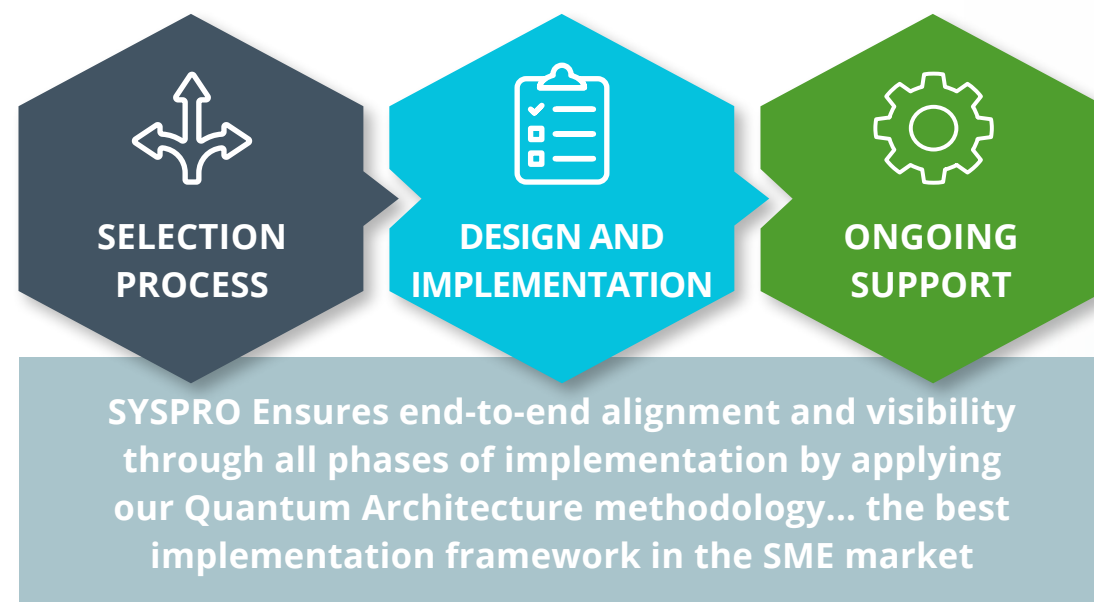# SYSPRO Services

Introduction

SYSPRO's mission is to deliver unparalleled support services to our customers. Our dedicated, responsive, and reliable team are committed to superior customer care, and our global offices cater to the individual needs of multiple geographic regions.

SYSPRO's company culture is professional and approachable. Our corporate philosophy places the customer at the forefront and views every customer as a 'customer for life'. As a result, more than 95% of our customers are consistently happy with our service, some for as long as 30 years.

ERP systems are complex, so choosing the right fit for your business can be a daunting task. To help your company realize the full potential of ERP, SYSPRO aims to make your ERP experience as easy as possible and to minimize your risk by:

- Assisting you in making the right business solution choices
- Providing visibility throughout the process so you can be sure the final solution matches your expectations and needs
- Deploying best practices to deliver a tailored solution that fits your unique business requirements
- Enabling continuous improvement throughout your value chain
- Providing ongoing training, education, and support

SELECTION PROCESS

DESIGN AND IMPLEMENTATION

ONGOING SUPPORT

SYSPRO Ensures end-to-end alignment and visibility through all phases of implementation by applying our Quantum Architecture methodology... the best implementation framework in the SME market

Selecting the right business solutions for your business

SELECTION PROCESS

- Why do you need business software?
- Is your current operational strategy aligned with your current business strategy?
- What are your expectations?
  - Change business processes?
  - New system?
  - Change people and their roles?
- What is your experience with business software?
- What are your key issues?
- What is your growth plan over the next 5 years?
- How many divisions/companies/branches do you have?
- Will you need to do consolidation reporting?

Diverse business objectives require tailored business software strategies, often resulting in significant differences in implementation timelines, risk profiles, costs and business benefits.

To help you select the right ERP solutions for your business and business needs, SYSPRO offers a preliminary assessment and modeled blueprint of your business based on evaluating:

- Your current and future strategic business objectives
- Your business processes
- The IT maturity level of your organization
- The people and their roles in your business
- Your information needs

Understanding the IT maturity of your organization - do you need an Integrated, Automated, or Optimized solution?

