

Jabil



About the company.

Jabil is one of the industry leaders in the design, manufacture, and service of electronics products. Headquartered in St. Petersburg, Florida, the company offers comprehensive services, including design, supply chain management, manufacturing, and repair solutions to a global customer base that includes leading electronics and technology companies spanning a wide range of industries. With its focus on service and operational processes, the company offers customers a broad, global network with locations in the Americas, Europe, and Asia. To learn more about Jabil, visit www.jabil.com.

“ With Infor PM, we’ve gained greater financial returns by reducing internal resource requirements, increasing employee retention, and avoiding potential loss of customers. ”

PATRICK ODELL, FINANCIAL SYSTEMS CONTROLLER, JABIL

Setting the strategy.

As one of the top three global companies in the electronic manufacturing services industry, Jabil believes it needs to continually search for opportunities to maintain a competitive edge and differentiate itself in the market. The company's major challenge is its tremendous size, with operations in 56 locations comprising 21 countries and 14 languages. Jabil knew that it needed a single, reliable management reporting system to enable solid operational decision-making on a timely basis and based on accurate, real-time data.

To report Jabil company-wide numbers, about 50 locations had been preparing individual forecasts and customer income statements in Excel and manually consolidating them into one Excel spreadsheet. This process resulted in data integrity issues and late report distribution. The company's strategic goal was to migrate the forecasting, budgeting, ad hoc financial reporting, and customer income statement reporting processes from Excel spreadsheets into one web-based reporting system.

Getting business specific.

Jabil chose Infor™ PM to meet its business challenges for several reasons. According to Patrick Odell, financial systems controller at Jabil, "Infor PM surpassed every other competitive product we evaluated in stability, ease of use, and ability to grow with the company, including expansion into other departments. It was critical for us to start with a single, reliable, web-based management reporting system to meet the needs of our internal global users, and Infor demonstrated that it could deliver that and more to help us streamline and enhance our business processes."

The technology goal was to customize the Infor budgeting solution using Excel Services to provide flexibility to users preparing forecasts to make impromptu adjustments as needed, and easily save these numbers to the database. Odell adds, "Infor PM accommodates our needs easily, and as a web-based system, it offers a secure, user-friendly means of viewing and accessing financial data across geographical regions."

facts at a glance:

> company	Jabil
> solution	Infor PM
> industry	Manufacturing
> revenue	US \$12.8 Billion
> employees	75,000
> country	USA

Seeing results.

The spreadsheet migration project at Jabil began first by reformatting quarterly forecasts and monthly actual reports of customer income statements, and making them consistent across the company. After a short period during which Infor PM was implemented, the process of consolidating spreadsheets was eliminated, according to Odell.

Another company goal was to provide system ownership to the finance department with minimal IT involvement and resources. "Finance benefits through improved controls, data accuracy, and efficiencies gained by eliminating the tedious spreadsheet consolidation process," Odell claims.

Jabil earlier had developed a unique management reporting process based on the "Workcell" (customer-specific) reporting structure that has served the company well in gaining a competitive edge within its industry. Says Odell, "With our company's accelerating growth, Infor PM's scalability enabled us to roll up our comprehensive Workcell data accurately from every area and report in a timely manner. Now with visibility into vital customer data, management has a useful, efficient tool for making operational decisions within the timeframes needed."

Soon after implementation, the company was able to produce financial reports in days instead of weeks. Odell adds, "Our internal controls improved significantly with the new approval and system locking mechanisms,

accurate data reporting, and robust security of Infor's application. Our reporting quickly progressed to weekly customer P&Ls as well as corporate cost center budgeting with extensive variance analysis."

Jabil's operational goal was to enhance the reporting of plant and customer metrics across the globe for all information users ranging from customer account managers to the CEO. Odell adds, "With accurate, real-time customer data visible across the enterprise, we not only produce management reports in record closing times and improve operational decision-making, but also enhance our communications with customers so we can serve them better."

Odell asserts that the company also makes long-term business decisions with more confidence, providing better guidance to investors on forecasted performance. "With Infor PM, we have accurate data for quarterly financial reporting, and we've gained much greater financial returns by reducing internal resource requirements, increasing employee retention, and avoiding potential loss of customers due to lack of timely business decisions."

The Infor implementation team played a fundamental role in Jabil's quick success and ensuring optimal system performance, according to Odell. "The Infor experts made sure a strategically located production, development, and disaster recovery Microsoft SQL Server™ database was in place."

Odell concludes, "We have exceeded our goals using Infor PM. The application allows us to deliver business value to our customers, and our enterprise-wide commitment to understanding customers' needs at all times is what sets us apart in our industry. Through our culture and the expertise of each individual employee, we are uniquely positioned to provide best-in-class services to a global customer base."

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Doing business better.

At the same time that Jabil continues to search for ways to enhance its business processes, it is looking to build on its strength of understanding customer needs. "Our focus is service through improved operational processes," says Odell. "In our competitive and rapidly changing industry, we want to differentiate ourselves by providing value-added customer service. Infor has made us confident that we can deliver the best possible customer service now and going forward as we develop more ways to add value for our customers."

About Infor.

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become one of the largest providers of business software in the world. For additional information, visit www.infor.com.

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