



NUCLEUS
RESEARCH

INFOR NEXUS SAVES CUSTOMERS MILLIONS IN TRANSPORTATION COSTS

ANALYST

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THE BOTTOM LINE

Nucleus interviewed multiple Infor Nexus customers and found the Control Tower solution improved regulatory compliance, reduced operational costs, and increased productivity. Cited benefits include a reduction in client brokerage fees between 25 and 40 percent, a 50 percent reduction in detention and demurrage fees, \$2.5 million of savings in DC handling and transportation costs, and the avoidance of \$11 million in software upgrade costs. With geopolitical uncertainty bogging down supply chains, Nucleus expects increased adoption of Infor Nexus.

OVERVIEW

Supply chains have become increasingly fragile following various economic shocks in the past several years. Organizations can no longer rely on manual processes and non-dedicated ERPs to manage large supply chains. Additionally, increased protectionist policies stemming from geopolitical animosity have made global supply chains even more unstable in the past year, with regulatory compliance becoming increasingly difficult to navigate. Control Tower solutions deliver the business agility to navigate this uncertainty and have become essential for any organization with a global supply chain. The Infor Nexus Control Tower delivers an end-to-end supply chain Control Tower solution based upon a many-to-many network architecture.

Nucleus interviewed Infor Nexus customers and found that users can benefit from increased regulatory compliance, reduced operational costs, and improved productivity.

**Up to 50% reduction
in detention and
demurrage fees with
Infor Nexus**

INFOR NEXUS

Infor is a multinational enterprise applications provider operating in over 170 countries. The Infor Nexus Control Tower, built on the Infor Nexus supply chain platform, notifies users of disruptions and provides prescriptive actions across its internal operations, its suppliers to the nth tier, and logistics partners. Industries served include consumer goods, aerospace and defense, automotive, technology, manufacturing, energy and natural resources, hospitality, healthcare, financial, construction, and distribution. Functionalities include end-to-end real-time supply chain visualization, AI-powered decision support, predictive insights, and collaboration capabilities. The platform is differentiated by its sense-and-respond functionality that combines the Infor Nexus network with Coleman AI capabilities to identify bottlenecks, predict exceptions, and offer changes to increase efficiency and reduce costs.

TYPICAL BENEFITS

Through end-user conversations, Nucleus found that Infor Nexus benefits shared by customers include improved regulatory compliance, reduced operational costs, and increased productivity.

- **Improved Regulatory Compliance.** Increased globalization has led to progressively complex cross-border regulations that companies need to navigate to prevent delays, fees, and penalties. Infor Nexus automates various regulatory requirements at each supply chain node and link, fulfilling disparate compliance needs without human labor. One customer reported benefitting from integrated EDI 315 compliance for ocean carrier processes, and automated CPB Form 7501 submissions. The customer also cited direct integrated ISF filings that have resulted in 99 percent compliance with import rules.
- **Reduced operational costs.** By improving regulatory compliance, customers are able to eliminate penalties, brokerage fees, and detention and demurrage fees. One customer reported a 50 percent reduction in detention and demurrage fees. The implementation specialist also cited a reduction in client brokerage fees on average of between 25 and 40 percent. By achieving 99 percent import rule compliance, the organization also cited a near elimination of financial penalties. Customers also benefit from enhanced business agility, improving last-minute allocation decisions. One customer achieved \$2.5 million of savings in DC handling and transportation costs as a result of a direct-to-store allocation shift based on last-minute decision information. Additionally, adopting Infor Nexus enables the retirement of legacy solution costs; one customer cited the avoidance of \$11 million in upgrading costs for its legacy invoicing solution due to Nexus invoice management.
- **Increased Productivity.** Infor's many-to-many network architecture enables users to connect with other partners on the network without building individual connections, leading to quicker onboarding time. Infor can also leverage data across all its partners to inform ETA based on port congestion or impacted routes. One startup client saw 50 percent year-over-year growth as the many-to-many network architecture enabled coordination with companies with more mature supply chains. Infor's network size and connectivity additionally improves predictive ETA functionality; one customer reported selecting Infor due to its predictive ETA being the most informed compared to competitors as a result of network size. The customer also reported selecting the vendor as a result of its consolidation of Control Tower and TMS enhancing productivity by eliminating the need for connector development. Additionally, the customer cited an intuitive UI as a reason for selecting Infor, increasing the speed and ease of creating visualizations, including reports, graphs, and dashboards.

