



IFSUK & I
USER GROUP

Epiphany

18th & 19th June 2024 - Woodlands Event Centre, Wyboston Lakes Resort, Near St Neots

Please do not print, you will be given a paper copy at the event.



Annual Conference 2024
Epiphany

A BIG thank you to all our sponsors!



PAGERO



novacura

**COOPER
SOFTWARE**

OOTARY



IFS



Anthesis
Enterprise Software & Services

DNASTREAM
MAKING TECHNOLOGY USEFUL



boomi





AGENDA - IFS UK&I USER GROUP CONFERENCE 2024 - EPIPHANY

17TH June 2024 - Pre-Conference Night

1700

Bedroom Registration from 5pm onwards – **Reception, The Woodlands Event Centre**

1700 - 1900

Event Registration from 5pm onwards - **Cedar Lounge**
Please do not arrive at the Woodlands before 5pm, there is another event on.
If you need to arrive early, please go to the Waterfront Hotel
on the Wyboston Lakes Resort, where you can work and buy coffee etc.

1900 - 1930

Ice-Breaker – Meet your Peers & the IFS Partners – **Rosewood 2&3**

Over the years, IFS systems have been fundamental in driving our business growth and expanding our reach across different regions. Being part of the IFS UK&I User Group has allowed us to build connections with similar companies, IFS consultants, and Partners, all with the aim of ensuring the best user experience and maximizing the capabilities of the system's functionalities. The User Group Conference, in particular, has proven to be a highly valuable, engaging, and productive event, bringing together professionals in a collaborative and sharing environment. The benefits of being part of this community are truly rewarding.

Sabi Andreotti - Business Improvement Analyst – Farrow & Ball

1930 - 2000	<p>Pre-dinner drinks - Bring your lanyard to get your free drink - Cedar Bar</p>  <p>Many thanks to Enterprise Analytics for sponsoring Pre-Dinner Drinks!</p>
2000 - 2200	<p>Informal Networking Dinner - Olive Restaurant</p>
2000 - 2300	<p>“Cash” Bar – Cedar Bar - Card Machine in use Last orders at 10.30pm</p>

Being a member of the IFS UK&I User Group has been so useful to us as an organisation, introducing us to other customers with similar businesses / challenges. The online events are informative, and the annual conference is well organised, with very interesting agenda topics, not to mention great fun.

Kam Saran – Group ICT Manager - Sumi Agro Europe Limited



18th June 2024 - Day One

0800 - 0830	Registration, Refreshments & Pastries - Cedar Lounge & Bar
0830	Event Starts – Main Stage
0830 - 0840	Rosewood 2&3 Welcome & Introduction Susan Hailey - Chair - IFS UK&I User Group
0840 - 0850	IFS Business Update Steph Poore - Managing Director UK&I – IFS
0850 - 0905	IFS UK&I User Group - New Website Amanda Miller – Manager – IFS UK&I User Group
0905 - 0945	IFS Strategic Product Direction and Highlights James Greaves - Global Head of Presales – IFS
0945 - 0950	Explanation of the Agenda Amanda Miller - Manager - IFS UK&I User Group
0950 - 1005	Quick Refreshment Break - Cedar Lounge & Bar

Networking Notes & New Contacts 2024

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18th June 2024 – P2P Blitz

Please choose from one of following:

P2P Blitz – (Peer to Peer) - Members Only
Facilitated by the User Group Committee & their colleagues

An opportunity to:

- meet your peers
- discuss a subject in detail
- ask questions
- build new, supportive relationships
- benefit from each other’s experiences
- gain a better and deeper understanding
- help each other achieve best practise
- make suggestions for the IFS Roadmap

Notes:

- **Please ensure that you have read the pre-read documents before attending this session.**
- Please bring ideas for anything you would like to discuss to the session.
- Initially these sessions are for **Members only**, however, if the group decides to invite someone from IFS, or a Partner to support the session, you are welcome to do so.
- These sessions can also be used to make suggestions for the IFS Roadmap.
- Due to demand in previous years, there are 2 x Supply Chain and 2 x Manufacturing sessions, one on each day, you can attend either or both.
- **Please remember, the host is not there to answer all the questions, they are a customer like you. The more you prepare for this session, the more you will get out of it.**

