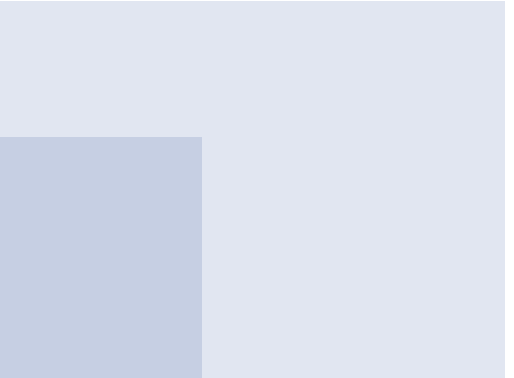




# IFS SERVICES





Organisations change and grow at an ever-increasing rate and the supporting systems across your business need to be agile and flexible to ensure you're not constrained by them. IFS is a global leader in providing Enterprise Resource Planning (ERP) solutions for businesses worldwide. IFS Applications' provides a platform to deliver integrated management of your business processes in real time, with the flexibility to adapt as your business changes. IFS Applications is constantly improving and developing to provide your business with a solution that will keep ahead of this changing environment.

As a valued IFS partner, Cedar Bay assists you in making the most of your IFS investment by simplifying and streamlining your business processes around the use of IFS Applications. With years of experience in implementing largescale ERP solutions, Cedar Bay is in a unique position to deliver the best solutions for customers within the IFS community. As your business evolves, Cedar Bay can help you meet your challenges. Our long-held experience and expertise will help you with effective strategic planning, creating roadmaps that focus on the delivery of solutions that meet your business objectives.

Our consulting services division grew from the recognition that Cedar Bay's extensive knowledge of automated data collection in 'real life' manufacturing, supply chain, maintenance and engineering, put us in an excellent position to provide consultancy services to IFS customers. Our rapidly-expanding team of IFS certified professionals provides support in all areas of IFS Applications. Their knowledge and implementation experience provides you with the services you need in order to plan, implement, optimise and review your solutions, ensuring increased efficiencies and maximum return on investment.

