

## Leading US vendor structures business processes with IFS Applications™

Ultimate Technology Corporation (UTC), based in Rochester, N.Y., is a leading designer, assembler, and integrator of Point-of-Sale (POS) hardware. Its open systems approach to POS provides limitless choices in the design of custom solutions that can include everything from printers, cash drawers and scanners to touchscreens, PCs, magnetic stripe readers, MICRs and signature capture devices. With more than 100 employees and annual sales of over US\$ 30 million, UTC markets directly to end users as well as through distributors, VARs and software developers. Looking to expand, UTC chose IFS to help structure its business processes and provide faster, more accurate management information.

### The problem

Up until the late 1990s, UTC had managed very well on ad hoc business structures. But as the company grew and was planning further expansion, there was a need to build a proper business structure. Director of quality/systems, Joe Russo, explains:

“We wanted consistency of processes as well as the ability to predict results. We wanted to have access to business management information to facilitate future planning and to get a better cost control structure.”



### The solution

After examining the market for business applications, UTC finally narrowed the list of potential suppliers to six, including IFS, QAD, and SAP. Using a scoring process and a detailed list of requirements, including a project time limit of six months after selection, UTC opted for the solution provided by IFS. Joe Russo again: "The component-based architecture was very attractive. It meant we could bring in pieces of functionality as required. And the Oracle database was very appealing." The interface was also a winning point since UTC wanted to go over to NT. All in all, the out-of-the-box functionality that IFS offered suited UTC's requirements very well. Joe Russo adds: "The demo went very well. The IFS people were well prepared. We were also impressed by the flexibility of the system."

### Implementation

The implementation was started in early July 1999, and included training and workshops. UTC owned the project very early in the implementation phase and was able to go live without the on-site support of the product delivery organization at IFS. In fact, because of the implementation methodology applied, the project was completed under budget due to the reduction of consultant costs. "We found IFS very helpful and easy to approach. Whenever we had a concern, the issue was resolved without delay," comments Joe Russo, adding, "We got solid support from IFS when we needed it."

### Benefits

With IFS Applications implemented, UTC now has more tightly integrated execution cycles. Sales and operational planning is facilitated by the system. Supply chain forecasting has become more accurate. Users have access to real-time information, including work status on shop orders, etc. With this, decision making has moved down through the organization,



giving employees a greater participatory role in the running of the company and increasing their level of responsibility. And the UTC business system has significantly less paper-based information.

Manufacturing and inventory processes have been simplified and shop orders and customer orders are tightly aligned. Furthermore, the shop orders in the system provide improved inventory tracking and control.

Finally, given the flexibility of the component architecture of IFS Applications, the day UTC decides to offer its customers e-business solutions, IFS has a wide array of e-business modules that can be implemented and integrated in the same easy, stepwise manner as its other modules.

### Software

IFS Financials™, IFS Engineering™, IFS Manufacturing™, IFS Distribution™, IFS Applications for Service Management

### Hardware

PC-based