



SYSPRO ERP

The Choice and Flexibility to Have It Your Way



ERP Your Way, On Your Terms

Technological transformation isn't just coming, it's here.

As a manufacturing or distribution company, the choices you make right now will affect your competitive advantage and your ability to remain relevant in a rapidly-changing business environment.

As the adoption of cloud-based ERP continues to level the playing field - enabling newer, more agile businesses to leapfrog older, more established ones - coupled with the ever-increasing pressure to cut costs while driving growth, **it's now more important than ever to adopt an ERP solution that gives you the choice and flexibility to run your company more nimbly, more smartly, more affordably, and more productively.**



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The Current Landscape

In December 2017, a report from Nucleus Research entitled 'Cloud now delivers 3.2 times more ROI', found that in the past two years, the ROI of cloud deployments relative to on-premise ones has increased by more than 50 percent, driven by vendor investment, deployment experience, and increased adoption.

With the business world becoming increasingly aware of the almost infinite possibilities of cloud ERP and digitization, manufacturing and distribution companies around the world are looking to these technologies to provide a competitive edge and a real Return on Investment.

In this highly competitive scenario, SYSPRO excels in its ability to deliver an intuitive solution built around your company's unique needs, rather than a one-size-fits-all solution that your business has to build itself around.

Our determination to remain a private company has allowed us the freedom to focus single-mindedly on developing and perfecting an ERP offering that gives manufacturers and distributors in selected disciplines the choice and flexibility to run their ERP, their way, on their terms.

— Phil Duff
Founder and CEO, SYSPRO

Choice and Flexibility: The Cornerstones of Successful ERP Implementations

With increased connectivity, rapid globalization is enabling manufacturers and distributors to move into new markets, territories and countries. To create an Enterprise Resource Planning structure that is flexible and agile enough to seamlessly facilitate this growth, SYSPRO concentrates on four main areas:



Business Flexibility

Choose how to deploy:

- a. On-premise
- b. Cloud
- c. Both (hybrid)



User Flexibility

Choose how to engage:

- a. On Mobile (Espresso)
- b. Web Interface (Avanti)
- c. Rich UI (Windows)



Digital Flexibility

Choose from digital technologies:

- a. IoT and IIoT
- b. AI and Machine Learning
- c. Bots
- d. Social ERP
- e. Industry 4.0



Payment Flexibility

Choose how to pay:

- a. Subscription Licensing
- b. Perpetual Licensing



1 | Business Flexibility

How would you like to deploy?

Whether you're meeting a strategic IT imperative, providing for centralized control, requiring manageability across dispersed locations, enabling remote location access or considering aspects such as where your IP should reside, your ERP should give you the choice to deploy either in the cloud, on-premise or both.

Understanding the different deployment services



On-Premise

On-premise is installed and runs on computers on the premises of the organization using the software, rather than at a remote facility such as a server farm or cloud. On-Premise is best suited for midsize to larger enterprise businesses with a desire to customize system operations, and with the existing infrastructure to host, maintain and protect its ERP data.

Features:

- Consolidate servers and storage onto engineered systems
- Data security is in the hands of the organization
- Greater ability to customize
- Greater control over the implementation process
- Data archive and backup services can be added

SaaS

Software as a Service (SaaS) is a software licensing and delivery model in which software is centrally hosted and licensed on a subscription basis. It is made up of two parts: Software delivery (deployment) and software licensing. Most SaaS applications run directly from a web browser and don't require any installation. SaaS is best suited for small and midsize businesses seeking lower upfront costs.

Features:

- Reduce time to benefit with no installation required
- Cheaper upfront investment with predictable costs spread over time
- No additional hardware investments (e.g server infrastructure)
- Automatic software updates ensure all team members have access to updated software

PaaS

Platform as a Service (PaaS) or Application Platform as a Service (aPaaS) is best suited for organizations who want to develop, run, and manage applications without the complexity of building and maintaining the infrastructure typically associated with developing and launching an application.

Features:

- Start with new app development
- Integrate data and analytics to provide greater insights
- Extend and differentiate apps with chatbots and virtual assistants
- Maximize capacity and utilization, minimize cost and improve IT flexibility and responsiveness
- Consumption and cost are based on data usage – you only pay for what you use
- Scalable and elastic to address your business growth

IaaS

In an Infrastructure as a Service (IaaS) model, a cloud provider hosts the infrastructure components traditionally present in an on-premise data center, including servers, storage and networking hardware as well as the virtualization or hypervisor layer which enables users to access the software through the Internet. IaaS is best suited for small, midsize and larger enterprise businesses with a desire for on-premise control but who don't want to manage the associated hardware requirements.

Features:

- No upfront IT capital costs
- Monthly subscription pricing based on number of users
- Scalable
- Meets security standards
- Always-on availability
- Reduce environmental impact – using high density servers in a shared services environment helps reduce the carbon footprint

Hybrid Cloud

Hybrid cloud is a combination of on-premise and private cloud services to perform distinct functions within the same organization. It's best suited for organizations that require a central ERP system with the flexibility to deploy both on-premise and in the cloud according to varying enterprise needs.

Features:

- Leverage the cloud for functions such as data protection and disaster recovery
- Minimize the costs of maintaining and expanding a data centre
- Take advantage of emerging cloud technologies while still retaining your legacy applications within your corporate data centres

What SYSPRO Offers

SYSPRO ERP gives you the choice to deploy either in the cloud, on-premise or both.

On-Premise Deployment

With on-premise deployment, your data, hardware and software platforms are all yours. You control the installation, configuration, maintenance and system changes. With on-premise systems, you don't have to rely on Internet connectivity or external factors to access your software. You are also able to regulate server hardware and software maintenance, data backups, storage and disaster recovery.

SYSPRO Cloud

SYSPRO Cloud delivers an always available, fully-managed and scalable ERP solution which enables you to save money and improve your services by removing your IT burden, allowing you to focus on your core business at a fixed monthly cost.

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

SYSPRO Cloud is an Infrastructure as a Service (IaaS) offering which provides the following benefits:

- **Flexibility** — Our Enterprise Resource Planning cloud offering can be tailor-made to your needs and requires you to purchase only what you need, when you need it.
- **Rapid Deployment** — SYSPRO applications can be turned on within a few days, hours, or even minutes.
- **Enables Easy Mobility** — You can access all your SYSPRO data anytime, anyplace, using any device with Internet capability.
- **It's Always Available** — SYSPRO updates are seamlessly handled in the Cloud while you carry on with business as usual.
- **Cost Advantage** — With no upfront capital investment, Cloud accelerates the time-to-benefit. And there are no hidden or surprise costs associated with the ongoing maintenance and upgrading of the infrastructure, as these costs are included as part of SYSPRO Cloud managed services.
- **Scalability** — Allows you to expand or contract your SYSPRO software requirements, whatever your business needs, with a single phone call.
- **Security** — With stringent policies, you can be sure your critical business data is safe in the Cloud.
- **Microsoft Azure** — Available via the Microsoft Azure cloud platform, it focuses on security, privacy, compliance and transparency. And Azure runs on a worldwide network across 36 regions.
- **Peace of Mind** — Your mission-critical systems are diligently looked after, with the right skill set.



