



Customer Profile

Pork Farms meets high demand with Infor M3



Facts at a glance

Product: Infor M3 for Food & Beverage

Industry: Food and Beverage

Country: Nottingham, UK

“The Infor solution is far less complex and meets our company’s requirements in a simple and understandable manner. Total running costs are more than 50% lower than before and employee training requires far less time.”

—Alan Webster, CIO, Pork Farms

About Pork Farms

Pork Farms was founded in 1931 as a small shop in Nottingham. Today it is one of the leading bakeries in Great Britain. Pork Farms has over 2,000 employees in three different locations in Great Britain: Nottingham, Market Drayton and Shaftesbury. In addition to their pork pies, which are well loved throughout Britain, Pork Farms produces other filled pies and pastry products as well as scotch eggs. <http://www.pork-farms.co.uk/>

The need for speed

The market for refrigerated foods demands speed. Product freshness is vital, so ordering, production, and delivery must happen rapidly. For Pork Farms, formerly a bakery in Nottingham and now an international producer of perishable goods, this often means receiving an order at 5.30 am, producing it by 7 am and shipping it before the end of the working day. As such, tight schedules, fast response, precise execution, and complete control over the delivery chain are critical. That’s why Pork Farms turned to Infor® and SEEBURGER, two leading IT companies, and experts in the field of refrigerated food products who know how to meet the high demands of this sector.

A story of transformation

Over the years, the Pork Farms Company had earned an enviable reputation for the quality of the pies they produce. The special recipe for the company’s characteristic dark and crispy pies has been long sought by customers and in the trade. Until recently Pork Farms was part of the Northern Foods Group. However, this relationship ended in 2007 and Pork Farms became independent again.

After separating from Northern Foods, Pork Farms needed new business software. “When we were still part of Northern Foods we used SAP,” says Alan Webster, Pork Farms CIO. “After the separation we had to continue using the existing IT systems for a limited period—but with substantial user costs. So the implementation of a new, company-wide business solution was a decisive economic driving factor for us and we immediately drew up a plan to evaluate and implement a new solution as quickly as possible.”

He continues, “We had a maximum of two years between the separation from Northern Foods and the time when we simply had to have completely implemented our own IT infrastructure and individual software systems. We were naturally very keen to carry out the change as quickly as possible in order to save the user costs of a system over which we had no influence either over the management or the control.”

“So in this way we were able to create a completely new solution and to implement a system which is optimally designed for our sector and from which our company benefitted immediately after the implementation without further adjustments.”

“Both Infor and SEEBURGER have accompanied us every step of the way. Cooperation proceeded well and we were able to ensure that our main objective—the implementation of a system for effective business operations—would be reached within a short timeframe.”

—Alan Webster, CIO, Pork Farms

Why Infor?

Pork Farms commissioned consultants from KPMG to draft a detailed requirement document and to invite tenders from all leading software companies in the field of production and trade in food and beverage. “We had a quick look at SAP because we already used it. However, we had no access to the substantial modifications that Northern Foods had made to the system in order to meet our special requirements. It would have been necessary to develop a new functionality in order to close the existing gaps in SAP. But we did not have time for this. We were even more impressed that Infor, with its comprehensive experience in provisioning ERP solutions for producers of refrigerated food products, could already demonstrate a system which came very close to meeting our own requirements,” he added.

“Many operations in our production depend on available stock and fast stock movements as well as the swift transfer of production operations,” Webster says. “IT systems must support this with a simple, user-friendly interface.

“Because of the many risks involved—loss of stocks during the production process, as well as strict regulations for quality control—a comprehensive yet uncomplicated software system is essential. In our company, audit assessments by retailers take place regularly, and these must ensure the consistent quality of the products they sell—therefore faster access to exact data is an important additional criterion.”

Infor’s unmatched reputation in the food industry was the main reason for Pork Farms’ decision to choose the Infor ERP solution. “There are so many extremely important areas which are unique to the refrigerated food market. Therefore it was a great advantage for us to work together with a company which is aware of these characteristics and whose system already features the corresponding functionality. Infor has demonstrated a high level of competence in our field and could show us a product which ideally met our requirements.

“Infor gave us the impression that they were a professional and competent company with whom we would like to work in the long term and do business together,” Webster says.

Why SEEBURGER?

After the evaluation of the ERP solution, Pork Farms had to ensure that business to business (B2B) connections with customers and suppliers could be easily migrated and developed. “Because of the high speed with which orders are issued and completed, our industry has an especially strong dependence on EDI connections.

“Ninety percent of our business transactions are carried out by EDI. That includes incoming orders, outgoing invoices and dispatch notifications. The distributors work with so many suppliers that there is simply no time to process orders manually and if the orders are not in the system at the start of the day it immediately leads to problems,” says Webster.

“In our view, SEEBURGERS’ B2B integration solution was the best in functionality and most advanced approach, which also matched the Infor system very well.”

Implementation

Once the choice of Infor and SEEBURGER had been approved, Pork Farms had to act quickly, so that the solution could be productively used before the end of the lease agreement with Northern Foods.

The implementation process began in January 2008, and start up followed at the first location in May and the last location at the end of August. "Going live went well and there were very few issues for our company. There was no time to run the old and new systems in parallel, so the reception and processing of orders had to function right after the switch-over. I am delighted to say that, thanks to the project team's hard work, the start-up could be accomplished punctually, within budget and with very few interruptions," Webster says.

Advantages

"Compared to our previous SAP system the Infor solution is far less complex and meets our company's requirements in a simple and understandable manner. Total running costs are more than 50% lower than before and employee training requires far less time, very often a single day is enough," Webster says.

"We were also impressed by the reliability of the system," he says. "We require a smooth and problem-free operating system with 100% availability. And this is exactly what happened as a result of the cooperation between Infor and SEEBURGER. After almost a year of use we have only had very few problems in spite of a hundred thousand transactions."

To conclude, Alan Webster highlights the good relationship between Pork Farms, Infor, and SEEBURGER. "During this relatively difficult time for our company Infor and SEEBURGER have been with us in equal measure every step of the way.

"Cooperation proceeded well and we were able to ensure that our main objective—the implementation of a system for effective business operations—would be met within a short timeframe. The consultants of each company employed themselves to the full extent so that we were able to meet these objectives and they stood by us for the whole of the first year after implementation making it an even smoother and more efficient operation. Their expertise in the field of technology and in the refrigerated foods industry was of great advantage to us and we are extremely pleased with the solution and our choice of supplier."



641 Avenue of the Americas
New York, NY 10011
800-260-2640
infor.com

About Infor

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 70,000 customers in 200 plus countries improve operations, drive growth, and quickly adapt to changes in business demands. To learn more about Infor, please visit www.infor.com.

Copyright© 2014 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. This document is provided for informational purposes only and does not constitute a commitment to you in any way. The information, products and services described herein are subject to change at any time without notice. www.infor.com.
INF1279932-1401902-EN-US-0314-1