



SYSPRO ERP Safeguarding Your ERP Investment



How to Make Sure Your ERP Investment Pays Off

Although widely acknowledged as more important than ever to the success of manufacturing and distribution companies, investing in an ERP system is still regarded with trepidation.

Owners, CEOs and CFOs stay up at night wondering whether such a sizeable outlay in time, money and resources will contribute meaningfully to their company's success – not only in the short term, but in the medium and long term too.

They want to know that the ERP solution they buy into will answer their specific business requirements and won't need constant tweaking and add-ons. Above all, they want to be reassured that the ERP supplier they deal with today will still be in business tomorrow.

Today, they see a rapidly changing business landscape with the arrival of increasingly tech-savvy people (often millennials) into the workforce – and the need to accommodate them. They're concerned about ever-changing rules and regulations and the need to get to market quicker with products that satisfy an increasingly demanding, discerning and brand-conscious consumer.

They're cognisant of the fact that right now someone, somewhere, is probably designing, manufacturing or distributing a better, cheaper or greener product.

They're also wondering how new-age technologies such as the Internet of Things, Artificial Intelligence, Machine Learning and Bots are going to affect their ability to compete and stay relevant.





The Six Pain Points Most Commonly Associated with Safeguarding an ERP Investment



Long-term continuity
of the ERP supplier



Specialist industry
knowledge



The ability to implement
the solution



The provision of
post-implementation support,
education and training



The ability to overcome
application erosion



The capability of the
software to incorporate
game-changing technologies

How SYSPRO is Uniquely Positioned to Mitigate Them

1 | Long-term Continuity of the ERP Supplier

Established in 1978, one of the principle reasons SYSPRO has established itself as a long-term player in the ERP arena is the philosophy adopted by company founder Phil Duff 40 years ago, namely, "we value the relationship over the transaction".

As one of the longest standing independent developers and suppliers of ERP software, SYSPRO answers to no-one but its customers.

From the beginning, SYSPRO ERP was built from a single source code which to this day provides a deeper level of functional integration that's simpler and less costly to maintain.

Our latest release focuses on giving our customers even more optimized processes across the entire supply chain, user-friendly interfaces on any device, actionable business insights at every workstation and the ability to seamlessly incorporate new technologies as and when they happen.



2 | Specialist Industry Knowledge

An integral part of what makes SYSPRO unique is the fact that we choose to operate in only two sectors: manufacturing and distribution, across a group of selected industries in which we have thorough expertise. This speeds up implementation, minimizes disruption and ultimately results in a faster return on investment.

Unlike generalist ERP providers, with SYSPRO you gain a global team of industry specialists who know your specific business as well as you do, speak your language and have a vested interest in ensuring your success. SYSPRO offers industry-built frameworks designed to help you benefit from best practices while minimizing the cost and time involved in ERP implementation - particularly key in highly regulated industries such as food and electronics.

Our Areas of Specialist Expertise:

Automotive Parts and Accessories

Whether you're an OEM supplier or an aftermarket parts manufacturer, safeguard your ERP investment with SYSPRO's automotive manufacturing software. Designed specifically to give you deep insights into what's happening within your business, it helps you get products to market faster with fewer errors, reduce costs in production and provide better supply chain management with the help of proven industry expertise.



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Food and Beverage

To make it in the food and beverage industry, you need a recipe that effectively manages and controls your entire supply chain – from ingredient sourcing to inspection, production to inventory management, total traceability to quality control, pricing, sales and distribution to expiry dates, wastage and demand management. You need an ERP solution from a company that understands your business as well as you do, one that gives you complete peace of mind throughout your process, a company like SYSPRO.



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Electronics

Today, more than ever, electronics and electronics-related manufacturers are facing huge challenges finding an ERP system that meets their unique business challenges. The one-size-fits-all packages that most ERP providers offer don't address the challenges involved in automating the many different types of electronics manufacturing and distribution operations.

What makes SYSPRO unique is that while most ERP providers are **software** specialists, SYSPRO is an **electronics** specialist. Companies who use us gain 40 years' worth of expertise in the electronics industry and a team of professionals in the field who know what it takes to ensure an electronics company's success.



