



GLOBAL TALK



- ▶ SYSPRO procurement solutions drive business growth

BALANCE YOUR PROCUREMENT IN AN UNCERTAIN WORLD



Technology Insight

With Phil Duff

Adapting to Unprecedented Levels of Change by Optimizing Procurement

Volatility, uncertainty, complexity and ambiguity are no longer isolated states of crisis, but rather increasingly frequent occurrences. In the past 12 months, global trade disputes, Brexit, shifting exchange rates, fluctuating commodity prices, civil unrest and a global pandemic have severely impacted supply chains around the world. As a result, the ability to identify and plan for future scenarios has become a strategic imperative to mitigate risk and ensure business continuity.

Manufacturers are facing unprecedented challenges, with supply chain disruptions threatening their future viability. As a result, procurement is increasingly expected to become more influential in the overall business strategy by mitigating risk, creating a competitive advantage and driving growth.

To navigate the future with confidence, manufacturing and distribution companies require a different set of skills, a new degree of agility and a more progressive mindset. The rigorous manual process of gathering and interpreting supplier, market and environmental information is being replaced with a new data-driven approach that enables real-time decision making and forward planning on both strategy and performance.

There are two main components to this approach: the creation of integrated data ecosystems and the use of artificial intelligence and predictive analytics for real-time interpretation; and the use of technologies such as sensors, natural language processing (NLP) software and the Internet of Things (IoT) to enhance the integrity of these ecosystems.

This provides a single platform where everything from early stage planning to final delivery can be tracked and traced in real-time on a global scale. These advanced insights improve customer service, reduce costs, help with regulatory directives and mitigate interruptions that could affect supplier inventory levels and product delivery. Embedded AI capabilities provide real-time intelligence, actionable insights and recommendations that reduce disruption mitigation time from days to hours.

Supply chain visibility leads to many advantages for today's global businesses. It allows them to reduce complexity, improve communication throughout the organization, stay nimble and keep up with a complex regulatory landscape. With supply chain visibility, businesses can make the right decisions in real-time. What follows is operational efficiency, improved profits - and satisfied customers.

Providing employees with visibility into the entire supply chain helps them make better-informed decisions and deal with customers more effectively. Another benefit of visibility is the improved traceability of manufactured products. Each raw material used for a specific lot can be traced to its origin. Troubleshooting becomes easier as quality teams can examine where material changes may have affected current products.

Also, compliance depends on visibility. In every industry, there are critical compliance requirements mandated by governments, customers and other authorities. Without a centralized system, compliance and visibility can be manual, tedious and costly.



A standalone procurement program lacks the mission-critical quality of integration into the rest of the company's and suppliers' systems. This is where the real advantage of an ERP solution with procurement capability lies. SYSPRO has the built-in digitalization capabilities to create a truly agile supply chain with end-to-end visibility and collaboration across the entire ecosystem.

Because it is a robust single-source solution created specifically for manufacturing and distribution, SYSPRO enables you to optimize your organization's supply chain, now and into the future. By setting up and managing procurement strategies and policies, SYSPRO mitigates purchasing risks, improves governance and maintains negotiated agreements while enabling the purchase of products and services at the best value-to-price ratio.

With the ability to automate and streamline planning, procurement and supplier management processes using SYSPRO's inherent ERP capabilities and by leveraging web-enabled and intelligent technologies such as online portals, IoT, AI and Bots, you can reap the benefits of digital procurement using one all-encapsulating ERP solution.

This edition of Global Talk brings you real-world case studies describing how some of our customers are using SYSPRO to enhance the flexibility and agility of their procurement processes and, therefore, their supply chains.

Phil Duff
CEO

97.5%

Order Fulfillment

"The SYSPRO solution eliminated the need to manually order stock, reducing overheads in the stock and procurement side of the business dramatically."

Hazel Burton
Financial Controller, Fiddes Payne




Industry Insight

With Roger Landman

Future-Proof Your Procurement Strategy

The impact of supply chain disruption has become a harsh reality for manufacturers and distributors across the globe. In this highly competitive space, every opportunity to reduce costs along the supply chain is essential in terms of the end price to the consumer. To do that, it's important to recognize that agility is critical in the procurement process, especially when the unexpected happens. Inefficiencies such as manual systems and outdated tools severely hinder the ability to be agile, negatively affecting the bottom line.

