

VOLAC REALIZES PROCESS EFFICIENCIES WITH IFS APPLICATIONS™



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UNDERSTAND THE BUSINESS TO UNDERSTAND THE CHALLENGES

In addition to macro-sociological and environmental considerations, as a UK headquartered company Volac is also conscious of the impact that the UK leaving the EU will have on its trading conditions. With so many variables having the potential to affect the business in the short, medium and long-term, the ability to provide a single, real-time, view of its operations is of paramount importance to Volac.

With the business growing rapidly it became apparent that Volac's legacy systems were no longer fit for purpose. There was a requirement to bring each of its different sites and business lines together under one system. For Volac it was important that the supplier it chose to deliver an all-encompassing ERP system would match with the firm from a business perspective.

"The consultants that we had working with us became part of the "Volac family". Their industry knowledge was fantastic, they really got to know us as a business and know us individually, so we worked together very closely to get the best out of the system," says Mark Large, Head of Business Systems and Processes, Volac.

SHARED ACCOUNTABILITY WITH IFS APPLICATIONS

With the key driver behind the decision to implement an enterprise resource planning (ERP) solution being the requirement to gather, store and access business data in a common single system, Volac opted to roll IFS Applications out across all of its sites simultaneously. This would be a challenge, but the impact was both immediate and positive. Every part of the business had visibility into the data it needed and could also see how that data moved up and down the process chain.

Prior to the implementation, Volac had relied on certain key individuals who knew and understood the business. If those employees moved on, that experience would take time to develop in others. However, IFS Applications provides everyone in the business with complete visibility into all of the company's data and this shared view has helped improve knowledge transfer across the business. As a result of this shared understanding about the business, Volac has become more stable and robust from a resourcing perspective.

Furthermore, shared visibility and reporting has helped to create a culture of shared responsibility and accountability. It has helped to ensure that data throughout the process is delivered in a timely fashion and is accurate. The implementation has also encouraged a greater entrepreneurial spirit at the company, with employees across Volac now able to identify opportunities and suggest solutions.

IFS DELIVERS GREATER INTEGRATION AND MOBILITY

The introduction of Electronic Data Interchange (EDI) made possible with IFS Applications has resulted in thousands of automated messages being created daily across the business and to our customers, with far less manual input and fewer errors. In addition to this, Volac is also enjoying the benefit of integrating with third-party warehouses. Meaning the firm has much greater visibility into when and where essential stock has moved. Prior to the implementation, Volac employees would have to log into different disparate systems to gain this data.

ABOUT VOLAC

Established in 1970, Volac is one of Europe's fastest growing international dairy nutrition businesses with four production sites in the UK, one in the Netherlands and a sixth in Malaysia. Volac is passionate about improving the health of consumers and farm animals in an environmentally sustainable way and to help others do the same. With a turnover of £200 million, Volac plans to more than double in size in the next five years. With a strong heritage based on family values, Volac works closely with partners, friends and wider communities to provide exceptional service and dairy nutrition for a healthier world. www.volac.com

BENEFITS

- Provides a single, real-time, view of the company
- IFS understands industry challenges
- Encourages a shared responsibility for data
- Automated messaging speeds up process and reduces errors

This greater integration also extends to mobile devices where Volac is taking advantage of IFS Touch-Apps as standard. Leveraging Trip Tracker, CRM Companion and Notify Me across the business has revolutionized turnaround in terms of obtaining approvals for ordering and manufacturing while providing the salesforce with instant access to customers via smartphones and tablets. “Being able to access data anywhere at any time is the future,” says Mark Large.

“What I like about IFS is that it’s all simple, it’s all in one place, anything’s just a click away. I’m constantly trying to figure out what we could do differently to make this work better for us at our sites. For me, it’s definitely a big plus being able to look at the software and make suggestions about how the company can use it better,” says Holly Cottingham, Site services co-ordinator, Volac.

As a result of bringing all of its data into a single system, Volac no longer supports a wide range of legacy systems—some of which were being maintained by third parties managed overseas. Not only has this resulted in significant cost savings, it has also improved service levels. Now if Volac needs to develop or amend its systems it has a single point of contact on hand who truly understands the business.

“With IFS Applications now embedded throughout the business, we’re seeing improvements in quality, delivery to customers on time and fewer errors across the business, so fewer credit notes to the customers who are experiencing a better Volac than before,” says Mark Large.



IFS is the core system providing one version of the truth. As we grow and start new businesses, factories and partnerships IFS is the system that we implement.

Mark Large, Head of Business Systems and Processes, Volac

WHAT NEXT?

Volac is currently working on linking the operating system of the production equipment directly into IFS, so that there’s no manual intervention, it’s automated, the flow of information is backwards and forwards between IFS and our systems,” says Mark Large, adding: “This would provide real-time information, benefiting our product quality and efficiencies as a business.”

Further information, e-mail to info@ifsworld.com, contact your local IFS office or visit our web site, IFSworld.com

