



## CASE STUDY

# Goodridge transforms backup and availability with Infor System21 in the Cloud

Established in 1969, Goodridge Ltd has grown to be a leading manufacturer of high-performance fluid transfer systems for major OEMs in the automotive and motorcycle markets. Goodridge supplies its customers from operating units in 8 countries, with a highly competitive combination of design, innovation, reliability and outstanding service.

Goodridge had used Infor® System21 on-premises for many years, but by 2017 it had become clear that changes were needed to provide fuller support for the company's evolution. When newly-appointed IT Director Paul Butterworth joined the company, he met with Infor and after a number of discussions, the company decided to upgrade from version 2.2 of System21 to 3.1 with some additional modules, and also to move to the System21 cloud.

 **GOODRIDGE**

### Headquarters

Exeter, UK

### Turnover

£50 million

### Industry

Automotive manufacturing

### Locations

10 facilities

### Infor products

System21, Infor Development Framework (IDF), Birst, System i Workspace, System21 Cloud

### Website

[goodridge.com](http://goodridge.com)

**“Moving to the cloud has had huge benefits. It has allowed us to remain current and supported. It has reduced our support workload and it has transformed our backup and high availability situation.”**

**PAUL BUTTERWORTH**

Director of IT at Goodridge

## A worthwhile audit

Once Goodridge had decided to upgrade Infor System21 and move to the cloud at the same time, the project kicked off with a full-service review of the current on-premises system. The project was supported by the Infor project management and consulting team, and included a thorough review by Infor Cloud Operations.

One of the primary goals of the project was to remove as much bespoke or custom code as possible from the final solution, and the ultimate result was that 70% of the bespoke code that had been in place with System21 2.2 was removed as part of the upgrade to Version 3.1. After five months testing the new version and migrating the remaining bespoke, Goodridge went live in five sites, in June 2018, in Los Angeles, Tijuana, France, Mooresville USA, and the UK, with Spain following in 2019. The other international businesses are scheduled to migrate by the end of 2023.

“We did have—as you’d expect—a couple of issues when we went live,” Butterworth says. “They were fixed within a day or so with a go-live support that was responsive to any issues. We managed to include several additional benefits as part of the migration. We added Birst for BI/Reporting, System21’s doc.connect module to integrate our eCommerce site and EDI, localizations, Infor OS, and we did manage to get rid of 70% of our bespoke as part of the journey.”

As part of the project, Goodridge has also added Infor partner Cobwebb’s forms management solutions to enable faster, more reliable, and easier-to-configure forms.

## New technologies to save time and money while improving business insights

### Moving to the cloud

Moving to the cloud has provided Goodridge with robust multi-layer backups and high availability as standard. In the event of data problems, the Cloud Operations team can quickly restore a particular file at any time.

Goodridge doesn’t have any in-house IBM i operator skills, so systems are monitored 24/7 by the Infor Cloud Ops team. Regardless of whether it’s a working day or Sunday afternoon, problems are dealt with, and the company no longer has to worry about the IBMi, System i Workspace, or Infor OS server availability.

### Business challenges

- Hard-to-maintain bespoke solution
- Old System21 version
- Multiple local ERP products in use
- Costly MPLS network
- Lack of IT resources to manage all the different systems

Additionally, Butterworth notes: “Our costs are known and fixed for the length of the contract, and our use of System i Workspace Anywhere and IDF/NetLink has allowed us to reduce our wider network costs, improved our users’ experience, and improved our operational inquiry capability.”

In addition, users can access a self-service tool for basic tasks to reduce the IT workload, allowing them to unlock their own records.

### System i Workspace Anywhere

Workspace Anywhere is the main user interface and navigation environment for System21. In Butterworth’s view, “it gives an absolutely fantastic connection, excellent error recovery, and works in Chrome, Edge, and Safari.”

Another significant gain from the System i Workspace Anywhere was that it allowed Goodridge to move from a very costly MPLS Wide Area Networking solution to one based on SD-WAN, creating savings in the order of £100k per annum. The lightness, robustness, and resilience of System i Workspace Anywhere were crucial considerations in choosing the solution.

## Infor Development Framework

The Infor Development Framework (IDF) allows Goodridge to access any IBM i data whether it's in System21, other IBMi applications or bespoke/custom files. With multiple entities around the world, Goodridge had to change companies for the same enquiry when on-premises, whereas now users can make operational enquiries regardless of company to show everything that needs to be done on a given day, or all purchase orders that need to be moved or cancelled (as examples) with a single click. Users can also see every aspect of an item in one place—the stock, the production orders, the bill of material, where used, customer orders, linked purchase and works orders, and MRP supply and demand.

Goodridge also uses Enterprise Integrator, a tool to configure the user experience and export all configurations to different environments, which is another absolute “must have” according to Butterworth. Enterprise Integrator is a component of the Infor Development Framework, available with the Infor Power Suite for System i - S21.

## Data analytics with Birst

In addition to new System21 modules, Goodridge selected Infor Birst to take data analytics to the next level and to deliver relevant and meaningful insights for everybody from the boardroom to the shop floor. Goodridge has just started using the solution and will extend the use of Birst's networked business analytics technology, which plugs into centrally managed data sources to unify them with data generated by decentralized teams throughout the organization.

## Business results

- A robust platform available 24/7
- Unified solutions with automated processes
- Significantly reduced networking costs
- Easy access to data from any environment—improved service to users and business
- Significant savings and predictable costs, giving much better control of IT spending

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