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ForestOne empowers its wholesale timber and panels operations with Infor M3

📍 Australia

🪵 Timber Distributor

⚙ Infor M3

ForestOne is Australia's largest independent distributor of plywood, timber, laminate and decorative surface materials. Since its inception under the Gunnersen brand over 140 years ago, ForestOne has been a major player in the building industry, providing excellent service, supplying materials for building and interior decor nationwide.

Fortude supported ForestOne to revive a troubled Infor M3 implementation. From conducting extensive research into ForestOne's business requirements to ensuring the successful migration of data from their legacy system, Fortude provided the customer with on-site expertise to ensure a smooth transition and go-live. Fortude also enabled the integration of Electronic Data Interchange (EDI) with its ecosystem to eliminate manual data entry related to purchase orders and customer orders. The implementation was completed within a time frame of 18 months.

Challenges

- A troubled Infor M3 implementation that had some significant setbacks and did not have a clear go live time frame due to various issues.

- Complicated exchange rates issues arising from imported products, and the requirement for highly customized delivery dockets and a technically sound warehousing operation with mobility requirements.

Solution

Fortude met the company's requirements of providing an onsite Infor M3 expert to educate stakeholders on the process of Infor M3 implementation, long-term onsite experts to troubleshoot, and industry experts who were able to better customize the solution to suit the business.

	Fortude conducted an in-depth analysis of the business requirements and a GAP analysis to understand the disparities between the present state and the target state of the business solution.
	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 followed by trial date migrations.
	The M3 implementation was completed by Fortude and training was provided to SMEs on configuring and using the solution with go-live support. Fortude's Application Managed Services team facilitated a seamless transition to support.
	Several enhancements and extensions were introduced, including one with Electronic Data Interchange (EDI). The Infor M3 solution was configured to generate EDI messages for purchase orders and customer orders using Infor Enterprise Collaborator (IEC) and M3 Business Messages. IEC was also set up to convert M3 data into the EDIFACT format and these are sent to suppliers and customers. Using IEC, invoices received from suppliers are also updated on M3.

Impact

A centralized and scalable ERP system for ForestOne to liaise with customers and suppliers.	Greater visibility and transparency across all aspects of the business. Improved reporting and reconciliation facility.	Improved warehouse operations using Infor warehouse mobility tools.
Replaced an aging legacy system minimizing the business risk.	The EDI integration helped eliminate manual data entry and errors in data, increased processing speeds, reduced the order-to-cash cycle time, enhanced data security, and contributed to the overall improvement of ForestOne's relationships with customers and suppliers.	

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

Steve Watson
IT Manager – ForestOne

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