

COOPER SOFTWARE INCREASES OPERATIONAL EFFICIENCY FOR BUTCHER'S PET CARE WITH IFS APPLICATIONS™ UPGRADE



Butcher's Pet Care originally implemented IFS Applications in 2005. Since then, the business had changed significantly. With further investment geared towards increasing manufacturing capacity, the limitations of Butcher's legacy ERP platform had to be addressed.

ADDRESSING LIMITATIONS OF A LEGACY SYSTEM WITH IFS APPLICATIONS UPGRADE

Upgrading to the latest IFS Applications solution would allow Butcher's to take advantage of new features and an improved user interface. They could customize the solution, while the refresh of underlying infrastructure would eliminate business risks and reduce maintenance costs, making the business more agile.

"We were looking to uplift our existing set-up, warts and all, and run it on IFS Applications 9. We were not looking to undertake any re-engineering of our business processes at this stage. We simply wanted to reduce the risk associated with our old system and keep the business running," explained, Jeff Martins, Financial Controller at Butcher's Pet Care.

ENABLING BUTCHER'S PET CARE TO MEET COMPLEX BUSINESS NEEDS

The IFS Applications upgrade was one of several major projects Butcher's was working on simultaneously. On reviewing the project plan supplied by IFS and the key tasks that were required of the customer, it was clear to Butcher's that they had a skills gap. A critical part of the upgrade was to perform the necessary technical administration tasks required to facilitate the move to the latest IFS Applications, including security, reporting and system configuration. Butcher's did not have the required internal resources with this skillset. They recognized they needed to engage a consultancy who could bridge the gaps.

Butcher's had previously worked with Cooper Software on various IFS-related projects. Knowing that they had extensive experience in delivering IFS upgrade and implementation projects, Butcher's was keen to draw from their capability and know-how, trusting them to offer support, oversight and when required, consultancy and training.

Cooper Software provided Butcher's with both technical and functional consulting services, providing guidance and additional resource to undertake some of the technical administration tasks. These tasks included security, profiles, reporting, custom menus and interfaces. Butcher's own IT team could undertake some of these tasks, however, reporting was one key area that was identified as requiring extra support, specifically the uplift and understanding of IALS and Crystal/Quick reports. Cooper Software's technical consultants supported Butcher's Pet Care with this aspect, managing the coding, set-up and configuration.

ABOUT BUTCHER'S PET CARE

Butcher's Pet Care have been experts in meat for half a century, ensuring dogs get the natural nourishment that allows them to thrive. Butcher's carefully prepare all their meals in the heart of England with natural ingredients from British and Irish farms, and only use suppliers they know and trust to make delicious, nourishing food for dogs.

For more information, please visit www.butcherspetcare.co.com



ABOUT COOPER SOFTWARE

Cooper Software is a leading technology consultancy, delivering successful and innovative business change to its clients. Since 2005, Cooper Software has provided over 750 enterprise solutions for more than 200 clients across the world. Cooper Software is a Silver Service Partner, a certified reseller of IFS Applications and an IFS Touch Apps Partner. Cooper Software is headquartered in Fife, Scotland.

For more information, please visit www.coopersoftware.co.uk



Butcher's ideally wanted to remove all the modifications they had made. A zero-modification environment would avoid future fees and remove limitations. Cooper Software customized, configured and developed replacements for every modification, including six that were not available as standard. All but one modification was removed. Leveraging Cooper Software's expertise minimized the number remaining. Furthermore, Butcher's had a number of existing critical business applications for warehousing and manufacturing deeply embedded within their legacy IFS solution that also needed to be uplifted. Cooper Software's consultants advised on the successful transition of these to the IFS Applications upgrade with minimum impact on the business.

Commenting on the project, Jeff Martins, Financial Controller at Butcher's Pet Care said, "Since going live the process has gone well. We took advantage of a bank holiday weekend, shutting down the entire factory and then starting back up as each shift came on, beginning with the warehouse team which is the most critical as they are heart and soul of the business. Other than minor hitches, everything went smoothly. The expertise and guidance Cooper Software provided has been a key factor in helping us reach this point."



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“The technical and functional consultancy support Cooper Software has provided for our IFS Applications upgrade has successfully allowed us to scope and shape the solution, ensuring we have a system which meets the complex needs of our business. Cooper Software have acted as an extension of the Butcher's team—I knew I could call them at any time and they would listen to issues or concerns and discuss potential solutions.

Jeff Martins, Financial Controller at Butcher's Pet Care

IMPROVING OPERATIONAL EFFICIENCIES; BOTH SHORT AND LONG TERM

With the first phase of the IFS Applications upgrade complete, Butcher's Pet Care are now looking towards additional projects that are now only feasible due to the upgraded platform. Butcher's Pet Care plans to look at process re-engineering across its operations, from supply chain through to inventory and manufacturing, then outbound logistics and integration with its customer's supply chain. This will take into account new features, functions and modules provided within the new IFS Applications solution.

In the short term, the focus will be on quick wins around the warehousing systems, leveraging automated vehicles and gathering key operational data for analysis and reporting. Beyond this, the additional power of IFS Applications for forecasting and planning will be investigated along with a real focus on pushing mobility to the users, both in the manufacturing area and also within the warehouse for raw materials, managing both work-in-progress and finished goods.

BENEFITS OF UPGRADING:

- Eliminated risk by ensuring a modern, fit-for-purpose platform that was up-to-date, secure and easier/less costly to maintain
- A more user-friendly interface
- New capabilities and functionality around manufacturing, quantity assurance and shipping
- Ability to add functions over time e.g. embedded CRM and role-based IFS Lobby
- Significantly fewer modifications, reducing costly maintenance and restraints on future upgrades
- The ability to tailor the solution with the addition of custom fields, eliminating expensive modifications just to achieve slight adjustments.

For further information, contact the Cooper Software Sales Team at SalesTeam@coopersoftware.co.uk, or visit our web site, www.coopersoftware.co.uk