ERP Systems	Maturity of Organization	People	Processes	Attitudes and Technology	Measurement
Integrated	Operational/ reactive	Individualistic Uncoordinated Fire-fighting	Few stable processes	New technology is risky	Use of data is sparse
Automated	Established/ managed	Project teams Role training	Integrated processes	New technology evaluated	Data is collected and shared
Optimized	Optimizing/ strategic	Teamwork Involvement	Continuous improvement	New technology pursued	Data is used in process improvement

Preliminary Assessment and Modeled Blueprint using SYSPRO Quantum Architecture

SYSPRO Quantum Architecture has been developed to align a customer's business and business strategy with a technology framework. This framework effectively supports and achieves stated business objectives. SYSPRO's Quantum Architecture methodology will provide you with a modeled blueprint of high-level processes and how your business operates.

Mapping your requirements onto the solutions options will result in aligned expectations with the solution:

YOUR BRAND PROMISE

OPERATIONAL STRATEGY

OPERATIONAL STRATEGY

PROCESSES

PROCESSES

PROCESSES

This is a one-of-a-kind ERP Implementation Framework for enabling management of today's business challenges, technology diversity, data flow, and people collaboration across the enterprise.

Selecting the right business solutions for your business

DESIGN AND IMPLEMENTATION

A well-implemented system provides a solid foundation for growth, with the flexibility to easily adapt to business process changes, industry and economic evolution, and technological developments.

With SYSPRO, you can leverage technology to meet the challenges of today's sophisticated and ever-changing business world. However, as with any sophisticated business software system, the implementation of SYSPRO and your total solution is equally important.

Implementation

Migrating to a new system causes many stresses for both staff and management. Good planning and strong project management throughout the implementation can minimize stress levels and constructively steer the change management process.

Our implementation consultants leverage their skills, knowledge, and experience to provide guidance on SYSPRO implementation best practices in your business and industry. By following the SYSPRO Quantum Architecture modeled implementation framework, we minimize risk and ensure that the project team can:

- Meet the project business objectives within the agreed timeframe and budget
- Meet the envisioned solution goals
- Implement a working solution that enables you to be agile and innovative in delivering your brand

The total solution

By adopting our SYSPRO approach, you can look forward to a highly affordable solution in Total Cost of Ownership (TCO) terms. This will quickly deliver the improved productivity and flexibility demanded by the new economy.
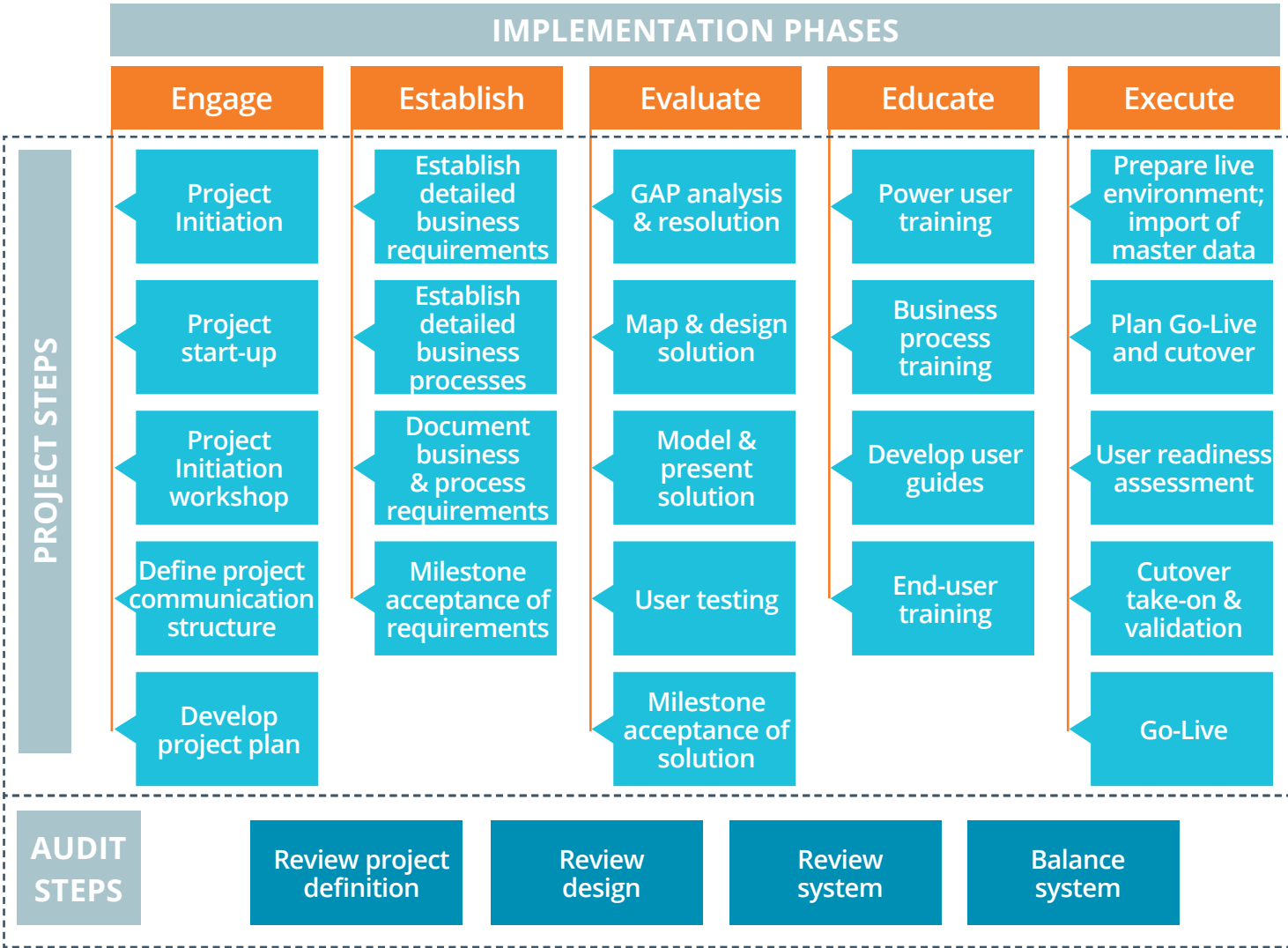
Creating the project plan