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So which is right for your business?

There is no right or wrong answer to the cloud vs. on premise software debate. Every manufacturing or distribution company is different, with varied requirements that will influence the choice of the deployment strategy.

In the final analysis, choosing your solution boils down to what's best for your organization's requirements, a choice SYSPRO is ready and able to help you with. Before you make any kind of decision, let SYSPRO perform a thorough and in-depth appraisal of your company's unique needs in order to provide you with the ideal solution.

As a Cloud offering, SYSPRO ERP has ensured that its product is able to effectively scale, making its value proposition competitive in the verticals it serves.

— ERP Technology Matrix
by Seth Lippcott, Analyst at
Nucleus Research, October 2018

2 | User Flexibility

Today's users expect to be able to access any kind of application, service and content, at any time, from any place in the world — whether on standard apps such as emails and sales automation – or on 'heavy applications' such as CAD and other high-end engineering tools. To give your workforce increased levels of collaboration, capability and remote use, you need to embrace the digital tools, technologies and strategies that provide these capabilities without adding complexity or making sacrifices.

All the latest research has shown that the more relevant the solution to a users' specific roles and tasks, the more likely they will not only use it, but exploit its full potential to make them more productive and collaborative.

To facilitate this, SYSPRO ERP offers a number of options that have been designed specifically to enhance the end-user experience, allowing you choose how to engage with the system. Dependent on your role, operational need, remoteness or preferences, you can opt for the rich Windows UI with all the familiar aspects it delivers; the re-imagined web HTML5 interface with its improved ease-of-use, simplification and engagement; or our Espresso mobile platform if you prefer to use a mobile-style, touch-friendly interface.

Avanti, the Web Interface that gives Universal Access to the Same ERP Experience

Simple and engaging, Avanti is SYSPRO's web interface designed to access SYSPRO through a web browser whether deployed on premise, in the cloud or both (hybrid).

SYSPRO Avanti gives your people the choice and flexibility they need as it is available on any device, on any platform, from anywhere, whether in the office, on the shop floor or on the move.

UX Becomes User Engagement

Because you're in control of how you access and view your business data, you get to shape your own experience. SYSPRO Avanti web interface allows for easy customization without the need to get development involved and is easy to use, intuitive and responsive, providing a simplified, engaging and rewarding experience.

Device Agnostic

With its consistent user interface, SYSPRO Avanti gives you the same SYSPRO ERP user experience on any device.

Safe and Secure

Cutting-edge encryption technology ensures only authorized users can access your ERP software and business data.

SYSPRO Avanti, is a refreshing interface for an ERP system that improves the User Experience to a new level and in my humble opinion can be considered the standard for the 21st Century.

— Gustav Schurmann
Process and Development Manager,
Core

Parallel Lives

Avanti can be used in parallel with the SYSPRO Windows Client version, allowing you to choose either the web interface or the rich user interface. This is done by reclassifying and reorganizing screens and fields into whichever best meets your preference, remoteness, role or operational need.

"SYSPRO Avanti allows the user to navigate seamlessly between the various panes. The layout is simple, clean and uncluttered. Overall, the intuitiveness of the interface supports a comfortable, uncomplicated experience." – Fay Renney, IT Applications Manager, Country Bird Holdings

Enhanced Leading-Edge User Interface

SYSPRO Avanti in HTML5 and with pre-customized screens provides a simplified, responsive and intuitive user interface. This is done by re-classifying and reorganizing screens and fields into logically grouped areas for better information delivery to the end-user.

Easily Access on Any Device, on Any Platform, from Anywhere

Access your SYSPRO ERP through a browser using the SYSPRO Avanti web interface on a desktop, tablet or mobile device using the same credentials, the same concurrent license and the same security settings.

Consistent and Responsive Design across all Applications

For customers used to the SYSPRO Windows UI, SYSPRO Avanti will be familiar because the behavior of the applications is designed to be similar, enabling an easy transition between the two. In addition, the design of the UI is fluid, meaning the web page content automatically fits into the available screen size, whether you are using a desktop browser or a mobile device.



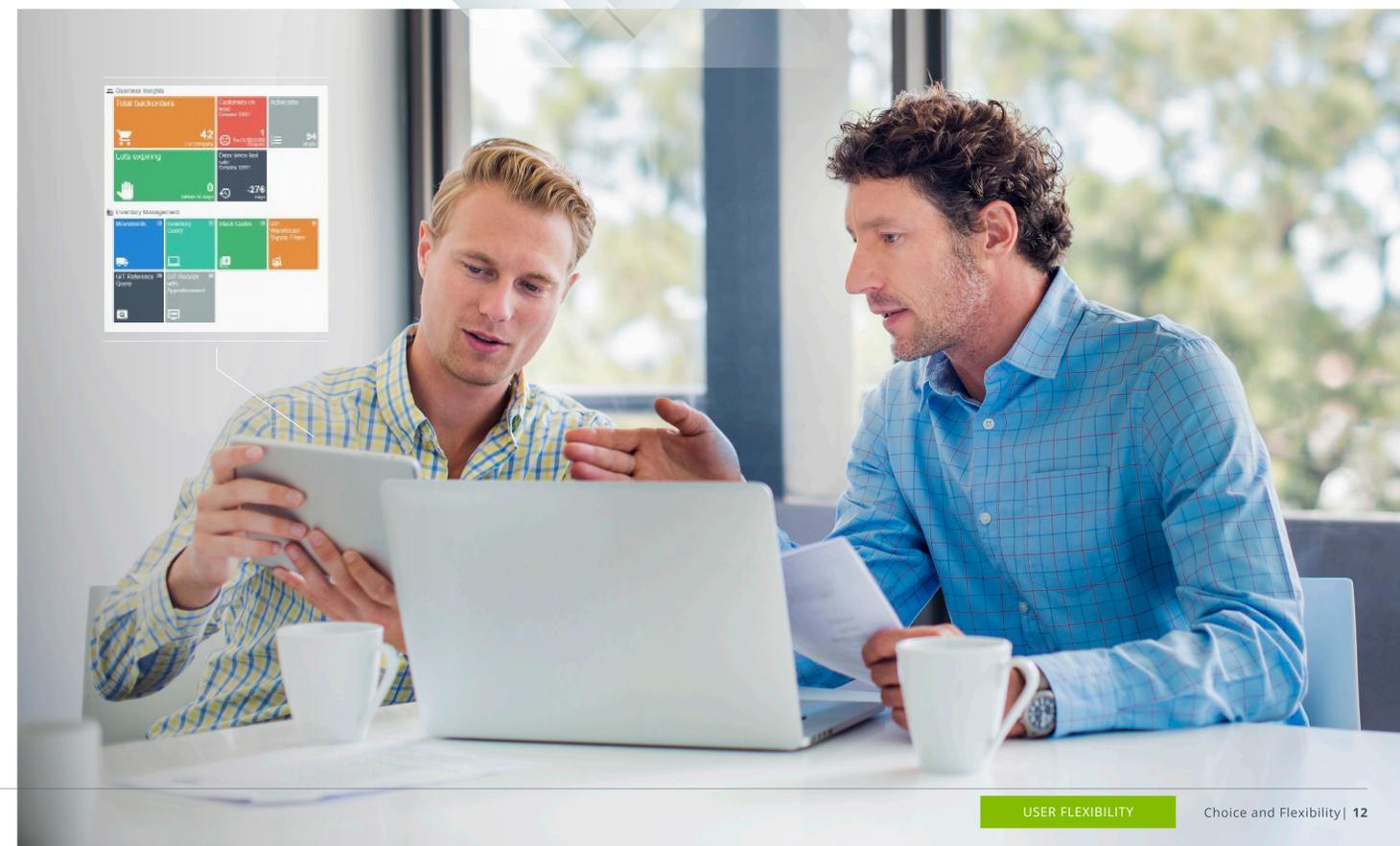
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SYSPRO Espresso, the Ultimate in Flexible Mobile Engagement