	Elm Suite	Poplar Suite	Ebony Suite	Cherry Suite	Beech Suite
1005 - 1120	<p>P2P Blitz HR</p> <p>Facilitated by: Annie Malins System Solution Manager Volac International</p>	<p>P2P Blitz Supply Chain 1</p> <p>Facilitated by: Madan Natarajan ERP and Change Manager Dermal Laboratories Alan Bennett Supply Chain Manager Dermal laboratories</p>	<p>P2P Blitz Technical</p> <p>Facilitated by: Mick McCann ERP Director Europe & Asia CCL Design Asanga Agalakotuwa Business System Manager HL Hutchinson</p>	<p>P2P Blitz Finance</p> <p>Facilitated by: Simon Paddy Senior IFS Business Analyst Finance Revvity</p>	<p>P2P Blitz Manufacturing 1</p> <p>Facilitated by: Susan Hailey IFS Solution Design Lead William Grant & Sons</p>

1120 - 1150

Refreshment Break - **Cedar Lounge & Bar**

Notes

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1150 - 1230 - Breakout Session 1

18th June 2024

Please choose one from the following:

Poplar Suite	Customer Presentation SYSTRA	Transforming Business Performance with IFS: A SYSTRA Case Study Join Tim Hughes as he explores SYSTRA's journey in enhancing business performance with their IFS solution design. Learn about their transition from IFS8 to IFS10 and their current upgrade to IFS Cloud, focusing on performance improvements throughout their three-year transformation. Tim Hughes – Head of Business Systems - SYSTRA
Ebony Suite	Customer Presentation Dermal Laboratories	Customisation – a Monster or an Angel? <ul style="list-style-type: none">• Dermal and the group companies implemented IFS back in 2005• Lack of certain functionalities at that time warranted many customisations• Numerous customisations added over the years and missed the new functionalities made available with the newer versions of IFS• Customisations useful and essential• How far did we go with Customisations - Good and bad. Natasha Knott - ERP systems Coordinator – Dermal Laboratories Lee Dick - Senior ERP Developer – Dermal Laboratories Madan Natarajan – ERP and Change Manager - Dermal Laboratories

Cherry Suite	Partner with Customer Presentation DNASTREAM with Banham Security	Unlocking the Potential of Lobbies with FSM <ul style="list-style-type: none"> • How to consider the requirements • What Lobbies are used for • ...and what they are not • How to keep relevant for your user roles • The benefits of good lobby design • How to maintain and enhance the Lobby experience Jacques Beaupierre – Head of ERP Solutions - DNASTREAM Kirsty Jones – Project Manager - Banham Security
Beech Suite	Partner Presentation Covalent Systems	Automated Testing strategy in IFS Selecting the right test automation strategy for IFS Cloud and your business systems landscape is crucial to ensure the efficiency, reliability and performance of your business system Simon Green – Director – Covalent Systems
Elm Suite	IFS Presentation	IFS Poka Empowering and keeping factory workers connected by maintaining manufacturing excellence. Chris Hoang – Solution Architect - IFS

1230 - 1330	Lunch Break – Olive Restaurant
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Main Stage - Rosewood 2&3

Meet the Partners

A unique, User Group opportunity to meet 17 of the IFS partners in one rapid fire session!
The IFS Partners with Amanda Miller – Manager - IFS UK&I User Group

IFS Cloud Upgrade – Technical Advantages – including Q&A

Acknowledging that customers may be concerned about letting go of their legacy systems, before clearly detailing the benefits including technical functionality differences provided by IFS Cloud.

Shaun Connor - Director of Product Engagement – IFS

“When I started my current role I had zero IFS experience and almost all of the key in-house staff had just left following our APPS 10 upgrade. I needed to meet people who knew about the product, get ideas and ask ‘how do you do it’? and the IFS User Group enabled me to do all these things”.