The right ERP solution can provide a tangible advantage. The ability to be agile depends on the extent of your visibility into the organization, and SYSPRO's built-in digitalization capabilities enable you to create a truly agile supply chain with end-to-end visibility and collaboration throughout the entire ecosystem.

Here are 6 ways to future-proof your procurement strategy.

1

Implement a dual-sourcing strategy

Don't put all your eggs in one basket. Having supply contracts with more than one supplier across international and local geographies means you can choose the best option every time, even when a crisis occurs. With SYSPRO's Preferred Supplier capability, you can partner with the most reliable suppliers to secure longer-term preferential agreements. You can also expedite the tender process when you need to quickly onboard a new supplier. The Supply Chain Portal helps buyers make informed decisions quickly, while the Request for Quote capability lets you detail exact requirements.

2

Accurately balance supply and demand

Supply and demand is a constant balancing act, so you need the agility to be able to quickly identify and address any imbalance in your inventory. SYSPRO's Inventory Management solutions enable you to accurately forecast demand and identify stock availability as well as establish supplier lead times, cost and material requirements, contingency stock requirements and warehouse capacity constraints.

3

Stay flexible

Make sure your business systems are flexible enough to predict, plan for and rapidly react to the unexpected. SYSPRO's web accessibility ensures your workforce and suppliers are connected at any time, from anywhere, to continue with business as usual. The Supply Chain portal again plays a role by facilitating online collaboration and engagement between buyers and suppliers.

4

Optimize strategic procurement

Your Strategic Procurement department sources multiple suppliers of the same items, assesses the commercial aspects, conducts extensive research before selecting a shortlist of suppliers and then issues a Request for Proposal. SYSPRO makes this process easier by capturing and maintaining sourcing policies by supplier or stock code. Automated recommendations are included at Material Requirements Planning, Requisition and Purchase Order level to ensure the correct supplier is used.



5

Know your suppliers

Visibility along the supply chain is vital – without it, you have no control. With some suppliers, the first you may hear on the progress of your order could be when the product or part is being loaded on a container ship. Take the uncertainty and risk out of the equation by using SYSPRO to set supplier metrics and measure their performance. With information such as supplier maturity, typical lead times and capacity, you can identify and address any gaps in the supply chain.

6

Handle returns with ease

So you've bought a product or part and it's not up to scratch. SYSPRO removes the stress of the situation, streamlining return logistics by integrating all processes affected by a return-to-supplier transaction. With visibility right back to R&D, defective goods are seamlessly and immediately removed, ensuring minimal disruption and improved consistency of quality.

Looking into the future



Tomorrow's supply chain will be an ecosystem that seamlessly integrates businesses, suppliers and customers. It will use integration and digitalization to provide a real-time 360-degree view of resources and assets, enabling faster and better responsiveness to changing conditions.

Repeatable tasks will be automated to boost efficiency and reduce costs; all stakeholders will have access to rich data, actionable insights and analytics provided by IoT, Artificial Intelligence (AI) robotics and easy-to-use online tools. New, smarter data models will be employed to enrich day-to-day operations, fast-track executive decision-making and provide higher levels of collaboration. And because of SYSPRO's specialization, innovation, expertise and unique architecture, you can reap the benefits of all these capabilities in a single system.

PROCURING WITH SYSPRO

SYSPRO AFRICA

Cibapac Succeeds with SYSPRO ERP



World Class Food Packaging

Cibapac is a wholly owned South African company and leader in rigid and flexible food packaging. It is one of the largest manufacturers of PVC stretch film in South Africa with a major share of the expanded polystyrene tray market for fresh produce, meat, poultry and fast foods. The company's product range encompasses polystyrene trays, stretch wrap film, multi-layer vacuum bags, barrier packaging and seamless casings. Clients include major supermarket retailers and food manufacturers in the meat, poultry and dairy industries. .

Prior to implementing a comprehensive SYSPRO ERP solution, the organization suffered from inefficiencies created by disjointed processes, primarily in its manufacturing and distribution departments.