CUSTOMER EXPERIENCES

Nucleus interviewed multiple Infor Nexus customers to investigate the value delivered by the platform.

GLOBAL LOGISTICS AND SUPPLY CHAIN SOLUTIONS PROVIDER

This customer is a US-based provider of logistics, transportation, supply chain, and storage solutions. With approximately \$250 million in revenue and 500 employees, the organization operates globally. The company was a longstanding user of GT Nexus prior to the Infor acquisition. It implemented Nexus for its clients, integrating client control towers with its own Nexus instance to orchestrate client operations. Following the Nexus acquisition by Infor, the organization considered changing its control tower solution due to uncertainty regarding changes to the product and update regularity. The company also considered LOG-NET because of familiarity among employees. The organization elected to stick with Nexus under Infor because of the many-to-many networking approach of the software; Infor Nexus could better facilitate data flows between the organization and its clients' processes.

The customer cited several notable benefits from its Infor deployment since the acquisition. Infor Nexus offers compliance with various supply chain regulations that automate regulatory conformity. Integrated EDI 315 compliance for ocean carrier processes has cut detention and demurrage fees by 50 percent for clients. CPB Form 7501 submissions facilitated by Infor led to a reduction in client brokerage fees between 25 and 40 percent. Direct integrated ISF filings have resulted in 99 percent compliance to import rules, leading to savings in penalties for clients. The customer reported connectivity between Infor's ERP, supply chain nodes, and cross-customer operations as facilitating various operational improvements for its clients, sharing benefits across the client portfolio. Dynamic allocation enabled a major costume retailer client to ship goods direct-to-store based on last-minute allocation decisions; this resulted in \$2.5 million of savings in DC handling and transportation costs. Startup clients integrated into the organization's Nexus ecosystem saw 50 percent year-over-year growth with Infor Nexus due to the many-to-many network architecture enabling coordination with companies with more mature supply chains. Through invoice management functionality, the company was able to offer an invoicing solution to its client, enabling the avoidance of \$11 million USD in upgrading costs for the legacy invoicing solution.

SPECIALIZED CONSUMER PRODUCT PROVIDER

With approximately \$400 million USD in revenue and 750 employees, this consumer product manufacturer and retailer is located in the United States. Prior to Infor Nexus, the organization was coordinating its supply chain through its ERP. The Covid Pandemic

surfaced vulnerabilities and the organization suffered supply chain shocks as it struggled to predict inbound product from China. The company's standard supply chain consists of oceanic transit from the parent company in China to the Port of Los Angeles, before a five-day land transit to Ohio, usually by rail. Heavy reliance on spreadsheets required extensive labor to update the system to reflect inbound ocean shipments, an issue exacerbated by supply chain bottlenecks. Additionally, limited functionality due to ERP reliance required the organization to use ocean carrier portals to gather information reactively to update the software. The organization was resultingly unable to match demand since it could not move enough product to the US, leading to missed profit. In its Control Tower selection, the company prioritized visibility across supply chain nodes and processes, predictive ETA functionality, dedicated tools for Freightpay and audits, coordination of booking, PO confirmation, contract management functionalities, and the ability to join transportation management with planning.

Infor Nexus saves customer up to \$2.5 million in DC handling and transportation

In addition to Infor, the customer considered Blue Yonder, Shipwell, and e2Open, reporting Infor Nexus and Blue Yonder as the most competitive solution in its selection process. It chose Infor due to its partner network size which would expedite onboarding and facilitate predictive ETA, as well as its friendly UI for visualizations and historical expertise in supply chain management. The organization additionally selected Infor due to its consolidation of Control Tower and TMS, an integration that was more disparate with Blue Yonder and e2open. The organization is currently deploying Infor Nexus as a cloud solution. Managing the implementation in-house without an implementation partner, the organization expects it will go live within a year.

LOOKING AHEAD

With increased turmoil in the geopolitical environment, Nucleus expects supply chains will become increasingly unpredictable. Organizations without a Control Tower solution risk heightened costs and reduced productivity, threatening stable movement of materials. Infor Nexus offers a leading solution in the Control Tower market, notably delivering compliance automation and a many-to-many network that is particularly beneficial for organizations with complex supply chain technology ecosystems. Nucleus expects continued adoption of Infor Nexus as protectionary policies continue to be levied against historically open trade sources.