

SYSPRO **Managed Cloud Services**

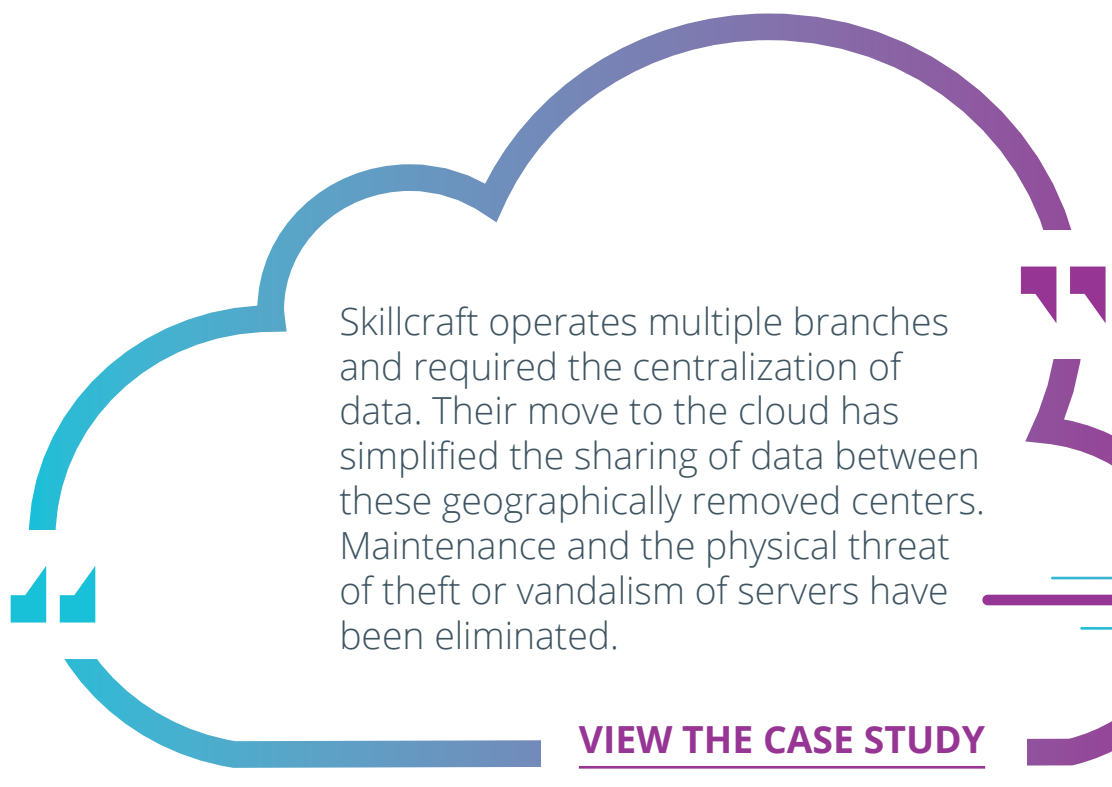
Focus on your manufacturing business, not your IT



SYSPRO™
Say Yes to Next

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Skillcraft operates multiple branches and required the centralization of data. Their move to the cloud has simplified the sharing of data between these geographically removed centers. Maintenance and the physical threat of theft or vandalism of servers have been eliminated.

[**VIEW THE CASE STUDY**](#)

