

# Complex infrastructure contractor Abergeldie targets operational savings worth 187,000 AUD a month with IFS Success services



Advanced use of IFS Lobby dashboards, automated management of construction project securities, and expert resource to accelerate a move to IFS Cloud are just some of the benefits seen by Abergeldie since subscribing to IFS Success Services.

Designing and constructing complex civil engineering projects, Abergeldie's wide-ranging capabilities include Tunnelling, Bridge Construction, Dam Construction, Waste-Water Facility Construction, Rail Civil Works, Marine Works, Ventilation Shaft Design and Construction, Conveyor Installation, Water Process Treatment, Aeration and Dewatering Equipment, and Civil Mine Works.

In 2018, the company selected IFS as its new Enterprise Resource Planning solution. By 2021, with the implementation live and a need to service a rapidly growing volume of civil projects across the business, the company turned to IFS Customer Success Services for direct, on-demand access to IT consulting and support resource. Explains David Wood, Abergeldie's Chief Financial Officer, "We only have a small internal IT team of one or two managing day-to-day support company-wide. IFS Success tickets mean we can quickly escalate issues or fast-track projects that are strategically important to the business using IFS experts. We've been successfully using the services for over a year now," he says.

## IFS Success Services: IFS resource on-demand

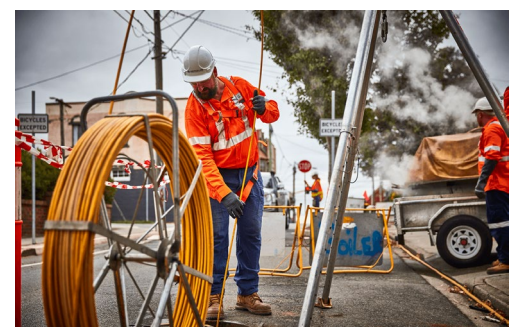
The IFS Customer Success engagement framework is designed to ensure customers can make the most of the software they have bought. Working closely in partnership, an IFS Customer Service Manager (CSM) works developing and manages a business plan that reflects the corporate and strategic needs of the business. "More or less every other week we've got somebody from IFS in the office, on the telephone or in contact," says Wood.

## About Abergeldie Complex Infrastructure

Founded in 1994, Abergeldie Complex Infrastructure is a civil engineering contractor delivering projects in the infrastructure, rail and transport, utilities and energy sectors in Australia and New Zealand.

Headquartered in Sydney, New South Wales, and with offices in Newcastle, Brisbane, Melbourne, Canberra and Auckland, the company employs 658 staff with revenues of 545m AUD.

[www.abergeldie.com](http://www.abergeldie.com)



Subscription-based, Customer Success Plans are run over a three or five-year lifecycle. Becoming fully immersed in the challenges faced by the business and the sector, Customer Service Managers become advocates, planning and managing resources such as Expert Services, Solution Architects and Software Engineers to deliver agreed service outcomes.

The engagement model provides a fixed number of resource 'Service Units' (SUNS) with IFS per year for a fixed quarterly billing. When strategic projects, operational issues or routine technical requests arise, they can be swiftly and effectively dealt with by IFS experts that understand both the specific commercial environment and the business application. The scalable approach allows customers to augment existing internal resources and competencies, or free-up staff to focus on adding value to other areas of the business. Subscribers can access first-line team IFS helpdesk response within 2 hrs. If needed, an operational fix can be delivered within 2 business days, or a new IFS report or IFS Lobby built within the next business week.

### Executing at pace

For Abergeldie, the service has provided both operational and strategic benefits. "Project Management is obviously a key capability area for us, and we can both benefit from advice to ensure we are getting maximum value from our IFS solution, whilst executing business-critical projects at pace," says Wood. "For example, we are currently introducing e-forms into the business, and IFS Success is helping to drive that through. Since we are currently on IFS Apps 10, the service is also providing consulting expertise as we start to make plans for our future migration to IFS Cloud," he says.

### Identifying business value

Part of the IFS engagement activity, both pre-and post-implementation, has been Business Value Assessment. Says Wood, "Analysis of our Project Reporting processes revealed that double handling of data was costing our Australian operations around 187,000 AUD a month. A pilot project is now in progress to redesign our processes alongside the IFS solution. The team estimates, over the lifetime of the IFS solution contract, the savings will be in the order of 12-14 million AUD."

