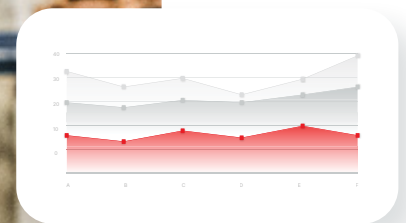


# Infor CloudSuite Distribution

An AI-driven, cloud-based solution to help wholesale distributors drive productivity and profitable growth



# Overcome distribution challenges with a powerful cloud-based solution

Distributors face complex business challenges that are not easy to tackle. The ability to address these challenges can directly impact an organization's profitability, growth, and ability to keep up with the competition. Key challenges include:



## Empowering the workforce to enhance productivity

Labor quality, union challenges, labor shortages, remote work, and time wasted on repetitive tasks can all negatively impact employee productivity.



## Overcoming new types of competition

Determine how to focus resources to navigate dynamic markets, stay ahead of existing and emerging competitors, and address disintermediation.



## Optimizing operations to increase profitability

Find ways to automate key business processes to reduce costs, optimize pricing strategies, and support business growth.



## Handling disruptions in the supply chain

A lack of visibility into updated information and analytics makes it difficult to balance demand spikes with supply chain disruptions and shortages.



## Evolving customer expectations

Effectively meet the growing demand for faster deliveries, omnichannel fulfillment, personalized and virtual buying experiences, and customized solutions.

**Infor CloudSuite™ Distribution** is a comprehensive, AI-powered cloud-based enterprise resource planning (ERP) suite of solutions built specifically for North American-based distributors across a variety of micro-verticals, including building materials, industrial supplies, electrical, plumbing, heating, ventilation, and air conditioning (HVAC), and more. It includes preconfigured workflows, advanced distribution-specific capabilities, and various applications integrated with the core ERP to help organizations address these key industry challenges. Its underlying Amazon Web Services® (AWS®) multi-tenant cloud architecture, combined with the AI-driven Infor™ Industry Cloud Platform, supports both short and long-term success, delivering optimized efficiency, security, agility, and scalability.

# Table of contents

01. Accelerate your path to the agentic enterprise with Infor CloudSuite Distribution	4
02. Transform your business with an agile, AI-powered cloud solution built for distributors	5
03. All the possibilities, powered by Infor Industry Cloud Platform	9
04. Built on the world-class cloud infrastructure of Amazon Web Services (AWS)	10
05. Services and support to maximize value at every stage	11
06. The last upgrade you'll ever need	14

# Accelerate your path to the agentic enterprise with Infor CloudSuite Distribution

## The agentic enterprise: where AI agents and your people run distribution as one system

**The distribution industry is evolving fast.** Supply chain disruptions, rising customer expectations, and competition from online marketplaces and direct-to-consumer models are reshaping how business gets done. Your customers and employees expect seamless, anytime access to the tools they need, and your competitors are already delivering it.

The next shift is already underway: **the agentic enterprise.** This is an organization where industry-specific AI agents and people work as one coordinated system, with agents executing tasks and orchestrating workflows across the business, all under human oversight.

**In an agentic enterprise, AI doesn't just surface a recommendation and wait. It reads the situation, takes the right action, and brings your team in to approve where it counts.**

For distributors, the difference is concrete. Agents that understand distribution can rebalance inventory, flag margin leakage, and keep orders moving while your people focus on customers and growth. Soon, your competitors' systems will be executing while others are still recommending. The question isn't whether to get there. It's how quickly you can, and who you trust to take you there.

**Infor CloudSuite Distribution** is your path. It combines proven, prebuilt distribution processes and advanced capabilities on an open, innovation-ready platform with precise, value-guided AI experiences, so you can adopt agents and automation on a foundation built for your industry. Optimize every facet of your operations, including sales, inventory and warehouse management, financials, omnichannel engagement, and value-added services, with the end-to-end visibility to act faster. Customers on this path see business value 54% faster and a 114% return on investment (ROI).



"Standardization within Infor CloudSuite Distribution freed us from maintenance mode. Now we're focused on innovation—process mining, AI agents, automation—that drives real business value."

**Aaron Roma**  
Director of IT  
State Electric Supply

# Transform your business with an agile, AI-powered cloud solution built for distributors

Whether it's expanding omnichannel sales, increasing margins, differentiating through value-added services, or optimizing productivity, these demands rely on modern technology—prompting distributors to take a fresh look at their business and core competencies to determine the best path forward.



## Infor CloudSuite Distribution

Infor CloudSuite Distribution is a comprehensive, modern solution with industry-fit built in, offering proven, distribution-specific capabilities to streamline and automate critical business processes. Here's a closer look at some key capabilities in this powerful solution, built specifically for distributors to enable innovation and support business transformation.

