

Process innovation in manufacturing

Infor Velocity Suite



Overview

Xpress Boats is an American company located in Hot Springs, Arkansas, specializing in the manufacture of all-aluminum, all-welded fishing boats, pontoon boats, and aluminum trailers. It stands out in the industry due to its unique construction method, which provides greater durability and longevity, encouraging repeat customers for the “Xpress experience.” The company’s boats are a common sight on lakes across the United States, reflecting its widespread popularity and brand recognition.



Challenge

Optimize processes to ensure on-time delivery, a competitive advantage the company wants to maintain



Infor solution

Infor™ Velocity Suite is a package of solutions and services that makes process innovation easy and impactful



Outcome

- **98%** faster diagnosis of process issues
- **50%** reduction in expedited shipping costs for materials
- **95%** faster returns processing

Challenge

Improve lead times and on-time deliveries

Xpress Boats was challenged with finding errors, inefficiencies, and bottlenecks in its processes. The lack of visibility was affecting lead times and on-time boat deliveries and returns—a crucial competitive advantage.

Infor solution

Xpress Boats decided to purchase Infor Velocity Suite—a package of solutions and services—to identify inefficiencies and streamline processes to maintain their competitive edge through better customer experiences.



Diagnose with Infor Process Mining

Using Infor Process Mining, it took less than a week for Xpress Boats to uncover several process bottlenecks, deviations, and inefficiencies across Procure to Pay, Order to Cash, and Demand to Build. By proactively monitoring processes and taking corrective action such as user training and process automation, Xpress Boats is boosting on-time delivery, reducing expedited shipping and inventory costs, and enhancing customer experiences.



Automate with Infor Velocity Suite

Xpress Boats started their automation journey with Value+ Return Merchandise Authorization (RMA) Automation to streamline the return process by reducing manual tasks, minimizing redundant clicks, and eliminating excessive forms. It enables clear segregation of duties for RMA creation while embedding the approval workflow directly into the application. This approach removes the need for manual paperwork, accelerates turnaround times, and ensures a more efficient and transparent return management process.

Additionally, Xpress Boats is implementing Value+ Vendor Price Update for accurate and timely pricing updates by applying revised vendor rates directly to outstanding Purchase Orders and Vendor Contracts. When pricing changes are received via email, the system automatically processes email attachments to update relevant records, eliminating the need for manual reviews and edits. This reduces processing time and prevents inconsistencies between purchase orders and invoiced amounts.




Optimize with Infor GenAI

As part of the Infor Velocity Suite package, Infor GenAI provides faster and more accurate document processing at Xpress Boats. Infor GenAI is also integrated into Infor Process Mining to generate smart, concise summaries of process insights. From embedded widgets to conversational artificial intelligence (AI) agents, Infor GenAI can help your entire organization work smarter and faster.

“The faster we deliver our boats, the sooner families and friends can enjoy their time on the water. Infor Velocity Suite provides us with the speed and precision necessary to optimize and adapt our business processes to consistently meet this goal.”

Jennifer Terry
Information Systems Manager



“In just a few weeks of using Infor Velocity Suite, we transformed our vendor returns process resulting in a 50% reduction in expedited shipping costs.”

Jennifer Terry
Information Systems Manager

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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**Eliminate barriers
to process innovation
with Infor Velocity Suite**

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