

# GLOBAL CONSTRUCTION FIRM MULTIPLY TRANSFORMS ITS PROJECTS WITH IFS APPLICATIONS™

In recent years Multiplex has grown rapidly, both geographically and with increased numbers of projects in key markets. With projects at the core of its global business, maintaining growth requires continual improvements in Multiplex's ability to manage projects effectively and efficiently.

Multiplex is one of the world's leading construction companies. With over 5,000 employees and US \$4 billion in revenue, it has completed around 1,000 large-scale projects since 1962—including commercial, sports and healthcare—in Europe, Canada, Australia, the Middle East and India.

After a review of its information technology systems, the company realized it needed stronger support for its core business processes. Multiplex's current systems were holding the company back. Multiple systems with limited functionality had been implemented separately in different regions. Processes were inconsistent, and Microsoft® Excel™ spreadsheets were often used to fill functional gaps.

## COST CONTROL WITH A STRONG PROJECT SOLUTION

Multiplex's senior management could see that many benefits would flow from a single-instance software solution that allowed them to drive global consistency in contract and project management processes coupled with increased visibility and control over project costs and revenue.

In a search for a new technology partner to replace its legacy systems, the company found a good fit with IFS Applications. "One of our decisions in selecting IFS Applications for our preferred ERP software was that we believe it is agile and has the flexibility to cope with our growing needs," said Charlie Bolt, Chief Risk Officer at Multiplex. "We're not using all of the components yet but there is a level of confidence that if we can define what we want, IFS will work with us to deliver it in the most efficient way."

IFS understood the importance of cost control through all stages of a project, one of Multiplex's key focus areas. It offered a strong project solution—an essential tool in managing project costs. "At Multiplex we use IFS Applications to manage the end-to-end process of multi-million-dollar projects," said Lidia Ribarovska, Global Business Systems Manager at Multiplex. That includes managing customer orders and contracts, subcontractor management, purchase orders, project planning, time and expenses, procurement, materials handling, progress tracking, and project accounting, with full electronic document management and approvals. Additionally, IFS Applications can handle Multiplex's other requirements such as providing a platform for integrating new technologies like building information management (BIM) and virtual reality.

With Multiplex's global project portfolio, of particular importance is a focus on project accounting with multi-country, multi-currency capabilities. Since the implementation of IFS Applications, Multiplex has successfully integrated the management and cost control of its projects with other accounting functions, including the finance and general ledger requirements for international reporting. That integration "has gone very well with IFS Applications", said Bolt.

## ABOUT MULTIPLY

Multiplex is one of the world's largest global construction companies. Multiplex has been delivering landmark property, commercial structures and infrastructure assets for more than 55 years, with a focus on sustainable growth. Founded in 1962, Multiplex has completed over US\$66 Billion work to date and has an annual revenue of approximately US\$4 Billion. The company has offices in Australia, the Middle East, United Kingdom, Canada and India. With almost 3,600 employees worldwide, Multiplex has earned some 630 awards and established itself as a leader in the residential, health, retail, commercial, tourism, education, engineering and infrastructure sectors.

[www.multiplex.global](http://www.multiplex.global)

## MULTIPLY

### BENEFITS

- Enhanced contract management
- Single repository for all business data
- Improved project transparency and control
- Greater visibility into, and control over, business processes
- Enhanced flexibility via mobile solutions

## SPECIALIZED SUPPORT FOR COMPLEX CONTRACTS

To achieve this goal, Multiplex needed more than a strong project solution. It also needed IFS's contract management solution to manage its many types of contracts. This includes complex contracts, where client variations and application for payments are the norm, and complex subcontracting activity, both of which Multiplex required.

"Our construction is complex, using a subcontracting model with lots of interaction and claims both upstream to clients and downstream to subcontractors," said Bolt. "IFS Applications handles our management of subcontracts and the variations that go with them very well. We can manage the variation orders as one row or a hundred—IFS Applications allows us to go into as much detail as we want."

## BENEFITS IN CONTRACTS, SUBCONTRACTORS AND PURCHASING

Since implementing IFS Applications, Multiplex has reaped the benefits with more accurate and up-to-date cost reporting. It has increased efficiencies in managing contracts, subcontractors, purchasing and materials, and can deliver better services to its customers.

"IFS Applications lets you look at details we couldn't access before to really interrogate where our numbers are sitting—both cost and revenue," said Erin Pidcock, Operational Development Manager for Multiplex in Australia. "Because we spend less time on manual processes, and have a greater understanding of our numbers, we can better serve our customers by administering contracts better."

Because the cost control component of IFS's project solution supports both a work and cost breakdown structure model, it allows project cost reviews to be managed in an integrated way without resorting to Excel spreadsheets.

"Our accounting and finance team and our project teams work closer together with IFS Applications as a central system," said Will Lane, Quantity Surveyor for Multiplex in London. "There are no Excel spreadsheets, there's no system that's not quite up to speed."



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**Will Lane, Quantity Surveyor, Multiplex, London**

IFS Applications has also been designed to manage project change—a perennial challenge in the construction industry. Being able to clearly identify scope changes and manage them with a proper integrated workflow can significantly improve a project's profitability.

"Now everything is inside IFS Applications we're able to spend several more hours per week focusing on what really matters to a construction project, which is providing value to our clients," said Lane. "Our project teams are far more efficient, which means we can employ less staff, and they can focus more on managing subcontractors on site. With the size of our projects, the savings can be in the millions."

"IFS Applications gives you instant, up-to-date information on exactly what costs have hit and what our users are doing on a project," said Peterson. "With subcontractors, it's very clear whether things have been done correctly and whether any amendments need to be made. The system is also very flexible in handling those amendments."

"One of the biggest benefits I've seen on site has been in purchasing," said Peterson. "Because it's not on paper, nothing gets lost, and the new receipting process makes it completely transparent what goods have and haven't arrived."

"Our quantity surveyors and contract administrators out on our construction sites are seeing the value that IFS brings," said Ribarovska. "They are finding increased accuracy around the materials handling process, for example, and are able to get better results."

**WATCH THE VIDEO ON:**

[IFS.world/multiplex](https://www.ifs.world/multiplex)



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