A project team of SYSPRO consultants working closely with your selected project members will prepare the initial project plan and validate the plan with you. The plan will allow the project to be successfully monitored and managed by incorporating the necessary checks and balances to achieve results on time.

This plan will clearly define the scope of work, and will have a project schedule and budget.

Once you've accepted the project plan, SYSPRO will present the modeled implementation plan, incorporating five key phases:

SYSPRO Modeled Implementation Framework

IMPLEMENTATION PHASES				
Engage	**Establish**	**Evaluate**	**Educate**	**Execute**
Project Initiation	Establish detailed business requirements	GAP analysis & resolution	Power user training	Prepare live environment; import of master data
Project start-up	Establish detailed business processes	Map & design solution	Business process training	Plan Go-Live and cutover
Project Initiation workshop	Document business & process requirements	Model & present solution	Develop user guides	User readiness assessment
Define project communication structure	Milestone acceptance of requirements	User testing	End-user training	Cutover take-on & validation
Develop project plan		Milestone acceptance of solution		Go-Live

PROJECT STEPS

AUDIT STEPS	Review project definition	Review design	Review system	Balance system

1. Engage, plan, manage

The Implementation Project begins with project management and planning, which continues throughout the duration of the project. This process defines the project scope, structure, resource requirements and timing. A Project Initiation Workshop is held so everyone involved in the project understands the mandate and objectives. A project plan is developed to define the roadmap for proceeding through the phases of the project, ensuring a 'no surprises' approach to implementation.

2. Establish requirements

During this detailed discovery phase, Joint Application Design (JAD) sessions are held to establish the detailed business requirements across all areas of the organization. SYSPRO Process Modeling (SPM) is used to define and record the end-to-end business process requirements. The deliverable for this phase is a JAD Results document outlining the detailed business and process requirements. Work will only commence on the next phase once you have reviewed, accepted and signed off on this document.

3. Evaluate, design, model

During this phase, the accepted business and process requirements are evaluated and used as the starting point for designing the overall business solution. This incorporates not only the technical deployment design but the full scope of configuring business processes to meet your requirements. Once the business processes are understood and defined, our consultants build an end-to-end model to prove the solution. The modeled solution is a micro version of the macro solution and includes sufficient data to prove the overall business requirements. When complete, the model is presented to the company for approval. The end users have time to work through and test the model to ensure accuracy of the proposed solution. Once the project milestone of signed acceptance of the proposed solution has been reached, the rollout can be planned.