**ERP:** Take advantage of a single, end-to-end solution that empowers North American distributors across every department, every site, and every country. The core ERP capabilities within Infor CloudSuite Distribution deliver everything distributors need, including efficient sales and order management, purchasing, complex pricing support, warehouse and inventory management, financial management, supply chain management, rebate and warranty claims management, value-added services, and more.





## Key capabilities

**Prebuilt processes:** Business processes, data models, and user experiences common to distributors across various micro-verticals are prebuilt and available in Infor CloudSuite Distribution, minimizing the need for customization and third parties, and helping you achieve value faster.

**Over-the-counter sales:** Streamline over-the-counter sales in branch offices and showrooms with an efficient, intuitive order entry process that supports everything from finding the right product to handling shipping details and payments. This helps your sales team serve more customers faster, increasing overall customer satisfaction.

**Demand planning:** Improve delivery performance, reduce excess inventory, and avoid product obsolescence. Automated, advanced forecasting capabilities allow you to create and compare different forecasting methods using standard formulas. Dynamic grouping and data aggregation enable you to develop and distribute improved demand and forecast versions. With favorite views and exception management features, your forecasters can easily filter and group data.

**Rebate management:** Easily recover your eligible rebates to optimize your product margins by leveraging a rebate management tool that handles the end-to-end rebate claim process.

**Proof of delivery (POD):** Streamline the final mile of distribution and accelerate your cash flow with delivery tracking. Equip drivers with mobile capabilities to capture electronic signatures, take photos of delivered cargo, and log real-time delivery timestamps directly from the field.

**Document capture:** Process documents digitally so you can intelligently classify them and easily extract data. Documents and data can then be processed using business logic in Infor CloudSuite Distribution.

**Value-add assembly and kitting:** Expand your service offering by transforming standard inventory into customized solutions. Easily manage light assembly, kitting, and de-kitting processes with dynamic bills of materials (BOMs) designed for distributors. Track labor costs, component availability, and serialized parts effortlessly, allowing you to fulfill custom-configured orders quickly and efficiently.





## Strategic edge solutions

Infor CloudSuite Distribution goes far beyond traditional ERP by offering a powerful suite of fully integrated strategic edge solutions, each purpose-built to help distributors compete, grow, and differentiate. These solutions extend your presence into customer facilities, transform your business into a high-margin service provider, optimize warehouse operations, enable confident selling of complex customized products, and connect your customers through a seamless business-to-business (B2B) e-commerce storefront.

**Infor Storeroom:** Extend your distribution footprint directly into your customers' facilities.

This point-of-use inventory solution allows you to efficiently manage, stock, issue, and replenish both distributor-owned and customer-owned materials right at their job sites, maintenance rooms, or supply closets. A self-service mobile portal allows your customers to log usage, while you secure brand loyalty, lock in recurring revenue, and eliminate manual order errors.

**Infor Service Management (ISM):** Transform your distribution business into a high-margin service provider. Designed specifically for distributors who rent, install, or maintain complex machinery and equipment, ISM bridges the gap between parts availability and field execution. Effortlessly manage service dispatch schedules, field technician mobile apps, warranty claims, and complex maintenance contracts, ensuring you capture every dollar of value-added service revenue.

**Total Warehouse Logistics (TWL):** Maximize the speed, accuracy, and space utilization of your regional distribution centers. Built specifically to handle high-volume wholesale distribution, TWL layers advanced warehousing capabilities over the core Infor CloudSuite Distribution. Streamline operations with real-time radio frequency (RF) scanning, optimized directed put-away, cross-docking, and modern hands-free voice picking. By driving inventory accuracy down to the precise bin and shelf level, you dramatically increase lines picked per hour while reducing labor overhead.

**Infor Warehouse Management System (WMS):** Deploy tier-one enterprise warehouse capabilities across your global logistics network. For multi-site networks handling complex supply chains, Infor WMS provides ultimate control through visual 3D warehouse mapping, advanced labor management, and automated slotting optimization. This solution synchronizes complex fulfillment rules across multiple channels, transforming your warehouses from cost centers into a highly adaptive competitive advantage.

**Infor Configure, Price, Quote (CPQ):** Accelerate sales cycles and eliminate ordering errors for complex or customized products. Designed for distributors who offer customized assemblies, modified kits, or products with variable options (e.g., dimensions, materials, or features), Infor CPQ provides your sales representatives and customers with an intuitive, guided selection process. The visual 2D/3D configuration engine dynamically calculates accurate pricing, validates engineering rules in real time, and automatically generates flawless BOMs and quotes, ensuring you can sell highly customized solutions with speed and confidence.

