

A magazine for IFS customers from the ERP specialists



COOPER SOFTWARE

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Intro

FRANK COOPER

Chief Executive Officer & Founder

Welcome to the latest issue of the Cooper Software magazine.

This issue comes after we were privileged to attend IFS Unleashed, the global partner event hosted by IFS in Miami, Florida. It was incredible to be able to meet up in person with our many friends and fellow partners for the first time since 2019. We learned about the latest IFS innovations, enjoying keynote sessions which tracked IFS's success from where the company began, to where it is today, and its future plans, all supplemented by showcasing insightful customer success stories. We were also honoured to be presented with an IFS Partner Award, for the second year running, the 'IFS Spirit Award', which recognised our success as an IFS partner. You can read more about this incredible achievement over the next few pages.

Our cover story for this issue focuses on the challenges faced by food and beverage producers as they seek to tackle the increasing demands on their business. As raw material costs increase, supply chains become more complex, and consumer demand and expectations continue to rise, we discuss how IFS Cloud can help manufacturing businesses navigate the lingering effects of the COVID-19 pandemic while keeping up with the competition and maintaining the trust of their customers.

We also have a feature article on Enterprise Asset Management, illustrating how IFS can help you gain a complete view of your asset position to improve asset availability and reliability, and the services you provide to your customers. A single, fully integrated solution that allows you to monitor the health of assets, drive predictive maintenance, and quickly repair failures without impact to productivity.

This issue also showcases some of our customer stories, from Harland & Wolff and Bachmann, showcasing the wide range of projects we have delivered for our customers.

If you need guidance on your next IFS project, please get in touch – we are here to help!



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Article

Food & Beverage Industry Focus: IFS Cloud Made to Measure

Rising to the Challenges

The food and beverage industry has experienced an unprecedented number of challenges since the global Covid-19 pandemic began in 2020. However, the pandemic has also presented a number of new opportunities.

Consumer demand for products and services continues to grow alongside higher expectations. Yet many businesses struggle to meet this demand while simultaneously maintaining the consistent level of service required to remain competitive.

Factors such as seasonality, weather, and changing holidays have traditionally made forecasting and planning an on-going challenge within the industry, but with amplified volatile times, the pressure continues to mount. Food producers have found themselves no longer competing solely on price and quality, but also on the speed to market.

Increasing regulation, in addition to rising production costs and lead times, requires the industry to be more flexible today than ever before. This presents an opportunity for industry leaders to adopt new technology and embrace new challenges whilst addressing the ongoing struggle of negotiating with retailers, ensuring product quality and addressing supply chain concerns.

Why IFS Cloud is the right choice for the food and beverage industry

IFS Cloud is a flexible, integrated enterprise solution that can help food and beverage producers to grow their profit margins and increase market share whilst

striking the balance between efficiency of planning and forecasting with quality production, risk management and delivery.

Supporting all phases of the product lifecycle, IFS Cloud supports a range of manufacturing modes: make-to-stock, make-to-order, make-to-forecast or a combination as your business demands.

Using Accurate Planning and Forecasting to Your Advantage

IFS Cloud provides manufacturers with end-to-end visibility of the day's planning process, all in one place, making it possible to make adjustments as required. Known as Intraday Planning, this functionality supports fresh food and the changes in the fast-moving industry. For instance, having the ability to review and adjust plans as orders come in and then inform retailers on availability and shipping details in real-time.



This accelerated responsiveness and agility can help to drive bottom-line growth and improve customer service, all while keeping scheduled production disruption to a minimum. Machine-learning models are capable of including external influences like weather to help build more accurate forecasts. This improves the ability to replenish stock and maintain service levels for short lead-time items.

All the ingredients you need

Cooper Software has over 17 years experience in implementing ERP solutions that meet the unique requirements of the food and beverage industry. Our focus is delivering a tailored solution that fits the needs of your business, both now and in the future to meet the ever-changing challenges of your industry.

To find out more about how our Cooper Software Food and Beverage industry experts and IFS Cloud can help you take the right steps towards accelerating your digital journey visit, Industry | Food and Beverage

Customer Testimonial – Pukka Pies

“The use of data and information that IFS gives us will only strengthen this business. The strategic plan for Pukka Pies is to continue our astonishing growth rate matched with IFS’s equally impressive growth rate to set us on an exciting journey for the future.”

Benefits Include:

- 10% business growth following implementation
- 30% increase in workforce capacity
- Traceability and quality assurance of product
- One hour of time-savings each day

17%

Net Increase

Productivity Increase,
Impacted IFS users
Improved Productivity

30%

Increase

Productivity Increase,
Impacted IFS users
Improved Decision Making

14%

Increase

In Time to Deliver Orders / Products
**Increased Profitability
& Efficiency**

10%

Improvement

In Orders Delivered On Time
**Increased Customer
Satisfaction**

Q&A

Growing Our Presence In The DACH Region

After establishing our presence in the DACH region by signing a channel services and partnership agreement with IFS for the sale and provision of their solutions in the market, we made an even bigger commitment to the area, purchasing German-based ERP consulting firm and IFS Application specialist u:benit, acquiring the company as 'Cooper Software GmbH'.

We caught up with Benedikt Stallmann, the founder of u:benit, who has now been appointed General Manager for DACH, and Cooper Software's Managing Director, Jonathan Dunn, to learn more about the catalyst behind our growth in the region, discover the focus for the next 12 months and understand what makes Cooper Software stand out from the IFS crowd.