Matt Wilde – IC Brands

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1425 - 1505 - Breakout Session 2

18th June 2024

Please choose one from the following:

Poplar Suite	Customer Presentation McLaren Construction Group	Cultivating Efficiency: Maximizing the Role of Lobbies in Your IFS Processes Join us for an insightful exploration and demonstration into the pivotal role lobbies play across four key domains: Projects, Supplier Relationship Management (SRM), Finance, and Expenses. Discover how reimagining their practical application can revolutionize your end-to-end processes. Garry Parker - Senior Technical Analyst – McLaren Construction Group Egle Sceponaviciute – Business Analyst – McLaren Construction Group
Ebony Suite	Customer Presentation Cubic Transportation Systems	Frictionless Service Join us as Mike takes you through the life of a device system alert as it weaves its way frictionlessly through the IFS FSM, PSO and Mobile solutions, enabling Cubic to consistently hit and exceed its SLA's. Mike Gosling - Service Management Systems Manager – Cubic Transportation Systems
Cherry Suite	Partner with Customer Presentation Cooper Software with A E Rodda & Son	Rodda's Journey to IFS Cloud - More than an IT Project! Join us for an insightful breakout session where Rodda's, renowned for its Cornish clotted cream products, shares its transformative journey to IFS Cloud, having gone live in January 2024. This session will reveal how the transition was more than just an IT project. Rodda's and Cooper Software will discuss the strategic approach, highlight successes, and share crucial lessons learned. Learn how to secure business buy-in and understand the broader impact on the

		<p>organisation. This is an essential session for anyone considering or planning a move to IFS Cloud. Plus, courtesy of Rodda's and Cooper Software, all attendees will enjoy a delicious afternoon treat.</p> <p>Lee Mackreath - Senior Channel Account Manager - Cooper Software Wayne Glanville - Head of Systems - A E Rodda & Son</p>
Beech Suite	<p>Partner with Customer Presentation</p> <p>Platned with The Clancy Group</p>	<p>Clancy's continuous improvement journey - Overcoming post go live fatigue and staying on track to deliver ROI with Platned</p> <p>Understand how customers like Clancy are using our business health check as the starting point on their continuous improvement journey. Gain insights into how these evaluations enable you to improve employee and customer satisfaction and deliver on your return-on-investment goals. In this session we will unveil our best-practice roadmap, guiding you from health checks to pioneering support services. Join us to unlock the crucial insights driving organisations toward sustained success.</p> <p>Steve Boreham – CCO – Platned Daniel Young – Sales Director, North America – Platned Felicity Caldwell - Head Of Information Technology – The Clancy Group</p>
Elm Suite	IFS Presentation	<p>Tips & Tricks – Moving to Cloud</p> <p>This session is aimed at showing the functionality to improve the user experience. We will be reviewing some of the best existing, new and coming soon features enabling users to get the most out of IFS Cloud</p> <p>Tom Simkins – Presales Solution Architect - IFS</p>

1505 - 1530	Refreshment Break - Cedar Lounge & Bar
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1530 - 1610 - Breakout Session 3

18th June 2024

Please choose one from the following:

Poplar Suite	Customer Presentation Volac International	Avoiding ERP-Emergency Room Visits: How we survive our security audits The challenges of managing an IFS security audit and how Volac have implemented Microsoft Power Platform Solutions to provide the control and visibility required to navigate this. Steve Groves – Application Development Manager - Volac International Dipak Patel – Senior Application Developer – Volac International
Ebony Suite	Customer Presentation Donaldson Timber Systems	Pipeline to Project – Make Winning Work Fun Again How we've used IFS to connect up our Sales & Estimating teams with our operational teams to help new workflow smoothly Dan Wymer - Process Analyst – Donaldson Timber Systems
Cherry Suite	Partner Presentation Pro DBA	Remote Deployment Installation of IFS Cloud – Tips and Tricks A high-level overview of the technical steps involved in a remote deployment of IFS Cloud. Whether you're a seasoned IT professional, or a newcomer to cloud solutions, these insights will equip you with the knowledge to successfully implement IFS Cloud. Andrew Lauener - Oracle Database Consultant - Pro DBA Paul Crichton - IFS Consultant - Pro DBA

Beech Suite	Partner with Customer Presentation Arcwide with Reaction Engines	Delivering IFS Cloud to a high growth business Hear how Reaction Engines embraced IFS Cloud across their business to support the ambitious growth plans and standardise business processes. Steve Barr - UK Managing Director – Arcwide Steve Mould – Business Transformation Director - Reaction Engines
Elm Suite	IFS Presentation	IFS assyst – a day in the life of... Real world understanding of how an employee can use assyst to solve challenges impacting the work force. Using the Self-Service portal to report an incident, to how the agent investigates the call and highlighting the value of the Impact Explorer. Then finally showing how the workflow in assyst integrates with FSM to produce a work order for an engineer’s visit Emily Andrews Senior Sales Specialist – IFS assyst Andrew Kettleby - Senior Solutions Consultant - IFS

The next User Group Conference will be in November 2025
Bookings will open in January 2025 - Don't forget to book early!



