

## Scot JCB



# New ERP System Delivers Organisation-Wide Clarity and Business Value for Scot JCB

## About Scot JCB

For over 60 years, Scot JCB has been at the forefront of supply and servicing high-quality JCB plant and machinery across Scotland and the North of England. The largest JCB distributor in the UK, the group operates 15 depots serving customers in the construction, agriculture and industrial sectors. As a 'whole life' package provider, it supplies new and used machinery alongside rental, maintenance, and parts services.



## The Challenge – and the Opportunity

Over the years, Scot JCB had implemented several ad hoc systems to manage its disparate operations across four business divisions and a distributed network of depots.

With so many moving parts to the business, achieving a consolidated view of business performance was a top challenge for directors and senior managers. Meanwhile, departmental teams spent long hours navigating 'green screens' to pull together reports. The siloed systems also made it difficult to standardise processes across business units or enable effective inter-departmental collaboration.

Scot JCB wanted to implement a new company-wide enterprise resource planning (ERP) system to manage its business processes and data. By integrating key functions such as financial accounting and reporting, purchase ledger, sales, service and HR into one unified system, Scot JCB would be able to maximise the visibility and value of its data, standardise workflows, and monitor the enterprise-wide KPIs that matter – in real time.

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Harley Wilkie - IT Manager at Scot JCB

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## The Solution

Scot JCB turned to Cooper Software to help it transition to IFS Applications 10, a highly customisable and flexible ERP system packed with functionality, and a range of associated IFS modules that included IFS Reporter and IFS Business Extension.

Responsible for designing a comprehensive solution tailored to Scot JCB's exacting business and operational needs, Cooper Software would also be responsible for configuring Lobby pages that deliver a visual snapshot of key data and information based on a user's role, process or individual needs.

The scale of the project was considerable. In the first phase, Cooper Software would undertake the seamless migration of processes and data from Scot JCB's 15-year-old legacy ERP system and several software-as-a-service (SaaS) systems. Implementing new core functionality, processes and reporting capabilities across multiple business units. After which, it would implement a new IFS mobile Field Service solution for the 150-strong engineering force.

“The breadth of specialist technical knowledge and functional know-how provided by Cooper Software's IFS consultants was critical for configuring a comprehensive solution that today empowers every part of the business,” says Harley Wilkie, IT Manager at Scot JCB.

From initial specification to go live, the Cooper Software team worked with business stakeholders to ensure the final solution delivered against user needs.

“The implementation of a new ERP system was an opportunity to rethink our operations and how we could leverage data to power-up faster, better decision-making. Cooper Software's design team helped us navigate these changes – and more – initiating new capabilities and functionality along the way,” continues Wilkie.

Alongside project leading the design and implementation programme, Cooper Software played a pivotal role in preparing end-users for a transformative change in how they work.

“Cooper Software's consultants created standardised business process flow charts and user guides that helped our 150 office-based personnel adjust to the new system and new ways of working – something that represented a major step up from the previous ERP system they were familiar with.”



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## Outcomes

Today, Scot JCB has a complete up-to-date picture of its business operations. Something that has made it easier to identify trends, spot inefficiencies, and make proactive adjustments to fast changing market conditions.

Managers can now instantly access overviews of financials, inventory, sales and even employee performance, thanks to comprehensive dashboards that deliver the real-time visibility they need to monitor and drive-up performance while responding with agility to customer demands.

Meanwhile, users have embraced the customised and pre-formatted lobbies that simplify how they prioritise and go about day-to-day work tasks. Thanks to easy to navigate tabs and shortcuts that automatically deliver the insights, data and actions which users across the organisation need to work more productively and efficiently.

“Our mission was to grow the business, increase turnover and become more efficient. Thanks to Cooper Software, our IFS ERP implementation is enabling us to deliver against these goals. Teams now have access to the same up-to-date data, something that means departments can work more cohesively together.

For example, a sales team can see if inventory levels are sufficient to fulfil orders, while the finance department can monitor the impact of sales on cash flow in real time. This ability to act on real-time data is central for assuring long term and sustainable success for the business,” concludes Wilkie.

