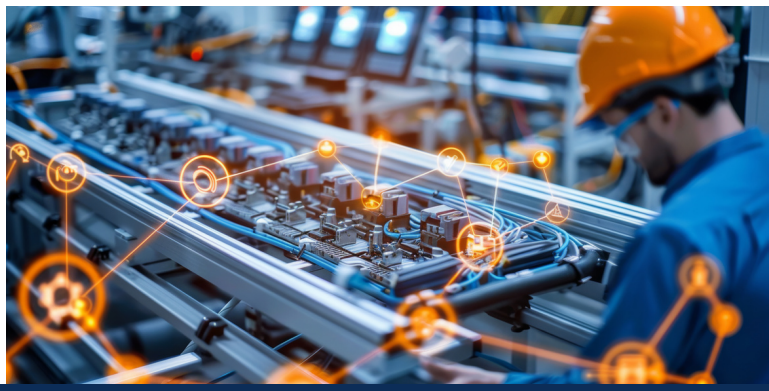
Case study



SMD modernizes its ERP with a seamless move to IFS Cloud, delivered by Platned

After more than a decade on IFS Apps 7.5, subsea technology specialist SMD partnered with Platned to move to IFS Cloud, retaining its on-premises infrastructure and essential engineering integrations. The project was completed in approximately 12 months, within budget and ahead of schedule, with more than 250 users transitioned to a modern ERP foundation with access to advanced AI-enabled capabilities.

The challenge

For more than ten years, IFS Apps 7.5 supported purchasing, finance, supply chain, engineering, project delivery, manufacturing, servicing, inventory and time reporting. SMD's offshore division also relied on it to coordinate engineering and maintenance for equipment deployed internationally. But the legacy version was no longer supported, and employees were increasingly turning to alternative tools.

> *"IFS has been heavily embedded within our business and workflows for over 10 years. But we were using an outdated legacy version, IFS Apps 7.5, that was out of support. In addition, over time, people had started to leave the system to accomplish certain tasks, so it was clearly time to make the move to the latest release of IFS Cloud™," says Lee Hammond, Digital Development Manager at SMD.*

SMD wanted a stronger foundation for advanced engineering, improved data accessibility and future innovation. "We manufacture customer solutions that are worth millions of pounds. As we move towards a more data-driven business, we need the latest tools, systems and the abilities to engineer advanced capabilities."

The solution

After assessing alternatives including SAP and Microsoft Dynamics 365, SMD determined that upgrading to IFS Cloud offered the most appropriate path forward, and selected Platned as its implementation partner. The project began in October 2023 and was completed by the end of September 2024.

> *"The upgrade journey felt like it went quickly. Platned was well-organised in terms of the resource needed. The project was over the line well in advance, a week or so ahead of schedule, allowing us to hit our CEO's go-live deadline of end September."*

Connectivity with SMD's advanced CAD engineering tools was preserved, and the ERP system remains on-premises to protect proprietary intellectual property and maximize existing infrastructure investment. "The business has continued to invest in up-to-date infrastructure, so there was no real business value in hosting it on Microsoft Azure," says Lee.

Platned delivers a seamless on-premises upgrade to IFS Cloud for subsea engineering company SMD.

About SMD

SMD is an international subsea technology company specializing in remotely operated and autonomous underwater systems. With more than 280 employees, it develops engineering solutions for offshore renewable energy, oil and gas, telecommunications, scientific research, salvage and subsea minerals, with innovation, sustainability and engineering excellence central to its business.

Key project outcomes

Timeline	Approx. 12 months
Delivery	Ahead of schedule, within budget
Users transitioned	More than 250
Deployment	On-premises IFS Cloud
Remote delivery	Approx. 95%
Super-users trained	20 employees
Disruption	Seamless go-live

The implementation

Platned delivered approximately 95% of the implementation remotely, with the team on-site for key milestones and for a week after go-live to ensure business continuity.

> *"Our Platned Project manager was exceptionally helpful throughout. Whenever challenges arose, they were quickly investigated and resolved. Nothing ever seemed to be a problem, any issues just got fixed. It was an outcome-driven collaboration by everyone."*

A group of 20 super-users was trained early, contributing to testing and transferring knowledge to colleagues. Three further sessions before go-live covered navigation and everyday tasks such as time recording. "Establishing that core super-user base really helped us. Everyone was engaged, understood the time constraints, and wanted to see the project succeed," says Lee.

The results

- **A supported, modern ERP platform** with capabilities designed for future digital development.
- **Continuity across operations**, with essential processes and engineering integrations maintained.
- **Improved configuration and security**: requirements met through configuration rather than core code changes, with enhanced permissions and controls.
- **Successful employee adoption** through super-users, practical training and comprehensive testing.
- **A foundation for innovation**, including automation and AI-enabled capabilities.

Ongoing support from Platned

SMD has extended the partnership with Platned Managed Services and Support, covering infrastructure monitoring, system maintenance and a 24/7 support desk for its five-person IT and Business Systems team.

> *"We no longer have to worry about things like service performance. Anything unusual will be spotted and automatically rectified. It makes sense to let Platned deal with the day-to-day system operations. Whilst we fix the majority of support tickets ourselves, we now have the option to escalate any challenging issues to Platned."*

Advice for an IFS Cloud upgrade

> *"I think understanding your current internal processes is key. Make sure that the experts who fully understand the workflows are involved in functional scoping and testing, and that they, alongside a team of super-users, are regularly engaged on-site to share their knowledge and feedback throughout. This project was my first experience with IFS, so the ability to lean on an experienced IFS Partner like Platned was invaluable."*

For organizations running business-critical legacy ERP environments, SMD's journey shows how a carefully managed upgrade can deliver modernization without unnecessary operational disruption.

> **When Platned made the switch and we went live, everything happened quietly. There was no drama. The system had been thoroughly tested, and everyone just transitioned. It was simply business as normal.**
>
> Lee Hammond,
> Digital Development
> Manager, SMD

Looking ahead

Six months after go-live, SMD was exploring automated parts picking, digitized inventory management and more advanced planning capabilities.

"The upcoming 24R2 release of IFS has a new AI-enabled planning and scheduling engine, so we'll be looking into that," says Lee.

Modernize your IFS environment with Platned

As an experienced IFS partner, Platned helps organizations plan, implement and support IFS Cloud while protecting business continuity.

Planning your next IFS Cloud upgrade?

Visit **platned.com**
or email **info@platned.com**

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