1610 - 1650 - Breakout Session 4

18th June 2024

Please choose one from the following:

Poplar Suite	Customer Presentation Globeleq Africa	Our Journey to IFS Cloud Our 18-month (somewhat painful) journey from IFS Apps 10 to IFS Cloud as an IFS Managed Cloud Customer. During this session, we will share with you : <ul style="list-style-type: none">• Our methodology• Our challenges and difficulties• And finally, the enthusiasm of our Cloud users about the intuitive interface and new features. This version is already considered a game changer for some of them. Gary Mitchem – Group IT Director – Globeleq Africa Herve Atchom - Group Senior Manager IFS Services – Globeleq Africa
Ebony Suite	Customer Presentation Dermal Laboratories	ERP System Validation: Current & Future plan CS Validation challenges for pharmaceutical manufacturers using IFS. Overview of our current complex validation process due to customisations and modifications. Journey of revising the processes under the business process re-engineering project to reduce CRIMs. Overview of the future Validation plan with a much-streamlined IFS setup and business processes, reduced workload for the validation team. Madan Natarajan – ERP and Change Manager - Dermal Laboratories Martin Whitby - Computer Systems Validation Controller – Dermal Laboratories

<p>Elm Suite</p>	<p>Partner with Customer Presentation Xitricon with Flamingo Horticulture</p>	<p>Connected Factory A connected machine ecosystem integrates industrial assets through advanced software and intelligent technologies. This interconnection enables smarter, more agile decision-making, revolutionising the manufacturing landscape. Join Xitricon as we delve into the how and why of the connected factory, examine the key technologies and software involved, and outline the steps to begin your journey. Additionally, we'll explore what to expect as you connect your equipment and machine tools to IFS. Stuart Watton - Director of Operations, UK – Xitricon Liam Roberts – Flamingo Horticulture</p>
<p>Cherry Suite</p>	<p>Partner Presentation Muzulu And Pagero</p>	<p>Mastering the P2P Flow using IFS Join experts from Muzulu and Pagero about the possibilities IFS offers for enhancing your P2P process efficiency and see how other businesses have achieved. Dharam Atwal – Business Development Manager - Muzulu Hamish Johnson – Director - Muzulu James Faure – Key Account Manager - Pagero</p>
<p>Beech Suite</p>	<p>Partner with Customer Presentation Baker Tilly with Tayto Snacks</p>	<p>Support Enhancing Service with Baker Tilly Tayto Snacks, the iconic crisp manufacturer, joins their IFS service partner, Baker Tilly, to discuss the demonstrable benefits of having a managed support and continuous improvement programme. Through real-life examples and insights, this session will highlight tangible benefits which have been achieved as a result of Tayto collaborating with Baker Tilly through its tailored support framework. More than simply support, the value-add service Baker Tilly provides is designed to not only answer 'how to' questions but to help enhance your IFS solution as your business evolves. Michael McGinn - IT Manager – Tayto Snacks Lorant Horvath - Business Development Manager - Baker Tilly Digital</p>

