



IFS Baan Integration Case Study for DH Pace with ESS Inc.

DH Pace is a national company that has been providing dock and door-related products and services to home and business owners since 1926.

Enterprise Software Solutions Inc. (ESS) excels in providing ERP implementation and migration services for the manufacturing, construction, and service sectors.

Our comprehensive services encompass end-to-end ERP system implementation, optional post-implementation support, integration with third-party applications, and data migration solutions.

As an IFS GOLD partner, we offer comprehensive end-to-end implementation and optional post-implementation support for manufacturing, construction, and service industries.

We ensure your decision and long-term commitment to a new business system deliver a strategic advantage to meet your business goals.

DH Pace migrated from the Baan ERP system to the IFS ERP system with the help of ESS to enhance its operational efficiency and streamline its business processes. This transformation aims to leverage the advanced capabilities of IFS solutions in combination with the partner's expertise to achieve seamless integration and synchronization between the two systems.

DH Pace faced significant challenges in maintaining synchronization between its existing Baan ERP system and the new IFS ERP system. The integration operations needed to cover various levels, from work order creation to service quotation processes and invoice processing. The goal was to ensure that any changes or updates in one system were accurately reflected in the other, maintaining consistency and efficiency across its operations.

DH Pace encountered significant challenges with its existing Baan ERP system, primarily due to the complexities of maintaining synchronized operations across work orders, service quotations, and financial tracking. The aging infrastructure hindered scalability and real-time updates, leading to inefficiencies in their workflow.

The decision to adopt IFS ERP was driven by the need for a more dynamic and interconnected system. The project's objective was to ensure smooth integration between the legacy Baan system and the new IFS solution, minimizing disruption while enhancing operational capabilities. ESS Inc.'s team played a pivotal role in addressing these integration challenges using advanced REST API methodologies.

The integration process involved several key operations:

- **Work Order Integration:** When an internal subcontractor is assigned and a work order is released in IFS, a corresponding work order ID is generated in the Baan system and transferred back to IFS. This ensures that both systems have consistent work order data.
- **NTE Amounts Synchronization:** Any changes to NTE (Not-To-Exceed) amounts in IFS are transferred to Baan to ensure accurate financial tracking. This synchronization helps in maintaining financial integrity across both systems.
- **Quotation Creation:** When an NTE worksheet sequence is submitted in Baan, a new quotation is created in IFS with planning lines. Similarly, a new sequence is generated in



Baan when a revision is created in IFS. This bidirectional synchronization ensures that both systems are up-to-date with the latest quotations and revisions.

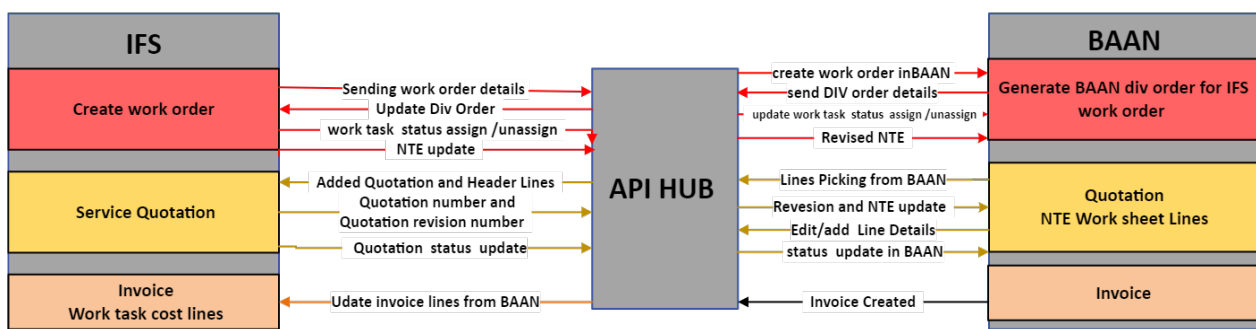
- **Line-Item Updates:** New lines added or existing lines updated in Baan are transferred to IFS to maintain consistency. This ensures that any changes in one system are reflected in the other, preventing discrepancies.
- **NTE Sequence Reset:** A reset button in Baan allows for resetting the NTE sequence, ensuring accurate tracking and updates. This feature helps in maintaining the integrity of the NTE sequences across both systems.

These integration operations were crucial for maintaining order processes in sync between the two systems. The partner's expertise in REST API integration played a significant role in overcoming the technical challenges and ensuring smooth data flow between IFS and Baan.

Technical Approach: ESS Inc.'s technical team leveraged a robust REST API framework to establish a seamless connection between IFS and Baan. This involved meticulous testing and validation processes supported by the QA team to ensure reliability and accuracy in data synchronization.

Impact:

- Reduced discrepancies in work order and financial data.
- Improved operational efficiency through automated processes.
- Enhanced scalability to accommodate future integrations.



The successful integration of IFS with Baan required a well-defined and scalable REST API framework. ESS Inc.'s team ensured thorough testing of all data points, addressing potential challenges like API latency and data validation errors. By adopting a phased implementation approach, the team minimized operational disruptions and ensured seamless adoption.

Challenges and Learnings

- **Capturing API Responses:** Ensuring accurate handling of responses from APIs to display the correct messages on IFS screens.
- **Storing Response Data:** Implementing a mechanism to store response data in a temporary table for further processing.
- **Callback Functions:** Utilizing callback functions to collect and process response data stored in the temporary table, ensuring seamless communication and data integrity.

These challenges highlighted the importance of a robust error-handling mechanism and thorough testing during the development phase. From an IFS development perspective, the team leveraged custom event handlers and configurations to adapt to the dynamic requirements of the integration. Today, DH Pace benefits from real-time synchronization of critical business data, significantly reducing manual effort and errors.



The existing Baan system will be phased out as the client transitions entirely to the IFS ERP platform. Future plans include the integration of mobile solutions and PSO (Planning and Scheduling Optimization) capabilities to further streamline operations. This ongoing collaboration with ESS Inc. aims to harness the full potential of IFS, driving efficiency and supporting the client's growth ambitions.

Enhanced features and functionality of IFS in service management, third-party integration, material management, and inventory is expected to be rolled out in future go-lives.

Benefits

- **Improved Data Synchronization:** Ensures real-time updates and consistency between IFS and Baan systems.
- **Enhanced Operational Efficiency:** Streamlines work order and financial processes.
- **Accurate Financial Tracking:** Maintains accurate NTE amounts and quotations.
- **Scalability:** Supports future growth and additional integration needs.
- **Reduced Manual Effort:** Automates data transfer and reduces the need for manual intervention.

"Partnering with ESS Inc. and leveraging IFS solutions has significantly improved our operational efficiency and data synchronization, allowing us to focus on our core business activities." – DH Pace, ESS Client