

Customer Case Study

Achieving Go-live Goals Efficiently



Wyre Solutions have been working with SchuF since August 2020, and the working relationship has further developed while SchuF have achieved their Go-Live goals.

About the Project

John O'Sullivan, IFS Project Manager at SchuF oversees the implementation and functionality for IFS Applications within the business. At a high-level view, John manages the performance and development of the system and application whilst also coordinating key users, team members and their activities and ensures all issues raised during the solution are addressed, tested and resolved.

He expressed that "Wyre was initially contracted to help increase our IT resources for the Go-Live project as we were falling behind for Go-Live. Wyre Solutions were brought onboard in August 2020, and the business went live at the start of 2021.

During their time, they initially supported us with reporting, particularly the designing of customer-facing reports. With regards to the Go-Live project, we were somewhat unprepared going into it and didn't initially appreciate the amount of work that was ahead of us. Ultimately, it took us three years to reach the Go-Live stages and, even then, we were not realistic regarding the amount of additional time and effort involved to get us over the line.

As we collaborated further and our understanding of Wyre's capabilities grew, this quickly evolved into them supporting us with customisations, lobbies, custom events and much more; they have been heavily involved in the IT side of this project.

"Working with Harvinder Mehat, Operations Director, and Andrew Morgan, Technical Team Leader was superb as their flexibility was unmatched among other companies we had spoken with."

John clarified that Wyre Solutions were originally contracted to work with the SchuF team for one month however, at the end of the month, there was a list of outstanding work that they had set themselves and they required more of Wyre's resources and time.

"There were other companies that were more than willing to work with however, their flexibility did not shine through as much as Wyre's did."

About the Customer

With six manufacturing sites globally, SchuF is a well-established valve manufacturer. They design, engineer and manufacture process-critical customised valve products for the Chemical, Refining, Pharmaceutical, Plastics and Polymers, Mining, Aluminium, and Power industries.

SchuF have fully implemented IFS to produce a single, streamlined database. IFS is utilised within all business streams from Sales, CRM, Human Resources and Payroll, to Invoicing, Packaging, Packing, Warranties, Engineering, Design, Project Management, Customer Order Management, Procurement and Manufacturing.

SchuF
innovative valves, precision engineering

"This was the first time the business had gone through an exercise like this, and it was hard for us to quantify how much there was ahead of us and what resources we would need and when.

"Wyre's ability to be flexible took away that pressure and stress."

There was never any disagreements or battles over block booking time or signing a lengthy contract. Working with Wyre, we could work at our own schedule and needs, and, from my point of view as a project manager, this was very much appreciated and indeed was a big help to SchuF and the project team."

He added that "although our Go-Live was quite recent and with all this in mind...

"We would be looking at Wyre Solutions' resources to assist us if we decide to go ahead with upgrading to IFS Cloud."

When asked about John's overall thoughts on the Wyre Solutions team, John mentioned that he "came prepared with a list! - Wyre Solutions most notable qualities are their:

- Flexibility
- Can-do attitude
- Willingness to help
- Proactive listening
- Trustworthiness
- Ability to provide key users with quality consultants' suggestions to help them in their roles
- Quick turnaround of work
- Collaborative & collegial relationship

Alongside **Harvinder Mehat** and **Andrew Morgan**, we also worked with **Andrew Twiggs, Technical Consultant**, and **Lee Ward, Digital Transformation Lead** from the Wyre Team and for all the reasons above...

"I would undoubtedly recommend Wyre Solutions to other businesses who are looking to achieve their Go-Live project goals efficiently and for Wyre's overall support provision."

Operations Director of Wyre Solutions, Harvinder Mehat, expressed "Wyre Solutions are dedicated to providing our customers with a bespoke solution to achieve their goals. As professionals in the field, we resonate with each individual business need and deliver flexibility to work around them. We greatly appreciate John's commendation and we look forward to continuing to support SchuF with their IFS goals and if they choose to do so, assist them with the implementation of IFS Cloud to their business."

About Wyre Solutions

At Wyre Solutions, we collaborate with our clients to develop holistic business strategies to grow your business.

With our core values at heart, our dedicated and proficient team provide a vast array of expertise to create innovative solutions to fulfil your business goals.

As recognised Silver Channel and Services partners, we have positioned ourselves as a driving force in several key business sectors including life sciences, construction, retail, pharmaceutical, healthcare, agrochemical, maritime, marine electronics, automotive and oil and gas.

There is no "one-size-fits-all" solution and so, our team pioneer solutions by learning about your business principles and processes to ensure a personalised service to optimise your systems. Alongside our resolute support team based in the county of Worcestershire, we also offer IFS Licensing, Consultancy, Project Development and Partner Integrations as part of our service provision.




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