

# SERVI GROUP DECREASES DELIVERY TIMES WITH IFS APPLICATIONS



Servi Group, a company that has been in business for more than a century, has become the top supplier of power and motion control in Scandinavia. Operating from its nine locations in Norway and one in Gothenburg, Sweden, the company delivers hydraulics, pneumatics, electro mechanics, plain bearings (tribology) and a number of niche products and services to the offshore, marine and land-based industry. In the last ten years, Servi Group was faced with a new set of challenges: to get its custom products to market faster and increase its global business.

## GLOBAL EXPANSION PLANS REQUIRED MODERN ERP SOLUTION

In order to expand its product range, Servi bought Hydranor AS in 2012, Norway's largest supplier and manufacturer of valves and valve blocks. This modern factory, built in 2008/2009, was a substantial supplement to Servi's in-house production. For this, Servi's supply chain required an enterprise resource planning (ERP) system that could help the company control its processes and handle the trading, manufacturing and servicing of its parts. The implementation of a new ERP system would not only decrease the amount of time it would take to get its products to market, but it would also increase customer satisfaction and help the organization to expand globally.

## OVERCOMING NEW CHALLENGES

The solution for Servi Group was IFS Applications; a single, integrated full-suite ERP application that enables global businesses to successfully handle four core processes: service and asset management, manufacturing, projects and supply chain management. Running nearly every component of IFS Applications, Servi's manufacturing sites and sales offices are operating in multiple countries from numerous locations, utilizing the system's components, including documentation, accounting, manufacturing, sales, customer relationship management (CRM) and more.

## GREATER EFFICIENCY AND ENHANCED CUSTOMER SATISFACTION

Benefits from the implementation have been profound for Servi Group. By implementing the new system, among other things, Servi has increased operational visibility while decreasing costs by almost 10 percent. As processes have been optimized; Servi has seen improved satisfaction among existing customers and is winning new business. Implementing IFS Applications has also enabled facilitated Servi's global expansion and accelerated time to market. The company is now more efficient, has reduced environmental waste, and has made major strides in enhancing mobility

## ABOUT SERVI GROUP

Servi Group, the top supplier of power and motion control in Scandinavia, delivers hydraulics, pneumatics, electromechanics, slide bearings (tribology) and a number of niche products and services to the offshore, marine and land-based industry. The company first entered the market in 1912 and has since earned a reputation in Norway and Europe for being hydraulic specialists. Today, it operates out of seven locations in Norway and one in Sweden. [www.servi.no](http://www.servi.no)

## BENEFITS

- Increased local and global sales
- Improved performance
- Decreased costs
- Increased efficiency
- Decreased delivery times
- Optimized operations
- Increased customer satisfaction

## SOFTWARE

- IFS Applications™
- IFS Customer Relationship Management™ (CRM)
- IFS Supply Chain Management™ (SCM)
- IFS Documentation Management™
- IFS Manufacturing™
- IFS Financials™

In addition to these results, Servi's experience as a customer of IFS has been positive too. Ståle Løkken, Servi Group Vice President of Operations, said, "I have had the pleasure of working with quite a few people in the IFS organization and they all do their very best to keep us as a satisfied customer. They are highly skilled and when we have a question, it is not like they write it down and answer it tomorrow; they actually have the knowledge so that they can go deeper into the system and answer the questions we are asking. When it comes to manufacturing, we have one person that we have been speaking to a lot and he is very experienced. He has several decades of experience, can provide information and understands our problems."

### WHAT'S NEXT FOR THE SERVI GROUP?

Having overcome its challenges and experienced the impact and benefits brought by IFS Applications, Servi Group is actively seeking new ways to take its business to the next level. The company is making plans to add another three modules to its suite: constraint-based planning, quality control and project planning. These three modules will help Servi further improve its profits and mobility. "We need to improve our profits and we will do so through IFS," said Ståle Løkken. Over the last one hundred years, Servi Group has achieved considerable success despite the many industry challenges that it has faced along the way. As the company journeys into its next hundred years, IFS will continue to support Servi in any way possible.

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**Ståle Løkken, Servi Group Vice President of Operations**



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