Sandi Loggenberg, Cibapac's Chief Technology Officer, says: "Historically, none of the functions and departments in our supply chain were integrated and able to communicate with each other. Stock levels were inaccurate; manufacturing didn't really know what to produce, so they would just produce for the sake of producing. There was also little in the way of sales forecasts or demand estimates."

The implementation of a fully integrated SYSPRO ERP solution with multiple core modules, including all financial modules, core distribution and manufacturing, enabled Cibapac to bring independent processes and components into one seamless supply chain. A SYSPRO client since the late '90s, Cibapac currently operates a 48-user license.

The business has benefitted tremendously from the seamless supply chain and improved efficiencies. Its manufacturing and distribution departments have benefitted most, displaying maximum improved proficiencies. Improved data tracking, streamlined inventory management and accurate accounting practices are just some of the more noticeable advantages.

Bill of Materials

SYSPRO's Bill of Materials (BOM) module has given Cibapac complete control over its product structures. The complete bill forms the foundation for material and capacity planning, shop floor control and accurate costing. It's further ensured that the company's engineering, production, purchasing and order processing teams are all using the same information. Complex multilevel bills of material can now be costed with perfect accuracy.

Easy Integration

SYSPRO has helped integrate multiple manual and separate systems into a powerful, single source of truth. Another key benefit is SYSPRO's ease of integration with third-party systems such as external production scanners which track the production process from receipt of raw materials through to dispatching finished goods.

"Business Objects has been phenomenal for our business. SYSPRO's Business Objects module is used extensively throughout in areas such as inventory, data collection, tracking applications, asset management, third-party software integration and sales representative web-based integration. Anything on our premises can now be integrated into SYSPRO, in pretty much any form or fashion," Loggenberg says.

Automated Customer Ordering

With SYSPRO EDI (Electronic Data Interchange), Cibapac can receive orders digitally from its larger customers, while smaller customers' orders are captured digitally through Business Objects. This has resulted in a fully automated and digital order collection system, reducing the company's customer call center to just a single seat.

Support

"SYSPRO is user friendly and not unnecessarily complicated like some ERP solutions. It's also regularly updated, which keeps the product current and relevant," says Loggenberg. "We have never had a problem when it comes to getting the support we need. If an issue ever arises, it is dealt with quickly and professionally. The company is great at identifying bugs and remedying them and is continuously uploading patches to its servers for customers to download and run, making SYSPRO even better and more robust. SYSPRO is highly customer focused."

Looking Forward

The company has earmarked the addition of SYSPRO's Workflow to assist in the following areas:

- For requisitions where different rules apply to different users, and there are multiple levels relating to budgets, amounts and authorizations
- Change management for Bill of Materials and Workflow will simplify the process used to action these changes
- New product development – Workflow will simplify the organization's extensive product development process
- Supplier and customer notifications

Espresso has also been identified as a solution for integrating multi-device communication, incorporating mobile devices, scanners etc. It will eliminate the need to write individual device-specific programs to incorporate each unique device.

Seamless Supply Chain

"Business Objects has been phenomenal for our business. SYSPRO's Business Objects module is used extensively throughout in areas such as inventory, data collection, tracking applications, asset management, third-party software integration and sales representative web-based integration. Anything on our premises can now be integrated into SYSPRO, in pretty much any form or fashion."

Sandi Loggenberg
Chief Technology Officer, Cibapac



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SYSPRO AFRICA

SA Shipyards Sails Ahead with SYSPRO



Sandock Austral Shipyards is Africa's leading commercial and naval shipbuilding and ship repair company, providing cost-effective services and solutions to the marine industry worldwide. Situated close to Africa's busiest port in Durban, South Africa, SA Shipyards provides complete in-house marine solutions through its ship building, ship repair, naval maintenance, mechanical and fabrication and Oil & Gas departments.

The yard is ISO 9001-2008 certified and can manufacture and repair a large range of marine structures, including tugs, container vessels, bulk carriers, tankers, patrol vessels, ferries, luxury yachts, dredgers, trawlers, oil rigs and barges.

The company used standalone accounting, planning and reporting software packages which were unable to communicate with each other. Data had to be merged in Excel and other reporting software. The widespread use of manual processes led to challenges in productivity, efficiency and cost savings.