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Industrial Machinery and Equipment

SYSPRO ERP is uniquely designed to meet the needs of industrial machinery and equipment (IM&E) manufacturers and distributors, with functionality that brings the entire enterprise and supply chain together. From first customer contact and request for quotes, through specification and configuration to quality management, delivery, product lifecycle management and end-to-end traceability, SYSPRO ERP is the right solution to keep IM&E players thriving in this competitive and fast-changing environment, today and well into the future.



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Metal Fabrication

Players in the fabricated metal manufacturing arena face a number of challenges. Fluctuations in material pricing, shifting customer expectations, legacy IT hardware and software that limit your agility, the problem of scrap utilization and disposal, to name a few. All the more reason they can't afford a one-size-fits-all ERP solution, but rather one that's been specifically designed to meet the changing needs of their industry.

Because of SYSPRO's specialization in the metal fabrication environment, we can provide a fully integrated solution to help companies plan, execute, control, streamline and expand production, ensuring maximum value throughout the supply chain.



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Packaging

Packaging manufacturing software from SYSPRO ERP empowers production teams to effectively manage the complexities of quality control, purchasing, inventory management, shop floor operations, sales, financials and more - all from a single integrated system, purpose-built for specific industry needs.



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Plastics and Rubber

Flexibility: Customers demand it – and plastics and rubber companies need it to successfully run their organizations, particularly as they grow. Advances in polymers, resins and additives, coupled with the industry's move toward e-commerce, mass customization and even 3D printing, add up to increasing complexity for this business sector. SYSPRO ERP gives 360-degree insight across the business, enabling faster, better decisions. With an integrated platform, companies are enabled to connect and oversee all divisions and departments, from the front office to the factory floor.



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I·D·E·A·L™

Initiate · Design · Engineer · Actualize · Leverage



3 | The Ability to Implement the Solution

A successful ERP solution is the foundation for companies to launch new initiatives, streamline and improve existing operations, reduce costs and grow the bottom line. But even the best ERP solutions count for nothing if they are not designed and implemented properly.

The SYSPRO IDEAL implementation methodology is a single, worldwide, scalable, structured and phased implementation approach that consists of predefined inputs, activities, and outputs. The foundation of IDEAL lies in the project controls and governance activities that we perform throughout the implementation. Best practices in project management ensure that the project is meeting its defined objectives and remains on track within the defined scope. It also ensures costs are kept within budget and that resources are being managed effectively.

The Methodology Consists of a FIVE PHASE Approach:

1. Initiate Phase

In this phase, the project teams from SYSPRO and the customer come together to plan out the project activities, resources and timelines. The subsequent phases of the project are built on the foundation created during this phase so we ensure every project consists of the following:

- Handover Meeting (Internal Sales and Services delivery)
- Customer Start-up Meeting
- Resource Identification
- Scoping
- Work Breakdown Structure
- Project Planning
- Infrastructure Assessment

2. Design Phase

The project team explores the business objectives and needs and designs a solution that will best meet those needs within the project parameters. These include:

- Business Review
- Process Review
- Solution Specification and Modeling
- Gap Analysis and Resolution
- Foundation and Education Review

Which will lead to the following design outputs:

- Functional Requirements Document
- Technical Requirements Document
- Solutions Design Document
- Reporting & Stationery Requirements
- Final Project Initiation Document (PID)

Along with the SYSPRO system that aims to simplify the internal business complexity of customers, SYSPRO as a vendor reduces the complexities of interaction that occur between ERP providers and their customers.

— Aleksey Osintsev,
Business Process Analyst,
Technology Evaluation Centers

3. Engineer Phase

The project team starts to configure and build the solution based on agreed design parameters. This phase includes customization, configuring a go-live system and simulating a live environment.

