Gunnersen Empowers Its Wholesale Timber and Panels Operations with Infor M3 ERP

GUNNERSEN

FORTUDE

The Client

Established in 1879, Gunnersen is the largest independent distributor of wood-based panel products, timber and decorative surface materials in Australia, and employs over 250 people nationally and overseas.

From large commercial fit-outs to kitchen renovations, Gunnersen distributes products for interior and exterior building applications. The company's products are retailed through hardware stores, timber merchants, plumbing retailers, and kitchen and furniture manufacturers in Australia and New Zealand.

Gunnersen is also focused around marketing and sales, procurement arrangements, inventory management and warehousing.

Business Challenge

Gunnersen was in need of a comprehensive ERP solution to accommodate their growing business needs, which included effectively managing their highly diverse range of products, dealing with complicated exchange rates issues arising from imported products, and the requirement for special delivery dockets and a technically sound warehousing operation.

Gunnersen contracted Fortude to assist with the implementation of M3 due to the following reasons:

- Gunnersen required an onsite Infor M3 expert to enlighten their stakeholders about the processes of Infor M3 implementation.

- Gunnersen required a long-term onsite resource to liaise with their subject matter experts (SME), to troubleshoot technical issues and to provide customized support and assistance.

- Gunnersen was looking for industry experts to carry out M3 Output Management (MOM), Mashup, and JScript developments.

- It was important that Gunnersen achieve the targeted go-live date.

Our Approach

Having a stable enterprise resource planning (ERP) system was critical for Gunnersen to provide requisite levels of service to customers, suppliers, and staff.

Fortude was entrusted with the challenge to immediately resume the failed Infor M3 implementation and fully complete it before the original go-live target date.

The project was initiated by Fortude by analyzing and documenting customer requirements in detail to ensure that M3 benefits are fully received by our client. A GAP analysis was conducted to bridge the disparities between the present state and the target state of the solution.

Before migrating data in to the new system, prototype sessions and user acceptance tests were carried out to make sure that the solution could handle the required tasks in a real-world scenario.

The M3 implementation was completed by Fortude and training was provided to SMEs on configuring and using the solution with go-live support.

Business Impact

Fortude's successful implementation of the Infor M3 solution immensely enhanced Gunnersen operations and provided higher levels of service to customers, suppliers, and staff. The Infor M3 ERP system included modules for distribution, procurement, supply chain, product data management, warehouse management, customer order processing and subcontracting

Seamless Integration

With a strategic presence in Australia, Fortude was able to seamlessly integrate all small and medium-sized enterprises that engaged with Gunnersen under one ERP system.

Adaptability

The Infor M3 implementation was able to adapt to Gunnersen's legacy infrastructure by successfully handling its input/output limitations.

Centralized Global Operations

Gunnersen values maintaining close relationships with customers and suppliers. The Infor M3 implementation created a centralized portal for Gunnersen to effectively liaise with its suppliers and customers spread across Australia, New Zealand and beyond.

> "Without Fortude's skillful input we would not be anywhere near as prepared for our go live date."

Steve Watson,
IT Manager, Gunnersen

Improved Warehousing

The implementation of the Infor Warehousing Mobility tool increased the productivity of Gunnersen's warehousing operations, reduced warehousing costs and eliminated the causes of errors and data discrepancies.

Scalability and Flexibility

The scalability of Infor M3 allowed the company to bring together their subsystems under one central system with the potential to integrate new business modules to cater to changing business needs and future growth.

About Fortude

Fortude delivers Infor M3 , Infor BI, Business Intelligence Services, Enterprise Software Development and Business Improvement Consulting services across the Fashion, Food & Beverage, Manufacturing and Healthcare domains, to a growing portfolio of global customers. Fortude has grown into a team of nearly 180 extensively qualified, multi-skilled, experienced professionals, working in offices in USA, Sri Lanka, and Australia. We are a Global Alliance Partner of Infor and Microsoft Partner thus making us a trusted implementation partner, passionate about achieving optimal business impact. Our teams have international, multi-industry experience and are Infor certified. Fortude maintains a proven track record of delivering customer value and maintaining customer relationships.

About M3

Infor M3 is an ERP system designed for companies that Make, Move, and Maintain products. With its extensive adaptability to manufacturing organizations, Infor M3's flexibility in operations, technology and scale was ideal for this organization as they required a multi-site, multi-country solution.

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