

IFS helps holland company become lean and agile to profit from growth



Companies like Holland that both manufacture a product and maintain field service or construction operations face unique business and information technology challenges and have a very limited number of choices for comprehensive enterprise software. For Holland, the solution was IFS, a comprehensive suite of enterprise software that enabled the business to grow.

Meeting the challenge of growth

“Our biggest challenge in our industry today is growth. The biggest challenge at Holland Company is keeping up with that growth. We have to be agile; we have to be lean to be able to keep up with that growth,” says Jim Tieri, Vice President of Information Services at Holland Company, who is responsible for all of the information technology and infrastructure that runs the business. “Holland provides contracting services and parts for the railroad industry. We are a market leader, to the point where the flash-butt weld is commonly referred to as the Holland weld,” Tieri continues. “We faced several business challenges while looking to implement a new manufacturing system. We had a very disjointed software platform that wasn’t working for us, we needed to become nimble, and we needed to build equipment quickly to better meet customer demands.”

IFS provided best value and breadth

When Holland started looking for a software system that was going to be the backbone of the company, it looked at a number of software companies. Unfortunately, the majority of them didn’t tick the boxes just because of the breadth of what Holland does, so the company was left with a small handful of vendors. Of those that remained, IFS provided the best value and the best breadth of offering. Tieri says, “At the end of the day, we implemented IFS, we did it on time and we did it under budget. Part of that story that has to be told is that we also implemented the software ‘vanilla’, that’s really important.”

About Holland LP.

Crete, Ill.-based (U.S.A.) Holland LP is the world leader in flash-butt welding in rail-road applications. In addition to full-service mobile, fixed plant and containerized welding, Holland also builds rail equipment, performs track testing, cleans and repairs railcars and designs and operates transloading pods, manufactures components for railcars, and more. Holland Co. has a little over 1,000 employees.

www.hollandco.com



Before implementing IFS and before Holland had a mobility application that it could use for field reporting, staff wrote on clip boards and were doing their production recording after their job at night. Now, the process is automated to the point where it is possible to build a custom application on iPhones for the field staff so that when they submit data, it goes through the business logic in IFS and directly into work orders. Tieri adds, "From there, we can do anything we need to do with it in IFS."

Lori Mason, Manager of Applications at Holland Company says, "We've gotten a lot of feedback, and the guys in the field they really love the app. It's really done a lot for them and streamlined their processes."

Greater productivity—and safer

"We need guys to be thinking about what they're doing every day so that they come home safe every night. These kinds of solutions help us to make our guys' lives easier." Before implementing IFS, Holland was able to build one or two trucks a year. Afterward, during the company's first build cycle, it built four in the first year; in the second year, it built eight. Tieri again, "having IFS as a platform on which we implement our lean principles has allowed us to better meet our customers' demands."

Enhanced customer service

Melissa Gliottoni, who is senior applications/project manager, points to enhancements in customer service arising from implementing IFS. "We're now giving our customers the information they're looking for, in a quick and accurate manner, no matter what it is, whether it's how many hours or how many dollars. It's simple to give them, and totally satisfying to me to give them the information they want accurately and so quickly."

Holland Company + IFS = partners in success For Jim Tieri, the relationship between IFS and Holland is very important. "Our company is successful based on partnerships like this," Tieri explains.



Benefits:

- Shorter project timelines and increased productivity aiding 10-fold growth over 12 years
- Single system for all data; no duplication or manual entry
- Easy integration of mobile devices with the enterprise.
- Rapid user acceptance of mobile apps
- Greater workplace safety
- Better customer service in the form of real-time information
- Implemented on time and under budget

"Since putting in IFS, our company has grown significantly in 12 years. IFS Applications hasn't been solely responsible for that growth, but it has been the infrastructure that we have used to build that growth on. It's certainly been a good partnership"

Jim Tieri, Vice President of Information Services, Holland Company

Find out more

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

