SYSPRO
Cloud Services

SYSPRO

Simplifying your Success

Contents

Why Cloud Computing?

With increasing pressure on organizations to reduce costs, improve productivity and drive growth by connecting to the world in new ways, Cloud computing's mobile, scalable and accessible nature, providing synchronized information any place, any time, is a technology game changer, and has become a permanent feature of today's business landscape.

Rapid Implementation

Cloud computing allows you to get up and running quickly with new applications, without the hassle and time that comes from deploying personnel within your organization to install and configure equipment. The vast capacity of your cloud provider's remote servers means many applications can be turned on within a few days, hours or even minutes.

Mobility

The beauty of cloud is being able to access all your data anytime, any place, using any device with Internet capability. Naturally, being able to access everything you need on demand, whether writing an email, sending an invoice or monitoring KPIs, allows businesses to be more productive.

Always Available

When it comes to updating applications in the cloud, there is no need to bring the internal system down. Updates are seamlessly handled in the cloud, while you carry on with business as normal.

Cost Advantage

You need to consider the total cost of ownership over the lifetime of your system, but there are clear cost advantages in moving to the cloud. Because there is no upfront capital investment, it can accelerate the time to benefit. This allows you to buy now, rather than wait, and you can remove complexity from your business right away.

Cloud also presents substantial cost advantages over upgrading your existing system. With cloud computing you shift the burden of capital expense and avoid unexpected IT costs. Instead of buying and maintaining servers, storage and cooling systems, you can pay as you go, per user, per month. And you no longer have the costs of system upgrades; all costs and services are factored in from the beginning, so your IT spending is transparent and straightforward.

Scalability

Instead of waiting days, even weeks for your IT department to procure more networking hardware and software, cloud computing allows you to expand or contract, whatever your business needs, with a single phone call. It gives you the opportunity to start small and try out new services and applications, as and when you are ready.

Security

Cloud computing's stringent security policies are good news for the safety of your business data. From encryption, authentication and data loss prevention through backups and replicated data centres, to malware protection and the latest software updates, cloud computing keeps your critical data secure.

Peace of Mind

Cloud computing removes the stress and business pains associated with maintaining and developing applications on-premise. You can take great comfort in the knowledge that your mission-critical systems are diligently looked after, with the right skill set.

Flexibility

Ultimately, cloud computing services can be tailor-made to your needs – you can pick the particular services you require and only pay for those you use. Adding or removing functionality, sites or individual users is extremely quick and easy, and requires the customer to purchase only the number of units necessary.

SYSPRO Cloud Services

Building the infrastructure needed for business-critical applications such as ERP can place huge demands on your IT staff and incur huge costs for your business. By helping our customers move to the cloud, the aim of SYSPRO Cloud Services is to deliver an always available, fully managed and scalable ERP solution that will enable our customers to save money, reduce their impact on the environment and improve their IT services by removing their IT burden, allowing them to focus on their core business at a fixed monthly cost.

The full functionality of SYSPRO ERP is available with SYSPRO Cloud Services and meets the needs of manufacturing and distribution companies that want the benefits of an ERP solution, but choose not to purchase and maintain hardware or manage an in-house IT department.

SYSPRO Cloud Services is an Infrastructure as a Service (IaaS) offering which takes care of all of your core technology, storage and networking capabilities. It provides a consistent user experience of SYSPRO for end users and systems integrators alike, whether on-premise or in the cloud – ensuring users are blissfully unaware of the architectural and location choices made by the enterprise.

How Does **SYSPRO Cloud Services** Work?

On-demand

Hosted in an IaaS (Infrastructure as a Service) environment. The IaaS business model delivers software through a provider that hosts and manages the software, licences' the software on a subscription basis, and enables users to access the software through the Internet. This delivers business value without requiring any upfront investment, and without the overheads of an in-house IT infrastructure.

As an IaaS provider, SYSPRO hosts your virtual machine, managing the underlying equipment and getting the storage and other resources as needed; you keep control of the software – whatever applications, data and operating systems you put on the infrastructure.

Microsoft Azure

Available via the Microsoft Azure 'cloud' platform and hosted at data centers throughout the world. Azure helps protect your assets through a rigorous methodology and focus on security, privacy, compliance and transparency. Azure runs on a worldwide network of Microsoft-managed data centers across 36 announced regions.

Upgrades

As SYSPRO Cloud Services is a single tenant application, each customer is able to maintain and control the timing of their upgrades.

Payment

Customers sign up for a minimum 12-month period and pay a monthly subscription to use the service. This includes the infrastructure and management but not the SYSPRO software.

Ongoing Support

Support for infrastructure-related issues is provided as part of the monthly subscription. For application support, customers can elect to sign a support contract with a SYSPRO Channel Partner or a local SYSPRO office.

Service Model

SYSPRO Cloud Services provides virtualised services via the cloud. We make it as simple as possible by providing the support infrastructure such as servers, storage and networking on demand, as well as a number of value added services to ensure the ongoing health of your SYSPRO Cloud ERP.

Support Infrastructure Provided by SYSPRO

- Storage and database capacity management
- High availability and disaster recovery
- Platform security
- Infrastructure capacity, scale up and down
- Infrastructure management and deployment

Added Value Services

- Proactive monitoring
- Monthly health reports
- Microsoft patch management
- Service Level Agreement for incident management
- 24/7 support on Azure Infrastructure/VM issues
- Backups
- Infrastructure Design
- Active Directory
- Security
- Antivirus
- HA/DR
- On–boarding

Fast Track Deployment

To fast track the deployment of your Cloud ERP, SYSPRO has developed a number of pre-built template environments which, once deployed, can be customized to ensure that your ERP environment matches the needs of your business.

