

# FORTUDE

Gunnersen empowers its wholesale timber and panels operations with Infor M3 ERP



Australia



Timber and panel products



Infor M3 & PLM

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.

## Challenges

Gunnensen 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.

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

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

Gunnensen 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.

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

It was important that Gunnensen achieved the targeted go-live date.

## Approach

- ✓ Having a stable ERP system was critical for Gunnensen 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 into 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.



We would not have managed to go-live at all with M3 without the support and input of Fortude.

**Steve Watson**  
IT Manager – Gunnensen

# 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

Fortude was able to seamlessly integrate all small and medium-sized enterprises that engaged with Gunnersen under one ERP system.

## 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.

## 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.

# FORTUDE

Follow us:    

Fortude is an Infor Global Alliance Partner providing world-class technology solutions to customers worldwide. It delivers end-to-end implementations, upgrades, and migrations of ERP solutions; provides functional and technical consultation; and develops integrations and custom solutions in the fashion, food & beverage, manufacturing, and distribution industry verticals. Fortude also has extensive experience developing business intelligence and analytics solutions as a Microsoft Gold Partner.

Fortude is based out of offices in the US, UK, Canada, Australia, Sri Lanka, and India, and has experience implementing projects across more than 19 economies with their value proposition to 'Delivering digital solutions that simplify businesses and lives.'

Delivering digital solutions that simplify businesses and lives

# Gunnensen empowers its wholesale timber and panels operations with Infor M3 ERP



Gunnensen 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.



Australia



Timber and panel products



Infor M3 & PLM

## The Business Challenge

Gunnensen 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.

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

- Gunnensen required an onsite Infor M3 expert to enlighten their stakeholders about the processes of Infor M3 implementation.
- Gunnensen 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.
- Gunnensen was looking for industry experts to carry out M3 Output Management (MOM), Mashup, and JScript developments.
- It was important that Gunnensen achieve the targeted go-live date.

## Our Approach

Having a stable ERP system was critical for Gunnensen 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 into 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.

## Impact

Fortude's successful implementation of the Infor M3 solution immensely enhanced Gunnensen 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 Gunnensen under one ERP system.

### Adaptability

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

### Centralized Global Operations

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

### Improved Warehousing

The implementation of the Infor Warehousing Mobility tool increased the productivity of Gunnensen'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.

---

**We would not have managed to go-live at all with M3 without the support and input of Fortude.**

**Steve Watson**

**IT Manager – Gunnensen**



## About Fortude

Fortude is an Infor Global Alliance Partner providing world-class technology solutions to customers worldwide. It delivers end-to-end implementations, upgrades, and migrations of ERP solutions; provides functional and technical consultation; and develops integrations and custom solutions in the fashion, food & beverage, manufacturing, and distribution industry verticals. Fortude also has extensive experience developing business intelligence and analytics solutions as a Microsoft Gold Partner.

Fortude is based out of offices in the US, UK, Canada, Australia, Sri Lanka, and India, and has experience implementing projects across more than 19 economies with their value proposition to 'Deliver Solutions That Matter.'

---

# FORTUDE

Follow us:    

Fortude is a global enterprise technology solutions partner providing ERP solutions, business intelligence, managed services and enterprise software development services. Fortude provides Apparel ERP technology solutions to manufacturers around the world and is a part of the single largest apparel exporter in Sri Lanka with over 40 locations across South Asia.

Deliver Solutions That Matter