Q. Why did you decide to establish a physical presence in Germany?

Over the last couple of years, we have been privileged to work with and support several IFS partners in the DACH region by providing consulting services and access to our product suite to allow them to deliver to their IFS customers. We realised that as well as supporting local partners, we ourselves have both the capacity and capability to commit to fully service this space. The range of products and services we offer are not restricted by geographical borders and we also have the capacity from within our consulting and technical teams to fully commit to the region. Furthermore, as we are also a certified IFS Channel Gold Partner within the territory, we were already focused on selling, implementing, and supporting the solution throughout the region.

Having a presence in the market was the next step to grow the business and the acquisition of u:benit marks a significant step in our ambitious growth plans. Having a physical presence in the region has brought us closer to our steadily growing customer base to provide them with targeted support in the implementation and re-design of IFS solutions through high-quality services and products.

Q. DACH might be a 'new' market for Cooper Software, but how long has the company been an IFS partner?

We became an IFS Partner in 2009, 4 years after Cooper Software was established. Frank Cooper and the team had already been supporting IFS for over 10 years up until this date. Since then, we have expanded to a full-time team of over 70 staff, which we're currently growing further. Over this period, we have delivered over 1,500 individual projects to over 300 IFS customers globally.

We truly value our partnership with IFS and invest heavily to ensure that we are delivering the best service to our clients. In addition, becoming a partner has allowed us to develop deep-rooted expertise, particularly around our IFS technical and finance consulting capability.

We recently became the first partner to sign up for the new Partner Success initiative, through which we will work in tandem with IFS to deliver the best possible experience for our customers. We're not frightened to embrace new initiatives to help differentiate ourselves from the competition, and we see this as another opportunity to take the lead with IFS.



Jonathan Dunn,
Managing Director,
Cooper Software

Q. Is there an 'ideal' IFS customer?

We work with a wide range of customers from the smallest to the largest, across industries spanning food and drink, manufacturing, energy and utilities, services and engineering and construction.

Some of the most rewarding businesses to work with are customer-focused and forward-thinking, continually looking at how they can get the most value out of their IFS solution. Perhaps they want to upgrade, or they'd like to make a move to Cloud, or simply turn on new modules. Working together to enable customers to get maximum benefits and return from their IFS solution is a pleasure.

We also find it immensely satisfying working with customers who feel 'locked in' to their current solution. Perhaps they are on an outdated version and need to upgrade, but it feels overwhelming due to lack of knowledge or budget. The sense of fulfilment we get from finding these customers and taking them on a journey to improve their systems is incredible. You know you are making a difference in how they operate, develop, and grow.

Q. What makes Cooper Software unique?

Our IFS experience combined with our bespoke product offering that extends IFS's existing functionality, rounded off with our deep technical expertise is what makes us unique, and in turn, it is our greatest strength. Several members of our team have now been with us for more than 10 years, during which time they have solely focused on building applications and technical solutions to enhance IFS. Our technical capability is something that we are particularly proud of and it has always been at the core of our business.

A key strength is our ability to develop applications and software products that extend the capability and functionality of our customer's ERP solutions to meet those "last mile" yet critical requirements. Over the last 15 years, we have developed hundreds of applications with plenty more in the pipeline. These include mobile applications as well as the creation of our own complementary products such as Trax, Acquire and MTD. All have been designed and developed to maximise the value of our customers' ERP implementations.

Our solutions bridge functionality gaps to provide multiple benefits to our customers, namely, operational efficiency gains, improved data accuracy, process streamlining, wider visibility of information across multiple sources and enhanced system features. We also have unrivalled experience around IFS's financial modules. We have built this up to become a core specialism thanks to having chartered accountants on our consulting team who really understand the depth of what is required from a financial perspective.

Furthermore, we have always followed our own proprietary methodology which has been developed and refined from our years of experience gained in delivering numerous IFS software solutions for a wide range of customers from single-site operations to multi-site, multi-country companies.

Q. How would you describe Cooper Software's values and how do they align with IFS?

Like IFS, we share a common value to put customers firmly at the centre of everything we do. We are focused on developing open, honest, and transparent relationships to build trust, accountability, and ultimately, success.

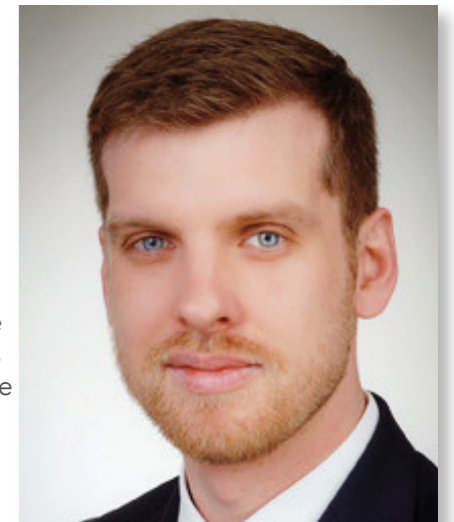
We take a holistic and customer-focused view on every project, working in collaboration to truly understand the fundamentals of our customer's industry and business to allow us to understand precisely what they need from their IFS solution.

