



GLOBAL TALK

EDITION 4

SYSPRO Earns High Scores
in New TEC Certification Report

Boosting
the Customer Experience
with Innovative Technology

SYSPRO Helps Bug- Systems

**Save Time
and Costs**

THIS EDITION OF GLOBAL TALK LOOKS AT –

How the metal fabrication sector is using SYSPRO to take innovation to the next level



Boosting

the Customer Experience

with Innovative Technology

Two phrases that permeated the global marketplace in 2015 were 'customer engagement' and 'economic uncertainty'. Technology has a role to play in enabling the former and overcoming the latter.

It seems unlikely that any industry, sector or individual business has remained unaffected by either of these concepts. In the ERP sector, for example, the challenging business landscape and growing demand for a meaningful user experience (UX) has encouraged software developers to focus on developing innovative, customer-centric solutions. As ever, SYSPRO remains firmly committed to underpinning all our forthcoming endeavors with a user-relevant foundation.

Of course, technology is enabling this drive to place the UX front and center of product improvements and cost reductions – and it's pushing businesses to new heights around the world. In fact, a recent CEO and senior business executive survey by Gartner has revealed technology-related change to be the primary tool for achieving growth in 2016.

Companies today are competing via their complete supply-chain competencies and abilities. The emphasis is on collaboration in upstream supply-chain activities, resulting in increased visibility, reduced inventory, improved fill rates, and overall enhanced efficiencies.

The key here is a shift from simply supplying goods and services in full, and on time, to tangibly offering the customer a differentiated experience. It's about going beyond meeting expectations to intuitive personalization at the individual customer level.

Globally, businesses are reacting to the dramatic change in customer behavior. Increasingly, today's consumers demonstrate non-linear shopping behavior. They may research online, turn to their communities for recommendations, trawl the Internet for product reviews and then test the product in store before making an online purchase. It's significant that neither the digital nor the brick-and-mortar environment plays a central role. Jointly, they build out a more convenient experience for the customer.



The focus on tight integration between these two streams has highlighted the new business designs that have emerged through the fusion of the digital and physical worlds. 25 billion devices constantly streaming statuses, interactions, geographic positions, connections, collaborations, patterns and so much more have forced an evolution well beyond the realms of traditional trend reporting in analytics.

It's become about the gathering of intelligence of inter-related activities, the predictive capabilities of surfacing valuable actions and the notion of learning about human nature.

As a result, digital algorithms are at the core of new customer interactions. Moving forward, companies will be valued not just on their big data, but on the algorithms that turn this data into actions that positively impact the customer.

Yet, this very same disruption is unlocking vast opportunities for organizations. It facilitates the rapid adoption of the evolving technologies that are driving this change and creating clear competitive differentiators, fueling growth rates not seen in the past decade.

The bottom line is how organizations should structure their IT strategy to both accommodate and embrace this disruption. Systems – such as ERP – that offer a method of process control, accountability and governance are mission critical to securing the economic future of most modern day businesses.

At this current rate of change, technology innovation (such as these digital algorithms) is disrupting traditional processes, markets and the way in which we conduct business.

Thanks to the unprecedented rate of innovation, anything could happen in 2016. And it probably will.

This edition of Global Talk focuses on how organizations in the metal fabrication sector are using SYSPRO to take their innovation to the next level – please read on to find out more. ❖

Phil Duff, CEO, SYSPRO



SYSPRO Earns High Scores in New TEC Certification Report

A new independent certification report issued by Technology Evaluation Centers (TEC) analyzes SYSPRO 7 for its capabilities in Discrete Manufacturing, Process Manufacturing, Mixed-Mode Manufacturing, and SMB (small and mid-sized business) Manufacturing.

Each year, TEC performs comprehensive independent analysis of technology vendor solutions as the basis for issuing 50+ page reports covering a wide range of the vendor's features and functions, architectural design, ease of implementation, solution flexibility, user interface, mobility, customer support and other areas of interest to enterprise technology buyers. SYSPRO 7 earned high scores in the 2016 report, ranging from dominant to highly competitive with experience as 'a long-standing international ERP software vendor'.

TEC Senior Research Analyst Aleksey Osintsev, who has 18 years' experience focusing on ERP solutions for manufacturing, accounting and financial software needs, authors the report and makes several competitive observations about SYSPRO 7.

