

CDF USES CLICKLEARN TO AUTOMATE THE CREATION AND UPDATE OF WORK INSTRUCTIONS IN IFS APPLICATIONS™

CDF began using IFS Applications in 2005 with IFS Applications 7 and upgraded to IFS Applications 9 in 2016. The three CDF business units are currently running IFS Applications in five locations in the United States and Sweden. They have approximately 350 IFS Applications users. CDF uses a number of IFS modules, including Accounting, Manufacturing, Customer Services, MRP and CRM. Often an early adopter for IFS and Microsoft, CDF is the IFS North American test site for beta testing IFS's new CRM connector, which connects and synchronizes tasks and calendars between Microsoft Outlook and IFS Applications.

CDF was the first IFS North American customer to purchase ClickLearn, in the summer of 2015. Alex Ivkovic, the Director of IT for CDF, Cheer Pack and Quadpak explains, "What immediately caught my attention about ClickLearn was how easy it was to use and the amazing quality of the training materials it produced." Those two factors were important to CDF because its IT staff were fully engaged and had little available time for the manual process of creating work instructions, so were restricted to the minimum possible. A related problem was keeping work instructions current. With no time to keep the paper-based work instructions up to date, CDF had the continuing problem of IFS Applications users working with outdated work instructions.

CREATING WORK INSTRUCTIONS WITH A SINGLE CLICK

What impressed Ivkovic during his hands-on ClickLearn trial was how easily he could walk through a business process once in IFS Applications and have ClickLearn automatically produce a well formatted set of work instructions and training materials. With one click, ClickLearn created the text of the work instruction automatically from its template and the fields on IFS Applications screens, grabbed screenshots from the software and rapidly produced the complete set of work instructions in Word, PDF and PowerPoint formats plus three levels of training videos and a live assistant to guide users while within IFS Applications. "ClickLearn understands IFS Applications at a deep level as well as all the keyboard shortcuts. It also reads any custom fields we set up, and produces all of the training materials very quickly," Ivkovic says.

CDF was also impressed by ClickLearn's ability to save IT time in updating work instructions when a change was needed for operational reasons. Ivkovic observed, "With ClickLearn we could just go to the point where we needed to make a change, walk through the new steps once in IFS Applications with ClickLearn recording in the background and then we could drop the recording of the new steps right into the existing work instruction. Within a minute or two, ClickLearn gave us our updated work instructions and related training materials."

ABOUT CDF

CDF Corporation, headquartered in Plymouth, Massachusetts, is a global company with approximately 450 employees that specializes in the manufacture and sale of high quality pail liners, drum liners, intermediate bulk container liners, bag in box and flexible packaging. CDF was founded in 1971. Today it consists of 3 operating companies, CDF and Cheer Pack North America in the United States and Quadpak in Sweden.

www.cdf1.com



ABOUT CLICKLEARN

ClickLearn is the 2017 and 2016 IFS Global Software Partner of the Year. ClickLearn automates the creation, maintenance and upgrade of work instructions in IFS Applications™ and other enterprise software to generate work instructions in all required languages. A single click produces Word, PDF and PowerPoint formats plus 3 levels of training videos, and a virtual assistant that guides users through the work instructions inside their IFS solution via an embedded Learning Portal.



UPGRADING IFS APPLICATIONS WITH CLICKLEARN

The need to update work instructions is especially critical when an IFS customer faces upgrading to a new version of IFS Applications. That could have created a significant problem when CDF faced its next upgrade, but it did not because it was using ClickLearn.

Once a customer uses ClickLearn to create work instructions for any version of IFS Applications (IFS Applications 7.5IEE and higher), ClickLearn's automated replay feature eliminates the need to manually write new work instructions when the customer upgrades. In the summer of 2016, CDF used that functionality to automate its upgrade of IFS Applications 8 work instructions for IFS Applications 9 early in the upgrade project. "Shortly after we set up our IFS Applications 9 test environment, we used ClickLearn to generate our IFS Applications 9 work instructions and training materials," said Ivkovic. "This was a great help to our users as they worked through new and changed areas in IFS Applications 9. It was a significant time saver for us and helped users quickly absorb the changes in IFS Applications and becoming highly productive in the new version."

ClickLearn enabled a significant change of habit at CDF. "When it's simple and fast to update work instructions, you're much more likely to actually do it," said Ivkovic.



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I just thought it was great from the start. ClickLearn is a fantastic product, and their support staff is always ready to show you how to get more value from its capabilities.

Alex Ivkovic, Director of IT at CDF, the first IFS North America customer to purchase ClickLearn in 2015

CLICKLEARN MAKES IFS USERS MORE PRODUCTIVE AND REDUCES TIME TO MAINTAIN WORK INSTRUCTIONS

Users at CDF feel that training materials produced by ClickLearn are user-friendly, accurate and easy to learn from. Every work instruction has the same look and feel, which communicates more effectively with users and makes them more confident. The result is that they are more productive in IFS Applications.

CDF uses ClickLearn's PowerPoint presentations for classroom training—an important part of its training program—and also for creating longer term documentation and reference materials. In a classroom environment, the audience is given PowerPoint handouts, a valuable addition to CDF's training program. They present a detailed in focus on key points as a complement to the large-screen presentation. ClickLearn formats both the slide deck and handouts to CDF's corporate template, which produces the overall effect that CDF wants their training materials to have.

"When I think of the benefits we have realized with ClickLearn, a couple of major ones stand out. First, we reduced the time it takes to document business processes in IFS Applications by 50% compared with our prior manual process," Ivkovic remarked. "Second, we found that ClickLearn shortens the learning curve for our users and makes them more productive when we do IFS version upgrades."

LOOKING FORWARD TO THE IFS APPLICATIONS 10 UPGRADE

CDF has upgraded to each new version of IFS Applications since 2005. "We're looking forward to IFS Applications 10. We upgrade every 3 years so that we can take advantage of the excellent technology that IFS adds to its software with each new version," said Ivkovic. He also has some advice to share with other IFS customers. "Every company using IFS Applications should take a serious look at ClickLearn. It's almost a no-brainer. If you need to document processes in IFS Applications, you will certainly find ClickLearn very useful and easy to master."

BENEFITS

- Easy for IT to learn and use ClickLearn
- 50% reduction in time required to create and maintain work instructions
- Key to speedy IFS upgrade
- With one click, produces effective training materials in multiple formats and languages
- Makes users more productive and comfortable with IFS Applications

For further information, contact **George Hardy, ClickLearn's Vice President, Enterprise Sales**, at gha@clicklearn.dk or visit our website, www.clicklearn.dk