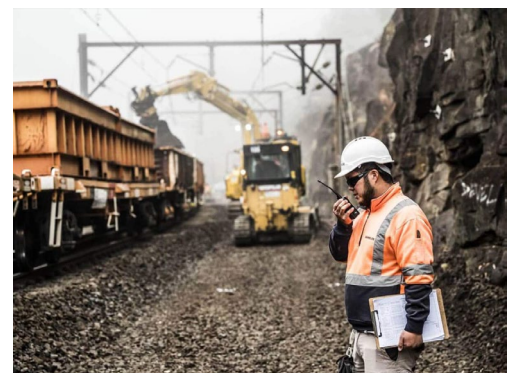
Whilst work is still ongoing to refine internal processes, the 'notify me' feature within the Aurena IFS mobile app has already proved popular. "For example, staff no longer have to log into IFS on a desktop to authorize a PO, they can simply reach for their smartphone," says Wood.

### Legacy modification consequences

Wood joined Abergeldie in 2021, after the initial IFS implementation. He offers an insightful perspective on the dangers of legacy modifications and customizing ERP solutions. "Whilst the implementation for Abergeldie has relatively few modifications, a decision made back in 2019 to modify code to accommodate specific time reporting needs has resulted in some unexpected consequences," he observes.

### Benefits achieved with IFS

- Accelerated development of Lobbies and business functions for Aurena
- Consultants familiar with both the business and wider sector best practice
- Rapid escalation of competency queries
- Immediate expertise on demand
- Increased agility with scalable capabilities
- Resource to pursue efficiencies creating significant operational savings
- Resource to prepare for migration to evergreen IFS Cloud



“It has impeded some other manual processes and meant we will have to take more time and thought to go evergreen on IFS Cloud, which, after attending the IFS Unleashed conference in Miami last year, we are very keen to embrace. Wherever possible, keep any ERP system core standard by using non-invasive configuration,” he advises.

## Training and adoption

Wood is mindful of the importance of internal control of Learning and Development (L & D) to ensure quality on-the-job training for the system to succeed. “In a large organization, there’s typically free L & D resource to monitor and control training after handover. But for smaller, very busy companies like us, it’s much more of a challenge. We’re actively pushing to increase our daily active user base, encouraging staff to complete administration on-the-fly rather than just logging in at the month-end to complete timesheets, for instance,” he says.

## First-time ERP implementation advice

What advice would Woods offer another smaller company like Abergeldie who is embarking on an enterprise-wide ERP solution for the first time? “I would say definitely make sure you fully understand and can clearly define your processes at the outset,” says Wood. “Also, don’t rush. Everything doesn’t have to be in place in one go. Far better to progress in stages, with data successfully permeating its way through the business, one department at a time. Remember too, when a business is very busy growing, implementation cannot become a full-time job. Be patient and dedicate the time and resource that’s available to get it right first time,” he advises.

## IFS Success and the Moment of Service™

When it comes to improving Abergeldie’s Moment of Service, Wood is confident that automation and efficiencies in IFS will allow staff to spend more time listening to customers and be more proactive. “We use Lobbies dashboards in IFS extensively, and they are a powerful tool for us. We develop new Lobbies ourselves and use the IFS Success team for more complex requirements,” says Wood.

The Success Service has also helped to streamline the Performance and Attention Security Abergeldie must provide each client at the start of a construction project. Explains Wood, “Before I used IFS, every ERP I’ve come across has struggled with this. But the IFS Success team has been able to help us manage and track these securities using various modules in the business. We’re currently now refining a live lobby to show us where the securities are, in what division, for which project, and for how much. Now, more or less every other week, we’ve got somebody from IFS in the office or on the telephone or in contact taking our projects forward.” he says.

“IFS Success Services not only provide us with independent advice. They also ultimately ensure all our staff have peace-of-mind.”

David Wood, Chief Financial Officer  
Abergeldie Complex Infrastructure



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Further information contact your local IFS office or visit our web site, [ifs.com](https://ifs.com)