"SYSPRO provides highly scalable ERP solutions in either a cloud, on-premise or mobile deployment model to more than 15,000 mid-sized manufacturing and distribution companies in over 60 countries," Osintsev states. "The single-source (organically built, not acquired) solutions are offered in a modular format on an integrated, contextual architecture with a flexible easy-to-use interface that allows smaller-sized businesses to implement gradually and larger ones to leverage a complete suite of vertical-market embedded features and functions."

ERP
SOFTWARE
VENDOR



SYSPRO
**Company
of the Year**
2015

**REFERENCED AS ADDITIONAL DIFFERENTIATING
FACTORS ARE SYSPRO'S:**

- Focus on close customer relationships and deep understanding of customer needs
- Quantum architecture concept of a single data repository for supporting analytics, modelling, processes and reporting
- Extensive customization capabilities that can be done at the user level (no recoding)
- State-of-the-art mobile solution that can be personalized by each user

SYSPRO's lengthy industry experience, technology prowess and attention to customer needs help to explain why it consistently wins business against much larger ERP competitors.

"Once manufacturers and distributors become a SYSPRO customer, they are amazed at the difference in the quality of the solution and the attention to detail and service," says Joey Benadretti, President, SYSPRO USA. "Many companies stay with their ERP vendors because they deem it too painful to re-implement another solution. SYSPRO customers stay with us for a very different reason: they never want to settle for a lesser solution or receive less attention ever again."

This release of this report follows five 'Company of the Year' awards received by SYSPRO in 2015. ❖



A copy of the report is available at:

www.technologyevaluation.com/research/certification-report/ERP-Software-Review-SYSPRO-7-for-Discrete-Process-Mixed-mode-and-SMB-Manufacturing.html



Atlantic Tube & Steel

Enhances Competitive Edge with SYSPRO

Atlantic Tube & Steel (AT&S), a manufacturer of automotive and structural steel tubing headquartered in Mississauga, Ontario, is a family-run business with approximately 35 employees. The company operates out of a 150,000-square foot manufacturing and warehouse facility which, since the implementation of SYSPRO, has become highly automated.

AT&S runs two mills: one makes mechanical tubing, predominantly for the automotive aftermarket; the other manufactures larger-sized structural tubing, used in a host of applications such as conveyor belt rolls, jack posts and trailer hitch tubing. AT&S also operates as a re-cutting service, to provide some of its customers with an additional value-added component.

An ISO 9001-certified manufacturer, Atlantic Tube & Steel guarantees that its products meet rigorous standards, and every bundle of product is subjected to a series of quality tests to verify integrity and quality.

Frank Cancelli, Founder and President of Atlantic Tube & Steel, says the business has grown increasingly complex over the past 30 years.

"To compete effectively, we needed to implement an ERP solution. After researching the alternatives, we chose SYSPRO because we believed it would create business efficiencies, help us maintain our inventory and volume advantage, and ensure that we conform to our industry's strict quality requirements. Looking back, it's clear that our decision to go with SYSPRO was sound," Cancelli says.

AT&S's controller, Marvin Bavcevic, is enthusiastic in his praise of SYSPRO, but admits to certain challenges during the implementation. "There were some growing pains in terms of the customizations we asked for," says Bavcevic. "SYSPRO, however, was very accommodating, addressing our concerns and needs on a very timely basis. Even though some of our original intentions may not have been well-communicated, SYSPRO was more than willing to work with us until we arrived at the point where we needed to be."

One of the ERP capabilities that AT&S needed most was product traceability. "Quality, and the perception of quality, are of paramount importance in our industry," says Larry Brandon, AT&S's sales manager. "That's why SYSPRO's Lot Traceability component is a key benefit."

Steel, explains Brandon, can be manufactured in many forms using myriad components. "Too many or too few of certain components (carbon, for example) will affect the product's malleability. And since many of our customers need to bend and shape the steel they buy, it must conform precisely to exacting specifications."

If an order of steel does not conform to specification, and if AT&S receives a customer complaint, the company can now use SYSPRO to quickly identify the relevant production run.