Companies That Should Consider
SYSPRO Cloud Services

- If you are concerned about how the capital outlay needed to start an on-premise ERP project will impact your cash flow

- If you do not want to acquire and maintain your own infrastructure

- If you want to consolidate multiple site operations without the concern and risk of setting up your own central site

- If you want to quickly and easily scale up or down as required

SYSPRO Cloud Services
Delivers Value To Your Business

- 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

- Reduced environmental impact – using high density servers in a shared services environment reduces the carbon footprint

Summary

- SYSPRO is responsible for Windows requirements and maintenance

- There are no upfront IT capital costs or annual maintenance costs

- There is a monthly subscription fee

- Any upgrades are handled by SYSPRO or your service provider

- Access to the SYSPRO ERP via the Internet

- Easy addition of new users and new sites whenever and wherever needed

- Upgrades to the latest version of SYSPRO when you are ready

- You license the software from SYSPRO, so there is an upfront software license cost and an annual software maintenance payment

- All services needed to run your software application, such as backups, managing the support desk and upgrades are provided and included in the monthly services fee

- If required, an alternate service provider will provide additional services to run your software applications, such as managing the support desk, SQL server and upgrades

- Technical support and upgrades included in monthly fee

About SYSPRO

Established in 1978, SYSPRO is an industry-built Enterprise Resource Planning (ERP) solution designed to simplify business complexity for manufacturers and distributors worldwide. SYSPRO provides an end-to-end, business solution for optimized cost control, streamlined business processes, improved productivity, and real-time data analysis for comprehensive reporting and decision-making. SYSPRO is highly scalable and can be deployed

either in the cloud, on-premise, or accessed via any mobile device.

What sets SYSPRO apart is an unwavering, sustained focus on the manufacturing and distribution sectors. Combined with a practical approach to technology and a passionate commitment to simplifying business processes, SYSPRO dedicates itself to the success of its partners and customers alike.

SYSPRO applies its resources to the advancement and improvement of the complex and changing needs of its customers.

Recognized as a leader in customer service, SYSPRO has one of the highest customer retention rates in the industry.

SYSPRO's intuitive product features, business intelligence capabilities, and easy deployment methodology are unmatched in the marketplace. The depth of software functionality and targeted industry knowledge makes SYSPRO an excellent fit for a number of select manufacturing and distribution industries, including food and beverage, machinery and equipment, electronics, fabricated metals, automotive, and many more.

Africa and Middle East

SYSPRO Africa
Block A
Sunninghill Place
9 Simba Road
Sunninghill
Johannesburg
2191
South Africa
Tel: +27 (0) 11 461 1000
Email: info@za.syspro.com

Block A
Lagoon Beach Office Park
Cnr Marine & Boundary Rd
Milnerton
Cape Town
7435
South Africa
Tel: +27 (0) 21 552 2220
Email: info@za.syspro.com

4 Nollsworth Crescent
Nollsworth Park
La Lucia Ridge
La Lucia
Durban North
4019
South Africa
Tel: +27 (0) 31 566 4240
Email: info@za.syspro.com

Ground Floor – Office No.1 E
Panari Sky Centre
Mombasa Road
Nairobi
Kenya
Tel: +254 720 909 644
+254 720 909 530
Email: info@sysproeastafrica.com

Asia Pacific

SYSPRO Oceania
Suite 1102, Level 11
201 Miller Street
North Sydney NSW 2060
Australia
Tel: +61 (2) 9870 5555
Toll free: +1 300 882 311
Email: info@au.syspro.com

1/14 Business Park Drive
Notting Hill
Victoria
Melbourne
3168
Australia
Tel: +1300 882 311
E-mail: info@au.syspro.com

SYSPRO Asia
8 Eu Tong Sen Street
#19-91 The Central
Singapore
059818
Tel: +65 6256 1921
E-mail: info@sg.syspro.com

UK and Europe

SYSPRO Europe
Baltimore House
50 Kansas Avenue
Salford Quays
Manchester
United Kingdom
M50 2GL
Tel: +44 161 876 4498
Email: info@eu.syspro.com

Canada

SYSPRO Canada
Vancouver
4400 Dominion Street
Suite 215
Burnaby
Vancouver
British Columbia
Canada
V5G 4G3
Tel: +1 (604) 451 8889
Toll free: +1 888 259 6666
Email: info@ca.syspro.com

5995 Avebury Road
Suite 902
Mississauga
Ontario
Toronto
Canada
L5R 3P9
Tel: +1 905 502 5502
Email: info@ca.syspro.com

6080 Young Street
Suite 1002
Halifax
Nova Scotia
Canada
B3K 5L2
Tel: +1 902 423 1256
Toll free: +1 866 979 7776
Email: info@ca.syspro.com

USA and Americas

SYSPRO USA and Americas
959 South Coast Drive
Suite 100
Costa Mesa
California
92626
USA
Tel: +1 (714) 437 1000
Toll free: +1 800 369 8649
Email: info@us.syspro.com

www.syspro.com

SYSPRO
Simplifying your Success