

## CASE STUDY



# UNGERER LIMITED



**IFS SUPPORT CONTRACT FROM PLATNED ENSURES BUSINESS CONTINUITY, REDUCING LEGACY APPLICATION MAINTENANCE COSTS FOR UNGERER LTD.**

### ABOUT UNGERER LTD



Headquartered in Chester, UK, Ungerer Ltd develops, manufactures, and supplies fragrances, flavours, essential oils and aroma chemicals for the food and beverage, nutraceutical and flavour and fragrance industries. Part of US-based parent Ungerer & Company, in 2020 the group was acquired by Givaudan.

In Europe Ungerer Ltd operates a manufacturing facility, an R&D centre and employs a 60+ strong team.

Following the unexpected departure of two key IT personnel in three months, a support contract from Platned has ensured continuity, availability and maintenance for business-critical functions provided by IFS Applications 9.

Since 2019, the company has used IFS Apps 9 for business critical finance and procurement operations. With Apps 9 entering restricted support from IFS in March 2023, the company faced a further cost increase in vendor support costs to maintain an operational system. In addition, pending a group-wide review, Ungerer had no immediate mandate from Givaudan to upgrade legacy systems within individual companies.

At around the same time, two members from Ungerer's IT team left, leaving a gap in internal knowledge and resources to administer and maintain the application effectively.



**"The team was even able to resolve some issues for us on-the-day during the very first meeting,"**

**-Paul French - Senior Site Buyer**

### BENEFITS ACHIEVED WORKING WITH PLATNED

- Robust and instant capabilities established removing reliance, delays and costs associated with vendor-consulting.
- Immediate access to specialist skills on time and materials basis.
- Independent scrutiny and streamlining of critical business processes and screens.



"It was at this point that we opened a dialogue with Platned to discuss potential non-vendor maintenance and support options using a Partner," says Paul French, Senior Site Buyer - Ungerer. Platned's senior team responded with the offer of a one-month free support trial, arranging an on-site discovery session with two senior Platned consultants.

Since the support contract with Platned commenced in September 2023, Ungerer has raised 19 cases, spanning change, incident and service requests across technical, DBA, finance, supply chain and manufacturing issues. All have been resolved with only two now outstanding, awaiting customer response. The average response time, per case to date, is just 2 minutes per case.



**FIND OUT MORE:**

**For further details, e-mail [info@platned.com](mailto:info@platned.com), contact your local Platned office or visit our website at [www.platned.com](http://www.platned.com)**