Q. What is the focus in the DACH region for the next 12 months?

The next twelve months will see us continue to promote and install IFS Cloud to new customers. We are currently working on two large Cloud installations which will see our UK and German teams collaborate for the first time which is hugely exciting for us. In addition to this, we have won several new projects which are currently in the early stages.

We will also continue grow our support and service desk offering, targeting both existing and new clients. We remain committed to focusing on using our experience and technical capability to support smaller local partners in DACH and acting as a collaborative, expert partner to lean on to allow them to better deliver for their customers.

In terms of our team, we plan to expand through an extensive recruitment exercise to ensure we can continue to deliver on our partnership and to support our existing and future customer base. It's a very exciting time for the business and we look forward to making a difference to IFS customers in the DACH region.



Benedikt Stallmann,
General Manager,
DACH

Case Study

Bachmann electronic GmbH

Power by the Hour – an affordable and flexible support solution.

PROJECT BACKGROUND

Bachmann has been an IFS customer since 2009. They previously upgraded from IFS Applications 7.5 to IFS Applications 9 and in 2021 they upgraded once again to IFS Applications 10. The second upgrade was triggered when IFS announced that IFS Applications 9 would no longer be supported as this meant that Bachmann were paying more for extended support. Furthermore, they wanted to move away from the standard Enterprise Explorer client and take advantage of the new IFS Aurena user experience, as it is more user-friendly for their employees and would allow the company to adopt an evergreen approach to their enterprise applications.

The upgrade project was straightforward, and Bachmann enjoyed a smooth go-live experience. In terms of post upgrade support, Bachmann's standard approach would be to engage IFS's own support desk. However, for this project, they wanted to look beyond IFS and form an alliance with a new support partner who could be relied upon to provide an expert level of IFS knowledge and quickly respond to and solve their support requirements to keep their business-critical operations running smoothly.

THE SOLUTION

Bachmann signed up to Cooper Software's Power by the Hour support service, our alternative option to a fully managed support service that offers instant, flexible access to our expert IFS support consultants.

Perfect for customers who perhaps only need ad-hoc assistance a few times a month, Power by the Hour means that our IFS consultants can be called upon only when the customer requires. There's no long-term commitment or strict service level agreements. Customers only pay for the time spent investigating and resolving issues, which is charged at a per-minute rate. 'Power by the Hour' can also operate tandem with any existing consulting engagements that are run as projects, with any time not used transferable to use as consulting time.

"Cooper Software's Power by the Hour solution suited our needs perfectly. Our support requirements are not consistent, one month we might have a lot of issues, another we might have much less. Power by the Hour meant we could call upon help as and when we needed it. The cost overview is also very transparent, we know exactly what is covered and we receive weekly updates as to how many hours from our allocation have been used. This allows us to plan, for example, if we are close to our allocation and have a non-urgent support issue, we can raise this during the following month when we have more hours available. We can be very strategic with how we use our time."

-Manfred Vogt, Team Leader Application Management Corporate IT, Bachmann electronic

Impressed with the high-level of service and seeing the real value it was bringing to their business. Bachmann extended their initial Power by the Hour contract from 2 days per month to 4 days per month.

BENEFITS

- A flexible and affordable way to access instant expert IFS knowledge and Support
- Quick turnaround on raised issues, Bachmann estimated an average response time of 3-4 hours, with issues usually resolved within 1-2 days, if not sooner.
- Access to highly knowledgeable IFS Academy Practitioner Certified consultants.
- Tailored weekly reports to easily keep track of time used and carried over. Bachmann only paid for the time spent on investigating and resolving issues.
- Ability to plan and budget for support issues based on how much time has been spent each month.
- Simple on-boarding process with no long-term commitment required.

FUTURE PLANS

Bachmann has also recently completed a short-term consultancy project with Cooper Software to enhance the functionality of the IFS HR module, particularly around time clocking. Following this, they plan to embark on another consultancy project to move their on-boarding and off-boarding processes into IFS.

"The team at Cooper Software work to a very high standard and are skilled in developing solutions that fit our specific requirements. We don't have to go back and forward 6 or 7 times until they get it right. They work closely with us and clearly see from the outset just what we are trying to achieve and then work to make it happen."

-Manfred Vogt, Team Leader Application Management Corporate IT, Bachmann electronic

“

Cooper Software is a perfect partner for us. Our support requests are always actioned quickly, and the credentials and knowledge of the service desk consultants is of the highest level. Normally we receive a response within 3-4 hours which is much faster than we are used to. Even if the issue cannot be solved immediately, we are always contacted by the support desk team to gain more detail on the problem and they keep us up to date as they work to resolve the issue which is so important. We are also highly satisfied with the quality of the support received, especially around best practice examples that we can apply to our day-to-day operations ."

-Manfred Vogt, Team Leader Application Management Corporate IT, Bachmann electronic

ABOUT THE CUSTOMER

Bachmann electronic GmbH are global automation experts with headquarters in Feldkirch, Austria. The company has been optimising customer productivity and profit for 50 years. As a recognised industry leader, Bachmann provide the highest quality and reliability in automation hardware and software for wind and renewable energies, industrial machine building and the maritime markets. Open and flexible communication standards, integrated machine health monitoring and web-based visualisation are just part of the total solution Bachmann offers its customers.