**Infor Rhythm for Commerce:** Infor Rhythm® for Commerce delivers a seamless online shopping experience that is fully integrated with Infor CloudSuite Distribution, providing real-time pricing and availability. Infor Rhythm makes it easy for B2B customers and guest shoppers to find and purchase products, while helping distributors increase shopping cart conversions and easily create scalable yet personalized experiences that help increase customer loyalty.



## Infor Industry Cloud Platform

Get ahead with Infor Industry Cloud Platform, an open and innovation-ready platform designed to integrate, unify, accelerate, automate, and extend your Infor CloudSuite. The platform brings together integration, Infor Data & Insights, Infor Industry AI, Infor Value+ solutions, and application development on AWS-backed cloud-native infrastructure, empowering businesses to make faster, more confident decisions powered by value-guided AI experiences, unified data, and continuous innovation without technical debt or vendor lock-in.

**AI-driven data intelligence and advanced analytics:** The Infor Data Platform transforms operational data into real-time, actionable insights with AI-powered analytics, process intelligence, and robust data fabric capabilities. Seamlessly integrated across ERP, warehouse, transportation, finance, and customer systems, it gives distributors end-to-end visibility to improve forecasting, optimize inventory, and make smarter decisions. It also provides the data foundation that your agents depend on.

**Role-based workspaces:** Infor CloudSuite Distribution includes advanced role-based workspaces with embedded AI and agents tailored to specific employee roles, providing access to data, analytics, and experiences most relevant to your staff. These dashboards are designed for specific personas within your organization, allowing them to easily access the information they need to perform their jobs most effectively.



**Infor Velocity Suite:** This is how you become an agentic enterprise. Infor Velocity Suite combines industry-specific AI agents, process mining, automation, and implementation expertise into one package. Agents act like seasoned team members from day one, working under human oversight across your core distribution processes without months of customization. Infor experts implement and guide the entire journey, so you move from insight to action with unlimited consumption within fair business use and no tech debt.

The next page shows the full breadth of solution areas the platform offers.

# All the possibilities, powered by Infor Industry Cloud Platform

The Infor Industry Cloud Platform provides Infor CloudSuite Distribution users with a composable technology platform of advanced technologies and solutions, serving as a unifying foundation for the entire business ecosystem while helping accelerate innovation at the pace that's right for you.

The Infor Industry Cloud Platform helps you achieve real, lasting value across the following solution areas:



## Industry AI

Unleash the full potential of your data with prescriptive, predictive, and generative AI alongside role-based AI agents embedded into your industry-specific workflows.



## Data and insights

Gain actionable insights to drive more strategic decision-making and deliver superior performance. Tap into AI-powered analytics, process mining, robust data fabric, and more.



## ERP add-ons

Accelerate innovation with prebuilt, quick-to-deploy Infor ERP add-ons. Each harnesses advanced technologies like AI and robotic process automation (RPA).



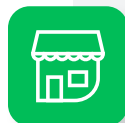
## Application development

Rapidly design, build, extend, and deploy enterprise apps easily and at scale using no- and low-code tools on our enterprise application platform.



## Integration

Use our integration Platform as a Service (iPaaS) to connect your systems for smoother, more efficient operations, accurate data, and faster response times.



## Marketplace

Quickly find prebuilt solutions that complement your ERP systems in our online portal. Search for relevant offerings by industry, region, and line of business.

# Built on the world-class cloud infrastructure of Amazon Web Services (AWS)

Infor is natively built on AWS, the market leader in cloud-based Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) for more than 10 years. By leveraging Amazon's multi-billion-dollar annual investment in technology research and development (R&D), Infor CloudSuite solutions are better equipped to deliver on the company's core mission: building critical industry capabilities.

Infor has partnered with AWS to deploy Infor CloudSuite solutions in more than 10 AWS regions and 27 availability zones worldwide—and that footprint continues to grow to meet evolving customer needs. As a bi-directional partnership, Infor has strategic influence over AWS investment priorities and early access to new innovations, meaning customers are buying into a compounding roadmap, not just today's capabilities. This enables Infor and its customers to benefit from the latest innovations and high-performance, scalable solutions backed by the reliability and security of AWS.



# Services and support to maximize value at every stage

Infor's portfolio of services and support offerings helps you maximize the value of your Infor CloudSuite Distribution solution at every stage, from initial planning through long-term optimization. With prescriptive methodologies, expert-led services, and industry best practices, Infor provides a clear, predictable path to success. Our approach ensures that you can efficiently implement solutions, optimize business processes, and drive continuous innovation.