With SYSPRO Espresso, you can live your life and manage your business too. Any transaction made while working offline can be synchronized when you reconnect. What's more, Espresso automates alerts via push notifications and connects users directly back to the source of the data.

Natively designed for mobile devices, Espresso is touch and swipe friendly, has online cache capability and you can download it off iTunes, Google or the App Store just as you would any other app. But unlike most other apps, you are free to customize Espresso without the help of a developer, so you can customize the screens to show only the information relevant to you.

In a hurry, just need a quick glance? Using active tiles, you can quickly and easily see a graphical representation of the very latest data. Also, because the app uses the device's native capability, viewing your data as a graph is extremely efficient.

Concerns about security have already been catered for by the developers at SYSPRO, so you have complete peace of mind in that regard.

In Essence, Espresso Gives You:

Increased Productivity, Better Decision-making and More Control

Real-time information, at your fingertips: search and retrieve up-to-date information whenever you need it – on sales, customers, suppliers, orders, inventory and other business information. SYSPRO system administrators can control user and device access, and configure menus and applications by company and roles.

Empowered Employees

Device and mobile platform independent: designed to work on any monitor, from a mobile phone to a desktop PC (and anything in-between). A library of SYSPRO Espresso applications is available via the trusted community platform of the SYSPRO App Store.

Improved Customer Engagement

Provide real-time sales and service information as part of your commitment to client service.

Streamlined Supply Chain

Instantly access supplier and inventory data to help you manage stock more effectively and reduce shrinkage.

Tailored User Experience

Easily customize the look and experience of SYSPRO Espresso mobile applications by simply dragging and dropping different screen components.

Always Accessible

Even when not connected, SYSPRO Espresso applications work offline – synchronize later when you have a connection.

Whether you're an executive, a member of your company's sales force, a factory floor manager or an administrator, SYSPRO Espresso is set to change your life – for the better. Its mobility sets you free, giving you access to all your business information and processes directly from your mobile device.

Business Executives

Get quick and easy access to ERP business data and information, enabling you to keep an eye on your business anywhere and at any time.

Sales Teams

Provide a faster, more accurate customer service.

Factory Floor

Improve productivity with supplier and inventory data at your fingertips.

Administration

Empower yourself with SYSPRO Espresso mobile ERP solutions to provide a relevant and personalized work environment and the assurance that your people are working within a secure system.

Espresso Xpress Cart

This sales order function provides sales people in manufacturing and distribution companies with a revolutionary way to capture sales orders in the SYSPRO Espresso mobile environment. It gives sales teams the flexibility and efficiency to quickly and easily capture orders online.

Espresso Xpress Cart provides an Amazon-style shopping experience. Mimicking a shopping cart, it can be customized according to preference, for example, grid versus card view, and by adding images of your stock items.



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Transaction details	
Warehouse code	N
Warehouse	Northern Warehouse
Stock code	A111
Description	Hands free VOIP headset
Long description	Hands free VOIP headset
Quantity	23
Stocking uom	EA
Revision	
Release	
Receipt cost	450
Cost uom	EA
Cost basis	Unit
Bin	
Multiple Bins	

Windows User Interface It's all about the Experience

The Windows desktop user interface offers options to users, from social platforms in the form of SYSPRO Harmony to personalized Webviews, with standard enhancements such as a predictive search capability, actionable Business Insights, Role-based Workspaces and Windows Office 365 integration.

SYSPRO allows you to simplify and customize your workspace to meet your individual role and needs, surfacing the information you require as and when you need it – without requiring development. Role-based workspaces provide users with the complete tools and information needed to perform their role efficiently and effectively, displaying aspects most relevant to a user's touch points with actionable insights only one click away.

SYSPRO Webviews

SYSPRO Webviews enables users to quickly and easily surface only the information they need, when they need it, providing relevant business insights to support daily decision-making processes. Using leading HTML5 technology, it provides a simplified, uncluttered and easy-to-read single view of records such as customers, suppliers, partners and prospects in customizable dashboards for targeted team or individual actions.

At a Glance

SYSPRO Webviews uses a unique, single-screen format to display a complete view of each of your customers, including their trading status, risk level and account management. There's no need to navigate to another application.

Share and Gain Insights

Pass vital customer information to relevant stakeholders within your organization, and drill down to access more detail.

Engage with Your Clients

Be better prepared for client meetings and presentations, with all the pertinent facts at your fingertips. SYSPRO Webviews provides the customer information you need to foster relationships, upsell, and obtain insights into past sales performance and customer expectation management.

Customizable Business Flows

As an administrator, you can customize standard Webviews templates to meet your organization's information requirements and unique business processes, thereby reflecting flows within your enterprise and putting you firmly in control.

Personalize to Suit Your Role

SYSPRO provides a step-by-step on-boarding guide to creating your own personalized, meaningful and visually appealing user interface with the Visual Designer.

Microsoft Office 365 Integration

This allows users to access the latest version of Word, Excel, PowerPoint and more, wherever they go and on all devices. With SYSPRO ERP and Office 365 integration, there is no need for a separate desktop installation of Office 365 for users to enjoy great Office 365 features such as:



Exporting

Quickly and easily export to Excel and Word without the need for a desktop installation of Office 365.



Emailing

Integrate industry-leading enterprise reporting and your core business processes into your email system.



Browsing Contacts

Call up or browse supplier, customer or client information with a single click of an email address.



Resolving Email Addresses

Integrate industry-leading enterprise reporting and your core business processes into your email system.