1650 - 1705	Refreshment Break - Cedar Lounge & Bar
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	Main Stage – Rosewood 2&3
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1705 - 1800	<p style="text-align: center;">Generative AI, The Silent Saboteur Unmasking the Hidden Threats and Benefits of Gen AI in the Workplace</p> <p style="text-align: center;">Generative AI is awesome right? Well, recent studies are showing that performance improvement for creative product innovation is massively enhanced with the use of Gen AI in the workplace - to the tune of a 43% lift in the non-expert workforce, and it even gives a 17% lift in the most skilled people! So yes, Gen AI is awesome...</p> <p style="text-align: center;">But... when it comes to creative business problem solving, over reliance on Gen AI created answers, without strong critical thinking, actually DROPS performance by 26% in the non-expert workforce potentially damaging your business - unless you know how to educate your users!</p> <p style="text-align: center;">However, it's not all doom and gloom, there are some incredible benefits to be had, if, and ONLY if, you understand the nuance of this incredibly cool technology - come to the end of the day speech and you'll learn some of these secrets and avoid Gen AI from becoming a silent saboteur in your company. So, join Matt Smith, listen and interact to get yourself ahead of your competition and leverage this once in a generation advancement in technology.</p> <p style="text-align: center;">(Matt Smith - Global Chief Architect - IFS)</p>
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	END OF DAY 1
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1930-2000	Pre-Dinner Drinks (Bring your event lanyard to get your free drink) - Cedar Lounge & Bar Dress Code – Rodeo
2000-0100	Dinner & Entertainment – Olive Restaurant
2000-0100	“Cash” Bar - Cedar Lounge & Bar – Card machine in use Last orders at 0030

The IFS UK&I User Group is a not-for-profit organisation, independent of IFS and run by a committee of volunteers from IFS customers – a friendly, supportive place where we love to talk about IFS.



19th June 2024 - Day Two

0830 - 0900	Registration, Refreshments & Pastries - Cedar Lounge and Bar
0900 - 0910	Rosewood Introduction / Day 2 Welcome Susan Hailey – Chair - IFS UK&I User Group
0910 - 0940	IFS Panel answer the User Group Member's Questions Hosted by – Susan Hailey – Chair - IFS UK&I User Group Andre Robberts - President, Southern and Western Europe and LATAM - IFS Steph Poore - Managing Director - IFS UK&I Callum Aspley - UK&I Presales Director - IFS
0940 - 0955	User Group AGM Susan Hailey - Chair - IFS UK&I User Group
0955 - 1005	Explaining Industry Sessions Antony Bourne - SVP Industries - IFS
1005 - 1010	Explanation of the Agenda Amanda Miller – Manager - IFS UK&I User Group
1010 - 1025	Refreshment Break - Cedar Lounge & Bar

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1025 - 1105 - Breakout Session 5

19th June 2024

Please choose one from the following:

Poplar Suite	Customer Presentation Kimal	Lazy Admin Hints & Tips implemented by Kimal, to make their jobs easier whilst administering and developing IFSAPP9 9 version of IFS. They will cover: <ul style="list-style-type: none">• An Administration Lobby• Custom Events• Data Migrations• Custom Logical Units• Custom PL/SQL Packages David Tyrie – IFS Systems Support – Kimal Andy Cheetham – IFS Application Support - Kimal
Ebony Suite	Customer Presentation Flamingo Group International	Evergreen, what's next? We've finished our upgrade and moved to Cloud – phew! How do things change for our business in the new world of Evergreen? Our considerations, actions and plans. Richard Baker - Group IT Director - Flamingo Group International Limited
Cherry Suite	Customer with IFS Presentation Marshall of Cambridge Aerospace Limited	Regulated Industries Group discussion about the challenges of working within a regulated environment, how IFS can support compliance and the key role of software validation. April Baker - Senior Manager - IT Operations - Marshall of Cambridge Aerospace Limited Richard Cherry - Senior Business Architect - IFS

Elm Suite	Partner with Customer Video Ootary with video from Itancia & Secom	ARMONY SOLUTION: IFS Extra mile, Migration accelerator and ROI tool AS modules, Soft migration and EDITIC game changer Patrick Gilliot - International Manager - Ootary Jean Phillippe Castaldini - Head of consulting – Ootary
Beech Suite	Partner with Customer Wyre Solutions with Portsmouth Aviation	Enhancing Efficiency Through Dedicated Support Wyre Solutions has been the trusted IFS partner for Portsmouth Aviation since 2020, providing comprehensive support to optimise their IFS application and now working on their IFS Cloud upgrade. Join us to discover how our tailored support services have been instrumental in enhancing operational efficiency, resolving issues promptly, and driving continuous improvement. Through this session, hear directly from Ben Baker, Systems Manager at Portsmouth Aviation, about their IFS journey, their relationship with Wyre Solutions, the challenges they have overcome, and the tangible benefits achieved through this collaboration. Learn how Wyre Solution’s dedicated, collaborative, and tailored support has enabled Portsmouth Aviation to maximise their IFS investment and streamline their processes, preparing them for the future with IFS Cloud. Paul Maybury – Managing Director – Wyre Solutions Ben Baker – Systems Manager – Portsmouth Aviation
Rosewood 2&3	IFS Presentation	IFS Technical Roadmap – Things to Consider Upgrades from a general perspective and not necessarily targeted at IFS Cloud Shaun Connor – Director of Product Engagement - IFS