"With that information, we can take all the rest of that steel out of stock," Brandon says. "That way we avoid sending the wrong product to other customers, which helps us eliminate, or at least minimize, any negative quality perceptions that might arise in the market."



“

We've joined the 21st century. In terms of IT, we were barely limping along. Now, with SYSPRO, we're up and sprinting.

- Marvin Bavcevic, Controller, AT&S

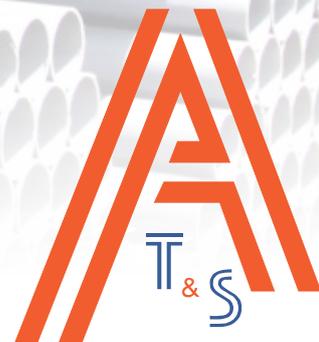
”

Lot traceability also allows AT&S to drill down to the source components of any production run. “That saves us a lot of time. It also lets us go back to our suppliers in a timely fashion if their product doesn't meet our specifications.”

Implementing SYSPRO has enabled AT&S to fully automate its production floors. “That allows us to look at the shop floor in terms of reducing man-hours,” says Bavcevic. “In addition, with SYSPRO we no longer need our manual production reporting process. In the past, while a mill operator was supposed to be watching the seam, or adjusting the heat source, he would sometimes have his back to the mill while he prepared his reports.

“These days, the whole production process, from input to output, is all recorded and reported by SYSPRO. Not only does that eliminate a ton of paperwork, it provides us with the ability to get information more efficiently, so we can analyze the data on a timely basis.”

For Atlantic Tube & Steel, the transition to SYSPRO has been rewarding. “We've joined the 21st century,” Bavcevic says. “In terms of IT, we were barely limping along. Now, with SYSPRO, we're up and sprinting.” ❖





SYSPRO Helps Bug-O Systems

Save Time and Costs



We are saving roughly \$75,000 a year by taking control of IT with SYSPRO. This amounts to roughly 12 - 24 man hours a week. We expect to double these time savings once we maximize SYSPRO's functionalities. It has been a very worthwhile investment.

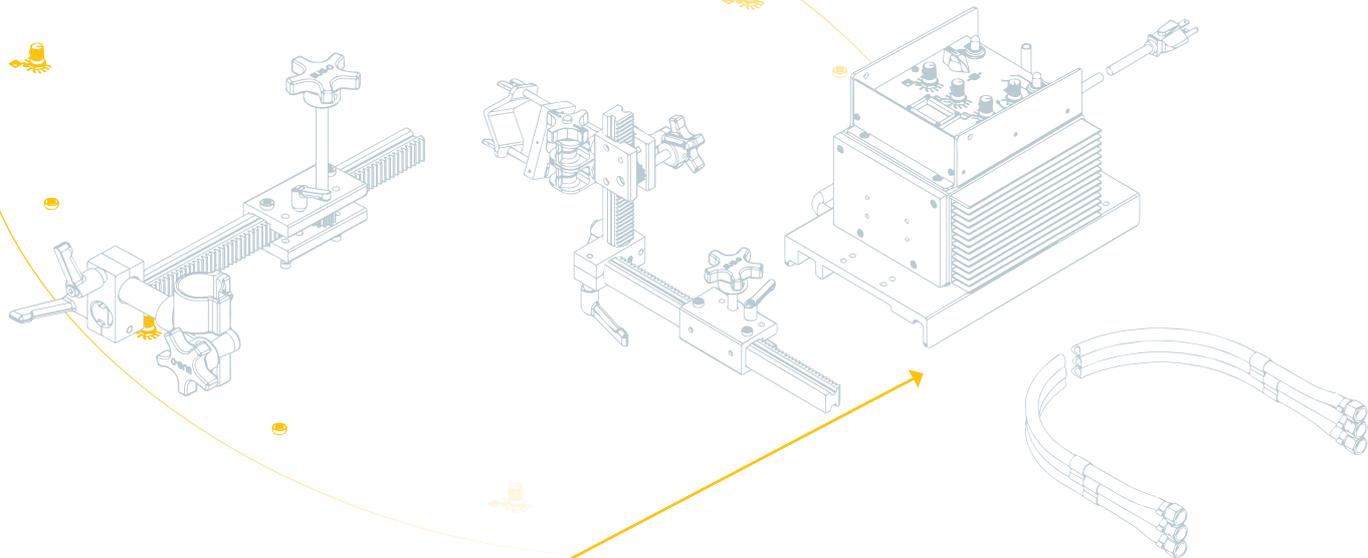
- Matt Cable, Board Secretary, Bug-O Systems



Bug-O Systems, a division of the Weld Tooling Corporation, is a family-owned business that began operations with the invention of the single Livesay Multipurpose Machine in 1943 to help automate the cutting and welding process involved in the manufacturing of landing craft for World War II.