SA Shipyards urgently needed a fully integrated, automated solution to enhance the efficiency of its complex, high-volume ship building and repair operation. SYSPRO was selected on the strength of its functionality and user-friendliness as well as the expertise and implementation experience offered by SYSPRO dealer RN Software.

Akash Singh, Financial Manager of SA Shipyards, says: "After a number of vendors had pitched their solutions, it was clear that SYSPRO was best suited to our operation. It allows the integration of all aspects of our business, from planning to time and attendance and customer management. Another critical deciding factor was RN Software's understanding of our business and experience in delivering manufacturing implementations."

Following extensive and thorough planning, testing and customization, SA Shipyards went live on the full suite of SYSPRO 7.1 as well as e.net Solutions on 4 December 2018. The company has shifted from a 100% manual operation to a fully-integrated ERP solution where manual intervention accounts for only about 5% of the processes. The result is significant cost savings, far tighter controls and substantial improvements in both productivity and efficiency.

RN Software customized the solution to fully integrate all aspects of SA Shipyards' business and meet its unique requirements. The company now has live posting functionality as well as detailed costing, time and budget data to enhance decision-making for its executives.

"The implementation was a huge, challenging and extremely fast project. We worked closely with RN Software according to a detailed project plan which was flexible enough to accommodate changes on the go," Akash says.

Managing complexity with ease

At the time of implementation, SA Shipyards was building nine tugboats. Although this is a relatively small project for the company, the completion of each tugboat entailed 20,000 operations.

On a larger scale, SA Shipyards is currently building a hydrographic vessel for the South African Department of Defense which involves 3,600 activities. Each activity has about 3,000 operations.

Previously, job codes would be created in one system and imported into project software and then into accounting software. SA Shipyards would then export the data, monitor the costing from the accounting package, and export it back into the project software.

"Now, we get the project and upload it into our fully-integrated ERP solution which creates the coding structure and distributes the data as required to the various aspects of the business," Akash says, "Manual intervention is probably 5% of the process – and it used to be 100%."



Cost controls have tightened considerably. With SYSPRO, SA Shipyards' project managers can only make purchases against the time and materials that have been allocated to a specific project. A superuser password is required to override any requests beyond the agreed project allocations. This feature alone has improved cost controls from 40% to at least 90%, and SA Shipyards anticipates savings of R23 million a year in this area.

In addition to providing executives with anytime access to reports containing live data, the new system has implemented cut-off times for accounting periods, ensuring the integrity of SA Shipyards' financial information and enabling proper management accounting.

Akash points out that as a project-based organization, SA Shipyards has benefited extensively from SYSPRO's reporting which enables costs to be monitored so that anomalies can be identified upfront and addressed.

Continuous improvement for success into the future

SA Shipyards is also saving costs by implementing access control for the entire yard. SYSPRO will use the data to show rates as well as productive and unproductive time worked for each employee, so that SA Shipyards can ensure that labor broker invoices are completely accurate. It also enables insight into the nature of non-productive time, helping the company to resolve issues and further manage costs.

"We can see exactly how to cost a project, how many people and which skills are required and the cost components in more detail than ever before," Akash says. "We can cost future projects more accurately, become more competitive, create more jobs and use our people more effectively."

The next step will be the creation of a high-level dashboard for executives, showing strategic information such as project percentages, total hours budgeted for a project, materials utilized and costs.

Exceptional staff buy-in

SA Shipyards has enjoyed staff buy-in to the new system beyond all expectations. Akash attributes this to RN Software's approach of nominating champions for minor systems within the SYSPRO solution. The champions gave input to the customization of the system and shared their knowledge with the developers. Staff were also included in workshops held during the planning stages. The result is a workforce which is enthusiastic about the new system at their fingertips.

"Staff morale has definitely improved. The system is user friendly and allows people to customize their screens according to their needs. Although we are still new to SYSPRO, we are getting so much out of it already. I am confident that as we learn more, we will reap even more benefits," Akash says.

**50%
Improved Cost
Control**

SA Shipyards anticipates savings of R23 million a year due to improved purchase controls. "We can also cost future projects more accurately, become more competitive, create more jobs and use our people more effectively.

