

## CASE STUDY

# Streamlining Multisite Manufacturing Operations with Infor SyteLine & Factory Track for a Metal Forging Leader

## Client Profile

A leader in the metal forging industry, pioneering the transition of traditional metal-forming methods into advanced, high-tech solutions.



With ITHENA's expertise and Infor's SyteLine and Factory Track platform, we were able to unify our multisite operations, eliminate manual processes, and gain real-time visibility across procurement, production, and inventory.

— Vice President,  
Operations



marketing@ithena.ai



www.ithena.ai



4470 Cox Rd, #275  
Glen Allen, VA 23060, USA

## CHALLENGES



The client struggled with:

- Limited visibility and control across multisite vendors, inventory, and job orders.
- Heavy reliance on manual, Excel-based processes for Shear Tickets, PPAP, and reporting.
- Difficulty tracking purchase requisitions and orders end-to-end across systems.
- Inconsistent and manual reporting, slowing decision-making and information sharing.
- Inability to adapt standard ERP processes to support its unique business workflows.

## SOLUTIONS



ITHENA, in partnership with Infor, supported Infor SyteLine (CSI) and Infor Factory Track to enable:

1

### ERP & Multisite Enablement:

Enabled Infor Syteline with multisite configuration to centrally manage vendors, inventory, job orders, pricing, and contracts while supporting scalable plant operations.

2

### Procurement & Vendor Management:

Streamlined requisition, purchasing, and vendor workflows with end-to-end traceability, vendor contract replication across sites, and item-level PO enablement controls.

3

### Production Planning & Scheduling:

Enabled Factory Track and APS through ongoing technical and functional support, optimizing material-based scheduling, real-time production visibility, and execution accuracy.

4

### Process Digitization & Customization:

Eliminated Excel-based processes by moving Shear Ticket management and PPAP workflows directly into Syteline through form customizations, Mongoose framework development, and event handling.

5

### Optimization, Reporting & Automation

Optimized EDI and external business processes, automated weekly purchase order reports, enabled customized reporting, email notifications, and governed user session management for better visibility and control.

## OPPORTUNITY FOR IMPACT



28%

**Faster** purchase  
requisition-to-order  
cycles

26%

**Reduction** in reporting  
turnaround time

22%

**Increase** in data  
consistency across  
operations