Since that time, the company, headquartered in Canonsburg, Pennsylvania, has evolved to become a global leader in the design, manufacture and application of several lines of portable automation products for the cutting and welding industry -- from small projects to cross-country pipelines around the world.

Bug-O units have been used in numerous high-profile projects, the latest of which was the welding circumference of 10 diameter pilings and the cutting of slots in inner and outer piling for the replacement sections of the San Francisco/Oakland Bay Bridge.



Today, Bug-O products are differentiated by quality and reliability. The company has a roster of more than 3,000 customers primarily involved in fabrication, construction and shipbuilding. Bug-O sells through more than 1,500 US distributors plus a similar number worldwide, and fills approximately 850 orders a month from one inventory warehouse. The company also manufactures special machines for specific applications.

The company's software, which was operational for more than 16 years, was designed only to expedite sales. After continually tweaking the software to make it applicable to engineering and manufacturing, the company deemed it advisable to enhance overall operational efficiency via the purchase and implementation of an ERP solution.

After extensive examination of a number of ERP packages, including those offered by Epicor, Bug-O selected SYSPRO. Important factors involved in the decision were price, functionality and ease of use. Also critical in the selection process were the extensive demonstrations done by both SYSPRO and Cogistix, the local SYSPRO reseller.

Matt Cable, Bug-O Secretary of the Board, says SYSPRO has significantly improved operational co-ordination between manufacturing and other company units. "Though we are not yet utilizing all the functionality inherent in the SYSPRO solution, we are gaining an in-depth picture of the company's accounting practices. We also anticipate significant improvement in other areas such as sales, contacts, documentation and version control."

The software has helped Bug-O to compete by providing a better picture of the company's true costs. This enables Bug-O to be more price-competitive when bidding for a job.

Furthermore, SYSPRO has significantly reduced the amount of processing time to get orders to manufacturing, thereby reducing lead times and greatly enhancing customer service through the ability to meet customer requested delivery dates. Cable adds that Bug-O has experienced significant cost savings by assuming all IT functionality in-house and no longer having to depend on outside services.

"We are saving roughly \$75,000 a year by taking control of IT with SYSPRO. This amounts to roughly 12 - 24 man hours a week. We expect to double these time savings once we maximize SYSPRO's functionalities. It has been a very worthwhile investment," Cable says. ❖