Article



IFS Cloud: Why on-premise is still an option for our customers

IFS Cloud is a single platform that delivers class-leading solutions across Service Management, Enterprise Resource Planning and Enterprise Asset Management. The solution offers a unique and single technology platform with one common user experience and a single data model bringing simplicity, choice and innovation to organisations that need to evolve to new business models, control costs, expand faster and serve their customers better. The IFS Cloud platform is powerful, flexible, and open. It puts user experience first, delivers 100% open APIs, is built for high performance and has innovations embedded such as artificial intelligence, ML and IoT throughout.

Choosing to deploy a cloud ERP solution has many benefits, not least that it offers flexibility, scalability, and the ability to easily keep pace with new innovation. With lower operating costs and the option to tailor monthly subscription costs to suit your business, you can build a solution, selecting the capabilities initially required with the opportunity to add more as and when is necessary, all tailored to your specific industry and needs. What's

more, as a Cloud-based system it can be accessed from wherever. Decision-making, data sharing and reporting become viable options anytime, anywhere.

IFS Cloud also marks the start of twice-yearly feature releases, giving fast access to the latest capabilities and improvements, while keeping the impact on your business low, and allowing you to keep pace with the changing IT landscape. Monthly service updates also ensure your solution will remain robust and completely secure every step of the way.

The most flexible part of IFS Cloud is that customers can choose how and where they deploy the solution. For our customers, IFS has always been an on-premise solution. The introduction of 'Cloud' has led some to wrongly believe that it must be hosted in the cloud. This is not the case at all. It can either be deployed by IFS themselves as a SaaS solution, or remotely as either an on-premise solution or in a cloud tenancy.



Opting for a remote installation means you can either:

1. Install on your own servers in your server room.
2. Install on servers in the cloud that you manage or maintain.
3. Install on servers in the cloud and give a 3rd party the power to maintain them for you and you simply 'use it'.

This on-premise, 'remote' offering, as in remote to IFS, is where we can help our existing customers, or new to IFS customers who are considering a move to IFS Cloud. We have the expertise to deliver innovative support, managed services and consulting for Oracle, SQL Server and Multi-Cloud technology in a number of ways:

1. Management of the servers in the Cloud environment.
2. The management, support, tuning performance monitoring of the database.
3. The management of the IFS Application.

What we are offering is almost akin to an a la carte menu. The customer can choose what level of service they want based on their individual needs, skill set and budget. For instance, they might only want the application managed via our service desk, or perhaps they only require limited monitoring on the database or the environment. Or another option is for the customer to pay for the hosting and only incur extra costs when they need changes to be made, which we can again manage.

This is not a SaaS model, as IFS Cloud can sit in a cloud tenancy. It is more of a Capex model with upfront application costs and on-going licence fees, while the hosting of the servers becomes a monthly Opex cost.

What benefits does this bring to our customers?

In short, we can tailor a managed service solution for our customers based around the skills they do or don't have, plugging the necessary gaps. We can

come up with a level of service that meets any client budget, large or small. What's more, customers have the flexibility to pick and choose the level of support they require, and this can be increased or decreased at any time. We can host in Azure, Oracle Cloud Infrastructure or on Amazon Web Services. We can also pay attention to geography if the customer requires services in particular countries.

We are currently working with several IFS customers in Germany who have opted to upgrade to cloud but remain on-premise. They still have their own servers in their server room on which we have installed Cloud. We are seeing the same remote approach from our UK customers where all three of our current IFS Cloud implementation projects have opted to go into a cloud tenancy environment.

We ourselves, are also running our own Cloud and IFS Applications 9 and 10 demo environments, in our own Azure tenancy. This has removed a lot of our server infrastructure that previously sat in the office, plus our people have the level of skill and knowledge required to make any necessary changes in Azure.

Customers get the benefit of hosting in a cloud environment – there are no longer servers on premise that need to be refreshed every few years. But they can treat it as an on-premise model or as an extension of their on-premise model as it is in a cloud tenancy. It's remote but flexible, - it's almost thinking on-premise but your servers are on cloud.

What's more, when we provision the first environment for a customer, there's only ever a few people using it. Over time, more and more people get involved as the solution is adopted. During that journey we can create a provision that suits that small number of users. This saves costs at the front end as during the implementation phase you save costs and build up power and infrastructure as you onboard more users. Furthermore, outside of a production environment, it is also possible to save costs as a cloud tenancy allows you to ring fence user time and turn servers off automatically when you know nobody will be using them for a period of time, for instance overnight.

We will support our customers in whatever way they want to deploy IFS. If you are considering installing IFS Cloud, talk to us about how we can support you.

Article: Optimise the Asset Management Lifecycle with IFS



The Asset Lifecycle is a strategic approach to managing a businesses' assets. It refers to the process through which an asset is stored, used, maintained and replaced. For many organisations, there is a critical need to optimise the asset lifecycle, establishing those assets which are integral to the operation and ensuring their reliability so they continue to perform to their highest level with reduced downtime and maintenance costs.

The Challenge of Asset Management

Asset-intensive industries face several different challenges. Perhaps one of the biggest is the need to balance asset lifecycle cost with the total productivity of the operation. The Internet of Things (IOT) is not just a trend - it means that everything in your operation is connected and can have an impact on all or part of your productivity.