**We look forward to working with you!**

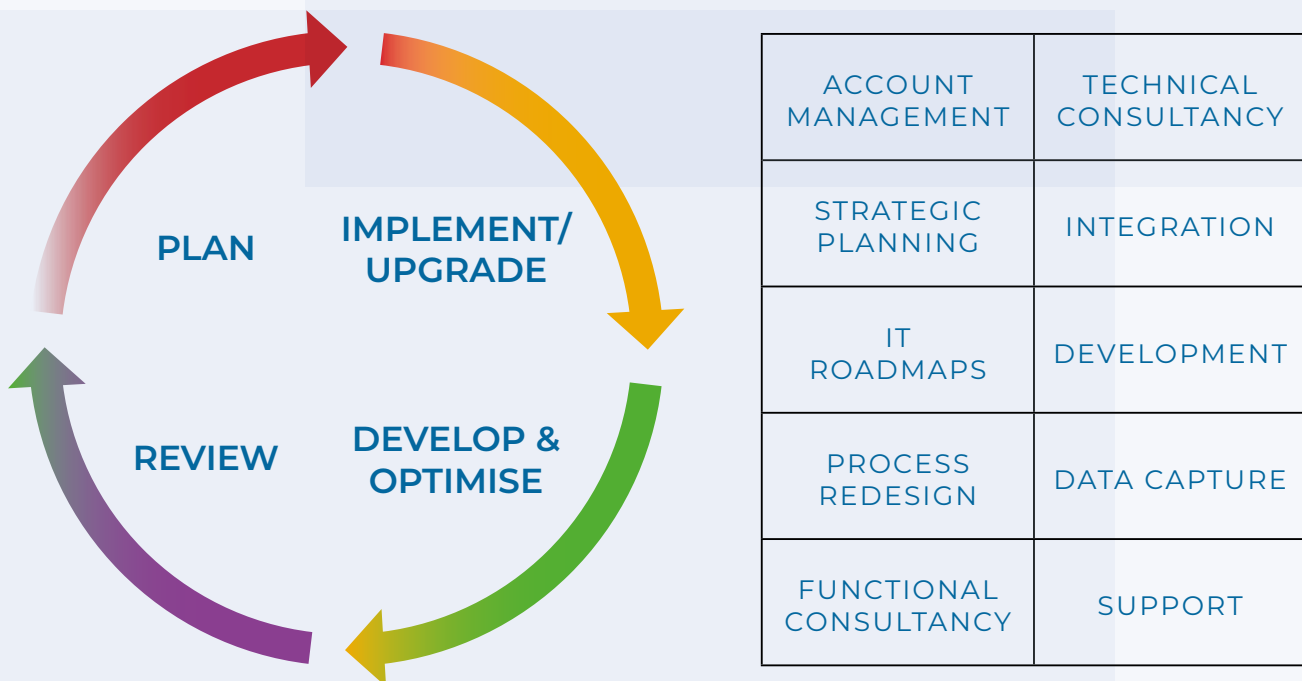
Roger Teagle

Managing Director

# OUR APPROACH TO LONG-TERM CUSTOMER PARTNERSHIPS

The long-term relationship with our customers is central to our business. As trusted advisors, the Cedar Bay account managers are key to managing that relationship. They are experienced professionals who can work with you to determine appropriate plans for the business. If your business has been running IFS Applications for a number of years, there is a strong likelihood that your use of IFS may not be fully optimised, and we have processes to help you determine how to improve.

The long-term partnership is underpinned by a framework which provides an iterative approach to the development of your IFS solution and the peripheral elements. Our approach for each and every project has a careful and proven methodology: Strategic Planning, Implementation & Upgrades, Development & Optimisation, Review. These stages are essential components in the overall on-going development of our customers' solutions.



Working closely with our customers to assess and analyse business needs and objectives, our account managers organise regular on-site Vision Workshops. This process analysis determines what potential improvements are needed in the IT systems and infrastructure to support our customer's strategic vision across the whole business. These Vision Workshops form the basis of a Roadmap, which reviews your current processes, offering alternatives or better ways to use IFS Applications in the future, delivering the most benefit at the least cost.

This leads to the development of a strategic plan that maps the business objectives to the development of the core business systems over a period of years. This is presented and agreed with the senior stakeholders in the business.

# STRATEGIC PLANNING

Any new project needs careful planning and governance: an IFS implementation or upgrade, is no exception. Our experienced project managers will work with you to help visualise the path needed to take your business to the place where you want it to be.

In the planning phase, we will create a Project Charter that has some key definitions and will:

- i) outline the business and project objectives.
- ii) define the project scope and the timescales.
- iii) establish the definition of the steering committee and project team.
- iv) define the roles and responsibilities of each individual involved in the project.
- v) determine the required input from Cedar Bay and the customer to deliver the project.
- vi) document the project management process, reporting and change management.
- vii) establish the budget and the schedule.

Over a period of time, businesses often find that their core IFS knowledge is diluted. In Initial planning sessions, we quantify the gap in knowledge between the current and 'to be' processes. This is used to develop the training plans. Our qualified consultants have knowledgeable, practical experience of the latest IFS versions to support and train the internal teams.

Technology forms an important part of the end users' experience of IFS and the Cedar Bay experts supply the hardware and infrastructure to deliver appropriate resilience and recovery plans for your solutions, if needed.

In almost all cases, there will be some change management to undertake and organisational changes, no matter how large or small, need to be carefully planned to ensure a smooth transition and buy-in from the teams within the organisation.

