Customer Success >>

Seamless IT for a Growing Network

NAN's Journey to IFS Cloud™

With Arcwide's partnership, North American Networks (NAN) unified operations, reduced costs, and prepared for the future.

NAN
North American Network

Summary

North American Networks unified IT across 13 partners with Arcwide's support, reducing costs and improving scalability. The IFS Cloud rollout streamlined operations, enabling growth, and provided a future-proof, integrated system with minimal disruption – empowering continued success.

The Business Challenge

NAN sought to unify its IT landscape while enabling scalability and customization for its member organizations. By partnering with Arcwide and leveraging IFS solutions, NAN transformed its operations, achieving a balance between centralized IT management and individual EIP flexibility.

NAN faced significant challenges with disparate systems such as QuickBooks and Excel, which hindered its ability to scale effectively. The consortium's goal was to create a centralized IT umbrella to manage growth while providing cost-effective, scalable solutions for each EIP. NAN adopted IFS Applications to unify its IT environment and subsequently partnered with Arcwide to ensure seamless upgrades to IFS Applications 10 and, most recently, IFS Cloud.

The project required upgrading 13 instances for each EIP while maintaining the overarching NAN configuration – a task complicated by varying levels of IT maturity and resources among the EIPs. Arcwide's history with NAN, combined with its technical and functional expertise, enabled the successful management of this complex multi-wave project.

Arcwide

> Arcwide's deep understanding of our operations, combined with their proactive approach, has been instrumental in our successful transition to IFS Cloud. They continue to be a trusted partner as we evolve.

Lorraine Hackett
Managing Director
NAN (North American Networks)

About North American Networks

North American Networks (NAN) is an IT consortium serving as an umbrella organization for 13 independent Emerson Impact Partners (EIPs). NAN ensures that all EIPs operate with a unified IT infrastructure, maintaining consistency across their operations while allowing for individual customization.

Product: IFS Applications 8.1+, 10, and IFS Cloud

Industry: Information Technology (IT) Services

Challenge: Unifying IT operations across 13 independently operated EIPs while maintaining flexibility for each entity.

Analysis & Insight

Arcwide brought unparalleled knowledge of NAN's operations, ensuring efficiency in every phase of the project. Key achievements included:

- Upgrade to IFS Cloud – Arcwide leveraged its expertise to navigate technical complexities, including adjustments for the customization layer unique to IFS Cloud's architecture.
- Upgrade to IFS Applications 10 – Arcwide managed the synchronization of 13 separate instances, addressing challenges like BI stack configuration and custom integrations.
- Tailored Solutions for Each EIP – Arcwide accounted for the unique needs of each EIP, providing individualized solutions while maintaining alignment with NAN's golden configuration.

Arcwide's ability to seamlessly integrate IFS support and provide proactive risk management ensured smooth rollouts across all instances.

Practical Advice

Arcwide's approach involved detailed discovery to assess each EIP's technical and functional capabilities. This initial project definition phase was critical for:

- Identifying gaps in expertise and addressing them through tailored training programs.
- Empowering NAN's existing IT resources through a train-the-trainer model.
- Implementing a structured multi-wave rollout to accommodate varying levels of readiness among EIPs.

By aligning the project scope with NAN's unique business needs, Arcwide minimized disruptions while maximizing efficiency.

Solution

Arcwide partnered with NAN to execute a multi-wave rollout of IFS Cloud, leveraging deep knowledge of NAN's operations and IFS expertise. The transition:

- Unified IT operations – A single, centralized ERP system across all EIPs, improving consistency and efficiency.
- Seamless multi-instance upgrades – Arcwide managed 13 independent upgrades while maintaining NAN's overarching configuration.
- Improved system integration – The transition streamlined BI stack configurations, custom integrations, and security updates.
- Future-proofing with IFS Cloud – NAN now benefits from an evergreen ERP platform that ensures ongoing innovation and minimal disruption.

The Future

With the transition to IFS Cloud complete, NAN plans to explore additional IFS enhancements to support long-term digital transformation.

Benefits achieved with IFS and Arcwide

- Long-term partnership – Arcwide's history with NAN and its EIPs enabled unmatched efficiency and cost savings.
- Tailored solutions – Customized approaches addressed unique needs while adhering to a unified IT strategy.
- Operational efficiencies – Transition to IFS Cloud reduced IT management costs and streamlined processes.
- Scalability – A future-ready IT framework supports long-term business growth.
- Proactive support – Arcwide's Lifecycle Management ensures ongoing optimization and minimal disruption.



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Arcwide

contact@arcwide.com
www.arcwide.com

United States
227 West Monroe Street
Suite 1150
Chicago, Illinois 60606
(952) 448-2300

7900 West 78th Street
Suite 430
Edina, Minnesota 55439
(952) 448-2300

Canada
22 Adelaide Street West
East Tower, Suite 3400
Toronto, Ontario
M5H 4E3

Arcwide B.V. HQ
De entree 89
1101BH Amsterdam
Netherlands
+ 31 (0)20 890 8790