Tracking aging and obsolete assets is another key task that is often overlooked until the asset fails and causes major downtime in operations. Keeping proper track of all assets that are in use, those that are within warranty and those that are due for routine maintenance can help reduce the likelihood of poor efficiency and increased downtime created by assets going missing and taking pre-emptive action to maintain aging assets.

Equally, those assets that are critical to the operation must be closely monitored to prevent operation failures, productivity issues and increased costs. The data obtained and monitored in real time will allow for improved decision making and planning that will manage the risk of wasted time, increased spend and

below average output. All this serves to boost the value of your assets and identify revenue opportunities with a single source of truth.

All operations with assets require maintenance compliance in line with regulatory standards, including health and safety. Managing compliance is essential to ensure that you are able to monitor the health of assets, prevent accidents, drive predictive maintenance and quickly repair failures with minimum impact to productivity.

Striking the balance between these challenges is the key to successful asset management

The traditional asset schedule of "inspect, maintain, and replace" is no longer viable. It is essential for assets to be managed and maintained strategically to extend their life. Technology and data can help, providing maintenance and training information, alongside analysis of assets performance highlighting those assets that are likely to fail versus those that are performing well and can have their lifecycle extended.

Maximise your operational efficiencies with IFS Asset Lifecycle Management and turn your challenges into operational efficiencies

Deployed as best of breed solution, IFS Enterprise Asset Management (EAM) delivers integrated Asset Lifecycle Management

IFS EAM gives you the power to address every asset management challenge and reduce the lifecycle cost of managing assets. From design to engineering, procurement and maintenance management, IFS offers a wide scope of functionality that supports every single stage of the asset lifecycle process.

Solution Map



Image: IFS Lobby - Integrated Asset Lifecycle

Talk to our Asset Management Expert, Michael Cunningham to discuss your requirement in more detail.



Michael.cunningham@coopersoftware.com



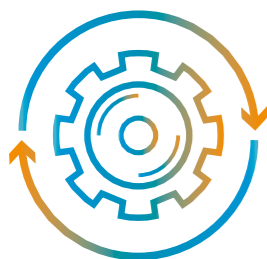
10 Reasons to Choose IFS Enterprise Asset Management

Optimise Your Asset And Customer-Focused Operations With IFS Enterprise Asset Management (EAM).

Improve your operations by orchestrating the delivery of the right people, tools and equipment to an asset and be smarter about what work to do, and when. Minimise downtime and maximise the profitability of assets by reducing the cost of management and extending viability and lifespan.

Cradle - To - Grave Asset Management

1. A complete end-to-end asset lifecycle management solution



Reduce the number of systems you need with support for every aspect of the asset lifecycle. Control planning, design, build, operations, maintenance and decommissioning with full project management capability from one flexible and configurable system. Save time, reduce errors and control progress and costs with standardised processes, data analytics and reporting.

2. Extensive support for diverse asset types

Manage linear and point assets such as new facilities, fleet management, aircraft, manufacturing equipment, power, oil rigs, and more, reducing inventory costs.

Strong Asset Performance Management

3. Predictive asset management powered by IoT

Monitor and measure asset health to drive predictive maintenance and service needs. Improve uptime and reliability and reduce impact on productivity to reduce maintenance and contractor costs. Use IoT connectivity to intelligently monitor IoT status and alarms. Combine IoT data, machine learning and analytics with other asset data to advance your asset performance visibility reporting.

4. Location awareness

Use integration with ESRI ArcGIS to pinpoint the location of specific assets and issues (e.g., an underground gas pipe leak or the reference point to identify a break in an overhead power transmission line) to improve technician productivity.



Innovation as a Standard



5. Advanced technology embedded

Affordably embed the latest technology ready to use in your operation. Use IoT, augmented and mixed reality, artificial intelligence, and machine learning to optimise, automate, predict, and interact better across the business. Keep assets running at peak performance and improve customer service.

A Single Platform For Enterprise Asset Management and More

6. Composable solution

Choose the capabilities you need and adapt quickly to new task and business process requirements. IFS EAM is part of IFS Cloud, which includes capabilities for ERP and Service Management on a single platform. Add supporting cross-solution processes and benefit from connected workflows, dataflows analytics and operational insights. For example, add HR, workforce scheduling, finance, equipment and rental hire, operations, supply chain and project management.



7. Single source of truth

Boost the value of your assets or revenue opportunities with one version of asset data, contracts, costs, and best practices. Access at-a-glance business intelligence dashboards, in-depth reports, and visualisation of analytics with embedded Microsoft Power BI across your functions. Enable data-driven decisions for a faster response to stay in control. Easily demonstrate the impact of maintenance programs.

A Customer Lifecycle Experience

8. Highly configurable

Meet the changing demands of an organisation by enabling customer-controlled configuration, reducing the cost of ownership.

9. A focus on customer success

Let IFS help you to create value and support your experience lifecycle. From the start of your journey enjoy known, predictable costs through a simple subscription model to detailed planning and low-cost upgrades to meet your operational requirements. Convert strategic business priorities into defined outcomes, from engagement and adoption to support of our software, with rapid payback and time value.



10. Evergreen approach

Benefit from twice-yearly feature releases and monthly service updates so you can stay secure and current on the latest technology.