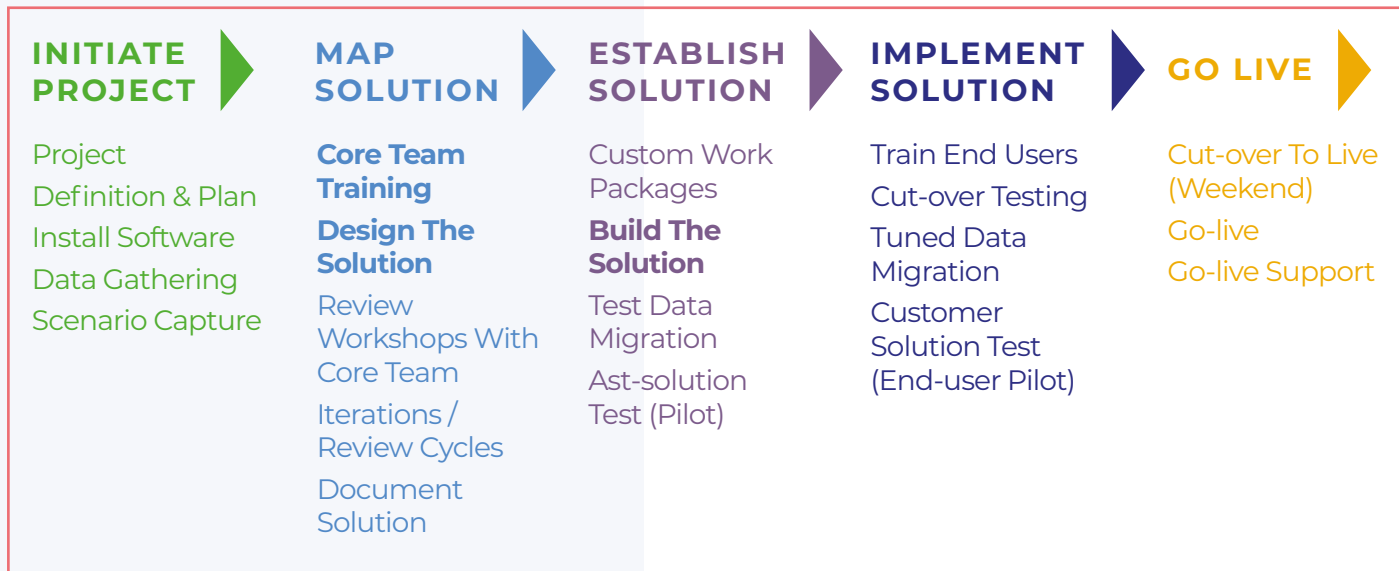


“ Cedar Bay undertook a project to help us to investigate our global IFS roll out and upgrade options in order to consolidate our ERP systems under one IFS instance. Their excellent work helped us to define our IFS roadmap for the next 2-3 years. As an added bonus, many quick wins were identified that delivered immediate benefits to the Yorktel business. It was a great experience working with Cedar Bay and we will be using them more as our plans are implemented. ”

Joe-E Hu, Chief Information Officer at Yorktel

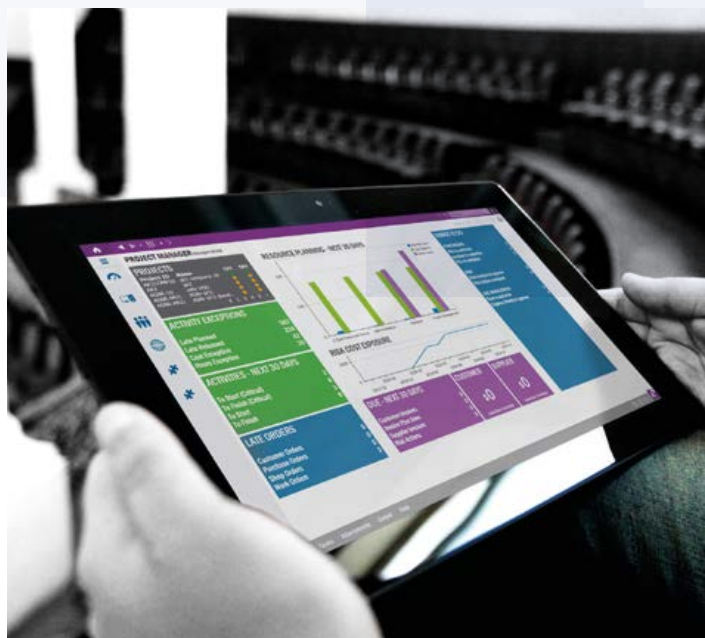
# IMPLEMENTATION & UPGRADES

Successful implementation is the over-riding key to any project, whether it's a new system, an upgrade, or the delivery of a new IFS module. The Cedar Bay Implementation Process consists of 5 steps, designed to initiate the project, map, establish and implement the solution before finally going live. The Project Charter will ascertain the business objectives of the specific project, establishing the planning and scope to each required step and how this can be achieved.



