

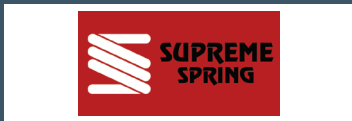
Supreme Spring Undertakes an 'Exceptionally Smooth' Upgrade to SYSPRO 8

CASE STUDY

At a Glance

ORGANIZATION

Supreme Spring



REGION

Africa

KEY CHALLENGE

Being left behind by the competition due to old technology

KEY BENEFIT

Greater system performance and improved efficiencies and productivity

INDUSTRY

Metal Fabrication

END USER MARKET

Automotive Industry

SOLUTION

SYSPRO

Customer Profile

Formed in 1963, Supreme Spring is engaged in the design, manufacture, marketing and supply of quality heat-treated steel automotive components (namely, coil springs, stabilizer bars, torsion bars and leaf assemblies) to the South African and international automotive market.

From humble beginnings, the company has grown into a cutting-edge organization in which the use of computer-controlled operations has become standard practice. As part of the JSE-listed Metair Group, Supreme Spring's products are exported to the UK, India, Thailand, Japan, Australia and Europe, where it is recognized as a supplier of quality products at competitive prices.

The Business Challenge

Supreme Spring has been a satisfied SYSPRO customer since 2007 – originally deploying SYSPRO 6.0 after discovering that sister company, automotive component manufacturer Lumotech South Africa, was using SYSPRO ERP software. At first, Supreme Spring adopted a 'if it ain't broke, don't fix it' attitude to SYSPRO's latest release, SYSPRO 8. Soon it became apparent that the benefits of keeping up with the latest technology and the ability to future-proof their business far out-weighed any other reservation they had regarding the upgrade.

The Solution

Initially, when Supreme Spring decided to upgrade, their first instinct was to begin with SYSPRO 7. On the advice of SYSPRO partner, EOH, the company resolved to move straight to SYSPRO 8. Once the pre-conversion was complete, the conversion took place on a Friday evening outside of operating hours, ensuring that the organization had no down time during the upgrade.

The Outcome

By leapfrogging over the earlier release, the company is able to enjoy all of the new capabilities available in SYSPRO 8, along with the improvements made in SYSPRO 7.



“ We have experienced absolute stability from SYSPRO 8. I have no hesitation recommending this upgrade.

- Jill Smith - Supreme Spring, IT Manager **”**

A Simplified Move towards Improved Efficiencies

“One of my concerns when contemplating the upgrade was our dependency on Report Writer. At the time of the upgrade, we were still using Report Writer extensively and I was under the mistaken impression that we would lose Report Writer completely. This spurred me on to undertake a much-needed clean-up of our files. I identified all of the reports that were still in use and rewrote them in Crystal for SYSPRO Reporting Services (SRS),” explains Jill Smith, IT Manager at Supreme Spring. “In SRS, Crystal is so much more user friendly and I was able to start deleting Report Writer to allow our users to get used to using SRS.”

One of the benefits the company gained from SYSPRO 7 improvements involves faster reports: changes to the underlying technology have improved processing speeds of standard SRS reports. As an example, a 25,452-page BOM Costing report that used to take over 1 minute can now be printed in under 6 seconds.

“Converting to SRS was literally the only groundwork that I needed to get done before we could go ahead with the upgrade,” says Smith. “I was delighted to find that the anticipated lengthy, headache-ridden process never materialised.”

The simplified installation program now makes SYSPRO 8 much easier and faster to upgrade to. The development of an end to end, simplified installation program to manage and simplify the installation process has eliminated the need for manual intervention and, therefore, removed the issues typically associated with this basic level of involvement.

Making the most of SYSPRO

“In all honesty, moving to SYSPRO 6.1 from 6.0 was far more intense and required more people than our recent upgrade. As a result of previous experience, I was very nervous about jumping past SYSPRO 7,” admits Smith. “It has been a relief that, despite our reservations, we got through this with minimum disruption.”

Smith has found that SYSPRO 8 responds much faster and has proved to be absolutely stable. “The impact on the end-user has been minimal. However, there are new features that our users find appealing: such as the administrative dashboard that provides rich insights and increases user self-service ability.”

Smith describes something else that she is excited about, “Quantum Architecture is fantastic! I am now using this for all of our sales targets and sales budgets. Using Quantum Architecture, I have been able to import all our templates so the forecasts, budgets and other sales information is all on the system. This has allowed me to write a program on top of all of these levels so now they are able to do an analysis that previously took 2 - 3 days in about 15 seconds.”

Smith concludes, “The data integrity in SYSPRO has never been a question mark. SYSPRO 8 continues to support our trust in the reliability of the software, we realize now that we shouldn't have had any hesitation making the decision to upgrade.”



About SYSPRO

SYSPRO is a leading, global Enterprise Resource Planning (ERP) software provider, specializing in key manufacturing and distribution industries. Our Industry-built solutions and services are designed to make things possible.

SYSPRO's ERP solution empowers customers to take the next step – whether it is expanding into new territories, adding new product lines, transforming business processes, or driving innovation. Through our ERP software, customers gain access to solutions, processes, and tools to assist in the management of data for key business insights and informed decision making. The solution is scalable and can be deployed in the cloud, on-premise, or both, and accessed via the web on any device to provide customers with choice and flexibility.

As a trusted advisor, SYSPRO remains focused on the success of partners and customers. With a strong commitment to channel partner growth, SYSPRO customers are backed by a team of global experts that drive maximum value out of IT systems and business solutions. We are committed to addressing the unique needs of our customers, enabling them to easily adapt and remain resilient. Our evolving solutions are aligned with industry trends and leverage emerging technologies that will enable partners and customers to secure a digital future and to gain a competitive advantage.

Learn more about SYSPRO's solutions for Industrial Machinery and Equipment industries
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