

Jacopa experiences increased efficiency with cloud services



Upon implementing IFS Enterprise Resource Planning (ERP) software, Jacopa have increased their operational efficiency, intelligence and agility.

The two-sided challenge

Wastewater treatment services and solutions experts Jacopa, needed to move away from their legacy IT systems. Within the UK regulated water industry, there is an ongoing focus on more effective and efficient services and Jacopa believe their business needs strong IT and processes behind it to deliver this.

Understanding that energy efficiency and providing robust, cost effective solutions to environmental issues were key drivers to their success, Jacopa set out in search of an enterprise resource planning (ERP) solution that could service their business both today and in the future.

This need created a major business challenge for Jacopa. They required a single ERP solution that would not only fit their project manufacturing and service business, but one that could be implemented in four months while still preserving the high levels of service that their customers had come to expect.

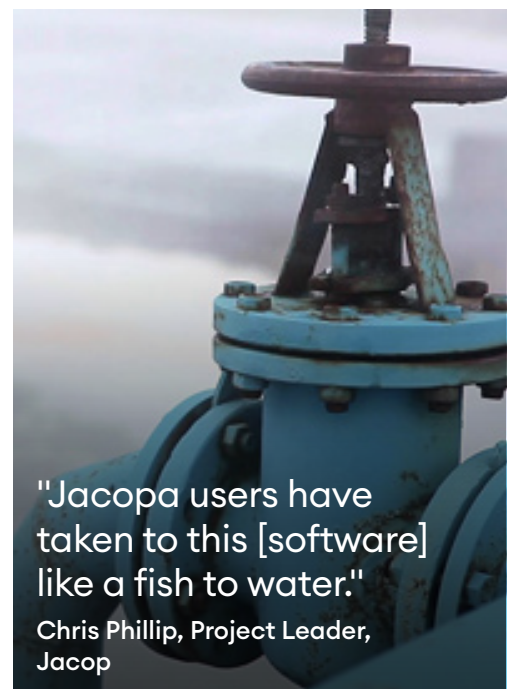
The solution: A seamless transition and implementation

Having received positive feedback from references in the water utility business, Jacopa's decision to go with IFS for their ERP solution proved to be a very simple one. IFS's ERP software was a natural fit, unlike their previous ERP system. IFS was able to configure their processes and systems without force or disruption and also offered Cloud Services, something that was very appealing to Jacopa as they do not have an in-house IT department.

In just four months, IFS and UK Channel Partner, Anthesis, had fully implemented the new system—meeting that challenging deadline. Jacopa's team began using the system within days of implementation and the positive user experience was proved by the feedback, as the previously hesitant users of their legacy system immediately began using the IFS ERP system. They found their new solution to be intuitive: they logged in, liked what they saw, examined the features and functionality and began pulling data effortlessly. For Jacopa, this was a major win. Jacopa's Project Leader, who had 23 years of global experience in working with and managing ERP systems, found the implementation to be much easier than his previous experiences with ERP software. For Jacopa, this was their first time using a

About Jacopa

Jacopa is a growing company that designs, manufactures, installs and services wastewater treatment equipment in the municipal market across the United Kingdom and Ireland. They are committed to excellence in health and safety, to outstanding environmental performance and to providing exceptional customer service.



"Jacopa users have taken to this [software] like a fish to water!"

Chris Phillip, Project Leader,
Jacop

cloud-based ERP solution, and it played a huge role in the entire implementation process. The IFS ERP system made implementing a fix or patch easy. Jacopa's administrator could now enter a date and time without having to go to multiple servers—something the organization could not have done easily or remotely.

"IFS Cloud Services have made a difference to me and it is worlds apart from anything else that I've ever done. To be able to implement a system in the space of time that we implemented it, which was just four months, we wouldn't have been able to do that having to work in different offices across the world," says Chris Phillip, Project Leader.

"An important aspect of our productivity improvement is the connectivity of one business process with another. Here the opportunity to innovate around enterprise resource planning systems that use workflow templates, connect business information across workflows, have remote input and ready access and use of data for user and management tasks and decision making will all play a part."

Alex Lloyd, Managing Director, Jacopa

Unexpected and instantaneous results

In the short period of time following the implementation, Jacopa have gained significant advantages around data entry, usage and visibility. Users can now access and manage this information easily on a daily basis, and as a result, the entire organization is now operating more efficiently. "I use IFS on a day to day basis to raise purchase orders, look at billing materials and manage my inventory stock... It's made it more efficient on a day to day basis because we don't have to go in between databases and other systems, IFS is one, clean ERP system which ultimately allows me to get the job done when it needs to be done," Owen Monday, Company Buyer, says.

These immediate benefits have been realized in their day-to-day levels of efficiency and have led to an increase in overall productivity and company agility. Nevertheless, Jacopa realize they have only scratched the surface of the full capabilities brought by implementing IFS's software. The increased functionality, mobility and capabilities will allow them to improve business efficiency and effectiveness, and expand into other locations, services and products.

Benefits seen using IFS

- Accurate and up to date information between engineering, manufacturing, installation and maintenance
- Improved operational efficiency
- Improved operational efficiency
- Company growth & market expansion
- Increased productivity
- Complete and clear view of company data
- Increased business agility
- Enhanced user experience

Software

- IFS Cloud Services
- IFS Enterprise Resource Planning (ERP)

"IFS [ERP] is one, clean ERP system which ultimately allows me to get the job done when it needs to be done."

Owen Monday, Company Buyer, Jacopa

Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com

