

Rodda's Clotted Cream



Live data from IFS Cloud delivers fresh Cornish clotted cream nationwide

About Rodda's Clotted Cream

In 1890, Eliza Jane Rodda started making clotted cream in a farmhouse in Cornwall. Fast forward over 130 years, and Rodda's family business is now a global exporter, transforming quality Cornish milk from local dairy farms into Cornish clotted cream, churned butter, shortbread, fudge, and bottling and supplying fresh and Barista Cornish milk nationwide.

Following a successful implementation and go-live of IFS Cloud in January 2024, Rodda's is using the system to service over 8,000 orders each month, processing 163,000 litres of milk every 24 hours to make around 10,000 kilos of cream each day.

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Wayne Glanville - **Head of Systems at Rodda's**

A continuous improvement focus

Wayne Glanville, Head of Systems at Rodda's, is responsible for the ERP, SCADA and the network estate. "We started our journey to IFS Cloud in April 2022, going live in January 2024 with around 200 users," he explains. "We had outgrown our legacy ERP; we wanted a modern solution that was compatible with our fast-moving consumer goods orientated industry and could help us enhance customer service. Continuous improvement is essential for any business, so staying ahead of the curve with an Evergreen ERP solution was one of our deciding factors," he says.

"During our shortlisting process, we looked at a number of different ERP vendors alongside IFS Cloud but as a Gartner Magic Quadrant leader, IFS Cloud stood out, meeting all our requirements," explains Glanville. "The decision to go with IFS Cloud was made collaboratively, engaging some forty staff at the creamery."



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Cooper Software as an IFS Partner

To implement the move, the company chose to work with Cooper Software, an IFS Partner with experience spanning over 300 IFS projects. "The company has helped us with project management, the cloud service implementation, user training and software development," says Glanville. "The Cooper Software consultants, project managers, and wider team worked very well with our internal team. The relationship was based upon trust and honesty right the way throughout the engagement, resulting in a very successful go live, with Cooper Software consultants on-site to support the transition." As a result, Cooper Software now has a multiyear agreement with Rodda's to derive continuous improvement from their investment in IFS.

The importance of live data

Carefully maintaining the same traditional time-served production methods, time is always precious for Rodda's: products must be processed and shipped within one or two days. Paul Morris, Planning, Purchasing & Logistics Manager at Rodda's, explains: "With fresh milk at the heart of our operation, and orders often arriving for turnaround by the next day, having really accurate live data from IFS Cloud is vital so we can process orders faster.

"IFS gives us live data showing the progress of shop orders as they're being made, so our planning team can see how production is working, and our logistics side can see when orders are coming in and product needs to be dispatched.

As a food manufacturer, Rodda's needs clear traceability of its product. Explains Morris, "IFS provides traceability with just a couple of clicks because it tracks the whole process through from end to end. We know which machine the product was made on, and which fridge it went into. It means we can give a great service to our customer when they want information, and it underpins our compliance," he says.

Seamless integration, informed decisioning

Alongside a number of IFS components and modules, Rodda's makes use of the Cooper Software suite of software including ACQUIRE™, TRAX™ and Making Tax Digital (MTD™). Says Glanville, "Our TRAX implementation is used for our third-party logistics integration, and ACQUIRE is used principally to speed up processes and provide good quality information back to our manufacturing and pick processes. The system is also fully integrated with software from other third-party vendors including an electronic Proof of Delivery solution, further improving customer service," he adds.

One of the ways that IFS Cloud is helping the business to grow is by acquiring and analysing data captured on a daily basis. "The data and analysis from IFS Cloud is vital to ensure we make good timely decisions, says Glanville. The inclusion of document manager within IFS Cloud has also helped Rodda's to centralise key information about both customers and suppliers.

Looking ahead: IFS.ai copilot

Looking ahead, Glanville says the next steps with IFS Cloud are to migrate to the latest version as part of the evergreen solution. "By moving to the latest release, we're hoping to adopt AI with the IFS.ai copilot. We're very excited about the potential capability of an AI copilot to make information access more democratic and more available for anybody within our business."

What advice would Glanville offer other companies considering the journey to IFS Cloud? "I would strongly recommend integrating into the IFS community. The user group and the forums offer fantastic support and access to a wealth of industry knowledge and experience," he says.