1105 - 1145 - Breakout Session 6

19th June 2024

Please choose one from the following:

Poplar Suite	Customer Presentation Harland & Wolff	Embarking on IFS Cloud - The Journey to... the Journey to Cloud From project deadlines to technical resources, there were many challenges to resolve before contemplating a cloud upgrade such as discovering the appropriate time to start, and which foundations needed to be in place. Getting this right, and combining all the business pressures and deadlines, was the starting point of our journey to, the journey to Cloud. Dominic Cotton - ERP Operations Manager - Harland & Wolff
Ebony Suite	Customer Presentation CCL Design	Using IFS across a global organisation Where we were / Where we are now / Where we want to be... Mick McCann - ERP Director Europe & Asia – CCL Design
Cherry Suite	Partner with Customer Presentation Boomi With Flamingo Group International Ltd	IFS + Boomi: Digital Transformation in an AI World Partnering with Boomi, IFS customers can build integrations faster, significantly reducing development time. Please join our session to hear more about our close partnership with IFS and how this has provided great benefits from one of our joint customers. Danielle McNamee - Global IFS Strategic Alliance Manager – Boomi Teemu Hyle - Advisory Systems Engineer – Boomi Richard Baker - Group IT Director - Flamingo Group International Limited

Beech Suite	Partner Presentation Enterprise Analytics	Transforming IFS AR & AP Processes: Embracing the Future with ISO 20022 Payment Standard ISO 20022 is a rapidly evolving open global standard for financial information, providing consistent, rich, and structured data for all types of financial transactions. Corporations are required to adhere to this global shift in the financial landscape while aligning with regulatory requirements. The adoption of the ISO 20022 payment standard is revolutionizing Accounts Receivable (AR) and Accounts Payable (AP) processes within IFS. It enables seamless automation, reduces errors, and enhances straight-through processing in AR and AP. This transformation leads to faster reconciliation, improved cash flow management, and a stronger compliance framework, resulting in a highly productive treasury function and significant benefits for businesses. Eranda Maldeniya – Director – Enterprise Analytics Binali Ravinga – Senior Consultant – Enterprise Analytics
Elm Suite	Partner Presentation Novacura	Expand your IFS with low-code ERP applications and unleash your efficiency Ready-made manufacturing & maintenance applications (such as shop floor reporting, WMS, or mobile work orders for field technicians) dedicated to expanding standard IFS systems. All these apps are deeply integrated with IFS systems thanks to the dedicated IFS connectors supporting IFS Cloud and IFS Applications. These applications have been created in our low-code platform – Novacura Flow, meaning all our applications can be adjusted by our customers to meet the most specific requirements. This can be done while keeping the IFS core free from modifications, which naturally helps customers maintain an Evergreen status. Join us to see how we can enhance manufacturing efficiency by adding mobility, improving usability, and increasing supply chain visibility! Aksel Jarlbäck – VP Sales - Novacura

1145 - 1200	Refreshment Break - Cedar Lounge & Bar
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19th June 2024 – Industry Sessions –1200-1300

Please choose the most relevant Industry Meeting:

The User Group have requested that this is an Industry Forum, rather than a product forum and these sessions will follow the format below:

- Introductions - Name, Company, IFS User Since, Version, Plans for upgrade.
- Discussion about what is coming – Industry Direction & Industry Challenges.
- Minimal time discussing new products, features, direction of technology & upgrades.
- Opportunity to impact future IFS product plans – collaboration.

This session will be followed by an Industry Lunch, so you can continue your conversations over lunch, if you wish.

Ebony Suite

Industry Strategy Meeting

Service & Telco

Facilitated by Mark Brewer – VP Service Industries - IFS

The AI revolution is about to transform Service – are you ready?