The Cedar Bay project team will be in place to facilitate the implementation, workshop the product and train the internal team, minimising risks and ensuring the complete process is managed efficiently. Our technical consultants will support all aspects of the implementation and will train the customer's key users and internal project team throughout the process. A sustainable solution is built and maintained, embedding the knowledge within the customer's organisation. Any organisational changes also need to be carefully managed during the project phases.

Prior to go-live, a cut over plan is jointly developed; this defines the exact steps required from a technical, training and support aspect. We identify the post go-live support required from the Cedar Bay consultants and identify the particular areas that the internal team can deliver. Constant evaluation and a clear understanding of the overall business objective is maintained throughout the process. Close project management is key to this phase and continual monitoring and referencing back to the Project Charter is essential to achieve success. The steering committee has a key role in supporting any project and ensuring that any issues are quickly resolved, and that the project is kept on time and within budget.



“ Cedar Bay helped us through every step of the process for our IFS 2003 to IFS Applications 9 reimplementation. In particular, their ability to support us with quality functional and technical consultants that worked well with our internal team was excellent. ”

Alex Harwood, IT Manager at Prodrive

## DEVELOPMENT & OPTIMISATION

Once a system is live, time will be needed for the solution to 'bed-down' and for the users to develop familiarity with the operations and iron out any initial issues. Cedar Bay will work with you to provide appropriate support during this period. Prioritising any operational issues is essential, so resources are focused on any business-critical items. A post go-live review will ensure that all objectives have been met and a detailed Optimisation plan can be developed.

Depending on how the initial Implementation has been scoped, there may already be a plan for further improvements or fine-tuning. The Optimisation programme, or next phase, is developed with a view to implement further areas. Many customers choose to concentrate on the core processes in the initial go-live, and then enhance their system with a series of further phases (such as using new modules) to extend their use of IFS Applications.

Post go-live, if a business process feels unnecessarily complex or prone to error, a Process Redesign with the Cedar Bay team can review this and define solutions. This may involve adding extra functionality or reconfiguring IFS to meet specific requirements. Sometimes, custom events or additional fields can streamline processes very simply: our in-house development and technical consultancy teams can deliver these improvements or train the customer's internal project team to do this.

There may also be an opportunity to develop closer integration to join 'business-specific' sub-systems to IFS, such as integrating IFS with other systems or machines on a production line. We can create the procedures to transmit data between the two systems using standard IFS connectors to provide a seamless flow of information from across the whole business to IFS.



“Cedar Bay has been a great partner for Heaven Hill Brands, their technologies and solutions have kept us moving forward during a boom for our industry.”

Kevin Andrew, Master Data Inventory Manager at Heaven Hill Brands

## REVIEW

On an on-going basis, the Cedar Bay account managers will meet with our customers to ensure that we are working with them to understand and support new business challenges.

Soon after any go-live, the Cedar Bay team will meet with your project steering group to assess and review the go-live and identify any items that require further work. In the medium-term, implementations can be reviewed in line with the original business objectives to ensure they have been fulfilled.

As businesses continue to change, the original plan needs an annual update to review and set new objectives. Our Vision Workshop process enables this to be developed and monitored. We can highlight new opportunities for our customers to gain competitive advantage through their use of IFS solutions and infrastructure. Technology around infrastructure changes quickly and the team at Cedar Bay will ensure you are using the best and most competitive technology for the future.

Support processes are a key element to having a successful and sustainable IFS solution. Cedar Bay can provide a complete suite of support which resolves day to day issues around IT and functional support of IFS. From a technical perspective, with regular remote and on-site support, Cedar Bay can conduct vital proactive maintenance ensuring your infrastructure remains robust, reliable and secure.

From a functional standpoint, Cedar Bay can provide an IFS triage service for first and second line support. This can reduce the load on our customer's IT staff to allow them to focus on improvement projects for their business. As partners, we have full access to IFS resources which we can use to tackle any issues or concerns that may arise. Our support desk will deal with identification of the concern, whether a training matter, a data set-up issue, or a issue in IFS which we will then log with the IFS team.

As businesses evolve and new IFS functions and features become available, constraints and issues may no longer restrict what is possible. By using our functional consultants to review processes with our customers, we can often define better processes and make significant business improvements.



“ Cedar Bay is a strong business partner,  
with great commercial terms for both  
implementation and on-going operational  
costings, which saves us time and money. ”

David Harmer, MIS Manager, Trelleborg Offshore

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