



Customer Implementation Snapshot

Peters Ice Cream implements Infor M3 in only seven-and-a-half months



Facts at a glance

Products: Infor M3, Infor Implementation Accelerator for Food and Beverage

Industry: Food & Beverage

Country: Australia

Infor partner: Numeric Computer Systems (NCS)

"We would not have met our time line or budget if we had modified M3's preconfigured Accelerator for Food and Beverage. In the end we did not need to modify the preconfigured package – it was fine for our business."

—Jonathan Hutchings, transition manager,
Peters Ice Cream

About the company

The iconic Peters Ice Cream is the leading ice cream manufacturer in Australia. American expatriate Fred Peters founded the company in 1907, using his mother's recipe to build the foundation for manufacturing, distributing, and selling ice cream products in Australia. Today, the Melbourne suburb of Mulgrave is the production center for most of Peters' products. Peters caters to all segments of the market and distributes to both the grocery and impulse channels. Peters Ice Cream brands include Drumstick, Peters Original, Connoisseur, and Maxibon. To learn more, visit www.peters.com.au/.

Business case

- Replace the ERP system of Peters' previous owner, Nestlé®, with a standalone IT backbone.
- Fast-track the rollout from a typical timeframe of 12 to 18 months to just over 7 months.
- Add functionality targeted to the specific needs of an ice cream company, including real-time information on stock levels and direct store delivery status.

Implementation experience

- Infor® quickly implemented and rolled out an all-encompassing ERP solution that provides clear visibility across the business.
- With up to 70% of necessary food and beverage business processes pre-configured in Infor Implementation Accelerator for Food and Beverage, the implementation was faster than usual and hassle-free.
- The implementation included a complementary Sales Route Management system, provided by Infor's solution partner NCS, to meet Peters' requirement for real-time stock level and delivery information across a country-wide footprint, with on-the-ground access using mobility solutions.
- Infor's motivated, experienced, and organized implementation team met Peters' strict imperatives for project delivery and a go-live date that adhered to the transition deadline.
- Using standard templates and business processes as much as possible, the Infor team provided the necessary leadership, mentoring, project management, expertise, and initiative to make the implementation a success.

"The project was more successful than we could have hoped. The success of the project was driven by the project team. Not only did Peters dedicate its best people to the M3 implementation, the Infor team also provided very good people with years of accumulated experience on M3."

—Jonathan Hutchings, transition manager,
Peters Ice Cream