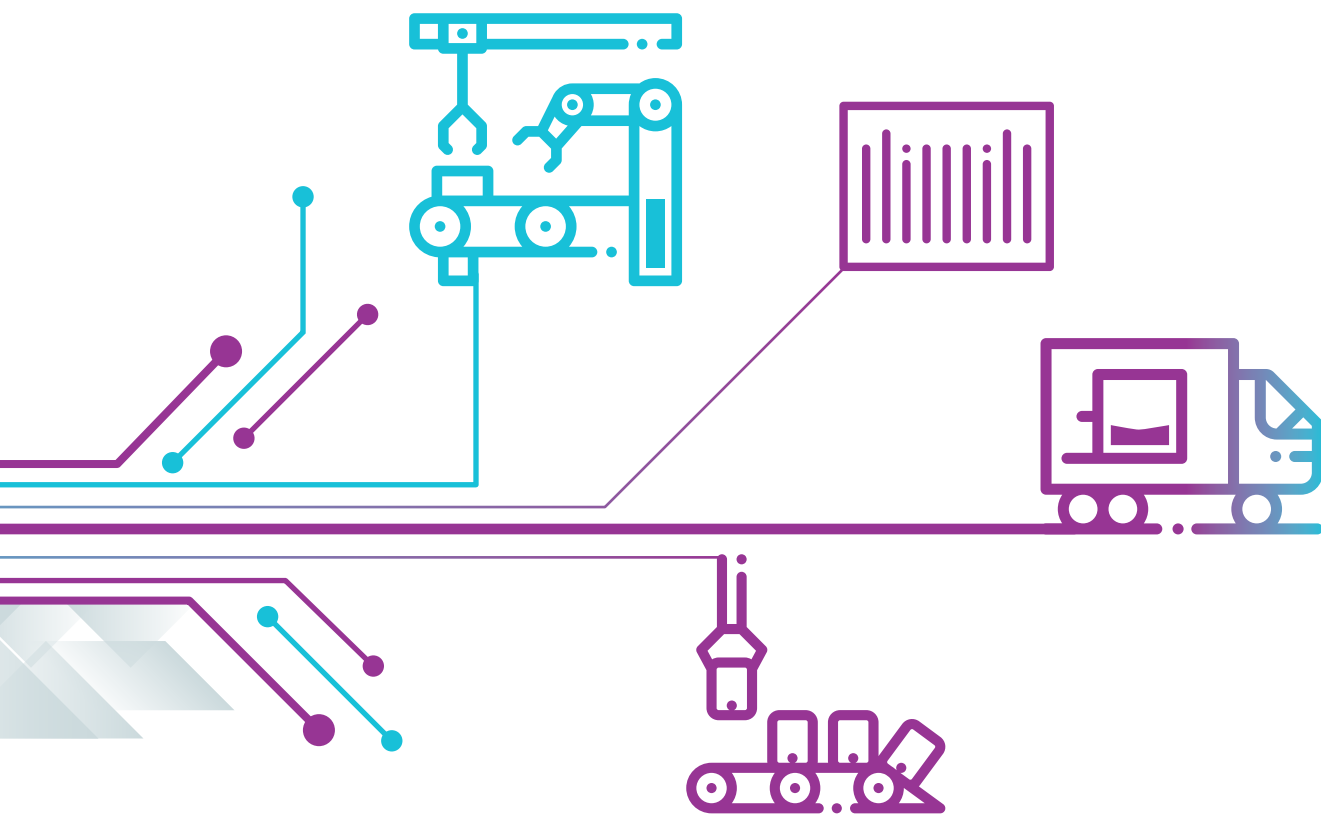
As a manufacturing or distribution company, the choices you make right now will affect your competitive advantage and your ability to remain relevant in a rapidly changing business environment. You need agility to support your growth, expand into new markets and execute new strategies.

But complex and inflexible IT infrastructures make it difficult to modernize your business model, adapt and quickly respond to market changes. Having scalable, future-ready systems in place will enhance your productivity and business performance, allowing your business to achieve its full potential.

One sure way to keep your business flexible, agile and competitive in this hyper-connected world is by leveraging the increased system performance, scalability and digitalization capabilities of SYSPRO Managed Cloud Services.

When you shift the management and hosting of your infrastructure to SYSPRO, you receive immediate value without the upfront investment and business challenges typically associated with building out, maintaining and upgrading on-premise IT infrastructure.

Freeing you up to focus on running your business rather than running your IT.



SYSPRO Managed Cloud Services Overview

A hosting solution developed specifically to support your SYSPRO ERP infrastructure requirements.

SYSPRO MANAGED CLOUD SERVICES PROVIDES YOU WITH:



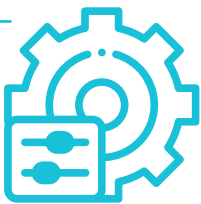
A FULLY MANAGED Infrastructure

All your SYSPRO ERP infrastructure, servers, storage, databases, operating system and networking requisites are taken care of, and you only pay for what you use.



HOSTED ON MICROSOFT AZURE'S CLOUD PLATFORM

We offer a dedicated managed infrastructure hosted on the Microsoft Azure cloud platform in data centers throughout the world – delivering a highly secure, stable, reliable and robust infrastructure that performs at the highest levels of availability, scalability and performance.