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How to Engage? You Choose

The use of smart phones in the workplace and the consumerization of IT devices have forever changed users' expectations of their interaction with technology. At SYSPRO, our goal is to empower the modern workforce by providing it with familiar, easy-to-use tools, thus improving real-time collaboration across workbenches, offices, departments, branches and countries.

Our solution has evolved to accommodate this by facilitating the creation of productive and satisfying working environments and moving from a system of record to a system of engagement. Today, we're proud to say that thousands of workers across the world are confidently engaging with SYSPRO.



3 | Flexibility to Adopt Digital Technologies

According to the Aberdeen Research Paper *"How to Keep Organization Structures and Geography from Getting in the Way of Work"*, one-third of organizations cite the need to digitally transform their business as a key technology pressure.

There's no doubt we're living in a brave new world. The boundary between digital and physical is continuing to blur, new technologies are disrupting the status quo and digitization is opening the door to infinite possibilities - with profound implications for the way you will do business going forward. As Artificial Intelligence (AI) emerges from the labs and moves into platforms and applications, staying current is essential for companies to leverage new technology as it becomes mainstream.

Cloud will underpin the delivery of new digital business innovations

Digital business requires the speed and agility of cloud services that provide access to digital technologies which become available to a broader set of users through a self-service interface. Users 'help themselves' to these cloud services, fast-tracking the adoption of new technologies, and stimulating creativity and innovation. Having a cloud strategy will enable you to apply its tenets quickly with fewer delays, thus speeding the arrival of your ultimate business outcomes.

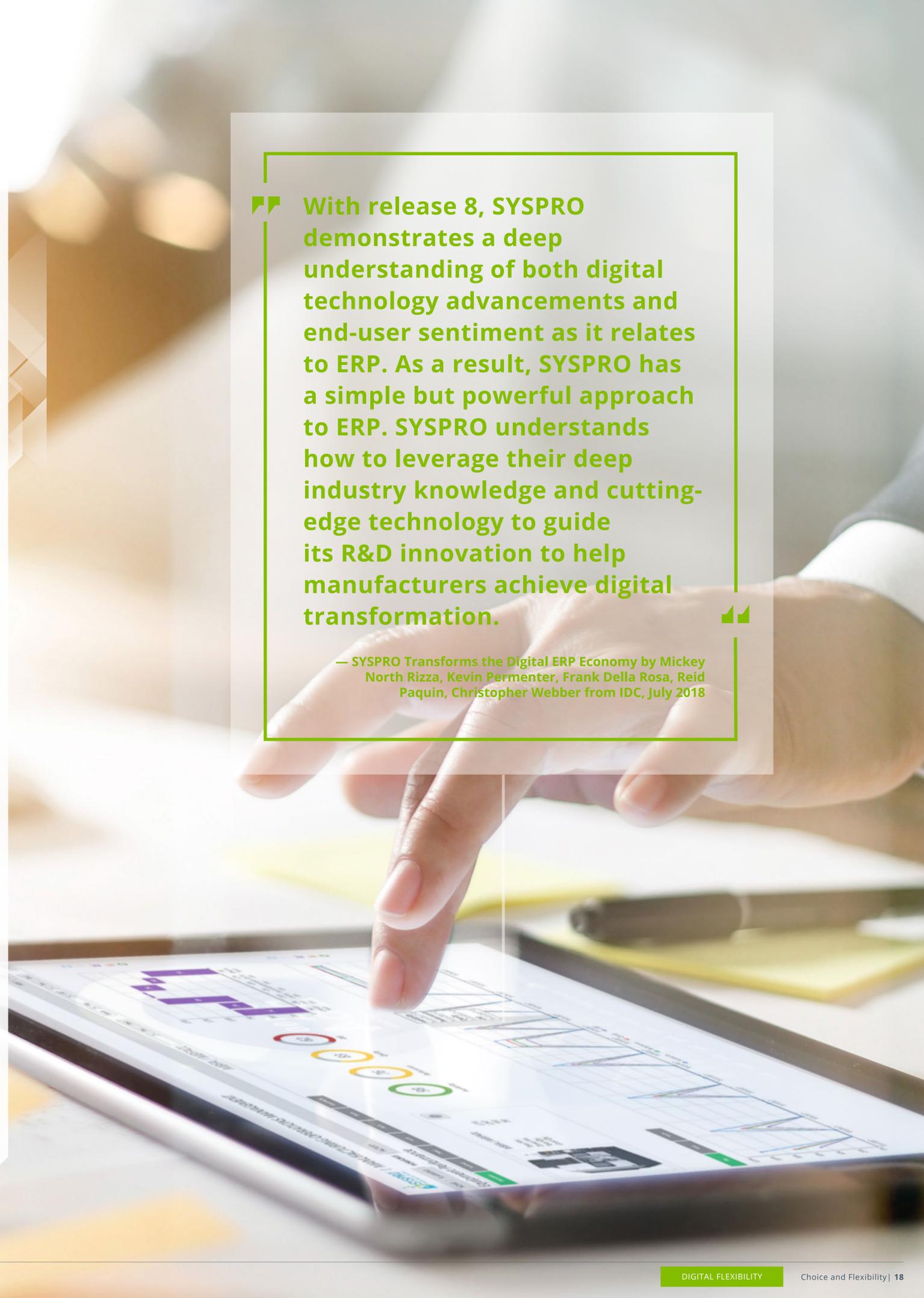
SYSPRO'S latest ERP release provides you with the tools and processes to integrate these new technologies into your business - with effortless scalability - on a platform that can be used anytime, anywhere, on any device.

▶▶ **The July 2018 release of SYSPRO 8 gives the ERP industry its most approachable implementations of the newest innovations: Machine Learning (ML) and Artificial Intelligence (AI).**

— Robert Mahowald, Senior Vice President,
451 Research Group, August 2018

▶▶ **With release 8, SYSPRO demonstrates a deep understanding of both digital technology advancements and end-user sentiment as it relates to ERP. As a result, SYSPRO has a simple but powerful approach to ERP. SYSPRO understands how to leverage their deep industry knowledge and cutting-edge technology to guide its R&D innovation to help manufacturers achieve digital transformation.**

— SYSPRO Transforms the Digital ERP Economy by Mickey North Rizza, Kevin Permenter, Frank Della Rosa, Reid Paquin, Christopher Webber from IDC, July 2018



The Internet of Things (IoT)

How SYSPRO connects people to people, people to things and things to things

The Internet of Things (IoT) is the concept of connecting any device with an on/off switch to the Internet and/or to each other. This creates a network of physical devices such as vehicles, home appliances and other items embedded with electronics, software, sensors, actuators and network connectivity - and enables these objects to connect and exchange data.

The driving philosophy behind IoT is that smart machines are better than humans at accurately and consistently capturing and communicating data. This data can enable companies to pick up on inefficiencies and problems sooner, saving time and money and supporting business intelligence efforts. In manufacturing specifically, the Industrial Internet of Things (IIOT) holds great potential for quality control, sustainable traceability and overall supply chain efficiency.

