



MORE EFFICIENT AND FLEXIBLE RESPONSE TO CUSTOMER REQUIREMENTS AFTER IMPLEMENTING IFS APPLICATIONS™

Since implementing IFS Applications, DDL has a solution that will secure its position as the largest manufacturer in the Czech Republic. A better overview of its production processes, including improved order tracking, and more flexible planning have put DDL in a position to offer its customers a higher level of service.

NEEDED ENHANCED MANUFACTURING CAPABILITIES

DDL wanted to introduce real-time production planning and make-to-order capabilities. To do so, the company needed an accurate overview of its business processes, its production and planning resources, and its sales processes. This required a higher level of data integration and modern, flexible business solutions. The solution DDL required would also have to be capable of improving quality control and document management.

IFS APPLICATIONS MET PRESENT AND FUTURE REQUIREMENTS

DDL chose IFS because the component-based architecture of IFS Applications enabled DDL to purchase the components it required—and only them—yet still fully cover its functionality requirements and implementation aims. Also, DDL realized that whenever it needed to grow or change, it could simply add on the components it needed from the wide array of components in IFS Applications. Moreover, IFS offered long experience of similar implementation projects and local expertise as well as the added security of being the vendor, which eliminated the problems often associated with third-party involvement.

DDL uses the Oracle 8.1.6 Standard Edition database running over the Windows 2000 Server operation system as its technological platform for the solution.

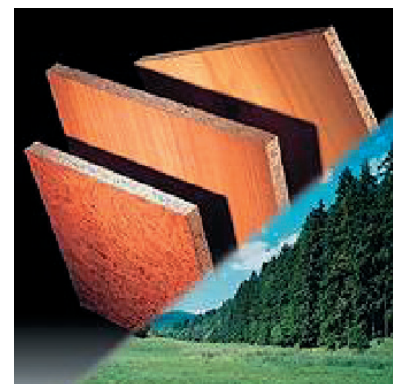
Since DDL has a distributed network of stores and production facilities throughout the Czech Republic, it was very important that the solution would ensure that they could communicate with each other and with head office in the town of Lukavec.

IMPLEMENTATION ON TIME

Implementation started in September 2002 and was divided into two main stages. During the first stage, components supporting manufacturing, purchasing and logistics, sales, and distribution as well as all accounting and financial processes were implemented within the agreed time frame.

ABOUT DDL

DDL, a woodworking cooperative, was founded in 1953 and is one of the largest manufacturers in the Czech Republic today. The company exports products to twenty countries world. Current production primarily includes chipboards, fiber building boards, furniture units, floorboards and floors, as well as impregnated paper for laminating purposes.



The second stage included components for maintenance, human resources, and payroll.

The implementation process involved solving manufacturing-specific issues and complex data transfer as well as the adaptation of IFS Applications components to meet the specific requirements of the management of DDL. Despite these requirements, the solution went live on time at the beginning of 2003, replacing previous systems as the sole IT support for DDL's core processes. In addition to the successful collaboration between IFS consultants and DDL staff, support from company management was a significant factor in the success of the implementation.

"IFS APPLICATIONS WILL SECURE OUR POSITION IN THE MARKET"

With IFS Applications, DDL now gets an instant, more accurate overview of orders and their status, enabling the company to substantially improve customer service. Moreover, the solution from IFS provides more precise information about the manufacturing process, which means that production planning has become more flexible, and quality management has been greatly enhanced. This results in better maintenance processes and less downtime, which in turn improves manufacturing and leads to faster order fulfillment. All in all, improved access to accurate information has enhanced quality and delivery capabilities.

The fact that DDL's production facilities and stores are interconnected enables users from remote locations to use IFS Applications via a Citrix MetaFrame Server. Remote users connect to this server via their workstations. So even if the system fails or the link between central office and the user location goes down, the application continues to run so there is no data loss. When the connection is reestablished, users can easily return to IFS Applications.

"We chose IFS because it offered us the most comprehensive system and covered all our requirements, especially in the area of production management and scheduling," comments president of the DDL industry cooperative, Jirí Majer, and adds, "We really appreciate the way the IFS consultants approached our problems, especially their overall analysis of our processes. We believe this solution will secure our position in the market."

In the future, the company is looking to further streamline its operations by introducing barcode readers to simplify and enhance order management. It also wants to increase service levels by implementing more modern means of communication with customers and suppliers. Here, too, component-based IFS Applications makes it easier to implement these changes with minimal disruption of operations.

BENEFITS

- More accurate overview and order tracking to improve customer service
- Simpler overview of sales parts availability
- Better quality management
- More precise information about manufacturing processes
- More flexible product planning
- Instant overview of order status
- More precise information for quality assurance and delivery

SOFTWARE

- IFS Manufacturing™
- IFS Distribution™
- IFS Finance™
- IFS Maintenance™



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