IFS.ai

IFS Cloud enables Cimcorp to adopt AI and track sustainability

Just three years after implementing IFS Cloud, robotic solutions provider Cimcorp Group has established business operations in 9 further countries. By ensuring current local regulatory and compliance requirements are always met, the evergreen AI-enabled IFS Cloud platform provides an enterprise-wide IT system with a consistent interface serving 10 regional operations.

Cimcorp makes advanced robotic solutions for intralogistics that are used to optimize material flows in warehouses, distribution centers, and manufacturing facilities. Reducing operating costs, ensuring traceability and improving efficiency, Cimcorp's systems are used worldwide within manufacturing and distribution centers in 40 countries.

The company relies on a global IT system comprising ten country operations. An IFS user since 2018, the company became the first customer to go live with IFS Cloud in 2021. Explains Pekka Nurmi, Cimcorp's Director of Enterprise Architecture and Digitalization, "The business needed to expand globally and at pace. We needed an ERP that could support multi-region ERP to meet local compliance, taxation and reporting needs in different countries," he says.

The Evergreen model: continuous evolution

One of the biggest attractions of upgrading to IFS Cloud was IFS's Evergreen model, a system of continuous updates and enhancements that ensures the platform remains at the cutting edge. Explains Nurmi, "Local regulations like reporting, safety, and sustainability requirements are changing all the time. As an Evergreen platform, IFS Cloud ensures the business remains compliant," he says.

About Cimcorp

Cimcorp Group, part of Murata Machinery, Ltd. (Muratec) provides material handling systems for the tire industry, and advanced robotics solutions for the food & beverage, retail, e-commerce, FMCG and postal services sectors. With a head office in Ulvila, Finland, and subsidiaries in Canada and the United States, Cimcorp systems are used in over 40 countries.

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CIMCORP

Regular IFS Cloud updates allow Cimcorp to reflect emerging trends, compliance requirements and operational demands without the disruption of traditional large-scale upgrades. Adds Nurmi, "Aiming for global consistency is an important part of our vision for the business. Any IT infrastructure relying on multiple systems creates complexity, which can translate into costly and strategically dangerous delays by constraining our ability to make business change. The simplification afforded by IFS Cloud lets us focus on delivering value and the best possible service to our customers. Having an integrated, composable, modular platform means we can implement new services easily and rapidly set up operations in new countries to serve markets locally."

Outcome-based IT

Nurmi is mindful of the need to move away from transactional IT relationships to partnerships that deliver outcomes. The move to IFS Cloud affirms the company's desire to continue to leverage key industry insights and best practices through a successful IT partnership. "Compared to a decade ago, IT teams today have shifted from focusing on the criticality of internal execution to the criticality of delivering against the business strategy," he says. "IT is a key enabler for innovation and competitive advantage. We know we cannot invent everything in-house and so we select and trust expert partners like IFS. For Cimcorp, this means leveraging our IT and data assets with IFS Cloud so we can work smarter, not harder."

Maintaining a strategic focus for the company is also front-of-mind for Tommi Kumlander, Cimcorp's Deputy CEO and Chief Financial Officer. "We need accurate and up-to-date data always available, in a cost-effective way. IFS Cloud helps us to identify business opportunities, save costs and reduce the risks related to our system environment. We're enabling our core business to benefit more from the digitalization trend and at the same time provide a better customer experience," he says.

IFS Cloud is enabling the company to develop and deliver new value-added customer services – a powerful differentiator in an increasingly competitive market. A customer portal provides Cimcorp customers with instant prices, shortening and streamlining the purchasing process and helping to reduce delivery times. Kumlander also sees several further opportunities. "Looking ahead, the ability to see detailed, real-time information about the system performance and status will let us predict potential issues and plan preventive actions. We want to be able to give customers more statistics regarding their equipment and usage to help maximize system uptime. Augmented reality solutions can also significantly accelerate and improve fault-finding and diagnostics, allowing us to remotely assist on-site personnel in their operations."

Innovation out of the box

Transformational technologies within IFS Cloud are ready to use 'out of the box', allowing them to be rolled out immediately to deliver business value. Explains Nurmi, "We're now looking at technologies such as IoT, agentic AI, machine learning (ML) and digital twins, and ways we can utilize them more and more in our operations," he says.

