infor

CASE STUDY

Sutton Tools sharpens operations with Infor CloudSuite

Melbourne's Sutton Tools began as a family enterprise more than 100 years ago, manufacturing threads and gauges, and over time has evolved a broader portfolio of high-quality power tool accessories and cutting tools. The firm now creates specialized tools for industries including aerospace and automotive, as well as the consumer hardware market. Sutton Tools operates globally delivering innovative products, yet is still family run, and a prominent success story for Australian-made products.

"One of the most important contributions to our success is our ongoing reinvestment into the business-through research and development, our manufacturing processes, and the underlying technology stack," says Managing Director, Peter Sutton.

With a strong focus on business and product improvement, Sutton Tools worked closely with Infor® and global partner Fortude®, to move its existing on-premises Infor Movex/M3 ERP, which the company had been using since 2001, to CloudSuite. The migration was designed to support global operations efficiently and effectively as part of a broader Industry 4.0 strategy.

suttontools

Headquarters
Melbourne, Australia

Operating budget
$100+ million AUD

Industry
Manufacturing

Employees
380

International locations
New Zealand, Netherlands

Infor products
Infor CloudSuite™ Manufacturing, Infor OS (ION®, ION API, Mongoose, Data Lake, Document Management)

Website
suttontools.com

❝ **The primary benefits of the upgrade have been improvements in excellent business uptime reliability, the most pleasing aspect of the project. With the only downtime relating to internal issues. Integration with Salesforce and other tools helps unify business operations and improve supply chain visibility.**❞

PETER SUTTON
Managing Director, Sutton Tools

Determining the business' cloud readiness

Sutton Tools' project commenced with a readiness assessment, reviewing processes and systems, providing recommendations for immediate improvement as part of the migration.

"The readiness assessment was an invaluable part of the process, it highlighted functionality we would gain with the project, but more importantly identified areas for some quick wins, which brought some good will to the project early." said, Peter Sutton.

The choice to go to a modern, industry-specific cloud platform

Moving Infor Movex/M3 ERP from on-premises to Infor CloudSuite

Trepidation often accompanies any big business decision, and it was the same for Sutton Tools executives as they pondered making this multi-tenant upgrade. A hands-on demo helped build confidence and calm any business concern around the risks of migration in moving to a multi-tenant system. Sutton Tools' goals for the upgrade were to:

• Improve business IT uptime

• Reduce the effort required to upgrade an on-premises system

• Take advantage of a continually release of modern cloud service features

• Centralize its growing number of operational sites and existing third-party cloud-based services

• Make integration with third-party applications easier

The result of the upgrade, handled by Infor global partner Fortude, gives Sutton Tools a timely and accurate picture of its business, helping it drive product and company expansion. It improved the integration of third-party services, something Sutton Tools had struggled with previously.

> **❝ Cost of ownership was a pretty easy decision. It has well surpassed our expectations. The efficiencies alone and to also be able to leverage Infor Mongoose and Infor ION across the business, allows us to re-focus on the actual software than the hardware.❞**
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> PETER SUTTON
> Managing Director, Sutton Tools

Business challenges

This renowned Australian manufacturer needed a modern ERP to expedite product improvement and support plans for greater global operations. It faced:

• A dependence upon an on-premises ERP overdue for an upgrade

• Challenges integrating a wide range of third-party services

• Struggles managing and monitoring supply chains from end-to-end

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"The third-party integrations under the ION platform have been seamless. It's changing our business at a rapid rate," mentioned Peter Sutton. "Being able to seamlessly integrate the Salesforce CRM from a customer-facing side has been very beneficial."

Increasing innovation in the factory, back office, and across the workforce

The firm has been a long-time user of Movex/Infor M3 operating in an on-premises environment. Back in 2001, Sutton Tools had a single distribution hub and one manufacturing center, yet in the last decade it's expanded globally with new facilities in New Zealand and The Netherlands as a launching pad for a bigger focus on the European market.

Sutton Tools decided to upgrade to CloudSuite Manufacturing to improve system integration and supply chain monitoring across three manufacturing sites and three distribution centers. Despite some initial resistance, the upgrade went smoothly and has helped the business to thrive. With increased border transparency and help overcoming time zone issues, the upgrade has supported an increased pace of doing business.

The upgrade provided easier access for employees and additional oversight for management. "Employees adapted very quickly." according to Sutton. "I can be anywhere in the world and I'm up and running with an Infor M3 session, with full oversight of the company operations. During COVID, the ease of access has been invaluable."

Making the right move at the right time

Managing Director, Peter Sutton values being able to log in from any location in the world with CloudSuite and instantly see Sutton's latest business progress or challenges. Meanwhile the company's 130 users find the upgrade when it comes to business operations.

Using CloudSuite provides better partner support as Sutton Tools continues to grow. As the implementation started before COVID, it helped Sutton to weather the storm and proved the benefits of cloud flexibility firsthand, supporting remote working. Peter Sutton estimates that "if they had delayed the decision to upgrade by just six months, it could have seriously impacted the business."

Honing the results and practical benefits of a CloudSuite upgrade

The transition to cloud also helped save Sutton Tools from spending potentially AU$100,000's on new computing systems to maintain the previous creaking on-premises system. Since the new system's upgrades are handled automatically, there's less stress on the company's IT team empowering them to focus on long-term business goals and productivity-improving tasks.

Asked for his thoughts on moving from on-premises to the cloud, "The savings have been significant," said Peter Sutton.

Connecting business benefits for Sutton Tools

As a forward-thinking business, Sutton Tools is consistently seeking ways to elevate how it sells and delivers its tool products. For example, a vending machine at an aerospace firm in France instantly alerts Sutton Tools to a sale, with automatically-generated invoices.

Business benefits

With a transformation to a multi-tenant cloud platform, Sutton Tools became well positioned for greater growth and expansion due to:

- Constant uptime for increased productivity

- Integration with other existing applications for unified operations across the business

- Automatic upgrades and updates

Making big plans for the enterprise's future

Sutton Tools' achievements with Infor CloudSuite, and as an early adopter of our services in Australia, positions it as a business that can drive ever-increasing customer success, as well as attract high-quality IT and production staff who prefer to work in a cutting-edge environment.

Supporting efforts for Sutton Tool's state-of-the-art production processes, supply chain assurance and a sovereign capability, will also help the enterprise in its goals to remain a strong Australian manufacturer, as the pressure to collaborate and work globally increases.

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641 Avenue of the Americas, New York, NY 10011

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