The Industrial Internet of Things (IIoT)

More and more companies are incorporating AI, especially Machine Learning, into their IIoT applications to increase intelligence capabilities. These technologies automatically identify patterns and detect anomalies from the sensors and data generated from the machines such as temperature, pressure, humidity, air quality, vibration and sound. Companies are also finding that machine learning has significant advantages over traditional business tools for analyzing IoT data, including the ability to make operational predictions 20 times earlier and with far greater accuracy.

SYSPRO Integrates with Intelligent Devices

SYSPRO has the means to interface with the Internet of Things through the use of our RESTful APIs. Within the Microsoft Azure hub you can connect telemetry sensor data from your IoT

devices into SYSPRO utilizing SYSPRO's RESTful APIs. This provides your devices with the integration capability to send key messages that will initiate the workflows for transactions within your ERP.

RESTful APIs

REST stands for Representational State Transfer. RESTful APIs offer a great deal of flexibility, are designed to take advantage of existing protocols (such as HTTP when used for web) to transfer data.

Key Uses for IoT and the IIoT

IoT allows machines to talk to each other. IIoT monitors activities and conditions and provides remote control functions. With the Industrial Internet of Things, individual items, cases, pallets, containers and vehicles can be equipped with auto identification tags and tied to GPS-enabled connections to continuously update location and movement. Manufacturing execution systems are embracing IIoT technology to enable closer monitoring of more parameters, and more sophisticated control of processes and quality.

SYSPRO stands out from the pack, not only because they provide a complete set of modern platform capabilities (IoT, social, mobile, AI, and cloud) to support a customer's journey in this period of digital disruption, but also because these capabilities have been thoroughly integrated into SYSPRO ERP.

SYSPRO — A Trusted ERP Partner for Digital Transformation by Ted Rohm, Senior ERP Analyst, TEC Evaluation Centers, September 2018



TEMPERATURE DROP

FRIDGE 89 - AISLE 3



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Artificial Intelligence (AI) and Machine Learning (ML) – from AI to UI

With the introduction of digital and embracing new message streams from digital, a new approach to making sense of all this data is needed. Artificial Intelligence and Machine Learning (the engine behind AI) give computers the ability to make sense of and learn from data to perform specific tasks without manual interference. They provide analysis and insights to users, addressing the large amounts of structured and unstructured business and industry data that companies increasingly need to consider as part of their decision-making process.

AI to UI

SYSPRO provides an underlying Machine Learning and Artificial Intelligence engine that, together with our flexible cards infrastructure, instantly surfaces anomalies, trends, patterns and developments together with business insights directly to the user interface. By surfacing these insights directly to the users who are processing transactions, their attention is drawn to aspects they may not have been aware of.

This practical application of ML and AI provides an improved user experience and enables organizations to take advantage of these new technologies to become more efficient.



The ML and AI engine is available out-of-the-box for both cloud and on-premise deployments.



Design your own AI models simply with an easy-to-use ML Designer.



Attach AI models anywhere in SYSPRO's web-based interface, Avanti.

Key Uses for AI

When coupled with the power of ERP, AI can answer questions about your business you have yet to ask.

Predictions

Use historical data to predict the future. For example, from a seasonal perspective you could predict when a customer might purchase a particular product or use historical data to predict when a customer might or default on payments based on past behavior.

Anomaly Detection

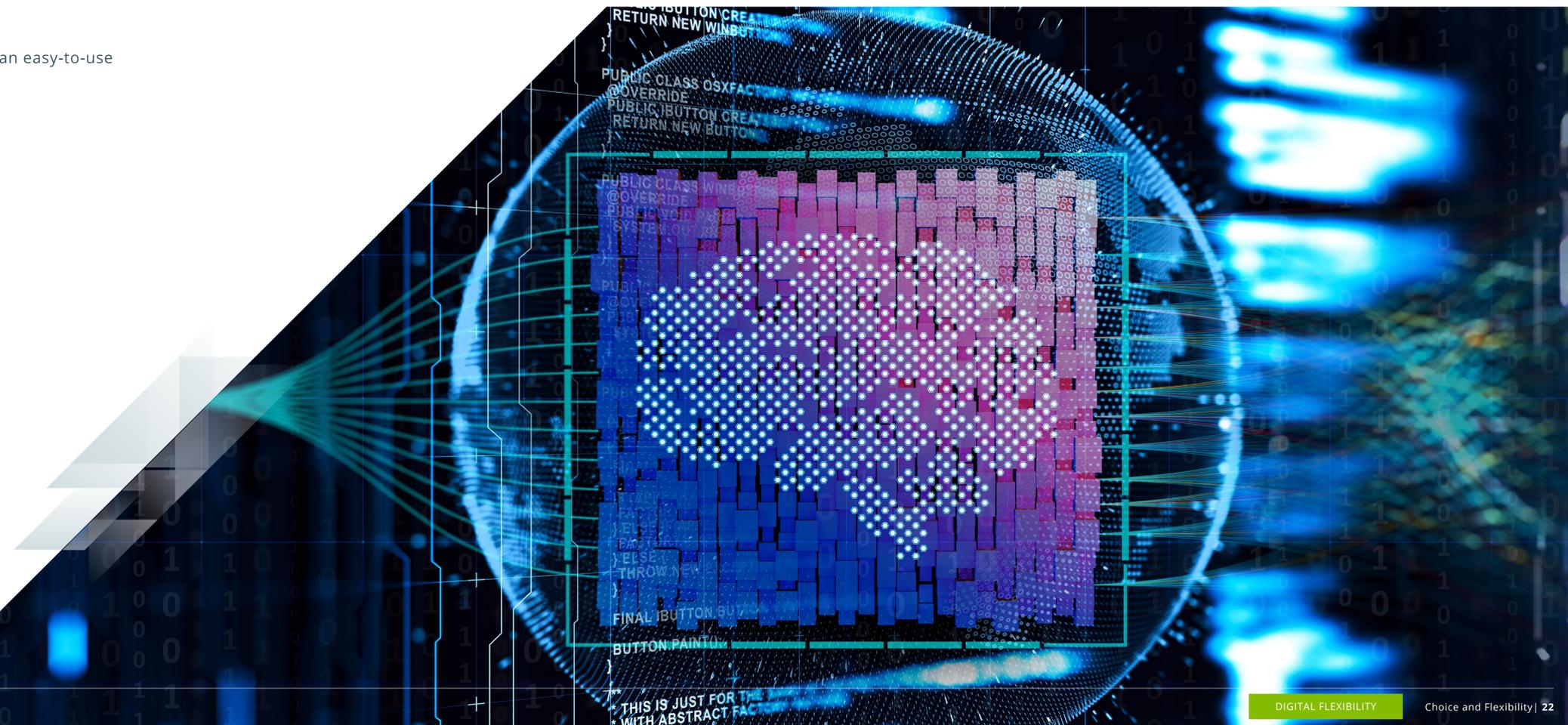
AI trawls through your database detecting the norm for particular users and compares this to all transactions for example, such as posting of sales orders, requisitions and purchase orders. If anomalies are found, the relevant people are immediately alerted. This is typically used to capture fraudulent transactions or even incorrect key strokes.

