

A version of this [article](#) was originally published on Infor.com on November 4, 2021.

Victaulic's journey to the cloud

A multi-year initiative to deliver best-in-class customer experience

Victaulic, the world leader in pipe joining and fire protection systems, designs innovative technologies and provides engineering services that address the most complex construction challenges faced by engineers, contractors, site owners, and property managers. Victaulic has more than 4,500 employees and 40 international facilities, helping customers in 120 countries succeed in the global construction industry.

Victaulic solutions are used across diverse business lines, including oil and gas, chemicals, mining, power generation, water and wastewater treatment, military, and marine, as well as commercial building and fire protection.

Deciding to move to the cloud

Victaulic had been managing operations with an Infor® on-premises solution and recently upgraded to Infor's multi-tenant cloud environment running on Amazon Web Services® infrastructure.

At first, the goal of the project was simply a technical upgrade to adopt the newest version of the solution. But once Victaulic began to explore the opportunities, the company realized the transformative possibilities available through a migration from Infor M3 to Infor CloudSuite™ Industrial.

Joe Savage, Executive Vice President and Chief Financial Officer for Victaulic, described the decision in the context of a CFO's priorities: "I saw an opportunity for us to be more aligned and have more global synthesis on how we approach and execute in our business."

The industry trend toward cloud deployment was obvious. "We found all of the more significant vendors were moving to the cloud," explained Savage. "Due to our strong relationship with the Infor team, we were able to have meaningful conversations that provided a deep understanding of where Infor's strategy is going."

Top driving factors

According to Savage, these were the top three driving factors behind Victaulic's decision to move to the cloud:

1. **Innovation**—Victaulic wanted to adopt cloud technology so that it could have "the latest and greatest" functionality at all times—providing business users with the latest tools and technology, simplifying tasks, making users' roles more efficient, and harnessing the power of data and analytics.
2. **Cost of ownership**—Victaulic realized that managing a data center and keeping pace with quickly evolving technology can be costly. Turning to a cloud-based solution, where upkeep is managed by Infor, allows Victaulic to integrate technology advancements quickly, while paying one subscription price—simplifying the budget and saving time and energy.
3. **Always modern**—The move to the cloud enabled Victaulic to be better aligned with new software releases. Instead of launching new features and having to lead training region by region, Victaulic gained the ability to embrace new features one time, on a global scale.

More than a technical upgrade

Victaulic could have achieved many of its initial goals with a simple technical upgrade to the latest on-premises software release. That would have given the company more features and functionality and helped address current regulations. But, once Victaulic explored the benefits of cloud computing, the company saw the potential to turn its initiative into a transformative event.

“We were in the middle of our move to the latest M3 on-premises platform, when we decided to pause for a moment,” explained Savage. “If we think long term, where do we need to go? Do we have the technology that will enable us to be successful for the next 100 years?”

That look into the future led to excitement about new possibilities and opportunities. “Our business users are very curious, and they see some of the newer functionality and quickly look at it and say, ‘I know how this could bring value to me,’” said Mario D’Ambrosio, Victaulic CIO. Although Victaulic’s business users were eager to jump forward, the IT team called for carefully planned timing. “We are taking a very prudent approach,” continued D’Ambrosio. “We want to get all of our business units at the table, do the design from a global perspective, and walk away with a global blueprint.”

Savage agrees, saying it’s important to look beyond simply adopting features and, instead, try to connect the dots between processes. “If you want to fully leverage the technology available, you have to be able to look at your processes with a critical eye and make some strategic decisions,” said Savage. For Victaulic, that meant giving up some legacy customizations early on and adopting the standard functionality in CloudSuite Industrial.

Smooth implementation

“Victaulic’s project management approach, along with a dedicated internal project team, ensured a well-executed and smooth implementation,” said Savage. He added that Infor, too, brought a great deal of “knowledge that was also very, very critical for us.”

“When you look at initiatives such as this, there are always certain elements of unknowns . . . A certain function or application that isn’t working quite as planned, for whatever reason,” said Savage. “Infor ensured any issues were escalated to its internal team, who rapidly assessed, and pushed out changes as warranted. I thought that was done extremely well.”

Advice for others

When asked to share some key takeaways, Savage said getting the entire team on board early is critical—from the executive team to people on the shop floor. D’Ambrosio had similar advice for fellow CIOs: “It’s easy to overcome issues around the dollars and cents. But what will make or break any of these initiatives are the people and engaging them.” Victaulic incorporated a structured organizational change management strategy that D’Ambrosio calls “absolutely paramount.”

What’s ahead?

Infor’s deep industry knowledge was helpful during the implementation of phase one—but Savage expects it will be even more valuable in future phases. “A key element that I think will be critical as we go forward are the subject matter experts on the Infor side that not only have an in-depth knowledge of the system itself, but the processes and functions as well,” said Savage. “Those experts will be able to help facilitate the discussion among our team members and show them what’s possible.”

[LEARN MORE](#) 

Follow us:     



Infor builds business software for specific industries in the cloud. With 17,000 employees and over 65,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit www.infor.com.

Copyright© 2022 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. www.infor.com.

641 Avenue of the Americas, New York, NY 10011

INF-2605329-en-US-1221-1