4. Actualize Phase

The live site is created. Once the prototype has been accepted as the required solution, it is time to actualize your implementation. During the Actualize Phase the following activities are undertaken:

- End-User Training
- Readiness Testing (End-User UAT)
- Production Master Data Import
- Go/No-Go Review (Sign off)
- Balance Take-On
- Balancing the System
- Cutover to SYSPRO
- Go-Live Support
- First Month-End Support

5. Leverage Phase

Once your SYSPRO solution is in place and is being used for business as usual, the Leverage Phase begins. Key to the Leverage Phase are the following activities:

- Support Documentation
- Support Handover
- Account Management Handover
- Project Close
- The Implementation Consultants create support documents. Support is responsible for the ongoing management of success onsite, while Account Management manages the overall relationship. A handover meeting takes place with the project team, Support and Account Management
- The continuous improvement of our methodology and implementation processes is critical to the success of the project.

The Principle Benefits of IDEAL

- Takes advantage of SYSPRO's experience and knowledge of best practices
- Provides visibility into and accountability of our activities and services
- Uses resources effectively
- Empowers employees to learn, know and leverage the solution for the business
- Scales to meet the complexity or simplicity of the implementation needs and capabilities

IDEAL Support Services

Ensuring our customers have reliable ERP support when they need it is key to our support offering. We offer a number of services, including self-help, remote support and on-site support, to help you make the most of your SYSPRO investment. In addition, our customer portal provides all the latest news and information, while our knowledge base provides easy access to solutions for common challenges.



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4 | The Provision of Post-Implementation Support, Education and Training

As highlighted in the Application Erosion section, one of the most important aspects of safeguarding your ERP investment well into the future is the training and education of the people who use it. This is something that cannot and should not be left solely to the onsite champion. As traditional business models are being disrupted through innovative technology, education is no exception. Learning especially is going through disruption, with technology being the great enabler.

With the SYSPRO Learning Channel, access to information and the way of learning is changing. Information is an Internet search away and all it takes to learn something new is the desire or need of an individual.

At SYSPRO, we understand that people learn differently and at different paces, so the SYSPRO Learning Channel (SLC) provides a range of different educational materials to suit individual learning styles and preferences. As such, it provides premium learning content and SYSPRO certification, with all the benefits a complete learning management system has to offer.

The SYSPRO Learning Channel consists of an Open Learning Library, Self-Paced Learning, Certification and Classroom Sessions, both physical and virtual.

“SYSPRO’s customers attest regularly to the strength of their ERP software solutions and the vendor’s attention to customer needs and service—which isn’t something that many other ERP competitors can brag about.”

— Predrag Jakovljevic,
Principal Analyst,
Technology Evaluation Centers

The Open Learning Library

The **Open Learning Library** houses a vast collection of freely available educational content, including:

- Step-by-Step 'how-to' tutorials
- Recorded webinars
- Access to a vast collection of educational content housed in the SYSPRO Library

Self-Paced Learning

Self-Paced Learning allows you to manage your learning requirements by following a structured learning path or focusing on specific areas where you need additional information. Stay up to date and informed on the latest SYSPRO features and functionality. Monitor your own progress, and compare your progress with others on the leader boards. Self-Paced Learning includes:

- Premium course content
- Specially-crafted SYSPRO courseware
- Globally-recognized, comprehensive knowledge checks to validate student understanding
- Lecture series featuring SYSPRO
- Subject matter experts

Certifications

Certifications are based on Partner Contact Roles and your grading (Premium or Registered). There are defined Learning Paths for Sales, Pre-Sales, ERP Implementation Consultants, Support Consultants and Project Managers. The PartnerUP registration will provide a number of users access to Certifications based on your requirements.

Classroom and Virtual Classroom Sessions

Priced per session, individuals or departments can sign up for a classroom or virtual classroom session.

End User SLC Plus Membership

End User SLC Plus membership content refers to having access to Self-Paced Learning and End-User Certification. SLC Plus members pay an annual subscription fee to access this content. End users can become part of a community where they can learn, share and obtain a globally recognized certification.

The PDSA Cycle

SYSPRO's principle of continuous improvement is based on The Deming Cycle, or PDSA Cycle.

This is a continuous quality improvement model consisting of a logical sequence of four repetitive steps: **Plan, Do, Study and Act**.