IFS Enterprise Asset Management (EAM) is a flexible, composable, cloud-native solution designed to handle the complex asset demands of the energy & utilities, construction & engineering, manufacturing, services, aerospace and defence industries. IFS EAM automates the management of assets to control maintenance and optimise asset performance within a single, solution that also allows work online and offline on native mobile app. The breadth of capabilities enables supports for both current and future needs. Understand the complete and changing view of your asset position. Improve asset availability, utilisation, reliability and the services that you provide so you can be your best when it matters most – at your Moment of Service.





Article: Our Sticky Notes Solution for IFS Cloud

Sticky notes is a feature of IFS Applications that is heavily used by certain customers. For some, this functionality is imperative for them to carry their day-to-day processes.


Unfortunately, it is no longer supported in IFS Cloud and for some who are moving to the platform, or considering a move, this is causing a significant issue. In some cases, it might be enough of an issue to avoid upgrading altogether as the risk of losing this information is too great.

This was the situation one of our customers found themselves in. They were currently running IFS Applications 9 on-premise and were looking to take advantage of the latest technology platforms and commit to an Evergreen strategy by upgrading to IFS Cloud. They utilised the Sticky Note functionality extensively within IFS Applications 9, in total they had around 21,000 notes containing text and pictures. However, within IFS Cloud, Sticky Notes no longer exist. Our customer expressed that it was vital for them to be able to transfer and use the information contained within existing sticky notes in IFS Cloud. To lose this information would be devastating to them and have a significant impact on their business.

To satisfy this critical need, we have developed an alternative solution, within IFS Cloud, to replace this lost functionality and allow for all existing Sticky Note information to be transferred and a method for which our customer can continue to add notes within IFS Cloud.

After reviewing the available options, and briefly considering and ruling out the possibility of reprogramming the current sticky notes solution, we have created a solution that is a combination of various configurations within IFS. We have utilised the standard 'IFS tool box' to develop a standalone solution that seamlessly fits in with IFS Cloud.

- Utilised an alternative display type via a custom Sticky Note table that will be created per LU/ Projection and linked to the associated individual records.
- Creation of a Custom Entity in the associated Projection with a link to the associated individual records.
- The entries will be available as text fields that can be created, modified, and deleted.
- The data records are linked with the primary key of the selected data record.
- In addition, the data of the creator and the last modifier are automatically added with a timestamp.
- Identification and migration of 100% of all existing sticky notes from IFS 9 to IFS Evergreen to the associated custom entities.
- Access Controls on who can perform which transactions within CR Sticky Notes will be controlled using IFS Permissions Sets specified by the customer.



Our solution has replaced a key piece of functionality that is no longer supported. A piece of functionality that is not only relied upon by this customer in particular, but by many other IFS customers too.

The solution involves no programming, and it completely conforms to IFS because it has been engineered as part of the standard configuration set up. There is also no customisation which reduces cost and effort and provides stability. We have also enhanced the user experience by displaying the information in a more visible way, with a clear history of any revisions made to that note.

This is an exciting development for us and for existing IFS Applications 9 and 10 customers as it addresses a very real need for those customers who are currently extensively using sicky notes. Rather than becoming a barrier that prevents these customers from upgrading to IFS Cloud and taking advantage of the powerful capabilities and functionality it offers, as well as the benefits of an evergreen software application, they now have a seamless solution that works with IFS Cloud and removes a large headache for them. It alleviates the very serious prospect of losing vital information. Our solution eliminates this risk and allows customers to migrate 100% of their existing information.

We already have several customers who are very excited about the solution, some of whom have until now been trying to solve the problem themselves, without success. They now have a ready-made solution that can facilitate their move to IFS Cloud and enhance their experience. Out with our own customer base, our solution can be offered to any IFS customer who is currently moving or planning a move to IFS Cloud. It is a standalone solution that can be seamlessly implemented in to any IFS Cloud upgrade or implementation.

To find out more, get in touch.

get in touch!



News

Frank Cooper Named As EY Entrepreneur Of The Year Regional Finalist

We were delighted when our Chief Executive Officer and Founder of Cooper Software, Frank Cooper, was named as a regional finalist for Scotland in the EY Entrepreneur Of The Year UK programme. EY Entrepreneur of the Year UK is part of a unique global programme that recognises entrepreneurial achievement and celebrates innovators and companies that demonstrate vision, leadership and success while positively impacting people and their communities to leave a lasting business legacy.

Frank joined an inspirational list of 103 entrepreneurs from 89 businesses across a vast array of sectors – from technology to healthcare and many more in between. Extending from Scotland, North, Midlands and South West, and London and South East, the finalists showcased the incredible spirit of entrepreneurship across the entire country.

Despite not making the shortlist of 22 entrepreneurs to compete in the national final, being nominated as a regional finalist has been an exceptional honour and achievement for Frank. It has afforded him a unique opportunity to reflect on his success in the creation, development and growth of Cooper Software and share his achievements and challenges with like-minded peers in an outstanding entrepreneurial community.

“

I am so grateful to have been part of this exciting programme. I'd like to extend my congratulations to the national finalists who have demonstrated incredible entrepreneurial spirit. As thrilled as I was to be nominated, the success I have achieved with Cooper Software is also down to the dedication and support of the fantastic team who continually strive to deliver the best for our customers. I am so proud of what we have achieved as a business and as we enter a new phase with YFM Equity Partners on board, we can embark the next phase of our exciting future growth plans.”

