

CASE STUDY

Ecophon harnesses Infor CloudSuite for higher acoustic performance outcomes

Swedish acoustic panel business Ecophon celebrates a 50-year history of entrepreneurial culture, focusing on an uncomplicated and direct approach to business that provides the highest-quality outcome for its customers. A developer and manufacturer of acoustic products and systems, Ecophon's products contribute to the strong acoustics enjoyed in concert halls around the world, while also improving the working environment in schools, hospitals, offices, and other premises with sound insulation and absorption ceiling technology.

Ecophon is a forward-looking business with units across 14 countries and is represented in another 30. With around 800 employees, the head office is in Hyllinge, Sweden. The global Saint-Gobain Group headquartered in France has been streamlining its strategic business processes and digitally innovating operations throughout the organization.

Always driven to deliver greater innovation, Ecophon sought to upgrade its IT services to increase workflow agility and provide higher value for customers.

“ We needed a solution that enabled innovation at a much faster speed than ever before. To meet future competition, we should be agile and deliver business value, by adopting industry best practices and processes. At any given time, we should be current and up to date.”

JONAS BERGGREN

Global Business Systems, Saint-Gobain Ecophon

Ecophon[®]
SAINT-GOBAIN

A SOUND EFFECT ON PEOPLE

Industry

Manufacturing

Infor products

Infor M3 CloudSuite™

Scheduling Workbench

Factory Track™ Mobility

Plant Maintenance

Data Lake & ETL Tool

Headquarters

Hyllinge, Helsingborg, Sweden

Operating revenue

\$230 million in 2020

Employees

800

Website

ecophon.com

A longstanding, strong Infor partner

Ecophon has been a loyal Infor customer for years, using Infor M3 version 13.4 for its ERP across all its offices. The strong relationship investments and the wonderful results Ecophon has enjoyed made multi-tenant M3 CloudSuite the natural upgrade option; Ecophon wanted to leverage the cloud more than ever to deliver business value and gain a keener competitive advantage.

This project was handled **entirely remotely** due to the COVID crisis, which created its own unique challenges, and which ended up demonstrating the power of the cloud to deliver without the need for physical presence of teams and knowledge experts. The final implementation went live in May 2021 and is on track to deliver savings on total cost of ownership while improving the productivity of 400+ users across the business experiencing the value of Infor CloudSuite.

Overcoming obstacles with intense collaboration

Ecophon's decision to move to Infor CloudSuite was driven by an organization-wide desire to move on from the limits imposed by an existing hosting provider and a mix of services. Before Ecophon could jump into adopting Infor CloudSuite, it had to the strong security requirements and expectations of its parent company, Saint-Gobain, into account. Infor helped by swiftly completing their Security Insurance Plan to convince the cybersecurity team of Infor's product performance in a security context, backed by AWS. This also demonstrated the complete confidence Infor has in its products and the effort it will go to deliver on business promises.

An additional challenge was an imposed deadline. The project had to go live by the end of June 2021, when the original services were being retired. This hard cut-off in the middle of a pandemic was handled by the development of a strong team plan which helped achieve the timeline goal with a month to spare.

Business challenges

Ecophon struggled with a turbulent mix of factors that was placing increasing pressure on both its operational efficiencies and budget.

- Complicated management of disparate cloud services
- Complex security requirements and protocols
- Rising concern for cybersecurity threats
- Strict deadline set by original service retirement
- Dealing with the burden of future costly upgrades

The overall upgrade was intended to further digitalize processes and accelerate innovation, while better optimizing internal IT resources. Ecophon felt it was spending too much internal time on maintaining and updating their on-premises solution, therefore a key objective was to free up the technicians from routine tasks allowing them to focus on vital issues and address long-term business requirements. This was achieved as AWS and Infor provided a highly secure infrastructure with safeguards, maintenance and backup services.

The move to the cloud provided great appeal as it offered a much-needed end to mandatory patches and updates to the existing on premises system, as well as avoiding future large, costly, and complex ERP upgrade projects. Another major benefits came in the integration with other legacy solutions, which was simplified thanks to the highly agile Infor OS and extensibility abilities.

Delivering a new, streamlined cloud service

Ecophon as a company is comprised of four different business entities, which meant that Infor CloudSuite had to accommodate this interconnected organizational structure as part of the multi-tenant solution.

The tight schedule for the Ecophon project plan helped focus attention on each area of the migration, identifying those responsible across the Ecophon project team and those on the Infor side. Each met with success, overcoming obstacles across many elements of the project, achieving:

- Data migration
- Integrations (including standard and Ecophon-specific)
- Output documents and reports
- Infor Document Management for archiving
- Business intelligence reports
- System integration testing, validation, and post migration activities
- End-user training and acceptance testing
- Go-live and post-live support

Business results

Ecophon partnered with Infor to meet upgrade deadlines with a streamlined migration.

- Established a modern cloud-based platform to support digital transformation and global expansion
- Enabled a rich application and user experience
- Implemented a scalable solution with opportunities to adopt well-defined and integrated solutions
- Projects empowered to perform on time and aligned with estimated costs
- Reduced maintenance effort and ongoing support

Looking to a future full of growth

The migration to Infor CloudSuite for Ecophon was an on-time success, delivered completely remotely. Weekly project review meetings helped address open questions to keep the project on track.

With Infor OS, Factory Track Mobility replaced a third-party solution with positive results. Scheduling Workbench and Plant Maintenance were also part of the implementation. Some elements remain to be implemented including a redesigned integration of invoice handling.

“ The Infor Consulting Services team did a great job. They understood the system and our business needs and came up with solutions to meet our requirements. ICS provided a good balance with our internal team.”

MAGNUS WITTANDER
M3 ERP Manager, Saint-Gobain Ecophon

[LEARN MORE](#) 



Infor is a global leader in business cloud software specialized by industry. Over 65,000 organizations in more than 175 countries rely on Infor's 17,000 employees to help achieve their business goals. Visit www.infor.com.

Follow us:     

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-2612667-en-US-0222-1