Whether you are in telco, facilities management, aftermarket manufacturing or any other type of service provision your world is about to change significantly with the adoption of AI. Think Copilots, anomaly detection, content generation and recommendations. There are a myriad of use cases which will impact all stakeholders from your customer to your service desk and your field technicians. This is your chance to learn more about the IFS.ai platform, what it means for you and have your say in helping shape the roadmap!

**Rosewood
2&3**

Industry Strategy Meeting

Manufacturing

Facilitated by Andy Burton – Global industry Director, Manufacturing - IFS
And Maggie Slowik – Global industry Director, Manufacturing – IFS

Exploring the Future of Manufacturing with AI

During this session, we will start with an update on the overall manufacturing product strategy, including highlights from 24R1, with themes spanning across operational talent shortages, sustainability, operational efficiency and AI. We will then provide an overview of our AI vision,

		highlight what we have done so far and explore some of the proposed AI use cases that have been identified. This session will be collaborative, where we will encourage customer participation to help us validate ideas that will have the biggest impact for your business.
Poplar Suite	Industry Strategy Meeting	<p>BVE - Ensure project success by focusing on value-based outcomes Facilitated by Richard Cherry - Senior Business Architect - IFS</p> <p>IFS has been helping organisations maximise the value of their investment in ERP, EAM and ESM solutions by focusing on the business value of the change and assuring that a common understanding of the value is omnipresent. In this session we will explain how you can apply Business Value Engineering in your change projects to maximise success.</p>
Cherry Suite	Industry Strategy Meeting	<p>Construction & Project Centric Businesses Facilitated by Kenny Ingram – VP Construction & Engineering – IFS</p> <p>How do we realize real value from AI and Automation for Construction & Project Centric Businesses? In this session we will give an update on the product strategy for project centric businesses. The main focus of the session will be on AI, including an update on how IFS are progressing with their AI strategy. We will show what we have done so far and explore some of the proposed AI use cases that have been identified and ask for customer feedback to help validate the business value of some of these ideas. This session will be collaborative where we will encourage customer participation.</p>
Beech Suite	Industry Strategy Meeting	<p>Energy, Utilities & Asset Focused Businesses Facilitated by Cyrus Sorab – EAM Presales Principal Architect - IFS</p> <p>The world of EAM is continually having to evolve and adapt in order to meet the ever-changing demands expected from our Assets. Whilst the core focus of EAM continues to be driven by financial aspects, there are other factors such as Environmental, Sustainability & Governance that are now significantly important. Asset Performance is more than just uptime & reliability, it is a holistic view of Asset Performance against all measures e.g. Reliability & ESG. This presentation introduces our IFS EAM Trend report, touching upon some of the highlights of the report. Following this we take a high-level overview of the IFS solution set and how it can be leveraged to drive Asset Performance.</p>

1300 - 1400	Lunch (Industry Lunch Optional) - Olive Restaurant
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1400 - 1440 - Breakout Session 7

19th June 2024

Please choose one from the following:

Poplar Suite	Customer Presentation Portsmouth Aviation	Changing the focus: IFS Cloud Business Upgrade, not an IT Upgrade With the risk of IFS Cloud becoming just another IT Project, we have shifted the focus towards Business Centric process review and adoption. As we start our IFS Cloud journey, we'll share how we stepped away from IT culture and used Business Processes to sell the story and start the IFS Cloud Project at Portsmouth Aviation. Plus, an open forum discussion on how you have Changed your Focus on your own roadmaps to success. Ben Baker – Systems Manager – Portsmouth Aviation Zac Rasulian – Business Analyst – Portsmouth Aviation
Ebony Suite	Customer Presentation O'Brien Fine Foods	Cooked Food Manufacturing from Paper and Excel to IFS Cloud Focussing mainly on Manufacturing, Planning and Quality, O'Brien Fine Foods will talk about their recent implementation on IFS Cloud. The Journey, the Benefits, the Challenges. Mark Muldoon – Head of Business Transformation – O'Brien Fine Foods Ollie Byrne – Senior Business Analyst – O'Brien Fine Foods
Cherry Suite	Partner with Customer Presentation Anthesis with	How Marshall Fleet Solutions keeps IFS operating efficiently with Anthesis Managed Support Marshall Fleet Solutions uses IFS to provide unrivalled mobile service to keep vehicles on the road. Learn how Anthesis Managed Support is helping to close the skills gap, resolve tickets and support changes to improve their system.