Benefits of the PDSA cycle:

- Daily routine management for the individual and/or the team
- Problem-solving process
- Project management
- Continuous development
- Vendor development
- Human resources development
- New product development
- Process trials



5 | The Ability of the Solution to Mitigate Application Erosion

The fundamental principle that software will lose some of its value is grudgingly accepted by most companies. However, the reasons – along with the solutions – are seldom understood or addressed.

Contrary to popular belief, application erosion has very little to do with changing systems or system entropy, and everything to do with user commitment and competence.

When a system such as ERP is deployed, one would expect management to carefully consider the expected return on such a large investment. Yet, all too often, this aspect is neglected and the application is left in the hands of users to employ or not to employ as they deem fit.

Untrained or poorly trained users will, for obvious reasons, focus their attention on aspects of the application that add immediate, visible value. As other features are neglected or not used at all, they become obscured and diminished in the mind of the user.

Another contributing factor is staff attrition. As employees leave the company, they are replaced by people who have not been trained on the application and are left to their own devices to find their way through the system. A gut-feel approach to learning complex IT systems and applications inevitably leads to repeat mistakes and poor work practices.

Finally, companies implementing substantial organizational change do so without giving attention to the ability of their systems and applications to accommodate and support the changes.





The good news is that the process can be stopped and even reversed by changing the attitudes and practices of the ERP users themselves. Here are the four best ways to mitigate application erosion:

1. Make a Plan

A solid plan geared towards minimizing application erosion and maximizing your ERP value is an extremely good idea. This plan should be made *before* you implement an ERP solution. (If you haven't, don't despair – it's never too late to request a system audit from SYSPRO to find out if you're using your solution to its full potential). Given the size and importance of an ERP investment, making a plan to wring out every last ounce of its value makes good business sense.

2. Train, Train, Train

The biggest source of application erosion is people. But when we get right down to it, it probably needs only 1-2 days training per year per person for a typical user to keep up to date and proficient on a particular area of an ERP system. Formal training for new users and retraining for existing users have long-term benefits that far outweigh the short-term spend.

Training employees in the use of a newly-implemented ERP is common. It's less common, unfortunately, to give adequate training to new employees, or periodic retraining to old ones. If the system is up and running, it can be easy to think that staff will train each other on the job. But even the best employees can forget the details of ERP usage. Worse yet – errors compound over time. Information passed on through generations of employees is often inadequate or even detrimental. It's easy to see how value is lost without an ongoing emphasis on training and continuous improvement within the organization.

3. An Onsite Champion

Onsite champions are trained in-house, usually from the time of the ERP implementation. Ideally, they become “Seekers of Value”, driving change and bridging the gap between the business and the ERP provider. It is difficult to overestimate the value of an onsite champion, both for retaining the value of your ERP, and for reversing the process of application erosion. Champions enhance employee perceptions about the usefulness and ease of use of the ERP. As Seekers of Value, they serve as an advocate for the system, and by designing additional ways to get value out of what they are already doing. When the Seeker of Value truly embraces the role, the result is invariably an increase in the flow of knowledge, leading to reduced costs and greater ROI. The ideal champion should:

- Have a sound understanding and knowledge of the system or application
- Have a drive and passion for what they do and inspire followers
- Have sound interpersonal skills and be trained in the basics of training technology
- Have the full support of senior management
- Have a sound enough understanding of the company and its objectives to transfer knowledge and skills across all functions to achieve optimal levels of efficiency
- Constantly investigate ways to maximize the use of the software you have paid for

4. Continuous Improvement – Moving Towards LEAN

Now, more than ever, businesses need to be able to deal with change in an agile fashion. Markets, products, employees and business processes are all subject to rapid change. Part of the value of SYSPRO ERP is its remarkable ability to change in step with evolving business demands. When change is embraced, workers and managers will experience the benefit of SYSPRO's principle of ‘continuous improvement’ as espoused in LEAN methodology's five principles:

- Supporting flow
- Supporting pull
- Understanding what customers value
- Value stream analysis
- Supporting perfection

With LEAN methodology, the focus is on creating more value-add for customers with fewer resources. Or put another way, to cut out activities that use resources but don't add value. To gain the visibility and control needed to make these choices, and to understand what customers actually want.

