



PAINTING THE WORLD WITH IFS APPLICATIONS™

With IFS Applications™ Sniezka improved its customer service, gained faster access to more accurate information and streamlined workflows. Orders are completed much faster, and reporting and analysis are greatly enhanced.

NEW SYSTEM—NO MORE TROUBLE

As Sniezka grew, its unintegrated legacy systems proved insufficient. Reporting was extremely time-consuming because identical operations had to be repeated, and users often spent considerable time searching for and eliminating the resulting mistakes. In addition, no up-to-date inventory status was available, and goods sometimes got accumulated, which made it difficult to identify them. Therefore, senior management decided to buy an integrated ERP solution that would cover all the operational areas of the company. After analyzing a number of offers, Sniezka chose IFS Applications, the only system that could solve all the resource planning problems encountered by the company. At the same time its agility ensured efficient support for Sniezka's future operations.

"First and foremost, we had our customers' wellbeing in mind. We wanted to speed up customer service and improve the quality of our service. It was also important for us to implement the solution in our finance and accounting division, as all our business processes are reflected in our finances. The second key aspect was to reorganize inventory and implement a barcode system, which for the first time was integrated with the enterprise applications," says Michał Suszka, IT Division Manager, Sniezka S.A.

QUICK IMPLEMENTATION

The solution went live as scheduled. Initially, it was assumed that the legacy solution and IFS Applications would operate in parallel for a month, but thanks to the dedication of key users, this took less than two weeks. After several years of using IFS Applications, none of the company's employees can imagine working without the solution.

"By implementing IFS Applications, we improved customer service and shortened service times. So from order receipt to product dispatch, it takes just a single day: we receive the order in the morning, and send the product to the customer on the same day. We also implemented the solution our finance and accounting division, put a bar code system in place that was integrated with our ERP software," says Michał Suszka, IT Division Manager, Sniezka S.A.

A bar code is put on a single pallet containing more than 700 cans of paint. The warehouse contains approximately 10,000 pallets. Before IFS Applications was implemented, the warehouse employees had to remember the exact location of specific products, which took entire months. Today, it is possible to find any can of paint immediately, as each of them has been entered in the system.

ABOUT SНИЕЗКА

"Sniezka" Paints and Varnishes Plant S.A. was established as a local paint and thinner manufacturer under the name of Chemal in the mid-1980s. Over the span of more than a decade, the small private business transformed itself into a leader among Polish paint and varnish manufacturers. Currently, the company employs over 600 people and is the second paint and varnish manufacturer in Poland in terms of sales. A major part of the company's domestic output is exported, mainly to Lithuania, Latvia, Russia, Estonia and Kazakhstan. In early 2003, Sniezka implemented IFS Applications. Currently, there are 320 IFS Applications users in the company.



"Today, we cannot imagine working without IFS Applications. The main benefit is access to information from many divisions that are integrated through a common database. This has given us unprecedented analytical capabilities. It is also easier for us to estimate our budget, as well as plan the demand and sales."

Witold Waśko, Vice-President and CFO,
Sniezka S.A.



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Employees are able to get their bearings in the warehouse section, as well as learn to operate the system in only a week's time. The warehouse is covered by a radio-based ICT network. Employees can use barcode readers or palmtops to register particular operations, e.g. product receipt or dispatch, in IFS Applications from any place whatsoever.

WORKING WITH THE SYSTEM

Using enterprise applications has increased employee responsibility. The system also stores manufacturing formulas, which contain color templates specifying the permitted parameter ranges. By adhering to these procedures, the company can ensure total color repeatability. The system informs users of the amount and type of ingredients required for particular formulas. For unusual orders, it is sufficient to specify the batch number found on the packaging to come up with a product that is identical to the previous order. When leaving the plant floor, completed pallets containing products are labeled with barcodes and registered in the system. Thus, it is possible to trace specific batches, which was not possible with the previous solution. This offers full control over products and enables expedient intervention if it is necessary to withdraw a given product or remove a product fault.

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Sniezka Group also implemented IFS Sales and Marketing, a mobile solution that enables sales representatives to access the system using notebooks and palmtops at points of sale so they can prepare surveys and keep a record of additional requirements e.g. paint mixers. They also have access to information about costs related to particular promotions, payment status and schedule of appointments with particular clients. The solution is handled by a separate server, which, for security reasons, communicates with the primary Oracle database through authenticated and encrypted transmissions.

DEVELOPMENT PLANS

"Currently, the key issue is fast access to information. In cooperation with our partners, we use a modified version of EDI. We have implemented IFS Connect, which enables IFS Applications to be integrated with the EDIConnector portal, used, for instance, in the Leroy Merlin chain of stores. This enables us to create the necessary interfaces on our own. We are also thinking about implementing IFS Personal Portal, which will make it easier for users to make use of key information needed in everyday work. And we are getting ready to create a data warehouse for the purposes of analysis," adds Michał Suszka.

For several years, Sniezka has used a web portal, which customers can use to enter orders, which are then loaded as files into IFS Applications.

BENEFITS

- Data integrity and a single data entry point
- Improved order reception efficiency
- Three times shorter order completion
- Accurate inventory data and minimized inventory
- Full control over products; inventory ID and traceability using bar codes
- Accurate analysis and reporting capability

SOFTWARE

IFS Financials™

IFS Distribution™

IFS Manufacturing™

IFS Project Management™

IFS Sales and Marketing™ (CRM)

IFS Applications' users: 320



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