As Cimcorp's automatic material handling systems generate large amounts of data, one of the current focus areas is analytics. "IFS Cloud gives us the opportunity to link the data and analytics from different customers and different sites to the assets already existing in our ERP. We will have centralized, easy access to all data and analytics, enabling better tools for ourselves, and opportunities to create better services for our customers," he observes.

Shunning customization

IFS's use of learnings garnered from thousands of its customers in core industry sectors to develop powerful functionality as standard within IFS Cloud resonates particularly well with Nurmi. "We've seen that IFS Cloud simply works 'as is' for the business process we need. I see other companies paying for costly ERP modifications, only to remove most of them after two or three years because they weren't needed. With no need to modify the core, IFS Cloud gives us a cost-effective and evergreen platform."
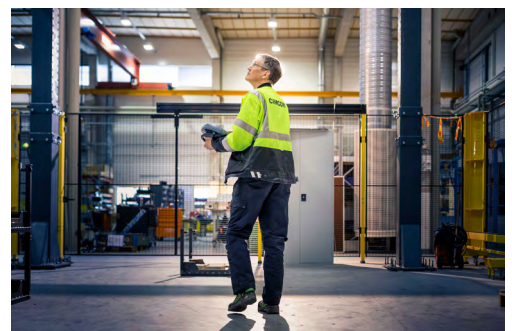
Harnessing the potential of AI

With artificial intelligence a transformative part of their operations, Cimcorp is harnessing its capabilities to achieve greater operational efficiency and insight. Through its collaboration with IFS, the company has embraced Industrial AI to automate routine tasks, optimize processes, and unlock data-driven decision-making. Alongside their continued use of IFS.ai Copilot, Cimcorp is using capabilities like Quick Expense Reporter to automate expense operations and Customer Contact Automation to drive accuracy of data input at trade shows. Beyond these initial use cases, the company envisions Industrial AI playing a pivotal role in predictive maintenance, supply chain optimization, and dynamic production scheduling. "We can see many operational opportunities available as well as the need for well-structured data going forwards," says Nurmi.

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It is a key enabler for innovation and competitive advantage. By leveraging our IT and data assets with IFS Cloud we can work smarter, not harder."

Pekka Nurmi, Director of Corporate IT, Cimcorp Group

Sustainability: a strategic priority

Driven by both external pressures and internal values, sustainability has become a core pillar of Cimcorp's long-term strategy. The company is leveraging data from IFS' Eco Footprint module, to enhance the company's sustainability tracking in areas such as material usage, and emissions estimates. Explains Nurmi, "Sustainability is a key priority for us, and we want to address it properly. We're currently working with IFS to implement Scope One and Two emissions tracking and preparing our parts master data," he says. With the recent purchase of Emissions Management, Cimcorp hopes to be able to enhance environmental compliance and operational efficiency by accurately monitoring, managing, and reporting greenhouse gas emissions."

This initiative focuses on capturing detailed metrics, including material composition, supplier practices, and transportation methods, to meet both regulatory requirements and corporate social responsibility goals. Cimcorp's efforts go beyond just compliance. By integrating Industrial AI and analytics into product lifecycle management, the company is exploring innovative ways to minimize waste, enhance resource efficiency, and support circular economy principles.

IFS Success

Cimcorp has also engaged with IFS Success, a value-focused partnership that accelerates time to value, supporting operational excellence and maximizing lifetime value from an IFS Cloud investment. Explains Nurmi, "IFS consultants are helping us adopt best business practices using technology. As well as supporting our operations and local compliance, the Success framework also helps us create business value faster, for example by introducing AI and automation."

The Moment of Service™

Nurmi believes strongly in the IFS mission to help companies master their Moment of Service. "Customers use the automation systems we design for years, even decades," he says. "The more insights we can learn from accurate, real-time data across the lifecycle, the more we can help our customers with improvements and innovative new solutions and services. IFS Cloud gives us the big picture to develop and deliver the turnkey automation, and productive uptime, our customers need now and, in the years to come."

Find out more

Further information contact your local IFS office or visit **ifs.com**

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