



## CLEAN JOB—BETTER DECISION MAKING THANKS TO GREATER TRANSPARENCY

**Like every company, Schulthess Maschinen AG uses business software for its business processes. About two years ago, the company faced the challenge of managing the replacement of the old system then in use.**

The AS400-based system in operation until recently had already been going for 15 years, and the maintenance agreement had expired. The ageing software was to be replaced by modern, functional and technologically mature enterprise software. The primary goal was to introduce a comprehensive new solution that would cover all areas and functionalities, and provide long-term investment protection. A conventional ERP solution was therefore sought that would be capable of supporting all business processes in a fully integrated way and without additional interfaces. This implied that the system would have to be able to be implemented across the departments and cover all purchasing, sales, materials management, logistics and production functionalities. In addition, there were special requirements in the service and administration, and production departments, e.g. Kanban control.

### EVALUATION OF A MODERN ENTERPRISE APPLICATIONS SYSTEM

All these criteria were identified and the details recorded in a wish list. Finally, several dozen providers were contacted in order to start the evaluation process. Of the 17 solutions partners invited to bid, 3 reached the final stage. Again using checklists, further test criteria were negotiated and tests carried out in real business situations. After all the evaluation tests, IFS Applications proved to have satisfied the most points and had as a result modeled all the business processes very well.

For Schulthess, the deciding factor in favor of IFS Applications was the marked flexibility, broad functionality and international nature of the component-based enterprise applications.

A central decision criterion that clearly spoke in favor of IFS Applications was the functional breadth of the solution, which also fitted in well with the materials flow and service structures at Schulthess. “We opted for IFS because we can cover our requirements completely with IFS Applications. The component-based system architecture offers the degree of agility needed to support our business processes efficiently. And in the end, agility is what is needed in today’s competitive situation,” underlines Max M. Müller, Schulthess Group CFO.

### ABOUT SCHULTHESS MASCHINEN AG

In the Schulthess Group Laundry Technology Division, Schulthess Maschinen AG is a leading manufacturer of automatic washing machines and tumble driers. In addition, the company has business activities in the domestic and commercial and industrial laundry segments. In its home market of Switzerland, the Schulthess Group is active in every laundry technology market segment. On the international marketing side, its main focus is on the commercial customer segments. All the domestic appliances and laundry machines of the Laundry Technology Division are manufactured Wolfhausen in the Canton of Zurich.



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## IMPLEMENTATION AT DEPARTMENTAL LEVEL

The solution components involved were financials, sales & support, engineering, manufacturing, distribution, service management, maintenance and document management. Specific requirements for special customers—a graphic plan chart for service engineer assignment scheduling, for example—were completed in March 2007. And the innovative Kanban solution that Schulthess has become known for was also moved into IFS Applications. Involved in the project were representatives of the internal project management team, of Group management and, externally, of IFS. Sub-project managers for the various areas ensured that the solution was correctly implemented in terms of the requirements of the individual departments. Here it was primarily a matter of detailed functionalities for materials management, inventory control and customer order processing, but also for financial management and bookkeeping. In April 2007, the data were migrated from the legacy system to the new ERP software, and the solution went live on May 1.

To prepare the 175 users to work with the new solution, selected key users were trained locally. All other users were then instructed by the key users. After the initial training, the Schulthess project managers were already able to note very positive user feedback. And Max Müller reports a positive response from the company perspective, “All the employees involved, both on our side and from IFS, formed a strong team. This meant that the project was executed in a very tight and goal-oriented manner and successfully implemented. With IFS Applications, we were already benefiting from increased transparency throughout the company. Because we now have a uniform integrated system, there is better networking between the departments. All in all, it means that we can also provide users right up to top management level with a stronger basis for decision making.”

## DECISIVE STEP TOWARDS BETTER COMPETITIVENESS

IFS has a diversified customer base in the industry, with a focus on medium-to-large manufacturers who need support in the wider company for their complex, demand-driven and mixed-mode production. The IFS business solution offers support for all business processes across departments and across the company. The smooth entry into productive operation at Schulthess again demonstrates how complex company procedures can be adequately supported in a mature enterprise applications architecture with agile components. By deploying the IFS solution, Schulthess benefits from more efficient process support, greater transparency and an increased ability to compete in the market segments it focuses on. After the success of the evaluation, implementation and commissioning of the system, this Swiss company is set fair to exploit these strengths and further expand its market position.

## BENEFITS

- Uniform company-wide enterprise applications system
- Support for all business processes
- Greater transparency
- Better interconnectedness at departmental level
- Provision of solid facts for decision making

## SOFTWARE

IFS Engineering™  
 IFS Manufacturing™  
 IFS Distribution™  
 IFS Financials™  
 IFS Sales & Support™  
 IFS Maintenance™  
 IFS Service Management™  
 IFS Document Management™



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