DEPLOYED BY SYSPRO

SYSPRO's specialized onboarding services comprise deployment of the solution in line with SYSPRO's best practice and tailored to your requirements. You maintain control of the software, 3rd party applications and data that is deployed to the infrastructure, with the option to select a SYSPRO channel partner or local SYSPRO office to deliver SYSPRO application support.



SYSPRO Managed Cloud Services offers a fully managed infrastructure, deployed by SYSPRO and hosted on Microsoft Azure's cloud platform.

All of your SYSPRO ERP infrastructure requisites are taken care of, and you only pay for the resources you use.

The monthly fee includes 24/7 technical infrastructure monitoring, maintenance, support and reporting.



SERVICED AND MAINTAINED BY SYSPRO

Ongoing 24/7 technical infrastructure monitoring, maintenance, support and reporting are provided for at a monthly cost.



OPTIONAL VALUE-ADDED SERVICES

Optional value-added SYSPRO services include disaster recovery and cost optimization, as well as Azure services such as bots and analytics.

9

Ways SYSPRO Managed Cloud Services Benefits Your Business



1. Remove Your IT Infrastructure Burden

FULLY MANAGED

With SYSPRO, your IT resources are freed up to focus on more strategic and core initiatives or revenue-generating projects instead of focusing on operating infrastructure.

We remove your SYSPRO ERP infrastructure burden by providing an efficient service that takes care of your core technology, storage and networking requirements while you maintain control of the software and whatever applications, data and operating systems you put on the infrastructure.



2. Manage Your Expenses more Effectively

PAY AS YOU CONSUME

SYSPRO Managed Cloud Services eliminates the capital expense and reduces the ongoing cost typically associated with building out and maintaining onsite ERP infrastructure. You pay only for the computing resources you use, allowing you to manage your expenses more effectively.



3. Get Up and Running Quickly

RAPID DEPLOYMENT

SYSPRO Managed Cloud Services allows you to get up and running quickly without the hassle and time that comes with deploying personnel within your organization to install and configure equipment, helping you to quickly achieve your ultimate business outcomes.

The vast capacity of our remote servers means many applications can be turned on within a few days or even hours depending on the complexity of your individual solution.



4. Tailor Your Solution to Meet Your Needs

FLEXIBILITY IS KEY

SYSPRO Managed Cloud Services is built around your company's unique needs. We perform a thorough in-depth appraisal in order to provide you with the ideal solution for your requirements. The flexibility of our cloud offering enables you to transition to a hybrid cloud environment to accommodate your existing on-premise infrastructure and easily integrate existing applications.



5. Respond Quicker to Shifting Business Conditions

RAPIDLY DEPLOYED

Being able to efficiently scale your operations up when demand is high and down when it is quieter is critical to business success and sustainability.

SYSPRO Managed Cloud Services allows you to expand or contract your business needs with a single phone call. As your business needs fluctuate, so your solution can be scaled seamlessly in line with demand.

This reduces the complexity, delays and additional cost typically associated with managing seasonal and unpredictable market demands. It also eliminates the need to forecast capacity requirements, with the assurance that your future needs will be met as and when your requirements change.

By providing computing power that matches your business demands, this fully managed infrastructure solution offers the scalability to quickly and seamlessly grow with you without compromising on system performance.



6. Work Anytime with Increased Decision-Making Ability on the Fly

ALWAYS AVAILABLE

With business data being created at exponential rates, to perform at their best your employees need to be able to immediately access the information relevant to them, any time, any place in the world.

The beauty of cloud is being able to access all your data using any device with internet capability. SYSPRO Managed Cloud Services enables users to access the software through the internet, giving your workforce increased levels of collaboration, capability and remote use.

Naturally, being able to access all the information you need on demand, from sales, customers, suppliers and orders to inventory and monitoring of KPIs, allows you to be more productive.

With SYSPRO Managed Cloud Services surfacing the information your people require in an instant on any device with internet capability and in real-time, they are equipped to take immediate action, improving cycle-time which leads to improved customer satisfaction and ultimately boosts profit margins.



7. Peace of Mind

RELIABLE

A crash, a breach or even extended downtime can be devastating to a company that has failed to back up its data. SYSPRO Managed Cloud Services ensures that your business can retrieve information at any given time, regardless of any planned or unplanned issues that may arise.