SYSPRO 7

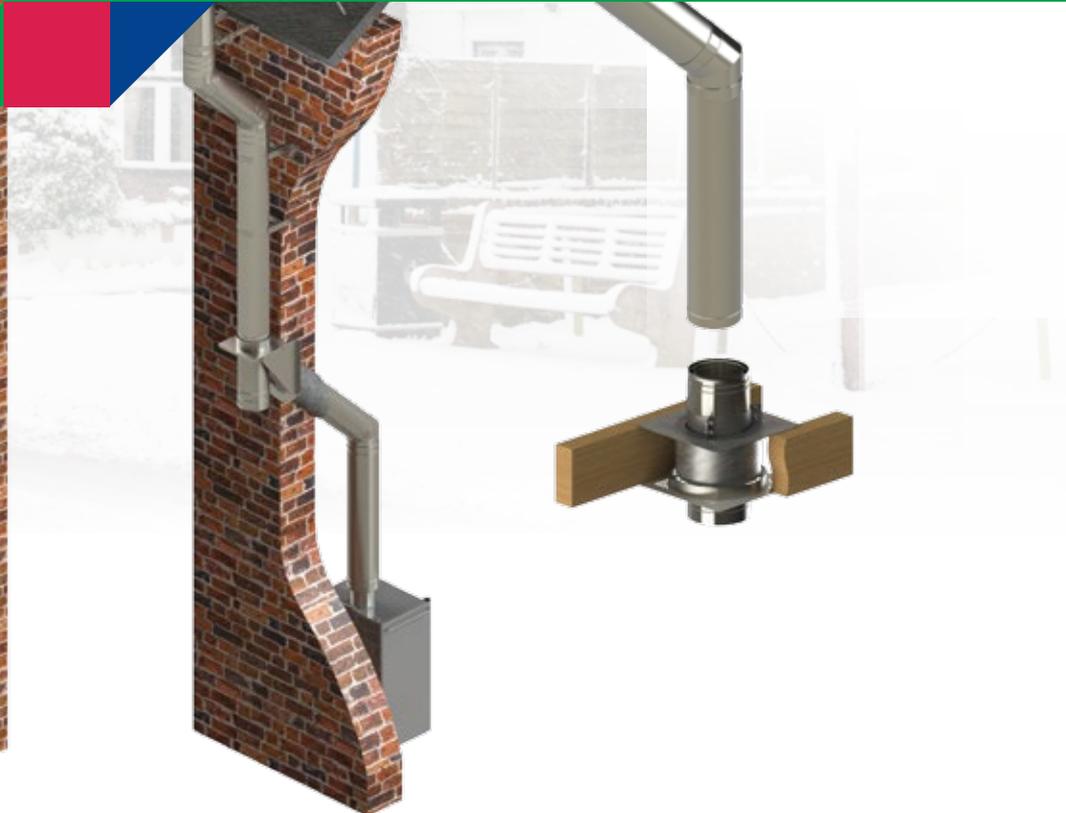
Eradicates Seasonal Colds

for Midtherm Flue Systems



“ We’ve had excellent communication with K3 Syspro and are confident that we have selected the right long-term partner to aid our future business growth.

- Richard Andrews, Director, Midtherm Flue Systems





A family-owned manufacturer of commercial and domestic flue systems is expecting to significantly improve efficiency for more than 200 workers and launch a new online ordering service after investing in a fully-integrated ERP solution from K3 Syspro.

The only British-owned major producer of flue systems, Midtherm Flue Systems has invested in SYSPRO 7, complete with K3 Syspro's own Equator HR application, shop floor data collection, barcode scanning, and the SYSPRO Espresso mobile solution. SYSPRO 7 will replace an ageing accounting system and will eventually be rolled out across the entire Midtherm group, being implemented throughout multiple sites across Midtherm's flue, laser cutting, powder coating, catering equipment and sub-contract engineering businesses.

As a seasonal business, Midtherm experiences huge demand for its heating products during the winter months. By using SYSPRO's forecasting and warehousing modules, the company will be able to better prepare for peaks in demand and sustain healthy order books all year round.



SYSPRO's automation functionality will reduce manual forecasting and stock management processes, saving the business up to 20% of employees' time each year for everybody working in the firm's administration and office departments. This functionality will also enable Midtherm to launch online ordering and respond more quickly to customers, providing real-time updates on the progress of deliveries.

Richard Andrews, Director at Midtherm Flue Systems, explains: "A key criterion during the selection process was reporting functionality, and SYSPRO provides this in abundance. By gaining greater visibility of information throughout the business, we can analyze spending trends, exercise greater stock and inventory control, and ensure that we are always in a position to respond quickly and efficiently to our customers across the Midtherm group.

"Many orders we receive are placed out of hours, so by launching an online ordering system we will be able to automate out-of-office ordering and make life easier for our customers as well as for ourselves."

Contributing factors to the selection process included finding a scalable solution that would support company growth and ensuring that any ERP partner would be available to support the business over a number of years to help Midtherm get the most out of its ERP investment.

"It is not uncommon to purchase software and then find that the business you have bought from has been acquired by a major investor - and all of a sudden, you are dealing with completely different people. K3 Syspro has a 30-year track record, so we are confident that we can build a long-term relationship with its people," Andrews says. "We've had excellent communication with K3 Syspro and are confident that we have selected the right long-term partner to aid our future business growth."

