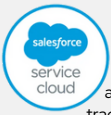




Field Service

# Your Reliable Partner for Infor ERP Integrations

HubKor is a cloud-based integration platform that sync tightly between many best-of-breed. Cloud applications to Infor cloud and On-Prem ERP Solutions.



is the simplest way to manage your service orders and repair operations seamlessly between Salesforce and Infor ERP. With direct integration, you can eliminate redundant data entry, streamline inventory tracking, and ensure accurate invoicing.

**Integration Overview**

*The integration between Salesforce Service Cloud and Infor ERP ensures a smooth and efficient workflow for service order management. This integration automates critical processes, reducing manual intervention and increasing operational efficiency.*

**Service Order Creation**

Service Orders initiated in Salesforce automatically generate Service Repair Orders (SROs) in Infor ERP, eliminating redundant data entry.

**Inventory Synchronization**

Required repair components are transferred to technicians' trucks in Infor ERP ensuring real-time inventory accuracy.

**Job Execution**

Technicians are dispatched via Salesforce and issue materials and labor, which can then be synced back to Infor ERP for tracking.

**Billing & Financial Processing**

Invoices are created in Salesforce based on quoted prices and synchronized to Infor ERP for financial closure and A/R processing.

**Tax Compliance**

Service orders marked as taxable in Salesforce are integrated with Infor ERP's Avalara (AvaTax) for precise tax calculations.

**Order Modifications & Adjustments**

Service orders and issued materials can be modified in Infor ERP, with real-time updates synchronized to Salesforce.

## Services Provided

- **Automated Service Order Creation** – Service Orders in Salesforce instantly generate SROs in Infor ERP.
- **Real-Time Inventory Updates** – Inventory adjustments sync automatically between Infor ERP and Salesforce.
- **Technician Job Dispatch** – Assign and track job assignments with ease within Salesforce.
- **Material & Labor Tracking** – Record issued materials and labor charges for complete job costing.
- **Flexible Adjustments** – Modify issued materials, serial numbers, and labor charges as needed.
- **Tax Compliance & Integration** – Integrated with Avalara (AvaTax) for accurate tax calculations in Infor ERP



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