

Beyond Implementation: How Atherton is Maximising IFS for Smarter Operations

About Atherton

Established in 1889, Atherton is a fifth-generation, family-owned Australian manufacturer of infection control products used in hospitals, laboratories, and aged care.

With operations across Australia and a distributor in New Zealand, Atherton provides manufacturing, import, sales, service, and validation solutions focused on critical sterilisation environments.



Industry

Medical Equipment Manufacturing
(Infection Control)

THE CHALLENGES



Maximising Value from Existing Systems

Atherton had long used IFS on-premise as a core business platform, but leaders saw untapped potential. The challenge was not to replace the system but to maximise the value of what they already had. The goal was to evolve without disruption, building on a strong foundation that already supported the entire business.



Balancing Growth with Efficiency

With a growing national footprint and diverse customer base, Atherton wanted to scale operations without adding headcount. Increasingly complex service and manufacturing schedules demanded better tools for visibility, mobility, and decision-making, while keeping admin work low and information easily accessible across teams.



Preparing for the Next Digital Step

Atherton's operations demanded strong control and compliance, yet leadership wanted to pave the way for automation, IoT, and AI. The challenge lay in evolving technology use while keeping systems stable and supportable.

THE IFS SOLUTION



Atherton partnered with InfoConsulting Australia to review its entire IFS environment and uncover new opportunities for improvement. Rather than replacing the platform, the focus was on maximising capability and usability - strengthening how teams across manufacturing, service, and finance used IFS day-to-day.

Together, they developed a two-year roadmap of targeted initiatives, including improved mobility, redefined dashboards and lobbies for better visibility, scheduling automation, and national inventory management improvements.

When new requirements emerged, InfoConsulting provided proactive guidance and support, ensuring every enhancement aligned with Atherton's business goals. **Their expertise and close collaboration continue to help Atherton get the most from IFS.**



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RESULTS AND IMPACT



Improved Decision-Making and Insight

1 IFS dashboards and lobbies now give Atherton's leaders real-time visibility into performance across manufacturing, service, and finance. Faster access to accurate data supports better, more confident decisions at every level.

Increased Efficiency and Mobility

2 Redefined service invoicing has reduced time from job completion to billing and improved accuracy. Browser-based access and mobile tools have boosted engagement across the workforce, lowering administrative effort and support needs.

Continuous Improvement Culture

3 Atherton's teams have embraced IFS's regular update cycle, adapting quickly to new features and capabilities. This approach has fostered a culture of collaboration and agility - keeping the business aligned with its technology and future goals.



InfoConsulting is a trusted and knowledgeable partner. Their understanding of IFS and their ability to help us uncover what we don't know about the product is one of their greatest strengths.



Leigh Pike
COO
Atherton



LESSONS LEARNED



- Keep systems as close to **best practice** as possible to simplify upgrades and reduce risk.
- Maintain strong **data quality and structure** for reliable reporting and analysis.
- **Leverage IFS fully** before considering external integrations or bolt-ons.
- Work with a **partner who understands your industry and technology** to identify new opportunities.