The SYSPRO 7 solution will be implemented on premise and supported by Midtherm's in-house team. The company is currently rolling SYSPRO out across the group. ❖

Atlantis Foundries

Saves Time with SYSPRO

Atlantis Foundries, situated on the west coast of South Africa just outside Cape Town, has been manufacturing passenger and commercial vehicle automotive castings for more than 35 years. The company also machines cylinder blocks for automotive applications. In May 2015, Atlantis was acquired by German metal-casting group Neue Halberg-Guss.

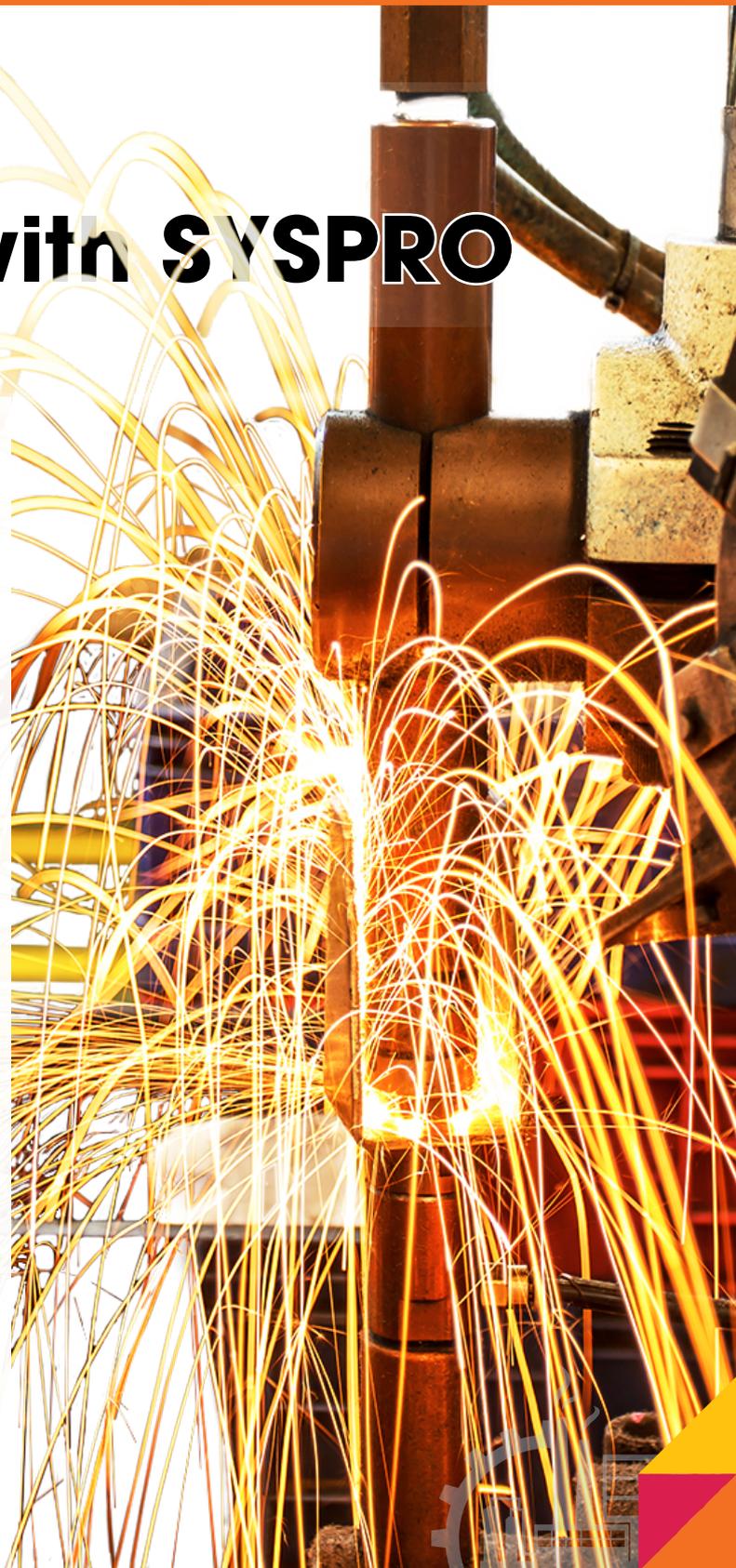
One of the major challenges faced by Atlantis Foundries was the slowness of its stock requisition process. This involved multiple manual processes and was further hindered by a lack of visibility into the progress of pending requisitions.