## Align before you sign

Infor Value Journey workshops provide a structured approach to readiness and strategic planning, aligning your business goals with Infor CloudSuite capabilities before implementation begins. Led by industry experts, these sessions align your business goals with Infor CloudSuite capabilities, assess organizational readiness, and use the Infor Industry Process Catalog to identify fit and gaps against proven industry practices. The result is a tailored roadmap that defines value drivers, targeted outcomes, and a clear path to value realization. By investing in alignment before you sign, Infor helps reduce risk, set clear expectations and timelines, and accelerate time to value.



## Preconfigured industry processes

Infor Industry Process Catalog presents a comprehensive library of preconfigured, industry-specific business processes designed to help you adopt best practices from day one. Built on decades of industry expertise and real-world customer use cases, these end-to-end workflows reduce the need for customizations, accelerate adoption, and enhance operational efficiency, enabling you to standardize processes and get the most out of your Infor CloudSuite solution. Standardizing on these processes also positions you to adopt automation and agentic AI faster.



### Prescriptive approach to implementation

Infor Time to Value methodology is a fixed-fee business transformation service that makes Infor CloudSuite deployments predictable, low-risk, and outcome-driven. By combining industry-specific solutions with a structured, phased approach led by industry experts, Infor Time to Value delivers on three commitments: on-time go-live with milestone-driven timelines, on-budget delivery with one fixed price and no scope creep, and on-value results through one accountable team focused on your business outcomes. Built-in industry best practices reduce the need for customization, simplify long-term maintenance, and accelerate time to value, giving you a clear, confident path from contract to go-live and beyond.



### Data migration and management

Infor Data Services supports a data-first implementation approach, streamlining your cloud migration and laying a solid foundation for data management and governance. It simplifies data cleansing, mastering, migration, and ongoing management, helping reduce risk and accelerate deployment timelines. With improved data quality and accessibility, you can achieve faster, more reliable deployments while empowering your teams with the clean, trusted data needed to unlock analytics, AI, and better business decisions.





### Ongoing managed services

Infor CareFor Managed Services lets your team focus on business priorities while we handle the operational workload, from troubleshooting and testing to release management and maintenance. Backed by deep Infor product expertise and a global delivery team, Infor CareFor Managed Services safeguards your Infor solution with the right skills and support, exactly when you need them, keeping your solution stable, secure, and aligned with your evolving business needs. As your needs grow or shift, Infor CareFor Managed Services scales with you, expanding coverage, adjusting your service mix, and adding expertise without the cost of building it in-house.



### Targeted workshops for optimization and growth

Infor Value Engagement is a set of expert-led, structured workshops designed to help you get more out of your existing Infor CloudSuite investment. It is built to uncover and prioritize the best opportunities for optimization and innovation based on your specific goals, systems, and business context. Every engagement focuses on what matters most to you, whether it's improving process efficiency, addressing usability issues, closing technology gaps, or ensuring scalability for future growth.



### Strategic guidance and enhanced support

Infor CareFor Success is Infor's flagship customer support program, providing the strategic partnership and guidance you need to get the most value from your Infor CloudSuite solutions. With a team of software and industry-specific experts who understand your unique business needs, challenges, and processes, Infor CareFor Success delivers strategic guidance to align technology with your business goals; release planning and adoption support to minimize disruption from updates; expert insights to help optimize performance and drive innovation; and proactive technical support to resolve issues faster.

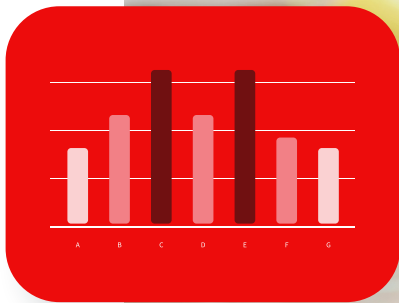


# The last upgrade you'll ever need

ERP upgrades will be a thing of the past with Infor CloudSuite Distribution. The embedded cloud-based digital platform ensures that you'll always have access to the latest industry features, regulatory updates, and the highest level of security protocols. Plus, Infor CloudSuite Distribution delivers a significant ROI with an accelerated time to value. The cloud-based solution can quickly scale to support your business growth and expansion without the cost and resources required from on-premises solutions.

Stay current with functional and technical advancements, and innovate at your own pace. Drive productivity, ensure supply chain continuity, optimize operations for greater profitability, elevate customer satisfaction, and lead the market with Infor CloudSuite Distribution.





## 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.

[infor.com](https://www.infor.com)

Copyright © 2026 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners.

BRO-EN-0626-86ah9jg25-1

**Power profitable growth  
with Infor CloudSuite  
Distribution**

[LEARN MORE](#)

**infor**