SYSPRO ERP software enables businesses to move toward just-in-time (JIT) manufacturing with tools that help to reduce manual work and automate business processes. In addition, SYSPRO helps align the supply chain more closely with customer demand, to reduce inventory and other costs. With 360-degree visibility of what's happening across the business, SYSPRO ERP empowers companies to identify opportunities to slim down and improve their business health.



6 | The Capability of the Software to Incorporate Game-Changing Technologies

There's no doubt we're living in a brave new world. The boundary between digital and physical is continuing to blur, new technologies are disrupting the status quo and digitization is opening the door to infinite possibilities – with profound implications for the way companies will do business going forward.

In the not-too-distant future, all machines will be networked with one another. Every workstation will have its own embedded system. In the future the line will no longer stop when a given station fails. Instead, workpieces and machines will work together to re-plan the processing sequence.

SYSPRO is able to keep ahead of technology developments in an industry where change is rapid. Our product development team constantly keeps your investment top of mind when building new functionality and is committed to making our ERP software suite future-proof, so you can maximize agility and take advantage of new technology innovations as they develop.

By introducing cutting-edge ERP technology capabilities that can be applied practically, we give companies the means to leverage technologies and trends that are shaping and redefining the competitive landscape. Organizations are afforded the ability to redefine and reimagine how their business runs – simplifying complex technologies and business processes to achieve business optimization.

SYSPRO's ERP suite is functionally rich, and the company has demonstrated a commitment to protecting its customers' investments by its dedication in applying technology advances to its applications.

— Robert Kugel,
Analyst, Ventana Research

Here are some of our latest offerings:

SYSPRO Cloud

SYSPRO has teamed up with Microsoft to deliver Infrastructure as a Service (IaaS) and Platform as a Service (PaaS). SYSPRO Cloud takes care of all core technology, storage and networking capabilities. It provides a consistent user experience of SYSPRO for end users and system integrators alike, whether on-premise or in the cloud. Here are some of the main benefits of using SYSPRO Cloud:

- No upfront IT capital costs
- Monthly subscription pricing based on number of users
- Scalable
- Verified data security – data centers are audited to ensure compliance with ISO 27001 information
- Security standards
- Always-on availability



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SYSPRO Avanti (Web Interface)

SYSPRO's web based interface (SYSPRO Avanti) provides always-on access to SYSPRO on any device. Because the web interface uniquely delivers the same familiar SYSPRO experience in a web browser, it is intuitive and easy-to-use. Whether in office, on the shop floor, or on the move, you can choose the device that best meets the task at hand.

Your ERP, your way, on your terms, SYSPRO Avanti offers the following benefits:

- **Enables you to Work When and Where you Want** - Access and experience the same SYSPRO solution on all devices 24/7 no matter where you are. Whether in office, on the shop floor, or on the move, you can choose the device that best meets the task at hand.
- **Familiar Experience** - SYSPRO Avanti, with its consistent user interface, uniquely gives you the same SYSPRO ERP user experience through a web browser on any device, without having to learn a different operating system.
- **Quick and Easy Access** - If you're in manufacturing or distribution, whether you're upsizing, setting up a new company or expanding your multinational organization to new territories, SYSPRO Avanti gives you quick and easy access to SYSPRO through a web browser.
- **Flexibility and Choice** - Select the best UI for the role as well as the specific task at hand through a desktop or browser on any device, from anywhere.
- **Engaging User Experience** - SYSPRO's beautiful web interface is easy to use, intuitive and responsive, providing you with a simplified, engaging and rewarding experience.
- **Design Your Workspace** - SYSPRO Avanti allows for easy customization without the need to get development involved, enabling you to personalize and design your workspace.



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SYSPRO Avanti is a refreshing interface for an ERP system that improves the user experience to a new level, and in my humble opinion can be considered the standard for the 21st century.

