



IFS GIVES FULL VISIBILITY INTO DAIRY AUSTRALIA'S PROJECT PORTFOLIO

With IFS, Dairy Australia gained full visibility of their project portfolio, better utilisation of resources, consolidated operations and achieved quicker and more informed decision making. Furthermore, they went live as scheduled and didn't disrupt operations in their latest ERP upgrade.

LACKING PROJECT VISIBILITY

"We had limited visibility into the overall project," says John Steer, Program Manager, Dairy Australia. Outsourcing projects to CSIRO and universities on R&D to support the dairy industry, Dairy Australia could track the deliverables of a project, but not the milestones, budgeting and forecasting accurately or reporting on multiple sub contracts when they were required as part of a project. "Furthermore," says David Ellis, Information Systems Manager, Dairy Australia, "it was a time when staff were duplicating workloads, there was no conformed processes between departments and migrating information manually was time consuming, costly and prone to errors."

"We needed to not only address the projects and sub contract issues in the organisation, but also create consistency across the organisation," says Steer.

A COMPLETE SOLUTION FOR MANAGING THE PROJECT PORTFOLIO

Dairy Australia required an integrated system in Projects, Sub Contract Management, Financials and Reporting. "We decided that IFS was the right technology partner to deliver our requirements for an integrated Project solution," says Steer. "They understood our business and had extensive knowledge working with other project based companies like ours."

In September 2010, Dairy Australia did a feasibility study and identified their requirements. By December, the new 'pilot' system was getting built and running in parallel with the existing system, and by January, testing and debugging was in its final stages. "By February, all that we had to do was flick the switch over, without any disruptions to the day-to-day activities," says Ellis. "Everything went very smoothly without any major mishaps. The IFS team was highly professional, and held our hands every step of the way. If we ever had a question, it was like we had a direct Dairy Australia hotline! The consultants from IFS would respond very quickly and confidently."

ABOUT DAIRY AUSTRALIA

Dairy Australia is the dairy industry's national service company whose members are dairy farmers and industry bodies. Funded by a levy on milk solids and government investment, their purpose is to enhance the sustainability, competitiveness and profitability of the Australian dairy industry. Their main role is to provide research and industry services which individual farmers and dairy companies could not efficiently undertake themselves.

"We certainly needed an integrated financial and project management system. Not only has it made our jobs easier, but more importantly we have no doubt that IFS is the right business applications partner to help us continue to manage our projects that ultimately support the success of the dairy farmers."

John Steer, Program Manager,
Dairy Australia



©Dairy Australia

With the implementation of an integrated project management system, Dairy Australia gained a holistic view of all their projects, sub-contracts and governance associated with each case. “We have much better visibility of the organisation, and the projects that are currently on the go. In addition, we can now manage all the sub contracts which is key to our ongoing success,” says Steer. Dairy Australia now enjoy unprecedented knowledge of every project—from the project’s inception, budgeting, resourcing and forecasting, to execution, management and actual ROI. Also, being able to forecast and track budget against a project has allowed for much better utilisation of resources. “It has allowed the executive team to make more informed choices when making investments in projects to support the dairy industry,” says Steer.

One of the other major benefits of implementing IFS Applications is that Dairy Australia now has a standardised IT platform that is used throughout the company. “Our processes and reporting is now standardised, are clear and concise, where everyone has access to the information in one database. We have removed duplication in workloads, and consequently the quality of information has improved dramatically,” says Ellis.

To make life even easier for the staff at Dairy Australia, they went live with the new IFS Enterprise Explorer interface—an intuitive ‘walk up and use’ interface to help customers increase the usability of IFS Applications and improve productivity across the entire business. “We have had really positive feedback from the staff at all levels of our business, thrilled with how simple it is to use IFS Applications,” says Ellis. “Processes have been streamlined and shortened from how they previously were, making it much easier to switch between screens with the ability to save favourites but overall, it’s just so much easier to use.”

IFS APPLICATIONS EQUIPS THE TEAM AT DAIRY AUSTRALIA TO MAKE ALL THE RIGHT CHOICES

“IFS Applications has allowed us to become more flexible and visible compared to how we used to work,” says Steer. “Most importantly, IFS Applications has underpinned the consistency and transparency in the organisation.” The team at Dairy Australia, including the executive team are now completely equipped to make sound decisions that support the dairy farmers. “The executive team has been pleasantly surprised with the great improvements they have seen—the reports they get are accurate, clear and readily available with all of the information they need to make the right decisions,” says Steer.



BENEFITS

- Complete visibility into the project portfolio
- Improved project and financial control
- Better utilisation of resources
- Quicker and more informed decision making
- Streamlined and simplified processes

SOFTWARE

IFS Financials™

IFS Human Resources™

IFS Sales & Service™

IFS Projects™

IFS Distribution™

IFS Business Enablers™

IFS Document Management™



©Dairy Australia