business has become a key supplier of high-tech air conditioning equipment to homes, offices, malls, and industries across the GCC and neighboring countries.

The next challenge is to expand its reach globally. Today, SKM operates a state-of-the-art factory in Saudi Arabia and is actively pursuing new growth opportunities internationally. While this remains a priority, the company is committed to scaling its production capabilities as efficiently as possible to meet increasing demand without compromising quality. "We've become an expert because of the unique challenges of this region," says Abdul Rehman, IT Director, SKM Air Conditioning. "We're constantly having to innovate, listen to our customers and find a new edge."

Infor solution

Removing duplication and clarifying focus

SKM's engagement with Infor started in 1997 and has grown in both scope and strategic value over the decades.



"We've evolved with Infor, from an on-premises ERP, to a single- and then to a multi-tenant cloud solution," says Narasimha Naidu, Head of BPM and Digital Transformation, SKM Air Conditioning. "Infor provides ongoing business value and a strong solutions roadmap."



ERP at SKM is now managed from a multi-tenant cloud, creating a consistent, scalable platform to manage future growth. Infor CloudSuite Industrial Enterprise produces real-time visibility of production across two factories and allows SKM to identify and automate processes.



"Multi-tenant cloud has transformed the way we approach change management and upgrades," says Naidu. "Everything is automatically kept up to date. Plus, there's less duplication of effort, it's easier to plug-in our other systems and we have greater visibility of data."



"We're constantly having to innovate, listen to our customers and find a new edge."

Abdul Rehman
IT Director, SKM Air Conditioning

Outcome



Optimized production capacity



**True enterprise visibility
and data consistency**



Rapid global expansion

Optimized production capacity

Both SKM production sites posted record outputs in the final quarter of 2024. Over the year, total capacity was up 30% compared to 2023. Made possible through process automation, more efficient scheduling and a single view of production across both sites, production lead times have fallen from 15 to 10 days.

"All this has been achieved at the same time as our production becomes more complex," says Rehman. "Greater customization requires us to hold more inventory and manufacture shorter runs. Infor enables our production output to be modular and efficient."

True enterprise visibility and data consistency

Greater visibility of accurate data is helping transform decision-making. By integrating its data analytics tool with Infor CloudSuite, SKM has enabled multiple stakeholders across the business to explore, challenge, and act upon real-time insight.

“Our future processes are going to be more digital, more automated and more connected,” says Naidu. “Infor CloudSuite is one of the key solutions in that evolution.”

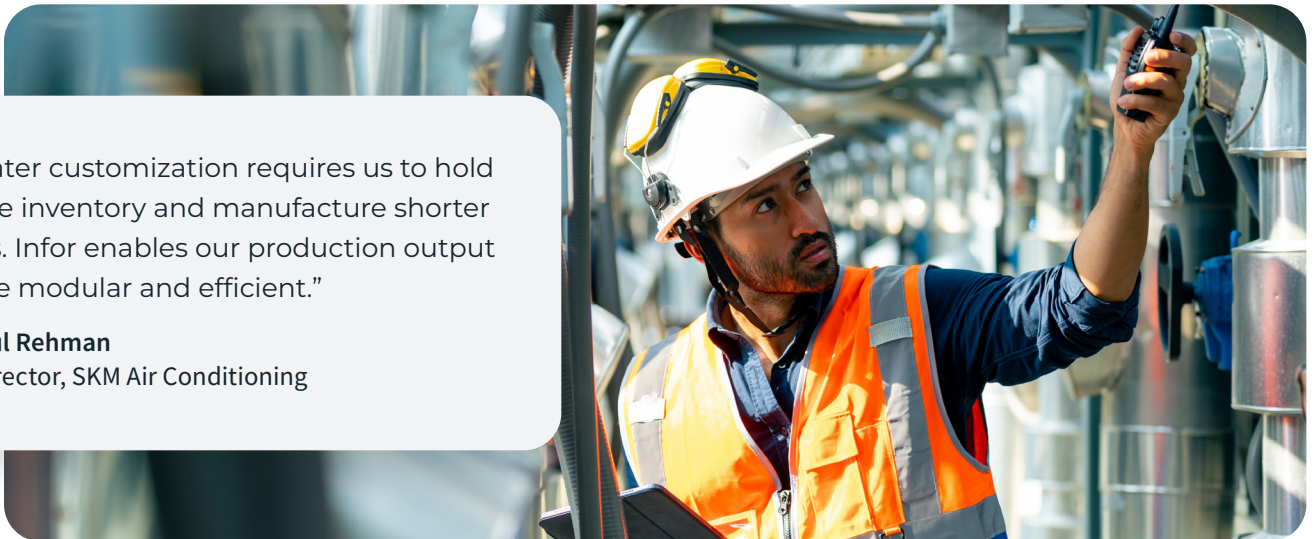
Rapid global expansion

Multi-tenant ERP underpins SKM’s global expansion plans. It strengthens confidence that the business can manage production internationally, with consistent systems, data and management tools. SKM can more accurately predict production capacity from new investments, plan expansion of its existing factories and streamline inventory management.

“The business is bigger, production is faster, and our decision-making is better,” says Rehman.

“Greater customization requires us to hold more inventory and manufacture shorter runs. Infor enables our production output to be modular and efficient.”

Abdul Rehman
IT Director, SKM Air Conditioning



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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**Transform production
capacity with
cloud-based ERP**

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