

# Pilot Flying J streamlines mobile document management and communication with Infor

## About the company

Pilot Travel Centers (Pilot Flying J) is the largest operator of travel centers and travel plazas in North America with 28,000 team members. To learn more, please visit [www.pilotflyingj.com](http://www.pilotflyingj.com).

## Business case

- Create a full, mobile document management system to streamline content and provide a single method of communication.
- Offer a single gateway for centralizing administrative tasks from a single portal.

## Results

- Moved to a single method of communication for all 28,000 team members.
- Consolidated over 60 external systems to one system from one vendor..
- Increased scalability for virtually zero cost instantaneous spin-up of acquired entities; managed 500,000 hard assets, increasing spend control for \$100 million annual maintenance expenses.
- Saved over \$1 million by using Infor OS for collaboration and enterprise searching and experienced a 69% ROI with Infor Portal and 200% ROI with Infor EAM.



HEADQUARTERS  
Knoxville, Tennessee USA

INDUSTRY  
Retail

EMPLOYEES  
14,000

INFOR PRODUCTS  
Infor® Lawson  
Infor CloudSuite™ HCM  
Infor Portal  
Infor Workforce Management  
Infor EAM  
Infor OS

WEB SITE  
[pilotflyingj.com](http://pilotflyingj.com)

"Pilot is extremely pleased with our Infor ERP project. Being 100% Cloud has eliminated the need for millions of dollars in on-site systems and infrastructure while drastically improving our disaster recovery readiness. Implementing seven Infor components has eliminated thousands of individual software programs, systems, reports, and customizations. It is paying dividends in terms of turnover reduction, employee satisfaction and procurement opportunities. Our team members have one place to go now for all systems and are completely mobile. The fact that most of our implementation is available via mobile...priceless."

**David Clothier**  
VP of Finance: Strategic Development, Treasurer Pilot Travel Centers LLC