4. Educate and train

The focus for this phase is education and training of all users across the system – from power users, who oversee and supervise various areas of the business; to executives, who need to access the day-to-day information required to make informed management decisions; to the end users, who need to be trained to perform their day-to-day work functions within the new system. Business process training is an important component of this training phase, which takes place once the modeled solution has been accepted. Users who have been properly trained are able to utilize the full power and functionality of SYSPRO software. During this phase, the customer is encouraged to develop customized user guides. These user guides can be embedded at pertinent points within the software to facilitate ease of use and content-sensitive information.

5. Execute and deploy

The final phase of the implementation is all about getting ready for Go Live. This phase is critical to success, as Go Live is an important time. A SYSPRO consultant is on hand to provide support at the cutover and immediately after Go Live. The detailed project plan is updated and refined to reflect accurate timelines for the tasks required to get the system live. The plan includes everything from preparing the live production company to importing master files, data conversions, data entry and verifying the network and hardware requirements. A SYSPRO consultant will also be on hand at the first month-end, after which a review is completed and an action plan adopted to correct any areas or functions that are not running smoothly. The goal during the second month is to ensure that the customer is in control of their new system and that they become self-reliant. After two months live on the system, all key stakeholders sit down and review the project against the original project objectives and modeled solution. If all objectives have been achieved, the project can be completed and the site can be handed over to the support team.

Ensuring continuous improvement throughout your business value chain

ONGOING SUPPORT

In our efforts to continuously improve customer service, our customer relations teams serve as the Voice of the Customer

To enable continued growth and improvements, we encourage a regular evaluation of your business processes, the people and their roles, systems, and technology, to ensure your implemented solution is always up to date.

Enhancements to the SYSPRO product are determined by a worldwide design committee which concentrates on current users' needs as well as identifying world trends to anticipate users' aspirations. SYSPRO acknowledges the need for 'openness' to deliver operational solutions that successfully compete in today's closely contested environment. Our customers belong to an immense global forum where everyone has an interest in seeing the product improved.

Changes, as well as new workflows, can be easily modeled and applied. Simply refer to your SYSPRO Quantum Architecture modeled blueprint and central repository of documented decisions. This ensures that, irrespective of any changes in your staff or processes, there is no application or knowledge loss, and that your software system is always current.

Customer service and support

Our customer relations representatives are chosen for their responsiveness, efficiency, empathy, and tenacity. These attributes are bolstered by continuous, rigorous customer service training.

SYSPRO customer relations representatives develop a relationship with each customer, providing the assurance of a friendly, impartial contact person on whom they can rely. They are in regular contact with each customer to confirm satisfaction and request feedback so that we can continuously enhance our level of service.

We are dedicated to servicing and supporting the SYSPRO applications suite; however: because we often act as our customers' trusted outsourced IT Department, we are able to provide guidance in a multitude of areas.

If you are wondering where to turn; ask us. If we can help, we will. If your query is outside our areas of expertise, we will point you in the right direction.

SYSPRO's holistic approach means you get everything streamlined from one partner. These people are not only excellent at what they do, they also care about our company.

– Joe Lucas, IT Director, PermianLide

Additional personalization and integration tools and services

SYSPRO's product suite is version-independent ensuring seamless upgrades that are flexible and easily configurable to cover a wide range of business processes across a variety of industries. For customers requiring a unique business process developed and integrated into SYSPRO, there is the SYSPRO App Store as well as a number of customization tools.

In addition, customers have frequently invested in other software applications which need to be integrated with SYSPRO. Our Integration Framework facilitates version-independent solutions using SYSPRO e.net Solutions (based on the Microsoft .NET technology). The result is a platform that enables you to leverage SYSPRO's service-orientated architecture (SOA). This reduces development time and ongoing maintenance costs. Automatically adhering to the built-in SYSPRO security and business rules ensures data integrity through the many business objects exposed by this framework.

SYSPRO e.net Solutions is the ideal tool for exposing SYSPRO's business logic for use in web development as well as remote or handheld devices such as cell phones, tablets, and other touch screen devices. This architecture encourages integration with third-party products (that may be best-of-breed) or homegrown products. It also facilitates collaboration with your trading partners and other essential links in your supply chain.

