

Doppelmayr's digitization journey is supported by a strong and long-term partnership with IFS



Creating trusted transportation solutions for ski resorts, cities, tourist attractions and materials, Doppelmayr's 15-year collaborative partnership with IFS continues to go from strength to strength.

In the past 130 years, Doppelmayr has pioneered the design, manufacture, build and maintenance of high-performance ropeway solutions and cable car transportation systems for passengers and goods. The company specializes in ropeway technology for alpine ski resorts and popular tourist destinations as well as public transportation systems and networks in cities; it also develops solutions for fast and efficient transport of heavy, bulky materials over challenging terrain and innovative and customized solutions in the intralogistics sector.

Doppelmayr also built and maintains the only urban cable car in the UK, London's IFS Cloud Cable Car. The landmark city center amenity and attraction, now sponsored by IFS, connects the Royal Docks and Greenwich Peninsula via a 90-meter-high ropeway above the River Thames, offering convenient pedestrian transport to both the O2 arena and ExCeL, London's international exhibition and convention center. Since opening in 2012, the Cable Car has completed some 14.8 million journeys. The 10-passenger gondolas cross the Thames covering almost 1,100 meters, carrying up to 2,500 passengers per hour, including bicycles.

An enduring partnership

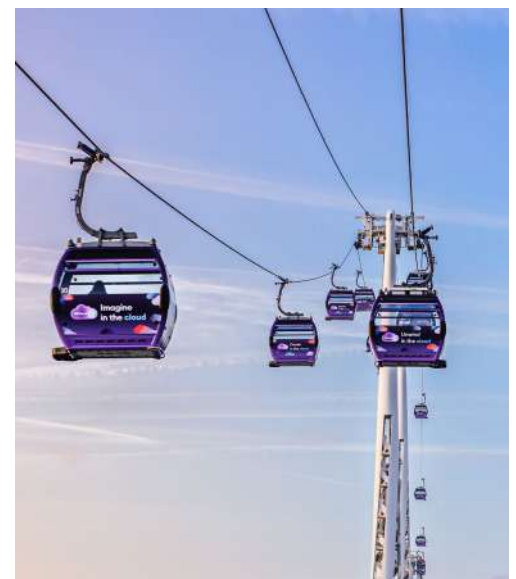
For the last 15 years, Doppelmayr has worked in partnership with IFS, progressively implementing IFS ERP software globally across every facet of the business. Andreas Huber, Head of Digitization & IT, explains: "Building ropeways is a complicated and complex process. Over the last 15 years, IFS has become the digital backbone behind all our business processes worldwide. We use IFS for applications ranging from sales to engineering, from manufacturing to installation, and even the commissioning and maintenance of ropeways," he says.

About Doppelmayr

Founded in Wolfurt, Austria in 1893, the Doppelmayr Group is an international manufacturer of ropeway systems and people movers for ski areas, urban transport, amusement parks, as well as material handling systems.

Operating with subsidiaries in 50 countries worldwide, Doppelmayr employs around 3,400 staff and has completed over 15,400 ropeway installations across 96 countries.

doppelmayr.com





“IFS is now our main source of truth for all data,” says Huber. It plays a substantial role, seamlessly bringing together discrete, yet individually business-critical, steps. One core application is IFS Project Management, where we manage 150 projects per year. This supports the coordination of engineering, manufacturing, all our supply chain, and all construction work on site,” he says.

Real-time visibility

IFS Lobby, the configurable dashboards available in IFS are particularly important to the team. “For day-to-day business, IFS Lobby supports our operations in every step of the process. We see all our data in real time, presented in an easy-to-understand format on a single screen. We can instantly focus on what’s relevant and our priorities for the daily job in hand,” says Johannes Wittwer, ERP Solution Manager.

Facing constantly evolving business challenges, flexibility and scalability within the system are both key attributes. Johannes Wittwer, ERP Solution Manager at Doppelmayr explains, “The flexibility of IFS allows us to add enhancements and add-ons, for example a complex shipment and transport management solution. Furthermore, the solution supports the complexity of our organization and the digital collaboration we need. It scales well from small sales offices with ten people, to mid-sized units with 150 employees, to our headquarters with 1,500 staff in Wolfurt, Austria,” the Solution Manager says.

Looking ahead

Fifteen years into its IFS partnership, Doppelmayr is continuing rollouts of the software to different international group companies and is starting to prepare for its next major project a company-wide upgrade to IFS Cloud. “Moving to IFS Cloud will integrate all our best of breed solutions in one platform, whilst also ensuring evergreen IT going forwards,” says Huber.

Moment of Service

IFS’s mission is to enable Doppelmayr to provide great moments of service to their customers when it really matters. Says IFS Chief Operating Officer, Michael Ouissi, “Our Moment of Service remit for global clients like Doppelmayr is expansive. It can encompass anything from safety and reliability to availability and efficiency. In this case, after more than 15 years working in partnership, we’re helping to support more than 15,400 ropeways in 96 countries across six continents, day-after-day.”

Benefits achieved with IFS

- Multi-site, multi-country information held in a single system
- Real-time visibility of all business processes, projects and performance
- Scalability and flexibility to manage business growth



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Andreas Huber, Head of Digitization & IT, Doppelmayr

Find out more

Further information contact your local IFS office or visit our web site, ifs.com