	Marshall Fleet Solutions	Alan Ashton – IFS Practice Lead – Anthesis Nicola Wilson - Support Manager – Anthesis Mary Heap - ERP Support Manager – Marshall Fleet Solutions
Beech Suite	Partner with Customer RutterKey with Ultra Maritime	Enhancing IFS Efficiency: Unveiling the Power of RutterKey's AMS Service Join RutterKey Solutions at the IFS UK&I User Group Conference for an insightful presentation on their Application Managed Services (AMS). We will delve into the unique capabilities of the AMS service, illustrating its game-changing service desk features. Special guest Alexandra Harris, Global IT Applications & PMO Director from Ultra Maritime will share her firsthand experience, highlighting the significant benefits and improvements her company has realized through RutterKey's AMS. Don't miss this opportunity to learn how RutterKey can elevate your IFS experience. Marcus Bartrip – Deputy Director of UK Operations - RutterKey Alex Sharp - CTO, Director Sales Marketing and UK Operations – RutterKey Dan Harris – Product Sales & Marketing Lead – RutterKey Alexandra Harris – Global IT Applications & PMO Director – Ultra Maritime
Elm Suite	IFS Presentation	IFS Support Summary We will address any queries about support by providing a comprehensive overview of IFS support services offered. Attendees will gain a clear understanding of the different levels of support available, what is included in basic support, and the additional features provided in higher-tier plans such as Unified Support and IFS Success. Vicky Brookes – Director, Customer Service Experience - IFS Clare Corner – Director, Customer Engagement Advisory - IFS



19th June 2024 – P2P Blitz – 1440-1555

Please choose from one of following:

P2P Blitz – (Peer to Peer) - Members Only
Facilitated by the User Group Committee & their colleagues

An opportunity to:

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- discuss a subject in detail
- ask questions
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- make suggestions for the IFS Roadmap

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- Initially these sessions are for **Members only**, however, if the group decides to invite someone from IFS, or a Partner to support the session, you are welcome to do so.
- These sessions can also be used to make suggestions for the IFS Roadmap.
- Due to demand in previous years, there are 2 x Supply Chain and 2 x Manufacturing sessions, one on each day, you can attend either or both.
- **Please remember, the host is not there to answer all the questions, they are a customer like you. The more you prepare for this session, the more you will get out of it.**

	Elm Suite	Poplar Suite	Ebony Suite	Cherry Suite	Beech Suite
1440 - 1555	<p>P2P Blitz Service Management Facilitated by: Mike Gosling - Service Management Systems Manager – Cubic Transportation Systems</p>	<p>P2P Blitz Supply Chain 2 Facilitated by: Susan Hailey IFS Solution Design Lead William Grant & Sons</p>	<p>P2P Blitz Projects Facilitated by: Malcolm Burrows IT Manager Butcher's Pet Care</p>	<p>P2P Blitz Reporting & Lobbies Facilitated by: Mick McCann ERP Director Europe & Asia CCL Design Asanga Agalakotuwa Business System Manager HL Hutchinson</p>	<p>P2P Blitz Manufacturing 2 Facilitated by: Annie Malins System Solution Manager Volac International</p>

1555 - 1610	Quick Refreshment Break - Cedar Lounge & Bar
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	19th June 2024 – Main Stage
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1610	All move to Rosewood 2&3
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1610 - 1650	Rosewood 2&3 User Group Members & IFS Panel – Upgrade or Re-Implement Hosted by Mike Gosling - IFS UK&I User Group Committee
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1650 - 1700	Closing Remarks & Epiphany Moments! Susan Hailey – Chair - IFS UK&I User Group
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	End of Day 2
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1700	Take Away Coffee & Carriages – Cedar Lounge Thank you for coming! Safe journey home.
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A huge thank you to all our presenters!
And to all those who have assisted with
organising this event.



The next IFS UK&I User Group Conference
will be in November 2025

Bookings will open in January 2025

Please book early

Thank you for coming!

The IFS UK&I User Group is a not-for-profit organisation, independent of IFS and run by a committee of volunteers from IFS customers.

A friendly, supportive place where we love to talk about IFS.



Join us

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