



Customer Profile

Confiseur Läderach integrates systems with Infor M3



At a glance

Product: Infor M3

Industry: Food and Beverage

Country: Germany

“Strong functionality and trust in the future oriented, integrated Infor M3 software, along with the industry know-how of Infor employees has completely convinced us.”

**—Jürg Läderach, Company Owner,
Confiseur Läderach**

About the company

Confiseur Läderach AG, founded in 1962 in Ennenda, Switzerland, produces high-quality chocolate. Sales worldwide stand at about 34 million euros per year. Läderach products are marketed through specialist dealers and retailers. In the US, Japan and Korea, Great Britain and the Middle-East, Confiseur Läderach AG products sells its products through distributors.

The challenge

It is no surprise that Confiseur Läderach would seek the best IT available, a need that inevitably led to Infor® M3 for Food & Beverage.

Since 1962 Confiseur Läderach AG in Ennenda near Galrus has specialized in the manufacture of first class pralines.

The product line also includes seasonal chocolate goods and fine petit fours. The invention of the hollow chocolate ball by company founder Rudolph Läderach was a master stroke—it dramatically streamlined the artisanal production of truffles and simplified a painstaking process for thousands of professional colleagues.

The company was founded in the Glarner Alps, where its main office still stands, employing 180 people and generating revenue of more than 22 million euros each year. The company also does business in Dillenburg, Germany, where it employs 80 people and earns 12 million euros annually, and also does business through distributors in the US, Japan, Korea, Great Britain, and the Middle East.

The company does business through retail, wholesale, and export channels. In all these areas Confiseur Läderach AG strives for consistent growth through innovative ideas and a commitment to superior quality.

Benefits for the business

In the year 2000, Confiseur Läderach AG analyzed the status of all its business departments and found that the company’s recipe for success was missing one essential ingredient: An integrated technology solution. Every department at Confiseur Läderach AG suffered the effects of a fragmented technology infrastructure. The existing system could no longer support the company’s rapid growth and the increasingly complex requirements of a market-oriented production company. An integrated company solution became essential.

“It was soon clear that Infor M3 for Food & Beverage presented a mature solution in many areas,” Marcel Fülleman says. “Clear process structures, greater data transparency, and noticeably faster reporting have yielded significant practical benefits from Infor M3 in a very short space of time. We have observed a marked improvement in efficiency in our company.”

Why Infor?

The company sought a solution to meet some stringent demands. The solution needed to be well-tailored to the company's processes and generate little or no need to adjust processes to the constraints of the software. The software all had to come from a single supplier. It also needed to offer complete support for recipe management, minimum production units, high-bay warehousing, and human resources.

The Infor M3 solution won against SAP and Miracle because it best supported the business processes of Confiseur Läderach AG. Company owner Jürg Läderach says, "High functionality and trust in the future orientated, integrated Infor M3 for Food & Beverage standard software together with the industry know-how of the Infor employees has completely convinced us."

The solution

At Confiseur Läderach AG Infor M3 was implemented in the production, distribution, e-business, finance, and human resources departments.



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