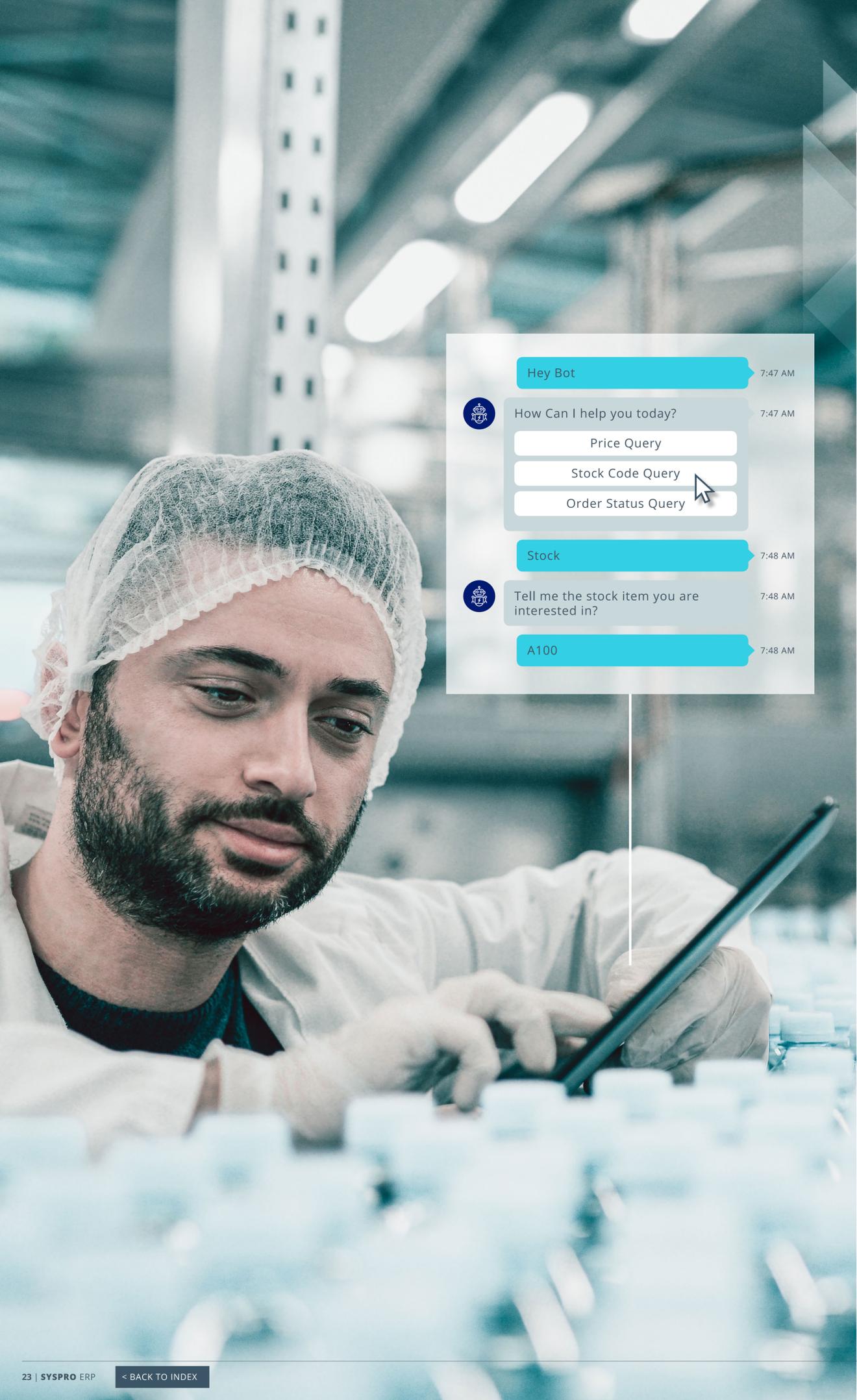
Computer Vision

AI has the ability to analyze stills and video images in real time. Just as autonomous cars detect objectives, SYSPRO ERP can assist with health and safety regulations on the factory floor and with quality assurance. Examples include using facial recognition to detect who is authorized to use machines or forklifts and taking pictures of products as they come off the production line to provide real-time quality checks.



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Hey Bot 7:47 AM

How Can I help you today? 7:47 AM

- Price Query
- Stock Code Query
- Order Status Query

Stock 7:48 AM

Tell me the stock item you are interested in? 7:48 AM

A100 7:48 AM

SYSPRO Bot

The SYSPRO Chat Bot is like a robot that resides in the SYSPRO ecosystem. We refer to it as a 'Digital Citizen' within SYSPRO and its main purpose is to drive self-service requests from an ERP perspective. These BOT agents orchestrate operations for simple or repetitive tasks by integrating with business systems and creating real-time conversation and information exchanges with users.

With SYSPRO Bots or Digital Citizens, you initiate a conversation with, "Hey chatbot". It is a tireless, always learning self-service agent that never needs a coffee break or a day off.

With a current but fast-growing set of approximately 60 skill-sets available for managing ERP-specific functions, the Bot can assist internal users or external customers with surfacing information or performing tasks such as price queries, stock lookups, order status and more.

The Bot can interact with any interface and any device via any platform, allowing customers and suppliers to access it via a company website, Facebook Messenger, or any app where it can be added as a contact.

Benefits:

- Eliminate repetitive tasks and free up more time to perform valuable tasks
- Predict trends and respond to queries quickly and accurately
- Take action before problems occur
- Provide customers and suppliers within your supply chain with an always-on, consistent and improved customer experience, 24/7, across the globe
- Answer your workforce's need for an always available, intuitive, multi-platform and multi-device user experience when engaging with and within your business

Capabilities:

- Interaction through your platform and device of choice
- Makes use of machine learning, natural language parameters, and Microsoft's Language Understanding Intelligence Service to interpret human language
- The Bot can be 'trained' on the skills it is able to perform
- The identity of the BOT can match your organization to assume a digital 'persona' and become the 'face' of the company
- Meet and adhere to predetermined security and authentication protocols
- The Bot is hosted in Azure and makes use of the Microsoft BOT framework, allowing 24/7 availability across the globe

Key Uses for the SYSPRO Bot

- Employ a tireless digital citizen to service customer and supplier queries on any platform 24/7
- Employ digital self-service agents that are able to provide insights, answer price and stock queries, order status and more



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Social ERP

Tech-savvy millennials are entering the workforce in increasing numbers. Their familiarity with social media such as Twitter, Facebook, Instagram and LinkedIn is driving the necessity for contemporary social media-type interaction in the workplace. This workforce expects – in fact, demands – their business platform to be as seamless and user friendly as the social platforms they are familiar with.