Our solution makes use of the Microsoft Azure hosting platform, which runs on a worldwide network of Microsoft-managed data centers across 38 regions. We offer redundancy in all aspects from power and connectivity to hosting and storage. This high availability means that redundancy extends to all elements of your cloud managed services and not just data.

And with a technology platform that offers the highest levels of scalability as well as excellent performance, you can rest assured that your system will continue to operate optimally, performing the correct function at the desired level of performance.

SECURE

From encryption, authentication and data loss prevention through backups and replicated data centers, to malware protection and the latest software updates, SYSPRO's stringent policies keep your critical data secure.

Staying secure in a cloud is a shared responsibility as the cloud has two distinct components from a security perspective:

- Security of the platform (cloud) provisioned by SYSPRO.
- Security on the platform (applications) is the responsibility of the customer. You may choose to assign control of this function to a SYSPRO channel partner or local SYSPRO office.

Our ongoing security management and monitoring services enable security measures and manage risk by identifying threats and vulnerabilities. We continuously collect and analyze information to detect suspicious behavior or unauthorized system changes on your network and assist you in defining which types of behavior should trigger alerts – enabling you to take action when it is needed.

With SYSPRO's best security practices and rigorous methodology, together with Microsoft Azure's focus on security, privacy, compliance, and transparency, you can rest easy knowing your system and data are protected, backed up and replicated, and could be easily recovered should an unexpected event occur.



8. Experience and Best Practices to Achieve Your Objectives

INDUSTRY EXPERIENCE

Backed by a dedicated and professional team of employees and partners around the world, SYSPRO's ability to innovate and develop technologies based on the needs of customers is one of the reasons our retention rate is among the highest in the industry.

Our in-depth industry experience and proven implementation methodology facilitate a successful implementation and the comfort of knowing your mission-critical systems are being looked after by people with the right skill set.

A team of specialists works on the system on an ongoing basis, both maintaining current behavior and adapting the system to new requirements, seamlessly and efficiently. IT administrators and networking engineers customize workloads for optimal performance, perform ongoing support and manage or co-manage your infrastructure environment.

We ensure that your system and data are protected, backed up, replicated, and can be easily recovered should an unexpected event occur.



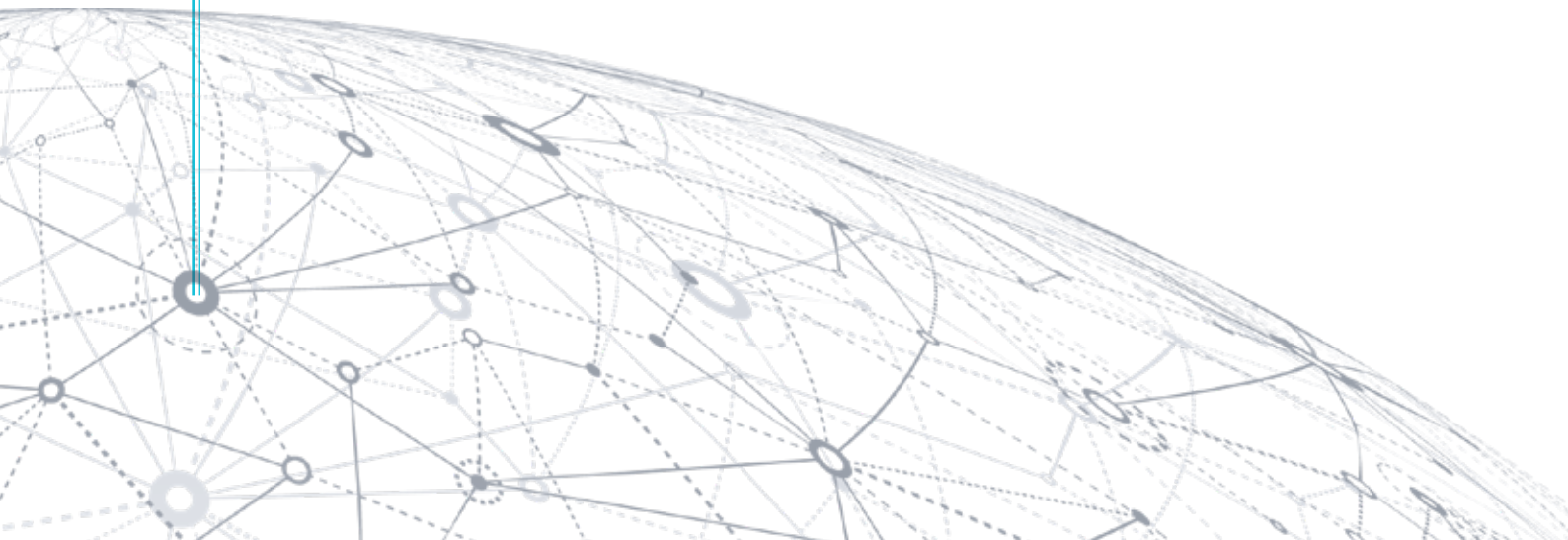
9. Streamline Your Adoption of New Technologies