**Akash Singh
Financial Mana**



PROCURING WITH SYSPRO

SYSPRO ASIA PACIFIC



See Hoy Chan – Optimizing Business Opportunities

Family-owned trading company See Hoy Chan Agencies traces its origins back to the 1930's when its founder, Dato Teo Hang Sam, began trading in sundry goods. The business soon expanded into other ventures, including the distribution of Ajinomoto food seasoning products in West Malaysia. In addition to its 3,000 regular customers, the company handles several thousand more ad-hoc customers on temporary cash terms. On average, this amounts to more than 4,000 transactions a month. Today, the company has four offices across Malaysia and distributes more than 100 stock-keeping units (SKUs). Its rapid growth introduced challenges in inventory management, especially as the sales team had to manually issue invoices to customers each time an order was received.

Optimizing workflow

Clerks in the back office had to manually enter payment data into Excel spreadsheets and checks had to be handed over to the Accounting Department to be documented. With only 16 sales staff supporting the expanding business, it was clear the company needed a more robust backend system to better optimize its workflow.

Teo Tee Cheang, Assistant Operations Manager at See Hoy Chan Agencies, says sales and collection data were prone to errors, and the customer base was consistently increasing. "Information required by the management team could only be provided after two months. There was just way too much paperwork and too many delays in producing reports on sales, stocks and collection," he says.

Cheang realized the company needed to implement an Enterprise Resource Planning (ERP) system coupled with sales force automation software. He wanted to equip the sales force team with handheld terminals so customer data could be captured and tracked anytime, anywhere.

"The mobile terminals would enable us to acquire more accurate and updated information on our customers' buying patterns such as frequency of purchases, types of SKUs purchased, and accurate stock inventory of all our warehouses and goods in sales vans," he explains. The ERP and sales force automation system would allow the company to better use its manpower to expand its business as well as analyze its data to improve sales and inventory management.



四海栈代理集團
SEE HOY CHAN AGENCIES GROUP

Improved inventory management

After shortlisting three ERP vendors, See Hoy Chan Agencies selected SYSPRO because it best suited its operations and fulfilled all its requirements. SYSPRO partner Cosmo Synergy handled the implementation, which included designing new workflows, training staff and equipping the sales force with Intermec handheld terminals and portable printers.

The first phase was completed in April 2012 and the deployment team spent the next six months identifying and resolving issues that popped up. The ERP and sales force automation system was extended to all office branches by October 2012.

There are also plans to expand the deployment to See Hoy Chan Agencies' feed meal business, which supplies animal feed to farms across Malaysia. Thanks to SYSPRO, the company now has better visibility and improved efficiency in the way it operates. The implementation helped See Hoy Chan Agencies increase sales by 3.3% over the previous year.

The company also reduced manual errors. "With SYSPRO's reporting capabilities, we can identify areas in our business operations that present risks to the company," Cheang says. "For example, some of our regular customers are on credit terms. Now we can identify any lapse in collection and work to rectify this."

Understanding customers' buying patterns

Also, See Hoy Chan Agencies can more easily analyze and understand its customers' buying patterns, as well as identify reasons why certain products are not selling well. With the sales figures compiled using SYSPRO, data can be provided to customers located in the surrounding areas to help them identify See Hoy Chan products that are generating high sales returns. These customers are encouraged to sell these products to further increase their business and profits.

The management team now has access to month-end closing reports within seven days. "In fact, we've closed our books for the previous month and just two days later, I'm already finalizing reports which will be submitted to the management team," Cheang says. "Before SYSPRO, it took us a very long time to collect all the sales orders, manually enter and tally them up with the inventory, and then match that up with the payment collections."

He can monitor sales figures and highlight areas that need improvements to the sales force team during their mid-month review. The team can take immediate action and work to meet or exceed their sales target in the remaining weeks of the month.