This has spurred on smarter ERP vendors to start offering ‘social business’ functionality. Not only does it mimic the way employees interact with technology in their personal lives, it empowers them to use and share information, in the moment, that would have been difficult and cumbersome to access or even lost when using older ERP systems.

SYSPRO Harmony

Harmony – SYSPRO’s rendition of Social ERP – is a next-generation, user-friendly social media-type platform designed to streamline business processes and improve communication channels to create a productive and satisfying working environment. Embedded into SYSPRO ERP, it helps promote a more collaborative way of working by harmonizing data with people – providing users with a familiar, easy and effective way to connect, communicate and conduct their daily business. By accessing and relating real-time information, insights and trends through Social ERP, users can act instantly and decisively – helping increase responsiveness, lead times and overall productivity.

Real-time Collaboration

SYSPRO Harmony allows disparate parts of your organization to easily collaborate on any business activity. It can simplify complex technologies and business processes, leading to more rapid adoption across your entire organization.

Real-time Access

By enabling people from every area of your business to have real-time access to relevant information and the ability to share it, you’ll trigger a marked increase in innovation within your company.

Real-time Information

SYSPRO Harmony allows posting within your organization using real-time information from the SYSPRO database. Core ERP data surfaces as users compose their ‘Beats’ (conversation posts within the Harmony portal).

It provides direct, 24/7 access to relevant, mission-critical people and data, giving your employees the ability to instantly communicate within their network of associates, wherever they are in the world. It also provides the equivalent of a newsfeed or notifications by auto-populating conversations with relevant information, based on key ERP components that the user chooses to ‘follow’.

Real-time Intelligence

Using intelligent machine learning algorithms and predictive analytics, Harmony detects trends within posted messages and transactions on the SYSPRO database and presents the aggregated data graphically without the need for user-initiated searches.

Real-time Customer Sentiment

Data Sentiment paints a more complete, nuanced picture of customer opinion about your services or products to inform your strategic decision making. Visual, emoticon-style cues alert your team members by attaching sentiment to specific items.



Read the Brochure



Watch the Video

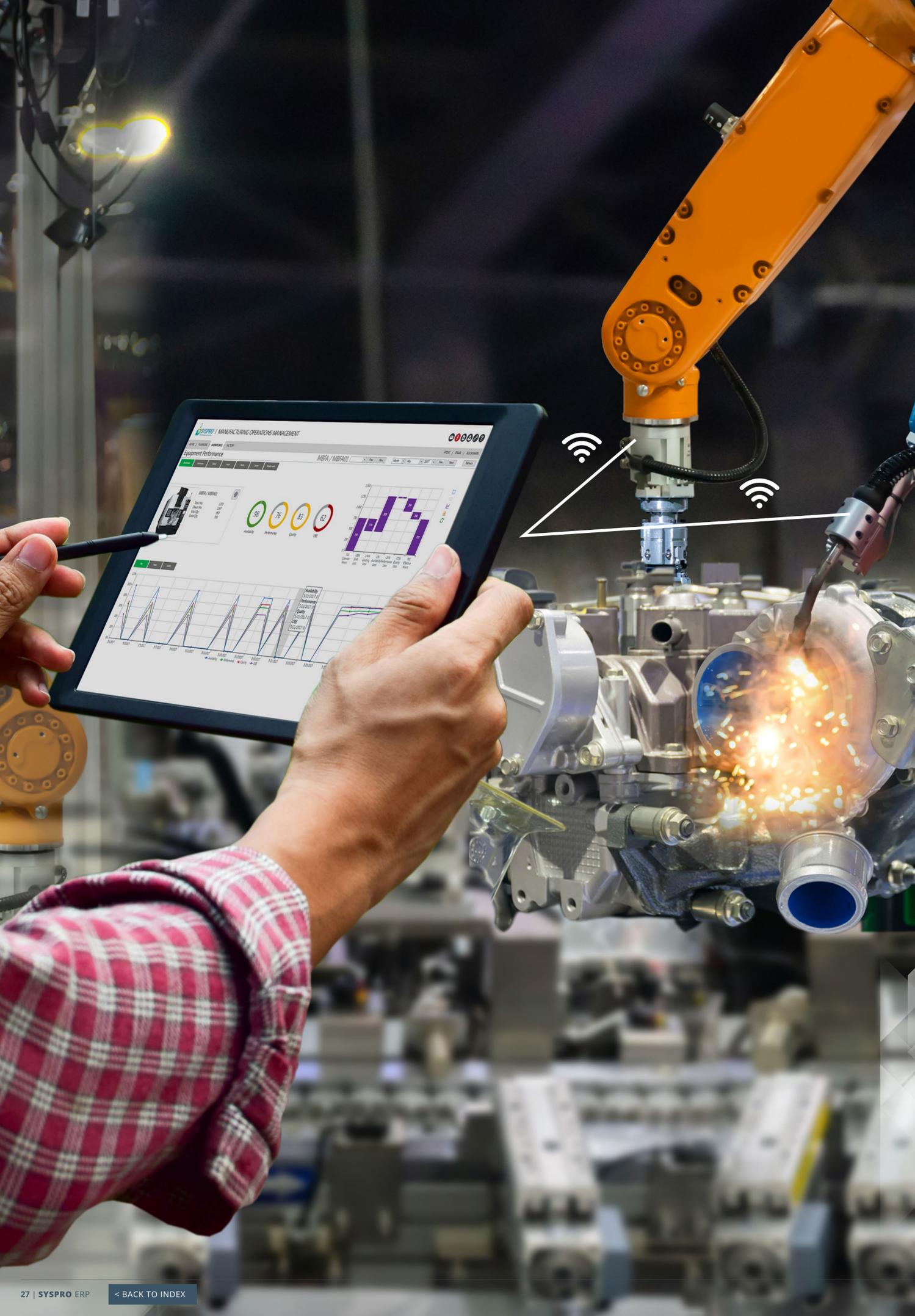


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Product replacement request
SN: 00456B-003 #ProdReplace003

NICOLE012Salesorders
@SALLY001Saleorders
Thanks Sally, I'm on it!
#ProdReplace003

@JOHN004Production
Hi John, please dispatch product
replacement SN: 00456B-003
#ProdReplace003

JOHN004Production
@NICOLE012Salesorders
Product dispatch for
SN: 00456B-003 on its way.
#ProdReplace003



Industry 4.0

The pragmatic application of Industry 4.0 is provisioned through SYSPRO's Manufacturing Operations Management solution which ensures that organizations today, with current equipment and factories, are able to readily connect and harmoniously engage with the SYSPRO business solution while embracing IIoT and traditional shop floor technologies.