ENABLE DIGITAL TRANSFORMATION

Streamline your adoption of new technologies by leveraging cloud-enabled access to the digital tools that give you a differentiated competitive advantage. Shifting your infrastructure management to SYSPRO Managed Cloud Services provides the flexibility, speed and agility to continuously innovate with access to the latest available technologies such as Azure Services, Bots, AI, and IoT.

When the time comes to upgrade applications, there is no need to bring the internal system down as updates are seamlessly handled in the cloud, while you carry on with business as usual.

Updates are done in partnership with you, ensuring complete synergy with your functional requirements, capacity and business aspirations. You maintain control of your upgrades, dependent on your readiness, while avoiding the cost and disruption typically associated with large upgrades.

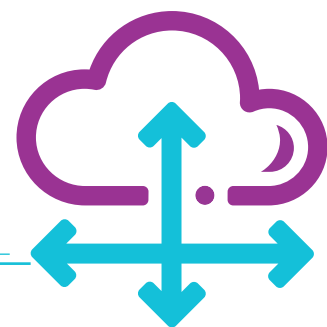


SYSPRO

Managed Cloud Services:

1. Deployment Service

SERVICE	DESCRIPTION	BENEFITS
Implementation	<p>Implementation methodology includes:</p> <ul style="list-style-type: none">■ Discovery■ Design■ Deploy■ Maintain■ Support <p>Ensures deployment of a secure, stable, reliable and robust infrastructure that is tailored according to your specifications. Enables a transition to the cloud starting with a hybrid if the customer has an investment in an on-premise infrastructure.</p>	<ul style="list-style-type: none">■ Ensures complete synergy with your functional requirements, capacity and business aspirations.■ Shorter deployment times compared to traditional on-premise deployment.■ Transition to the cloud at your pace.
New Requests	<p>Change management process is followed to deploy new infrastructure requests.</p>	<p>Ensures relevant change requests are carried out according to SYSPRO best practices.</p>





2. Monitoring Service

SERVICE	DESCRIPTION	BENEFITS
Network Monitoring	Critical IT process where all networking components such as routers, switches, firewalls, servers and virtual machines are monitored for fault identification and performance evaluation in order to continuously maintain and optimize availability.	Achieves optimal network availability and performance.
Server Monitoring	A process by which a server's system resources such as CPU usage, memory consumption, I/O, networks, disk usage and processes are monitored. Server Monitoring evaluates the server's system resource usage to improve capacity planning and provide a better end-user experience.	Optimizes server system resource usage, improves capacity planning and the end-user experience.
Database Monitoring	The process of assessing the availability and performance of the database.	Improves database availability and performance.
Security Monitoring	Sometimes referred to as "security information monitoring (SIM)" or "security event monitoring (SEM)", this involves collecting and analyzing information to detect suspicious behavior or unauthorized system changes on your network, defining which types of behavior should trigger alerts, and taking action on alerts as needed.	Alerts you to suspicious system activities so that you can take immediate action.
Backup Monitoring	A process by which alerts generated by backup applications are collected and compiled into a meaningful report. This ensures that successful backups take place that support the Business Continuity Processes (BCPs).	Ensures successful backups are done in support of the Business Continuity Process.