Helpful, knowledgeable support when you need it

Providing you with helpful, knowledgeable support services whenever you need them is a key element of our support services. We offer a number of services to help you make the most of your SYSPRO investment and maximize the benefits offered by our solution. You can have product and technical support (via phone or email), remote as well as onsite support, training, and consultation on an as-needed fee-for-service basis. Alternatively, we can tailor a support program specifically for your organization on a committed contract basis.

Professional Services

Whether your business need is to modify a user interface, develop a custom program or an entire module, or create a link to a third-party product, our Professional Services team will work with you to document and deliver your requirement.

SYSPRO's Professional Services Department:

- Assists SYSPRO's partner channel to deliver solutions to customers
- Assists customers to maximize their investment in SYSPRO's software on an ongoing basis through product demonstrations and consultancy services
- Assists with personalization or implementations of certain features or modules that are fairly new to SYSPRO's marketplace, until such time as the partner channel is able to offer these services
- Provides product training to SYSPRO's partner channel and customers

Helpdesk Support

With six offices around the world, SYSPRO offers global Helpdesk Support via telephone, email, and fax. Our skilled support team will help resolve any technical problem, giving you a clear and simple solution.

Additionally, our customers have access to a world of SYSPRO knowledge online.

Online support

SYSPRO offers extensive online support in a secure area on the Internet called the Support Zone. This comprehensive source of information relates to current, prior, and future releases for all SYSPRO users, consultants and resellers.

Online forums

A number of online forums cover a range of topics from education through to product functionality, development, and all SYSPRO documentation.

Education and Training

Whether you are new to SYSPRO or have been part of the SYSPRO community for years, education plays a vital role in optimizing your SYSPRO experience.

We understand that everyone learns differently, and have therefore created educational material in a variety of different formats to suit your individual needs:

01 **e-Learning modules** – Aimed at new users, these provide the foundation for learning about SYSPRO. Download these modules to your computer, laptop, tablet, or smart phone, and use them on-the-go. Use the interactive self-assessments to get immediate feedback on your understanding and progress.

02 **Feature demos and guides** – View short videos focusing on a new feature, program or topic, and keep up-to-date with any new enhancements in the SYSPRO product. There are also feature demos of some of the more complex topics in SYSPRO for those who require a deeper, more advanced understanding of the topic. With our feature guides, learn about a specific feature rather than an entire module.

03 **Training Guides** – Access both Business Process training guides and Module-specific guides. These are self-paced guides for those who want to gain a better understanding of a module or a process.

04 **Webinars** – Listen to a live product-based session on new or existing product features, or listen to recordings on your own time.

05 **On-site training** – Our on-site training is designed to meet your specific requirements by educating and successfully developing the skills necessary for users implementing new features or new solutions, or those taking on new roles and tasks.

06 **Classroom training** – Our offices around the world provide classroom training where resellers and end users can benefit from one-on-one personal training in a small group.

07 **Virtual training** – Distances too far? Time an issue? Join our virtual training.

> We were adamant about not wanting to change too much. It was very important that the technology support the way we ran our business. We also had to feel comfortable with the supplier relationship and level of support. When you are going to live with someone for six months or more during an implementation, this can be a deciding factor, and we had no doubt in our mind that we would be able to work with the SYSPRO staff.
>
> *– John Dwyer, Managing Director, Natural Beauty Care*

The SYSPRO Certification program

To ensure that the SYSPRO product is properly implemented and supported by our partner channel (Value Added Resellers, otherwise known as VARs) and consultants, SYSPRO has a partner certification program for certified members of the channel community. Partner certification assures SYSPRO's customers that partners have the required knowledge and understanding of the product. SYSPRO also has user training certification so that customers can improve the skills of their staff, thereby deriving greater benefit from SYSPRO's software.

Become a member of the SYSPRO Education LinkedIn group and receive alerts of new or updated materials that have been uploaded to the SYSPRO Support Zone. All education material can be accessed and downloaded from the SYSPRO Support Zone (access is currently limited to licensed SYSPRO users and implementers). The Support Zone can be viewed on any popular mobile device or your desktop.

About SYSPRO

SYSPRO is a highly scalable, industry-built Enterprise Resource Planning (ERP) software solution, that can be deployed in the cloud, on-premise, or accessed via any mobile device.

SYSPRO is designed to simplify business complexity for manufacturers and distributors, by providing actionable insight that supports optimized cost control, streamlined business processes, and improved productivity.

SYSPRO™
Simplifying your Success

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