While employees were initially resistant to changes, many soon realized the benefits of SYSPRO as they are



PROCURING WITH SYSPRO

SYSPRO EUROPE

Millbrook Beds Harnesses the Power of SYSPRO to Drive Business Growth

Southampton-based Millbrook Beds has optimized the power of SYSPRO to boost productivity and explore new opportunities. Since implementing its new centralized ERP system in 2013, the family-owned business has seen orders from the independent retail sector increase by 300%. Improved insight and agility have enabled Millbrook to meet the demands of 400 additional customers. Millbrook Group was established in 1946 as a small upholstery and bedding workshop in Southampton. The business began supplying upholstery to luxury cruise liners and soon grew into a successful group, diversifying into a range of different sectors. Its manufacturing arm, Millbrook Beds, employs around 100 staff and is renowned for its handcrafted beds and mattresses.

Growing pains

Millbrook Beds is on an impressive growth trajectory which is underpinned by expansion in the independent retail sector. Yet managing that growth and delivering the vision of an ambitious leadership team hasn't been without its challenges. In 2005, the board recognized that it couldn't deliver its strategic vision with its existing IT infrastructure and embarked on a search for a new ERP solution.

Andrew Longland, Millbrook's Commercial Director, says: "Our manufacturing operation was being held back by an outdated network. We were using a bespoke Infoflo system which restricted what we could do. It had no open connectivity and all changes had to be made by a programmer, which was costly. We couldn't interpret the data we were inputting and the system was failing to flex with business needs. We're an entrepreneurial business but were unable to respond to changing customer requirements."

He began a comprehensive search for a new ERP solution, assessing 28 different systems before opting for SYSPRO. The solution would allow the business to extract, interpret, analyze and report critical business information. Its ease of use meant that changes could be made rapidly without the need for specialist programmers, and its integration with other types of software ensures that everyone has access to up-to-date data to inform their decisions.

Reaping the rewards

Millbrook began implementing SYSPRO through different areas of the group before it went live for Millbrook Beds in 2013. The new system revolutionized the way the business could operate, and the manufacturer now uses a variety of modules to optimize performance across the factory. These include Material Requirements Planning (MRP), purchasing, sales, stock and accounts.

"We finally had an agile system for an agile business," Longland says. "We've got all the information we need at our fingertips, thanks to refreshable Excel reports covering every aspect of the operation. These show us the pinch points and we can respond minute by minute. Having everything integrated into one system is utopia. People are no longer constantly transferring data, and everyone is looking at live data."

Accessing new business opportunities

In 2018, the company was crowned Small Bed Manufacturer of the Year by the National Bed Federation. The award came on the back of robust performance and commitment to new product development.

Longland says: "We're growing at a phenomenal rate, and the sales figures are incredible. That wouldn't be possible without SYSPRO. With our previous system, we simply couldn't be flexible or responsive enough to make that happen. It used to take the best part of two weeks to complete a bill of materials for a new mattress; we can now do it in a day, which makes it far easier to launch new products."

Improved capabilities have also allowed Millbrook to meet the needs of increasingly demanding customers. Access to real-time data has facilitated a far more effective infrastructure and helped streamline operations. In September 2019, the business launched its new Fast Track service which guarantees delivery of certain products directly to the consumer's door within 48 hours. This is groundbreaking within the sector and is only possible because SYSPRO MRP dictates what needs manufacturing and when, so that stock can be efficiently replenished.

"Without SYSPRO, we simply wouldn't have the time to launch new products and initiatives. Everyone was too busy data crunching and desperately trying to interpret data," Longland says. "All staff can now be far more productive because they have all the information they need. That's meant that we've grown the business without having to increase headcount. Simply put, we can do more with fewer people."

In addition, Millbrook Beds has begun supplying own-branded/white-label products to a major UK retailer. This meant managing weekly bulk orders and effectively planning production and distribution without disrupting business for other customers. The company relies on SYSPRO to handle the higher volumes of work, and SYSPRO Traceability also enables Millbrook to comply with the retailer's special requirements.

Staying ahead of the game

Millbrook is currently operating SYSPRO 6.1 and is in the process of upgrading to SYSPRO 8. Longland recently attended K3 Syspro's annual Customer Day and was inspired by what the new release has to offer. In particular, he is excited by the ability to access the system via their smartphone or other device., as many staff members spend a lot of time out of the office. By adopting Avanti and Espresso, Millbrook can enable them to access whatever information they need, from wherever they may be, via their smartphone or device. "That will make us even more agile. It's an exciting time for the business, and SYSPRO will play an integral role in our continued growth journey," Longland says.