- Frank Cooper, Chief Executive Officer and Founder, Cooper Software



Cooper Software Win Prestigious 'IFS Spirit Award' For Second Year Running

Cooper Software is delighted to announce that the company has once again been selected as the winner of the 'IFS Spirit Award' at the 2022 IFS Partner of the Year Awards.

The winners were revealed during the opening day of IFS Unleashed, the global showcase summit for IFS customers and partners held at the Miami Beach Convention Center in Miami, Florida. The IFS Partner of the Year Awards are a global initiative, designed to commend partners for their continued commitment to excellence within the global IFS partner ecosystem. Celebrating outstanding partner achievements across twelve categories, they provide a platform to recognise partners' dedication to the IFS Partner Program, commitment to excellence in the service(s) delivered to mutual customers, and expertise in leveraging innovation to extend the capabilities of IFS's solution.

A merit-based award, the IFS Spirit Award recognised our significant commitment to a "One IFS" mentality, working hand in hand with IFS to create opportunities, deliver successful projects, delight customers and extend market awareness of IFS solutions. In winning the award, Cooper Software has shown a commitment to business development training and certification through the IFS Academy, a willingness to engage with and promote IFS across various channels and with proactive demand generation programs as well as a strong internal advocacy of IFS to allow our staff to educate, enable and promote the solution.

Merlin Knott, Global Head, Partner and Channels, IFS, said: "The aim of the Partner of the Year awards is to commend our partners for their continued commitment to excellence within the global IFS partner ecosystem. What we have seen from the entries we received, and especially the winners we have selected, is a spirit of resilience and determination to succeed despite the challenges and deliver for customers at that critical Moment of Service."

“

We are thrilled to have been awarded the IFS Spirit Award once again this year. Throughout our long and successful partnership with IFS, we have always worked closely together to ensure we align our business with their strategic approach. This has been invaluable as we have opened new market opportunities both in the UK and abroad, particularly as we build our presence in the DACH and Benelux regions. We are delighted to receive the award and it is a testament to our hard-working and ever-growing Cooper Software team, who continually strive to deliver for our customers.”

- Jonathan Dunn, Managing Director, Cooper Software



From left to right:
Benedikt Stallmann, DACH General Manager
Jonathan Dunn, Managing Director
Marc Cooper, Chief Financial Officer

Case Study

Harland & Wolff

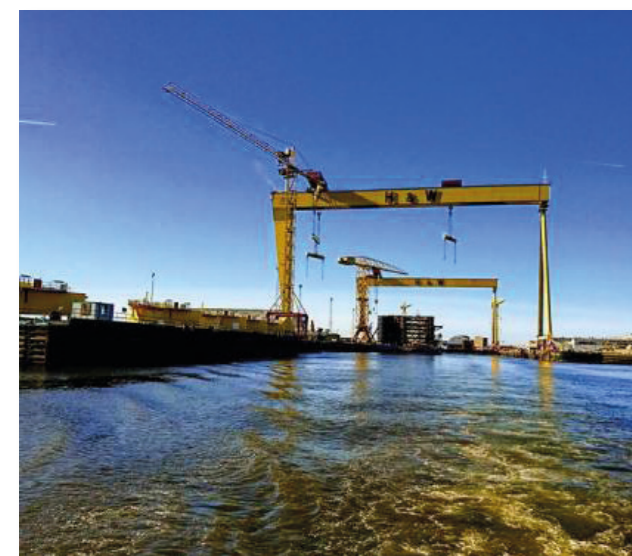
Harland & Wolff Re-implement IFS Applications 10 to Support Business Growth.

PROJECT BACKGROUND

Cooper Software have a long-standing relationship with Harland & Wolff having previously implemented IFS Applications 9 and providing consultancy services and bespoke development for several IFS related projects.

Despite Harland & Wolff running IFS Applications 9, the solution had not been fully embraced by the business. Rather than utilising IFS to drive the business forward, it was largely being used to only record transactions. Many processes remained paper-based and some disparate systems were still in operation, particularly in relation to the company's financial reporting, which was managed by an external accountancy firm using Xero.

Harland & Wolff recognised that they had to improve their systems landscape. The company had recently completed the purchase of three new shipyards: Appledore in North Devon, Methill in Fife and Arnish, close to Stornoway. As a result, there was an immediate need to have the entire company running its operations on a single platform, underpinned by a strong financial backbone, replacing all legacy systems, to improve efficiency and increase visibility across the entire organisation.



THE SOLUTION

Cooper Software were re-engaged, and it was decided that Harland & Wolff would leave IFS Applications 9 behind, and start again with a re-implementation of a new, clean instance of IFS Applications 10 across the entire group of companies. This would allow for a more strategic infrastructure to be developed and create a consistent user interface across all parts of the business.

Cooper Software set up the basic data within IFS Applications 10 from scratch and only current standard data for parts, customers and suppliers and all open purchase orders, projects and supplier invoices was moved across into the new environment, leaving redundant data behind. IFS was essentially implemented 'out of the box', with all CRIMS stripped out alongside all unnecessary and convoluted business processes.

The go-live process was phased over two and a half weeks which allowed for all existing data to be checked as it was loaded into the new environment, which removed a lot of risk and ensured that only accurate, current data was used. All redundant data was left behind in IFS Applications 9. The solution is also running on Microsoft Azure, which as a cloud-based offering, allows Harland & Wolff to easily increase the breadth of their deployment as well as scale the number of users as and when required, in line with future business growth.