Because of the specialized nature of the business, standard reporting only provided a limited perspective for management and lacked the depth and breadth required to facilitate effective decision making.

The existing ERP system was tailored to fast-track the requisition through the approval process based on certain limits and deliver it to the buyer so that the order could be placed. Financial reporting was also enhanced by the addition of Crystal Reports.

The overarching result has been that things now happen quicker. Users feel very comfortable and positive about the system, and have embraced its ease of use.

SYSPRO has delivered tangible business value and made stock requisition considerably easier and faster, saving up to three days in turnaround time. In addition, whenever a query is raised, everything is recorded in the system.



We have been running SYSPRO since 2002. Over this time we've seen the company and its software evolve in sync with our own operations.

- Dave Simpson, IT Administrator, Atlantis Foundries





EOH Applications, in conjunction with experts from IBM Germany, specified the system requirements: firstly, the necessary customizations within the ERP system and secondly, the messaging between SYSPRO and the legacy system.

EOH Applications created an XML template that communicates with an IBM WebSphere server to validate orders on the SYSPRO side. This results in a purchase order being generated from the German system and automatically captured into SYSPRO.

A further requirement on the SYSPRO side was the ability for users to select which type of requisition they were creating, as data requirements differ per type of requisition. This also determines where the requisition is sent once completed, for example internal versus external requisitions.

Atlantis Foundries runs three back-to-back eight-hour production shifts each day, so machine downtime is not an option. Historically, the Maintenance Department was unable to raise purchase orders for emergency repairs. This resulted in slow repair times, or even worse – unauthorized purchasing of emergency parts.

The system was modified to accommodate emergency purchase orders and a PO can now be raised and approved in less than 30 minutes.

“This project has given me such insight into just how customizable SYSPRO really is,” says Nazreen Mohammed, EOH Applications’ SYSPRO Developer. “The customizations performed ranged from screen scripting to customized panes, toolbar button scripting, roles scripting, application builders and external Microsoft .NET applications integrating with SYSPRO.”

For Atlantis Foundries, long-standing relationships are critical. The specialized nature of its business means the company deals with only a handful of clients; working together to design highly bespoke products built to unique specification. These take years to develop and manufacture due to tooling and patterning requirements.

It is no surprise that Atlantis Foundries looks for similar relationships with its own suppliers. SYSPRO and Value Added Reseller EOH Applications have been building such a relationship with Atlantis for well over a decade.

“We have been running SYSPRO since 2002. Over this time we’ve seen the company and its software evolve in sync with our own operations,” explains Dave Simpson, Atlantis Foundries IT Administrator.

“Originally we were resistant to customization, so we ran SYSPRO in its standard format. Over the years, specific requirements from both a compliance perspective as well as a user requirement perspective have seen us embarking on the customization journey.”

Atlantis Foundries is required to comply with its parent company’s bespoke legacy system, which is managed and run by IBM. It is a regimented global system with no leeway – so all customization had to be done on the SYSPRO side to ensure tie-in with this system. This required a full understanding of the system and its requirements, as well as a highly detailed specification of both systems.

“The customization of SYSPRO has allowed Atlantis Foundries to comply with some very strict corporate governance requirements. The manner in which this was performed by EOH Applications allowed us to meet those requirements efficiently and also improve the user experience,” concludes Simpson.

Communication with the holding company’s legacy system is streamlined and seamless, and a more in-depth and relevant reporting functionality has assisted management in gaining a clearer perspective on operations.





B&R Enclosures

Leverages off SYSPRO's Flexibility

B&R Enclosures was founded by Dick Bridges in 1955 to specialize in sheet metal fabrication, including electrical enclosures for domestic metering applications. Still a 100% Australian family-owned and operated company, B&R has grown to become Australia's largest manufacturer and designer of electrical enclosures, switchboard building systems, server racks and cabinets.

With more than 300 employees, B&R operates manufacturing facilities in Brisbane, Sydney, Adelaide and Suzhou, China. B&R also maintains nine sales and warehousing locations nationally as well as a growing international network of distribution partners.

B&R has diversified into four distinct market segments: Industrial, Data ICT, Hazardous Areas, and Residential/Commercial. B&R sells across Australia and into markets in south-east Asia, New Zealand and the Middle East.

