



CP ENGINEERING GAINS HOLISTIC VIEW OF THEIR PROJECTS WITH IFS APPLICATIONS™

By implementing IFS Applications, CP Engineering has streamlined and modernized operations to manage the company's complete project lifecycle with a single, integrated platform supporting real-time decision making.

DISPARATE SYSTEMS HINDERED PROJECT SUCCESS

A leading Thai engineering company in the agriculture industry, Charoen Pokphand Engineering (CP Engineering) needed increased operational visibility to better support the lifecycle of its projects. With disparate systems and manual use of documents and spreadsheets, all the departments operated in information siloes, each having their own tools to support business processes. “There was no company-wide transparency of how we delivered and managed our customers’ projects from inception to go live and after service,” says Somponk Jenwitvichaikul, Senior Vice President, Charoen Pokphand Engineering Co.

Providing an accurate project quotation was near impossible. Staff could not reference similar project histories, costs, or resources to create a realistic quotation and project timeframe. “Sometimes we lost projects because we couldn’t quote accurately,” says Jenwitvichaikul.

Each year, CP Engineering would win 5–10 new large projects worth over 15 million Thai Baht. With limited visibility into their operations, project managers could not accurately manage the status of the project or know if a milestone was achieved. “We were too late responding to project issues, finding out 1-2 months after the incident took place once the customer complained to sales, who informed management and the engineering team,” says Jenwitvichaikul. “Not only did this impact the customer with project delays, but it also impacted us financially. It was damaging our reputation as a quality provider of delivering projects.”

Monthly reporting and forecasting were cumbersome, quickly outdated, prone to human error and often delayed. “Having to pull data from multiple locations to provide one view, it took too long to make enquiries, decision making was not in real time, and we incurred frequent errors from quickly outdated data,” says Jenwitvichaikul.

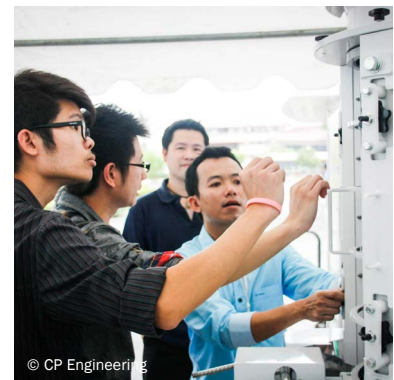
To better service their customers and continue to win new business, CP Engineering required an integrated project-based enterprise solution to support the management of projects and the back office.

ABOUT CP ENGINEERING

Charoen Pokphand Engineering Company Limited was established in 1978 and operates the sale of post-harvest machinery. It also offers planning and construction of factories/concrete silos/offices, engineering services in turnkey projects for seed processing plant and modernized rice mill processing plant.

“IFS Applications is rich in functionality to successfully manage the complete project lifecycle from inception to delivery and after-sale service while better supporting our growing client base.”

Somponk Jenwitvichaikul, Senior Vice President, Charoen Pokphand Engineering Co.



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INTEGRATED PROJECT-BASED ENTERPRISE SOLUTION TO MANAGE THE PROJECT LIFECYCLE

CP Engineering went to market for an ERP solution. Upon doing their research, they found that traditional ERP systems are designed for sequential processes and not project work. “It was clear from the onset that there was only one provider who could successfully manage the project lifecycle and the complexities associated with project-based work. That provider was IFS,” says Jenwitvichaikul. “The team and product were also a good culture fit.”

MORE EFFICIENT PROJECTS WITH IFS APPLICATIONS

No two projects are the same, but by accessing completed projects, the CP Engineering team can use templated solutions to more accurately quote any job by analyzing and forecasting resources, materials, labor and costs to ensure projects are delivered to budget and time.

“With comprehensive functionality in a single, integrated solution to manage every stage of the project’s lifecycle, we can proactively track the progress of the project, act on any deviations from the plan, ensure the necessary resources and labor are fully optimized, track real-time costs and revenue, all while keeping the customer informed at every stage,” says Jenwitvichaikul. “We have reduced our risk while optimizing productivity and know the real success of every project.”

Through process improvements and consolidating to a single, integrated system, CP Engineering has improved the core business processes of procurement and warehousing to ensure timely completion of projects. “We have seen a 10% saving in our procurement and warehousing costs,” says Jenwitvichaikul, who continues, “Since implementing IFS Applications we are gaining a strong reputation in the market for delivering successful projects on time and budget, and we have increased the number of customers and projects as a result.”

Employees are now working in unity, having real-time access to one centralized database with increased accuracy. “IFS has made for easier and accurate reporting and forecasting, enabling us to make informed decisions, which impacts the success of the business,” says Jenwitvichaikul. “IFS Applications is really easy to use, adoption and training of staff has been simple, and our employees have increased knowledge to perform their role and better support the businesses objectives,” says Jenwitvichaikul.

SUCCESSFULLY DELIVERING PROJECTS THROUGH IMPROVED PRODUCTIVITY

CP Engineering is reaping the benefits since implementing IFS Applications. “Employees are now able to accomplish more in less time by having modern and centralized operations,” says Jenwitvichaikul. “IFS Applications is rich in functionality to successfully manage the complete project lifecycle from inception to delivery and after-sale service while better supporting our growing client base.”

The next phase will see CP Engineering expand their offering to other ASEAN countries. “IFS Applications gives us this capability to expand our offering abroad and we look forward to the next chapter,” says Jenwitvichaikul.

BENEFITS

- Complete visibility of the project lifecycle
- Enhanced reputation and won new business deals from delivering more projects on time and budget
- 10% cost savings through process efficiencies in procurement and warehousing

SOFTWARE

- IFS Projects™
- IFS Sales & Service™
- IFS Supply Chain™
- IFS Engineering™
- IFS Manufacturing™
- IFS Financials™
- IFS Human Resources™
- IFS Document Management™