3. Maintenance Service

SERVICE	DESCRIPTION	BENEFIT
Network Maintenance	The process of setting a network's controls, flow and operation to support the network communication of an organization and/or network owner.	Optimizes network communication.
Server Maintenance	The process of keeping server software updated and running so that a computer network can avoid downtime and loss of data. Regular maintenance will help avoid a total or partial network failure.	Keeps the server running as intended and avoids total or partial network failure.
Virtual Machine Configuration	The process of creating and assigning hardware, software, network, peripheral devices and other resources to a virtual machine.	Aligns systems performance-configuration with best business practice.
Patch Management	Assists in acquiring, testing and installing multiple patches (code changes) on existing applications and software tools on a computer, ensuring systems are updated with existing patches and determining which patches are the appropriate ones.	Quickly addresses software vulnerabilities.
Database Maintenance	A set of tasks that improve your database. Examples include defragmentation, indexes, freeing up disk space, checking for data errors and hardware faults, and updating internal statistics.	Boosts database performance.
Response Time Analytics	This SQL performance analyzer is designed to correlate activity, wait types, SQL statements and other dimensions to help pinpoint the exact cause of database slowdowns.	Pinpoints the exact cause of database slowdowns.



SERVICE	DESCRIPTION	BENEFIT
SQL Server Performance	Tools that pinpoint the root cause of problems and allow you to validate your hardware relevance.	Maximizes database performance using your existing resources.
Security Maintenance	The management and control of configurations for an information system with the goal of enabling security and managing risk.	Enables security measures and manages risk.
Identity and Access Management	Also called identity management, this refers to the IT security discipline, framework and solutions for managing digital identities. Identity management encompasses the provisioning and de-provisioning of identities, securing and authentication of identities, and the authorization to access resources and/or perform certain actions.	Manages and secures digital identities with ease.
Threat and Vulnerability Management	This is the cyclical process of identifying, assessing, classifying, remediating and mitigating security weaknesses together with fully understanding root cause analysis to address potential flaws in policy, process and standards – such as configuration standards.	Rapidly manages vulnerabilities and identifies threats.
Backup	The performance and maintenance of backups of the operating system and database. This includes geo-location, high availability and encrypted backups.	Ensures your business is able to retrieve information at any given time, regardless of any planned or unplanned issues.





4. Support Service

SERVICE	DESCRIPTION	BENEFIT
Event Logging	The process that monitors all events that occur through the SYSPRO ERP IT infrastructure.	Allows for normal operation and detects and escalates exception conditions.
Change Request Logging	The practice of ensuring all changes to configuration items are carried out in a planned and authorized manner. This includes ensuring that there is a business reason behind each change, identifying the configuration and considering possible steps for risk mitigation.	Ensures that relevant changes requests are carried out according to best practice.
Service Level Delivery	Involves the execution of support services as per the agreed KPIs or SLAs to ensure quick resolution of requests and incidents.	Ensures quick resolution of requests and incidents.
Service Delivery Management	Ensures that every planned IT service is delivered in line with the previously agreed service level targets. Focuses on the management, control and prediction of end-to-end performance of the support services. Performance is measured and compared to the requirements that are set out in the Service Level Agreements (SLAs) or Service Level Requirements (SLRs) to ensure the optimal delivery of support services.	Ensures optimal delivery of support services.

5. Reporting Service

The following reports are provided on a monthly basis as part of our service delivery:

- User Access
- Stakeholder Access
- System Uptime
- Resource Utilization
- Incident Management
- Change Management
- System Health

6. Optional Value-Added Services

SERVICE	DESCRIPTION	BENEFIT
Disaster Recovery	A set of policies and procedures which focuses on protecting an organization from any significant effects in case of a negative event. This may include cyberattacks, natural disasters and building or device failures. Disaster recovery helps design strategies that can restore hardware, applications and data quickly – ensuring business continuity.	Ensures business continuity in the case of unforeseen negative events.
Cloud Disaster Recovery	A strategy that involves storing and maintaining copies of electronic records in the cloud as a security measure. Allows for hot, lukewarm and cold disaster recovery.	Ensures electronic records are kept for any eventuality.
Cost Optimization	Ensures you obtain the best price and terms for all business purchases by standardizing, simplifying and rationalizing platforms, applications, processes and services.	Drives spending and cost reduction, while maximizing business value.

In Conclusion

There is no right or wrong answer to the cloud vs. on-premise software debate. Every manufacturing or distribution company has requirements that influence the choice of their deployment strategy. In the final analysis, choosing your solution boils down to what's best for your requirements; a choice SYSPRO is ready, willing and able to help you with.

Before you make a decision, let SYSPRO Assist perform a thorough, in-depth appraisal of your company's unique needs to provide you with the ideal solution.





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