Tim Bridges, B&R's Executive Director and Project Manager, is the grandson of the company's founder. Bridges joined B&R in 2012, when the company was still running its operations on 20-year-old ERP software.

"We'd extracted as much out of the old system as we possibly could. It was holding us back, especially from our international expansion plans. I joined the company to project manage the selection and implementation of a new ERP solution," Bridges says.

By mid-2012, SYSPRO and one other mid-market ERP system had been shortlisted. "We had a three-day workshop for each system," says Bridges. "The SYSPRO presenter did an excellent job of showing us the strengths and flexibility of the product. However, there were other important considerations that factored into our final decision."



SYSPRO is a platform that we continue to enhance with its inbuilt flexibility, and is also a platform that we have leveraged off and will do so plenty more in the future. I don't have a wide knowledge of other ERP systems, but I can tell you that SYSPRO is working for us.

*- Tim Bridges, Executive Director and Project Manager,
B&R Enclosures*





With nine family members within the business, it's easy for the B&R team to identify with the company's family business culture. The business has been built on the back of relationships, both with the workforce and with B&R's customers. SYSPRO, a privately-held business founded by brothers Chris and Phil Duff in 1978, has long been known for its emphasis on building long-lasting relationships.

"When customers buy B&R they know we'll be around as long as the product is. We needed to be confident that our ERP provider would be equally dependable. Implementing a new ERP solution can be very risky for any business, as well as being a long-term commitment. You need to know that the fit is right," Bridges says.

B&R turned the old ERP system off on 23 December 2013 and went live with SYSPRO 7 on 6 January 2014. "Some of us in the project team lost our Christmas holidays that year, but B&R didn't lose a single day of business," Bridges points out.

B&R has implemented a comprehensive number of SYSPRO modules, including General Ledger, Sales Orders, Accounts Payable, Accounts Receivable, Material Requirements Planning (MRP), Bill of Materials (BoM), Work in Progress (WiP) and Product Configurator, as well as modules for Reporting and Analysis.

B&R implemented full integration between SYSPRO's financial, distribution and manufacturing modules. "We now have real-time visibility across our consolidated group, and our financial data is always current thanks to real-time integration," Bridges says. "We've also eliminated large volumes of month-end journal entries, which has significantly reduced the time required to produce month-end financial reporting."

B&R's SYSPRO platform forms an integral part of B&R's international expansion. The group is currently setting up a new company in New Zealand based on its ability to handle different currencies. While this would have been very difficult with the old system, it's relatively simple with SYSPRO.

Although B&R did have MRP in its previous system, there were issues around the visibility of demand and user faith in the quality of data produced. "SYSPRO's MRP is growing traction in our supply chain management as a valuable tool to drive production efficiencies," Bridges says. "The quality of our data remains a key business initiative, and without this MRP it is not reliable."

SYSPRO has also provided B&R's customers with better visibility into the status of their orders. The company has implemented automated HTML order acknowledgements and dispatch advices. Once an order is placed, the automated processes trigger an HTML e-mail to thank the customer for the order and provide confirmation details. As soon as the product is dispatched, customers receive a further notification detailing the shipment as well as items remaining on backorder.

A critical success factor identified early on during the implementation project was to ensure that B&R invested time in training and educating its user group. "As a group, the users have become very comfortable with SYSPRO. And while it didn't do everything we needed right out of the box, we have a great team of systems support and manufacturing engineers who continue to innovatively leverage off SYSPRO's flexibility," Bridges says.

Asked if he'd recommend SYSPRO, Bridges says: "Yes, I would. SYSPRO is a platform that we continue to enhance with its inbuilt flexibility, and is also a platform that we have leveraged off and will do so plenty more in the future. I don't have a wide knowledge of other ERP systems, but I can tell you that SYSPRO is working for us." ❖





Africa and the 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

Canada

SYSPRO Canada
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

USA & 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

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

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

UK & 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

www.syspro.com

Subscribe at: www.syspro.com/global-talk-subscribe

V01 Copyright © 2015 SYSPRO. All rights reserved.

All brand and product names are trademarks or registered trademarks of their respective holders. No part of this material may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information storage or retrieval system, without prior written permission from the publisher.