



Customer Success Snapshot



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Automating Parts Order Creation with Infor Value+ Enterprise Automation

Miller Industries was founded in 1990. Since its inception, the company has provided innovative high-quality towing and recovery equipment worldwide.

Listed on the New York Stock Exchange, Miller Industries has a total of four manufacturing facilities in the United States, one in England, and one in France.

Miller Industries markets its products under the well-known brands of Century®, Holmes®, Chevron®, Vulcan®, Boniface®, and Jige®. As the World's leader, Miller Industries provides a complete line of quality equipment including carriers up to 30 feet in length with deck capabilities of up to 40,000 lb and towing recovery units with boom capacities of 100 tons. Products are sold and serviced through the largest distribution network in the industry.

HQ: Chattanooga, TN

Annual Revenue: \$1.2B

Industry: Automotive/Specialty Vehicle

Solution: Infor Value+ Enterprise Automation Sales Order Entry



“It was challenging to automate part order processing with orders coming in through email document attachments that vary in layout. Using templates with standard OCR was an inefficient and unreliable solution, forcing our users to manually input orders throughout the day. Infor Value+ Sales Order Entry has revolutionized this process by precisely extracting and classifying the required data regardless of the layout. Now, our part ordering process is fully automated, saving thousands of hours annually and improving on-time delivery performance.”

Sias Reyneke, CIO



Challenge

Manual entry of part orders are prone to errors, time-consuming, and create order delays. With approximately 100 orders arriving daily via email attachments, incorrect information was often entered, negatively affecting customer service due to further equipment downtime. Prior attempts to automate with standard OCR proved inefficient and unreliable due to 50+ order formats.

3K+

hours of manual work
saved annually

98%

faster rush order
processing improves
on time delivery



Outcome

Infor Value+ Sales Order Entry solution creates orders reliably and in real-time using advanced technology. Infor Document Processor (IDP) and Infor GenAI extracts and classifies data from documents at the line level, regardless of layout or complexity. Infor Robotic Process Automation (RPA) processes orders and stores documents in Infor Document Management (IDM) for quick PO retrieval. Miller's distributors receive the right product at the right time, and employees refocus their time to support the business.

<60

days to implement