PROCUREMENT WITH SYSPRO USA



SYSPRO Supports 21% Growth in 5 Years for Zircoa

Based in Solon, Ohio, Zircoa is an industry leader in specialty ceramics which provides customizable extrusion dies and specialty refractories as well as granular sands and powders to a global market of end users. Zircoa's end-user target markets include electronics, construction, furniture and other industries requiring ceramic components.

In 2010, Zircoa decided it needed a technology backbone with the flexibility to adapt to changing business requirements and market demands. To remain true to the company values of innovation and quality, the solution needed to fit in with Zircoa's culture of collaboration and competitiveness.

Zircoa's technical team selected a full suite of SYSPRO modules including Financials, Purchasing, Sales, Ordering/Returns, Quality Control, Inventory, Shipping, Asset Management and Electronic Data Interchange.

Ravi Yenugu, Software Engineer, Zircoa, says: "SYSPRO is an extremely clean product conceptually, and the modules and functionality are logically integrated. Whether our users are working in the Work in Progress, Purchasing or Sales Order modules, the interface is highly customizable.

"Also, the SQL database makes it easy to query for reports. If I need to quickly build out new features and functions, the VB scripting and e.Net platform make change support a breeze. I can design an entirely new feature that suits our business within a short development cycle."

Yenugu says that SYSPRO's logical design, plus the deep support system that includes the SYSPRO User Zone, the SYSPRO Learning Channel, tutorials and a responsive help desk make all the difference, even for companies with no ERP experience.

"Beyond the product strengths, which are many, the level of SYSPRO customer support is pretty amazing; we once had an urgent need when our service contact person was sick, and she still came through for us," he says.

Real-time Data Visibility, Multinational Strengths

With a sister company in Germany responsible for approximately 20% of its business, Zircoa has a critical requirement for multinational support.

"We are sourcing materials from suppliers in multiple countries like Russia and South Africa, so we need a combination of financial complexities and measurement conversions," Yenugu says. "With SYSPRO, it's easy for all parties using the system to switch to different units of measure or costs – you simply check the appropriate box and data is converted automatically."

Real-time data visibility also allows Zircoa to leverage new market opportunities, shift resources, adjust manufacturing schedules and juggle inventory in ways that impact results. "I think SYSPRO is one of the most important tools this company has to be successful in a challenging marketplace," says Yenugu.

Significant cost savings

A fair share of business and personnel changes have required Zircoa to rely on SYSPRO capabilities in unexpected ways. For example, about a year ago an Accounts Payable person left the company and invoices needed to be paid. Using SYSPRO's Financials modules and seamless integration, Zircoa completely changed its business processes, saving \$40,000 annually.

SYSPRO's scheduling and reporting capabilities are delivering another significant cost saving. The company's 10 work centers were each spending one hour a day at a supervisor's pay rate to manually create schedules and convey them via white boards.

With SYSPRO, Zircoa has eliminated those manual processes and estimates savings of \$52,000 a year. While Yenugu says that these are just two operational improvements that come to mind, these savings alone total almost \$100,000 annually, which over 10 years can deliver approximately \$1 million in bottom-line improvement.

"We have also increased our top-line revenue by 21% in the past five years by bringing new products to market, with better data visibility. SYSPRO is helping us to grow our top line and become more efficient in the process," he says.

Future Plans

Zircoa's future technology and operational plans are well supported by SYSPRO's current offerings. Specifically, the company is considering:

- A move to the SYSPRO Cloud
- Adopting Industry 4.0 capabilities
- Integration with SYSPRO Alliance Partner tools for areas such as engineering drawing
- Internet of Things (IoT) predictive maintenance

"SYSPRO gives us a path for all these capabilities, as we are ready to adopt them," Yenugu explains. "While my role is in IT, I am involved with decision-making within the manufacturing systems group so that we can consider things like IoT that could significantly impact the product side of our business."

Leverage New Opportunities

Real-time data visibility allows Zircoa to leverage new market opportunities, shift resources, adjust manufacturing schedules, and juggle inventory in ways that impact results. "I think SYSPRO is one of the most important tools this company has to be successful in what can be a very challenging marketplace."

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Software Engineer, Zircoa



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