

IFS with Clicklearn —gains in adoption speed and brings user effectiveness



Since 2015 Multiplex has relied heavily on the construction and finance modules of IFS to successfully run its day-to-day business. Additionally, the approval management process, a key facet of their business, uses IFS Document Management as its backbone.

Cost savings in training and support

Erin Pidcock, Operational Development Manager for Multiplex, faced the challenge of delivering global training for the new system, in addition to providing continued support to users as each region went live. At IFS World Conference 2016, Pidcock saw a ClickLearn demo and was excited about the value that it could provide. Multiplex has around 1,000 IFS users, 250 in finance and 750 in projects (construction). Pidcock is responsible for the continuous training and support of the Projects group.

Multiplex resources were limited, and the burden to continuously travel around the globe to perform ERP training in remote locations, or go to the expense of flying users to Sydney for training on IFS centrally, would require considerable cost and be an inefficient use of employee time. ClickLearn provided a new option.

The dedicated work of the Spencer and IFS implementation team enabled a smooth implementation process and allowed Spencer to continue digging into the unique functionality of the IFS FSM solution to expand its services and build new tools for its customers.

About Multiplex

Multiplex is one of the world's largest global construction companies. Multiplex has been delivering landmark property, commercial structures and infrastructure assets for more than 55 years, with a focus on sustainable growth. Founded in 1962, Multiplex has completed over US\$66 Billion work to date and has an annual revenue of approximately US\$4 Billion. The company has offices in Australia, the Middle East, United Kingdom, Canada and India. With almost 3,600 employees worldwide, Multiplex has earned some 630 awards and established itself as a leader in the residential, health, retail, commercial, tourism, education, engineering and infrastructure sectors.

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