— Gustav Schurmann,
Process and Development Manager,
Core

SYSPRO Harmony (Social ERP)

SYSPRO Harmony helps promote a more collaborative way of working by giving users a familiar, easy, effective and fun way to connect, communicate and conduct their daily business. By accessing and relating real-time information, insights and trends through Social ERP, users can act instantly and decisively - helping increase responsiveness, lead times and overall productivity. As with social media, Harmony users can follow, post and collaborate within the organization network using real-time information from the SYSPRO database - sharing and relating critical business insights, data and intelligence with coworkers to solve problems faster. With a centralized, real-time view of operational, product and customer information, you are armed with the decision-making power you need to act and respond quickly.



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Social ERP has been making gains over the past few years, but thus far we have not seen many organizations using it effectively. The advancements in this technology that SYSPRO is providing could mean that users finally make social ERP part of their workflow.

— Nick Castellina, Analyst,
Aberdeen Group



SYSPRO Bots (Digital Citizens)

Sometimes you might think when you are looking for an answer to your question, “Wouldn’t it be nice if I could just ask for something in plain English?” Many smart phones today allow you to do just that, using voice activated commands. You say, “Hey Siri” and an automated bot responds.

Chatbots are fast becoming a broad technology initiative for many organizations. Bot agents can orchestrate operations for simple or repetitive tasks by integrating with systems and using natural language processing to create real-time conversation and information exchanges with users.

With SYSPRO Bots or Digital Citizens, you initiate a similar conversation with, “Hey chatbot”. It is actually a tireless, always learning self-service agent that never needs a coffee break or a day off.



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Artificial Intelligence and Machine Learning

Machine Learning and AI make sense of data and provide analysis and insights to users, addressing the large amounts of structured and unstructured business and industry data that companies increasingly need to consider as part of their decision-making process.

By harnessing the power of algorithms, business trends are surfaced across your value chain, while predictive searching makes sure you get the information quickly and effortlessly.

Using AI, SYSPRO ERP unites social media capabilities, internal and external collaboration, and machine learning into a single offering to manage targeted and highly complex tasks. This gives your company the ability to instantly surface trends, anomalies, patterns and developments, and gives you ‘big picture’ insights across the board.



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SYSPRO Webviews (User Interface)

SYSPRO has completely rethought dashboards, making them configurable to the extent that a single individual can construct his or her own “single view” of the world. Tailorable by power users (without the assistance of a developer), the traditional “read only” view of the world becomes interactive. For example, an order can be released from a dashboard via a single click – no need to open it up, browse through and then take action.



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SYSPRO ERP users cite the company’s customization capabilities as one of the top 5 drivers for selecting SYSPRO ERP software.