Since go-live, training has been on-going to build up the internal knowledge of IFS within the business and ensure it is consistently used. Harland & Wolff also has access to Cooper Software's IFS Support Desk, allowing them to call for expert help to answer any issues that can't be resolved in-house.

"The project was very much an 'as-is' upgrade. We stripped out a lot of customisations, there were processes in place with little rationale as to why we were doing things in that way, so we have reverted to standard IFS processes in some areas. We also rolled out purchase requisitions and supplier invoices in-system approvals. This was a paper-based process which we have got rid of which has been a massive improvement."

- IFS Support Lead, Harland & Wolff.

BENEFITS

A fully integrated solution implemented across the entire group of companies.

- Improved efficiency and streamlined processes.
- Enhanced reporting from all areas of the business.
- Significantly reduced financial close times.
- Increased project and cost visibility across the business.
- Reduced paper and paper-based processes in many parts of the business, particularly around supplier invoice approvals and requisition.

"All group companies are now on IFS, which means that financial reporting in particular is coming from a single source, which has made a great difference and removed the need for the 3rd party accountancy firm. The time spent on reconciliation has been removed, visibility is now fantastic as we can see all the companies on a single screen."

- IFS Support Lead, Harland & Wolff.

FUTURE PLANS

The next phase of the project is focusing on how Harland & Wolff can take the solution forward to aid their decision making and continue to improve their processes by automating certain transactions in areas such as HR, managing stock and inventory, preventative maintenance and rentals. The aim is to automate more processes across more areas of the business like this to make them more efficient and give greater visibility and insight. The company would also like to explore the adoption of Touch Apps to allow for on-the-go approvals.

"There's a whole host of ways in which we can use the solution to drive the business forward. IFS is such a powerful tool and we need to make sure we are betting the best use of the system to maximise its potential for the business. We have only really scratched the surface."

- IFS Support Lead, Harland & Wolff

“

We were really just using IFS as a record keeping system. It was very retrospective with a lot of paper-based processes still flowing through the business. IFS wasn't being used to its full potential to enable strategic decision making or drive the company forward. We were still doing things the way they had always been done, which is not what was intended when we implemented the solution. We were not getting the best value out of the system. ”

- IFS Support Lead, Harland & Wolff

ABOUT THE CUSTOMER

Harland & Wolff is a multisite fabrication company, operating in the maritime and offshore industry through five markets: commercial, cruise and ferry, defence, energy and renewables and six services: technical services, fabrication and construction, decommissioning, repair and maintenance, in-service support and conversion.

Its Belfast yard is one of Europe's largest heavy engineering facilities, with deep water access, two of Europe's largest drydocks, ample quayside and vast fabrication halls. As a result of the acquisition of Harland & Wolff (Appledore) in August 2020, the company has been able to capitalise on opportunities at both ends of the ship-repair and shipbuilding markets where there will be significant demand.

In February 2021, the company acquired the assets of two Scottish-based yards along the east and west coasts. Now known as Harland & Wolff (Methil) and Harland & Wolff (Arnish), these facilities will focus on fabrication work within the renewables, energy and defence sectors.

In addition to Harland & Wolff, it owns the Islandmagee gas storage project, which is capable of providing 25% of the UK's natural gas storage capacity and which would benefit the Northern Irish economy as a whole when completed.

About

Make It Work™

We are Enterprise Resource Planning (ERP) experts. We specialise in implementing, upgrading, maintaining, and supporting the globally renowned enterprise software solution, IFS.

From designing and implementing a system that meets your unique business processes, extending and enhancing existing systems with our bespoke products and applications, to providing 24/7 round the clock support, we have the breadth and depth of technical knowledge to 'Make It Work™.'

Our Credentials

We are one of IFS's longest-standing global partners and one of a select few to be accredited with Gold Partner status.



Our History

Since 2005 we have grown to become one of Europe's most established independent providers of products, consulting services, and support for IFS solutions.

Our Approach

We take a holistic approach to our projects, working in partnership with our customers to truly understand the fundamentals of your industry and business.

Our Experience

Our highly knowledgeable consulting, technical and project management teams have delivered over 1500 projects worldwide.

Our Mission

We transform our customers businesses by streamlining operational processes, leading to greater efficiency and improved business performance.



IFS harnesses levels of industry experience and expertise you simply won't find in other solution. Industry-focused accelerators to enable a fast efficient implementation, along with personalised lobbies, reports and dashboards for fast, accurate decision-making.



IFS offers a choice of operating models. Whether you choose Cloud, remote or self-managed, the solution remains the same. There's no forced upgrades and the solution can be fully tailored to make it your own.



Innovation Embedded

Put emerging technologies to work with clear business relevance and value from day one. Embedding AI, Machine Learning and more into the heart of the product means you capitalise on the latest, most relevant technologies without needing to run expensive or lengthy pilot projects.



One Single Solution

Access IFS class-leading solutions from a single product, built on a common platform. Turn on the capabilities you need today and add more as your business needs change, with one common user experience, underlying infrastructure - and new capability updates every six months.



Moment of Service

Developed to meet the specific needs of your business and the markets you serve, IFS pulls your core business activities together into something greater: moments of service that delight your customers.



Manufacturing



Food & Drink



Engineering & Construction



Energy & Utilities



Services



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