

The Infor logo is a red square with the word "infor" in white lowercase letters.

CASE STUDY

Pilot Flying J consolidates 25 applications and reduces turnover with the Infor Cloud

Founded in 1958 and headquartered in Knoxville, Tennessee, Pilot Company supplies more than 11 billion gallons of fuel per year. That's accomplished through its network of over 950 retail and fueling travel centers, which offer products and amenities designed to make road travel easier. The Pilot Flying J Travel Center network includes locations in 44 US states and 6 Canadian provinces, with more than 680 restaurants, 74,000 truck parking spaces, and 35 truck care service centers.

Pilot Flying J is the largest purveyor of on-the-road diesel fuel in the US and Canada, and ranks as the 10th largest privately held company in the US. The company has partnered with Infor to streamline system complexity and maximize its ability to provide great customer service.



Headquarters

Knoxville, Tennessee

Team members

28,000

Industry

Retail

Infor products and services

Infor® Financials & Supply Management, Infor Human Resources, Infor EAM, Infor Services

Website

pilotflyingj.com

“Expanding our relationship with Infor was an easy choice, as we strive to provide our teams with innovative, modern tools to make day-to-day tasks more efficient. We will retire numerous mission-critical systems into a single, cloud-based offering from Infor that will drive the digital transformation critical to our business.”

MIKE RODGERS

Senior Vice President, Digital and Technology Solutions, Pilot Flying J

Simplifying and enhancing the IT landscape

Pilot Flying J has been an Infor customer since 1992. Its Infor Lawson® Financials solution, while reliable, only addressed a small portion of the company's needs. In addition, Pilot Flying J was using 25 applications that were either homegrown or provided by numerous vendors.

Various applications and vendors meant significant maintenance for all integrations and updates. That created frustrating limitations, as maintaining these systems was time-consuming and expensive. In response, Pilot Flying J set out to consolidate its IT application landscape and add modern capabilities that didn't exist previously. And with an overarching goal of engaging its millennial team members, which made up 73% of its workforce, the company sought to provide its teams a stronger user experience through a single portal that would serve as an easier gateway to all of its IT applications.

Moving applications to the Infor Cloud

After evaluating several different scenarios and their associated benefits, Pilot Flying J decided to replace many of its disparate systems with a suite of cloud-based Infor applications, including Infor Financials & Supply Management, Infor Human Resources, and Infor EAM. Infor Ming.le® was selected to power the single portal that Pilot Flying J's team members would use to access all Infor and third-party applications.

“ We are a very metrics-, ROI-driven company. We do not spend capital or write checks unless something makes financial sense to us and makes sense for our team members and guests. Our executive, business analyst, planning, and data analysis teams were confident the expansion of Infor solutions and a move to the cloud met all of those criteria. We think the after-tax ROI will exceed 8% to 10%, and we think that is just scratching the surface.”

DAVID CLOTHIER
VP and Treasurer, Pilot Flying J

Business challenges

- Consolidate 25 different software applications that require time-consuming and expensive maintenance, integration, and updates
- Add capabilities that didn't previously exist and provide team members with a single, cloud-based portal to serve as a gateway to all IT applications
- Engage millennial team members using cutting-edge technology and manage talent more effectively to reduce turnover

The company's primary goal was to spend less time on administrative- and infrastructure-related activities, so that its team members could spend more time with guests. Pilot Flying J also wanted a more secure and scalable IT infrastructure that could reliably deliver the required performance, regardless of workload demands. In addition, the agile, cloud-based platform would make it much easier to accommodate future requirements, with the ability to seamlessly add, update, and integrate new applications as needed.

Infor Services helped with a number of implementations for Pilot Flying J, including the addition of Infor Financials & Supply Management. Infor Services also helped implement Infor Human Resources systems, like Infor Global Human Resources and Infor Workforce Management. Pilot Flying J used Infor Services' offshore consulting organization and Infor Implementation Accelerators (a set of preconfigured industry solutions based on the latest version of the Infor application suites) to deliver leading industry best-practices and business processes.

Enhancing workforce experiences

With Infor Human Resources, Pilot Flying J significantly improved its ability to onboard the right talent and provide current team members with online services that could be accessed from any mobile device. These services let team members view their work schedules and trade shifts, check vacation balances, and see a summary of their benefits. By delivering these new convenient services, Pilot Flying J increased the opportunity to engage with its team members, as well as inform them of what the larger organization was doing outside of the specific location where those team members worked.

Managing talent with software

Reducing total cost of ownership

As a result of the decision to expand the Infor solution footprint and move applications to the cloud, Pilot Flying J consolidated 25 third-party or internally developed applications down to just a few systems. Those systems are seamlessly integrated and delivered via Infor Ming.le. By moving to the cloud, Pilot Flying J no longer had to maintain its off-site data center to the extent it did before.

There was lower power consumption, as fewer racks were needed, and the costs related to storage and maintenance were reduced. Additionally, the company achieved savings by decommissioning numerous systems and eliminating costs related to its prior Oracle systems. By consolidating those 25 systems, Pilot Flying J significantly reduced maintenance costs, saving \$1 million annually and seeing a 7.1% increase in operating margin. Based on a time study conducted at Pilot Flying J, the company saved the equivalent of 13 full-time team members, who were redeployed to other revenue-generating areas of the business.

Seeing cost savings

- \$972,395 average annual savings in systems decommissioning costs
- \$844,376 average annual savings in software costs since migrating from Oracle systems
- \$166,388 savings in power usage per rack over 5 years
- \$198,387 savings in maintenance for on-premises hardware and server storage over 5 years

Attracting and managing talent

With Infor Human Resources, the company can more effectively and efficiently attract, manage, and retain top talent. Infor helped Pilot Flying J reduce turnover by increasing team member engagement and placing a greater focus on talent management—including balance scorecards, performance monitoring, and compensation management. In addition, the company was able to take a more strategic approach to managing and developing its talent by using the solution's succession-planning module to reduce its high turnover.

Migrating to the Infor cloud

Consolidating numerous, legacy systems with a few highly integrated, cloud-based systems allowed Pilot Flying J to strengthen its organization by empowering its people to collaborate more effectively and better achieve business objectives. The Infor cloud solutions are built on infrastructure services from Amazon Web Services® (AWS®) and the Infor OS cloud operating platform, which combine to give Pilot Flying J innovative solutions and technology that are secure and reliable.

This allowed Pilot Flying J to improve performance and scalability, while reducing total cost of ownership. It also significantly increased the company's agility in adopting new technologies, helped to ensure business continuity, and better positioned Pilot Flying J for future growth.

Reducing 25 systems to just 3

- [Infor Financials & Supply Management](#)
- [Infor Human Resources](#)
- [Infor EAM](#)

Business results

- Consolidated 25 third-party and internally developed systems to just a few systems hosted in the cloud—reducing costs by scaling back its offsite data center needs
- Saved over \$1 million in annual infrastructure spend via cloud migration—contributing to a 7.1% increase in operating margin
- Allocated human resource functions more effectively and efficiently, including redeploying 13 full-time team members to other profit centers
- Reduced turnover by attracting, developing, and retaining the right talent across the entire employee lifecycle by leveraging large quantities of behavioral and performance data

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Infor builds business software for specific industries in the cloud. With 17,000 employees and over 67,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit www.infor.com.

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