— Ventana Next-Generation
ERP Benchmark Research 2017

The Age of Digital Disruption

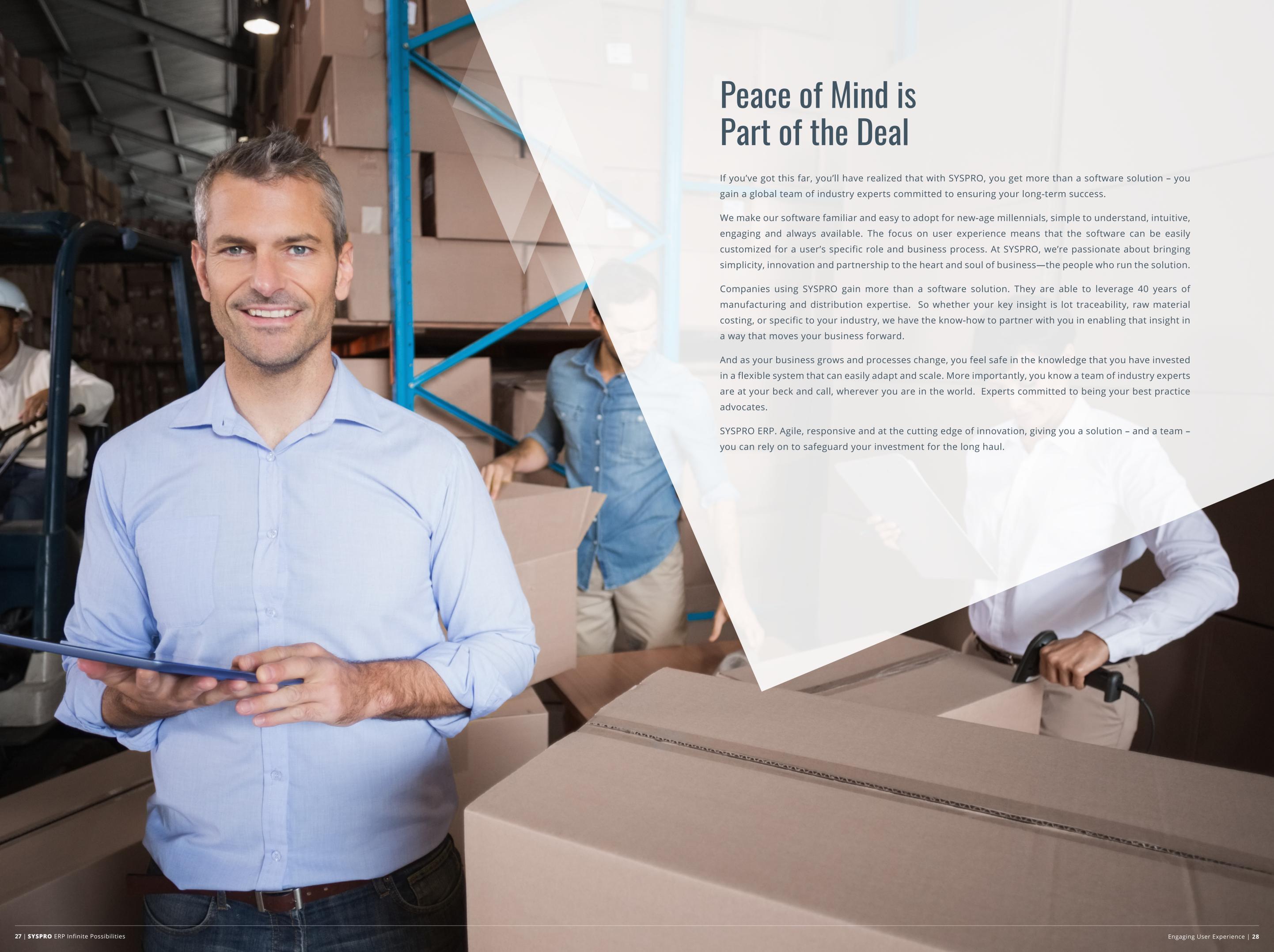
Eighty-one percent (81%) of manufacturers and distributors agree that embracing digital technologies will give them a competitive advantage. And yet 77% to 91% still rely at least partially on spreadsheets or (even worse) manual efforts to plan and manage activities.

The Internet levels the playing field in our global economy, allowing companies of any size to establish a presence and compete on a global basis. That’s the good news. The bad news is that those same windows of opportunity are also open to competitors. And those competitors come in many different shapes and sizes. So as you take your place on the world stage, be careful what you wish for. The enterprise applications that got you where you are today simply may not be able to take you where you need to go tomorrow. To participate and become a real player, you need to embrace new technologies, because rest assured, your competitors are already doing so.



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Peace of Mind is Part of the Deal

If you've got this far, you'll have realized that with SYSPRO, you get more than a software solution – you gain a global team of industry experts committed to ensuring your long-term success.

We make our software familiar and easy to adopt for new-age millennials, simple to understand, intuitive, engaging and always available. The focus on user experience means that the software can be easily customized for a user's specific role and business process. At SYSPRO, we're passionate about bringing simplicity, innovation and partnership to the heart and soul of business—the people who run the solution.

Companies using SYSPRO gain more than a software solution. They are able to leverage 40 years of manufacturing and distribution expertise. So whether your key insight is lot traceability, raw material costing, or specific to your industry, we have the know-how to partner with you in enabling that insight in a way that moves your business forward.

And as your business grows and processes change, you feel safe in the knowledge that you have invested in a flexible system that can easily adapt and scale. More importantly, you know a team of industry experts are at your beck and call, wherever you are in the world. Experts committed to being your best practice advocates.

SYSPRO ERP. Agile, responsive and at the cutting edge of innovation, giving you a solution – and a team – you can rely on to safeguard your investment for the long haul.



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