

# IFS Cloud transforms business processes for manufacturer REGO-FIX



After an implementation and business optimization project managed by IFS partner Arcwide, precision Swiss toolholding manufacturer REGO-FIX has transformed its business processes with IFS Cloud.

From its manufacturing facility in Tenniken, Switzerland, REGO-FIX produces and ships high-precision tool clamping systems worldwide.

Over the last five years, the company's business systems, centered on an outdated version of Microsoft Dynamics AX (former Axapta), had become a major liability. Explains Daniel Lehmann, REGO-FIX Project Manager, "Historic customization and modification meant we could no longer update our version, and product support from Microsoft was also about to end. In the beginning of 2022 we took the decision to start investigating a new ERP solution, and reviewed and validated vendor options from SAP, Microsoft and IFS," he says.

## Best practice manufacturing

As a manufacturer, the REGO-FIX team needed proven and powerful production capabilities. Software selection criteria also included the ability to modify any new solution using non-invasive configuration, therefore ensuring the ability to take future updates. "It was clear Arcwide understood our production challenges very well," says Lehmann. "Based on their sector knowledge, the product demonstrations, and the evergreen IFS approach, we chose to implement IFS Cloud."

Hundreds of users – some two-thirds of the workforce – are now using IFS Cloud, and the new ERP system has impacted every part of the business. "IFS Cloud has provided powerful new digital capabilities across multiple departments, especially planning and production, procurement, logistics, sales, research & development, finance and human resources," says Lehmann.

## About REGO-FIX

Founded in 1950, REGO-FIX manufactures and sells precision tool clamping systems. From its production headquarters in Tenniken, Switzerland, REGO-FIX solutions are sold globally and used in mold construction and by the automotive, aviation, engineering, medical and watch-making sectors. Family-owned, the company employs over 300 staff.

[www.rego-fix.com](http://www.rego-fix.com)

**REGO-FIX** 



“We had three main goals with the project: to optimize our processes, to have more real-time data to inform decision-making, and to eliminate paper-based process as much as possible through digitalization. The system has certainly delivered across all three.”

### Real-time visibility

Lehmann sees the most significant business benefit to date has been the availability and visibility of real-time data. “For example, the system allows us to guarantee next day delivery in Europe for most products held in stock if a customer places or amends an order before 12am. That’s an important differentiator for us,” he says.

“Using IFS Cloud we’ve significantly improved communication between the sales department taking orders and the logistics department making the shipments. Despite a very limited timeframe, live order-in-progress data means the shipping team can now pick products in advance whilst an order is open, whilst a customer can still make changes. This means once an order is confirmed, most of the items are already picked, ready to be packaged and addressed along with customs documentation,” explains Lehmann.

Another new benefit is that IFS Cloud can now calculate the freight and packaging cost automatically for each order, which previously required time-consuming manual operation.

### Increased flexibility for customers

Due to the very fine production tolerances, REGO-FIX products are often graded during manufacture. IFS Cloud now allows production workers to split shop orders based on different quality specifications or tolerance variations seen during manufacture, allowing a rapid, accurate estimate of the number of products that will be available in each grade.

Although the system is still relatively new, Lehmann can already see the positive impact IFS Cloud is making to customers at the company’s Moment of Service. “Having a next-day delivery that we can guarantee is greatly appreciated by our customers. Within just two weeks after go-live, the new system had already matched our former shipping dispatch rate, successfully automating the complex customs requirements surrounding import and export to Germany and Europe,” he says.

### Arcwide: a strategic consulting partner

As an IFS partner globally, Arcwide was able to provide engagement for the implementation project end-to-end. The support included on-site consulting and development at REGO-FIX’ production headquarters in Tenniken. “On several occasions Arcwide was able to place a consultant and developers with us on-site at short notice,” says Lehmann. “That was particularly helpful when we needed to finalize a major modification quickly as we approached go-live.”

### Benefits achieved with IFS Cloud

- Agile, fully configurable ERP software that is readily updatable with new releases (evergreen)
- Open APIs supporting third-party applications and interfaces
- More efficient order picking and automated dispatch operations for next-day delivery
- Optimized processes, real-time decisioning data and reduced paper-based processes
- Best practice and process improvement through Arcwide partner consulting



“Our successful partnership and co-operation with Arcwide on IFS Cloud to date is just the start. Arcwide’s external view and industry experience has been invaluable – we have lots more we both want to achieve together.”

**Daniel Lehmann,**  
Project Manager,  
REGO-FIX



Arcwide's team also had extensive experience within the manufacturing sector. "It meant that they were quickly able to understand our production challenges and rectify problems as they arose," says Lehmann. "They could share relevant best practice to help us improve and optimize our processes and workflows and suggest ways that other companies had solved issues similar to ours."

Lehman has been impressed with the speed and smooth progress of the implementation project. "Arcwide have taken just 15 months to get us live, and that includes a planned two-month summer break which allowed us to allow us to finalize some internal processes," he says.

### Planning implementation - advice to others

What advice would Lehmann offer other manufacturers embarking on an implementation or upgrade project to IFS Cloud? "I would say simply get hands on with the software as soon as possible. Try and be open-minded as it doesn't help to theorize too much. Start working with the system as much as you can, trying out and using different capabilities. Also think about your processes in advance, in particular what you might or could change. We used the project and our consultancy from Arcwide to examine the ways we were doing things and, where possible, optimize and improve them.

"It's also important to make sure users are engaged from the outset. For example, we gave representatives across departments the opportunity to provide input and suggestions if they saw better ways of doing things," he says.

### About Arcwide

Arcwide is the largest IFS dedicated Systems Integrator globally. Established in 2022, Arcwide is an IFS Platinum Channel & Services Partner, offering comprehensive expertise across the entire IFS solution portfolio. With a team of 500+ professionals across 23 offices in 16 countries, Arcwide leverage hundreds of years of combined IFS expertise. Arcwide's premium services cover the entire journey – from solution evaluation and procurement to business consulting, implementation, application management, and value enablement.

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