Benefits:

- Automates data collection from machines and devices for the measurement of Overall Equipment Effectiveness (OEE)
- Increases the accuracy and speed of data collection
- Provides real-time status tracking of equipment and jobs
- Improves the accuracy of job costings
- Supports continuous improvement and visualization of loss with out-of-the-box productivity and availability analysis and alerts

Capabilities:

- Advanced planning and scheduling
- Shop floor data collection and tracking
- Factory digitization and automation
- Factory performance and loss management
- Factory collaboration and paperless shop

Key Uses:

- Create more intelligent manufacturing processes - Combining humans with machines and resources with processes and systems



Read More



Watch the Video



View the Infographic

Choose How You Benefit from Digital Technologies

There is no doubt that the boundary between digital and physical worlds is continuing to blur. New technologies are disrupting the status quo and digitization is opening the door to infinite possibilities - with profound implications for the way companies will do business going forward. Naturally, these technologies and their rapid rate of evolution come with their own challenges. However, those that recognize these technologies as opportunities for growth and wholeheartedly embrace them are the ones that are sure to flourish and prosper.



Read Analyst Report



Download the Brochure



Watch the Video



View the Infographic

4 | Payment Flexibility

One of the most important aspects of choosing a new business management system is making sure it fits into your company's budget. Having the flexibility to financially plan for your software growth in a manageable way is vital. In a perfect world, features should determine your payment selection; in reality, most businesses have to factor in price to make their final decision. SYSPRO's Flexi-Licensing offers you more choice and flexibility in how you pay for your software.

Whether you choose to have your system on-premise or in the cloud, both the traditional perpetual licensing model and the subscription licensing model are available.

Perpetual Licensing

Perpetual licensing is the 'traditional' model used to purchase software, and offers the option of managing your software costs as a **capital expense**.

This licensing option simplifies the purchasing and ongoing management of your software licenses. You pay for your software licenses up-front and in full. Thereafter, there is an annual maintenance fee based on the initial cost of the software, which allows you to use the software indefinitely as long as the annual maintenance fee is kept up-to-date.

Perpetual licensing gives you indefinite and unrestricted access to the latest software with the ability to assign licenses to any user at any given time, across the business. And with a variety of industry-built modules available, you can build your specific solution to meet your needs.

Benefits of Perpetual Licensing

- **Maximize Return on Investment over the long-term**
By managing your software cost as a capital expense, perpetual licensing offers the best ROI over the long term.
- **Simplified license management**
Whereas named user licenses typically restrict use to specific individuals, SYSPRO's concurrent licensing allows use of a perpetual license by any user at a given time. This facilitates variable use where a particular user would only make use of the system for a specified time. When not in use, that software license may be used by a different user to gain access to the system. This removes the risk associated with staff leaving or software being underutilized by individuals.
- **Select the modules you need when you need them**
You can choose the software modules that apply to your operational needs, which means you don't end up with software you don't use. You pay only for the modules that you need and also have the choice of adding modules to your solution to meet your changing business needs. With concurrent licenses providing access across all modules, you can simply administer restrictions to particular users as required.
- **Automatic access to the latest software**
As opposed to needing to repurchase new licenses when new software versions are released, your annual maintenance license fee gives you access to the latest software updates as and when they are released. You can rest assured that as new innovations emerge, your software won't become redundant, but will remain compatible with the latest technologies, removing the risks associated with traditional perpetual models.



Subscription Licensing

Subscription Licensing gives you the option of managing your software costs as an ongoing **operational expense**.

This gives you the flexibility to budget and plan for your software growth in a more manageable way. Subscription licensing allows you to choose how you pay – minimizing the capital outlay for your software purchase. And because software is easily bundled to meet the specific needs of Manufacturers and Distributors, you can quickly and easily select and administer software to users across your business with the added flexibility to scale licenses up and down according to your changing needs.

Benefits of Subscription Licensing

- **Flexibility to scale up or down in line with demand**

With Subscription Licensing, you only pay for what you use, adding and scaling back licenses in line with demand. Users can be increased and subsequently decreased annually to accommodate the requirements of the business.

- **Minimize risk and upfront commitment**

Subscription obviates the need for capital outlay to buy software licenses, making software more affordable with a predictable and ongoing payment schedule which is part of your operational expenditure - allowing you to budget and plan for your growth in a more manageable way.

- **Favorable payment terms**

You can select the contract period that best suits you, from one year upwards, with multi-year contracts securing favorable terms.

- **Easy software selection**

Software modules are conveniently and simply bundled for easy selection of solutions applicable to your business operations and particular requirements. You can tailor your software package to include the comprehensive Distribution and/or Manufacturing solutions with extended functionality available in 'Plus' solutions and the option of adding functionality for built-for-process solutions. As your business expands and changes, modules and bundles can be scaled up or down at contract renewal.

- **All inclusive access to the latest software**

Your subscription fee gives you access to the latest software updates as and when they are released, helping you leverage innovations as they emerge.

SYSPRO Flexi-Licensing. Choose how you pay.

With Flexi-Licensing, you choose:

- When you pay, either upfront OR ongoing
- Choose a fixed term license OR own your license indefinitely
- Between a module-based OR user-based pricing structure
- From pre-packaged software bundles OR build your own
- How you scale in line with demand
- How you administer your software and licenses





Conclusion

By now you'll have realised that with SYSPRO, you get much more than just a software solution. For over 40 years now, backed by our corporate ethos 'we value the relationship over the transaction', we've been providing simplicity, innovation and partnership to the heart and soul of business—the people who run the solution.

Our software is familiar and easy to adopt. It's simple to understand, intuitive, engaging and always available. Our focus on choice and flexibility means that our software can be easily customized to a user's specific role and business process.

As your business grows, you can feel safe in the knowledge that you have invested in a system that can easily adapt and scale. More importantly, you know a team of industry specialists, committed to being your best-practise advocates, are at your beck and call wherever you are in the world.

SYSPRO ERP is agile, responsive and at the cutting edge of innovation, backed by a team that gives you the choice and flexibility to run your ERP, your way, on your terms.

Are you ready to consider SYSPRO ERP? Visit www.syspro.com



AFRICA

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

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

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

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

AUSTRALASIA

SYSPRO Australasia
Suite 1102, Level 12
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 Australasia
1/14 Business Park Drive
Notting Hill
Victoria
Melbourne
3168
Australia
Tel: +1300 882 311
Email: info@au.syspro.com

ASIA
SYSPRO Asia
150 Beach Road
#20-01/02 Gateway West
Singapore
189720
Tel: +65 6256 1921
Email: info@sg.syspro.com

CANADA

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

SYSPRO Canada
Rosser Avenue
Suite 801-1901
Burnaby, Vancouver
British Columbia
Canada
V5C 6S3
Tel: +1 (604) 451 8889
Toll free: +1 888 259 6666
Email: info@ca.syspro.com

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

EUROPE

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

USA

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

www.syspro.com

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