



CONTACT INFORMATION

Anne Vandbakk
Corporate Communications Director

Phone: +46 8 58 78 45 00
anne.vandbakk@ifsworld.com

Frédéric Guigues
Investor Relations

Phone: +46 8 58 78 45 00
frederic.guigues@ifsworld.com

PRESS RELEASE

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Supra optimizes supply chain management and measures customer satisfaction with IFS Applications

IFS, the global enterprise applications company, announces that Supra, the heating equipment manufacturer, has expanded its use of IFS Applications™ to meet the demands of the market.

Supra specializes in the design, production, and marketing of residential heating equipment. The company was founded in 1878 and is an EDF (EDF=) subsidiary for distributed alternate energy sources. With operations in over 25 countries worldwide, Supra has 370 employees and two major brands, Supra and Richard Ledroff. The company has a network of some 4,500 resellers representing DIY superstores, mid-sized to large retail outlets, wholesalers and retailers.

Supra has been an IFS customer since 2007 and has since significantly improved governance of its business through a better control and sharing of data, providing more efficient management of the entire supply chain.

After successfully deploying IFS Applications to optimize its manufacturing processes, Supra decided to adapt its supply chain in order to meet the demands of mass merchandisers as well as to improve customer satisfaction.

Supra's former ERP system was based on a mixture of obsolete technologies. It was outdated and slowed the company's growth. The system did not provide a global view of operations from orders through to delivery, as well as manufacturing and invoicing. Supra could not consolidate its data with its sales, nor prepare accurate forecasts or obtain coherent sales statistics; these deficiencies hampered its business development.

"We needed a solution able to centralize all the data from our various departments in order to improve corporate governance. Supra was committed to giving customers accurate information as quickly and reliably as possible, so as to improve customer satisfaction," said Eric Storme, Information Systems Director at Supra.

Since deploying the IFS Applications Collaborative Supply Chain component, Supra has benefited from reliable, accurate, and up-to-date data. The company has considerably enhanced both its inventory management and its visibility of the supply chain and has also significantly reduced its manufacturing and delivery lead times. These advances have improved cash flow and increased the level of service provided to customers.

"We have become much more efficient. It used to take us a week to fulfill an order received during the busy season; now we can deliver within three or four days," said Eric Storme. "This was made possible by the deployment of IFS Collaborative Supply Chain which optimizes communications with our logistics service provider. Now the provider is informed immediately of ongoing operations and this makes our delivery lead times much more reliable."

The retail industry is one of IFS's targeted vertical market segments.

IFS's retail solution covers the entire value chain, from planning, assortment planning, purchasing and procurement to distribution and store solutions.

IFS Distribution supports different distribution models and business processes; it also helps managers track changes and facilitates communications with other parties in the supply chain (SCM).

About Supra

For additional information, visit www.supra.fr

IFS PRESS RELEASE

About IFS

IFS is a public company (OMX STO: IFS) founded in 1983 that develops, supplies, and implements IFS Applications™, a component-based extended ERP suite built on SOA technology. IFS focuses on industries where any of four core processes are strategic: Service & asset management, manufacturing, supply chain and projects. The company has 2,000 customers and is present in more than 50 countries with 2,700 employees in total. Net revenue in 2010 was SKr 2.6 billion.

More information on IFS is available at www.IFSWORLD.com