



SYSPRO ERP Actionable Insights





Because an Insight is Just an Insight Until it's Actionable

Today, business success is increasingly reliant on strategic planning and management. However, there tends to be a disconnect within organizations when aligning big picture elements with operational areas, workstations, KPIs and business performance measures.

Manufacturing and distribution companies increasingly need a vehicle that not only drives strategy throughout the organization, but pushes actionable insights to users to follow through on that strategy.

Despite their promises, many ERP solutions that claim to deliver actionable business insights simply provide more data and information.

What's more, most ERP reporting and analytics tools only offer retrospective insights and don't provide users with the means to take immediate action.





To truly understand the value of actionable insights, it's important to understand the hierarchy of where this information resides within your business system:

Actionable Insights



An insight that drives action is the key to business success. Maximizing the actionable insights you receive from your ERP investment is important to your data-driven success.

Insights



Data and information are the foundation for the discovery of insights.

Information



Aggregated and organized to provide more context, and often delivered in the form of visual metrics, reports and dashboards.

Data



Mostly existing as raw unprocessed facts in databases and spreadsheets.



Actionable Insights Empowers Users

SYSPRO ERP's Actionable Insights improves business performance and drives business behavior by empowering users with business-critical insights for quicker analysis, decision making and execution. Relevant and real-time data trends empower users to meet their goals, targets and deadlines with improved collaboration between themselves and others as well as the means to act quickly and proactively.



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What makes an insight truly actionable?

1. Alignment

When a business insight is closely tied to your key business goals and strategic initiatives, it's more likely to drive action. Insights based on key performance indicators and other metrics inherently engender a sense of urgency that other data doesn't.

2. Context

It is hard to action an insight if you are lacking ample background to appreciate why it's important or unique. You need a comparison or benchmark to give proper context to your data.

3. Real time

In order to be relevant, an insight needs to be delivered to the right person at the right time in the right setting. If insights aren't timely, they might be too stale for stakeholders to act on. If insights are trapped in an analytics tool that managers never access or delivered to devices they use infrequently, the insights may never be acted upon.

4. Specific

The more specific and complete the insight, the more likely it can be acted on. If an insight doesn't adequately help to explain why something occurred, it's not actionable.

5. Simplicity

If people don't clearly understand why an actionable insight is important and how it can help them, it will be overlooked or ignored. Simple data visualizations and messaging can help explain insights so they are more easily understood and correctly interpreted.

The Four Pillars of Actionable Insights

Actionable Insights are facilitated by various capabilities within SYSPRO, each of which serve a specific role or operational area while working together seamlessly to improve performance.





Business Insights

Business Insights is the cornerstone of Actionable Insights. It is the solution that improves business performance and drives positive behavior by empowering users with real-time business-critical insights for quicker analysis, decision making and execution.

Business Insights is an individual performance management tool that empowers your workforce's decision-making capability. It provides real time actionable insights into key performance information, delivering the means to act quickly and proactively to improve business performance.

It is an intuitive, self-explanatory, easy-to-use interface that surfaces trends and information pertinent to specific individuals within an organization. Presented simply and in summary form, with drill-down capability of the details, Business Insights is a key feature within SYSPRO's ERP, as part of our continued drive to provide a system of engagement and simplify the user experience.

Business Insights benefits individual employees as well as operations managers and owners

For the operations manager, Business Insights offers greater control as it gives them an immediate and complete view of each individual and each department across the entire operation. With the flexibility to define operational goals, targets and deadlines at an individual, role or organizational level, managers can drive behavior that will result in improved performance – converting KPIs into meaningful improvement.

For individual employees, relevant information pertinent to their daily tasks is surfaced to them directly with the ability to create work-to-lists, which give employees the means to take immediate action, meet goals, targets and deadlines, collaborate with others, and perform to their full potential. By allowing individuals to measure and achieve their own KPIs, Business Insights transforms their work tasks into a seamless business process.

What Makes SYSPRO Business Insights Special?

Engagement and Simplicity

If users are looking for critical information on current ERP systems, they need to find it on a report or on a screen. Business Insights from SYSPRO solves this by surfacing real-time insights, trends and relevant business-critical information, automatically promoting the information to the user and alerting them to take immediate action.

Accelerated Turnaround Time

For any business to succeed, business cycles must be completed as quickly and efficiently as possible. You need to be able to accelerate business transactions across your own internal value chain so that you can realize the marginal benefit of the product or service that you sell.

This means not seeing a cycle as a number of separate tasks, but as a complete process, especially at critical interception points. Business Insights advances turnaround time by streamlining the actions and activities that occur between one task and the next in a business process.

By promoting the information that is most pertinent to each person in their role within the process, users are empowered to take action – supporting and driving throughput.

Increased Decision-Making Capability

Make proactive business decisions with increased visibility into operational performance by individual and department across your entire operation. Determine where you are successful and where you need to improve.

Improved Business Performance

Define and assign operational goals, targets and deadlines at individual, role or organizational level as Key Performance Indicators and Metrics with the ability to immediately action work-to-lists to convert KPIs into actionable improvement.

Empowered Workforce

Empower users to fulfill their potential by meeting targets and goals on an intuitive, self-explanatory, easy-to-use interface.



How Business Insights Works

As goals, targets and performance measures vary according to an organization's tactics, strategy and business processes, Business Insights differs from user to user, company to company, department to department and country to country. SYSPRO therefore uses flexible tile architecture to allow for the creation of customized tiles.

By using different task-specific measurements and incorporating Harmony, SYSPRO's social media tool, Business Insights allows companies to accurately monitor the performance of each individual, whatever role they play in the company. It also provides individual users with a user-friendly tool (Harmony) that drives engagement, collaboration and communication, and promotes improved efficiency and accountability.

Capabilities:

■ Single Real-Time View

Business Insights provides a single, real-time view into the company's key business drivers.

■ Surfaces Relevant Key Performance Information

An easy-to-use, self-explanatory and intuitive interface that surfaces key performance information which is relevant to the individual, department or organization.

■ Drill-Down Capability

Drill down into actionable insights and the detail behind each metric by individual role or department.

■ Pre-Configured to Standard Business Metrics

Built according to industry-specific KPIs and Metrics.

■ Flexible and Customizable Metrics

Flexible and customizable Metrics allow organizations to consolidate information from multiple sources, script their own views and establish their own monitoring and goal criteria.



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Social ERP Collaboration

You might think, with all the current talk of Big Data, Analytics, Artificial Intelligence and Robotics, that the necessity for human collaboration would be on the decline. In fact, a confluence of trends, including globalization, increased skills specialization, distributed value chains and distributed expertise are making collaboration, often in remote locations, more necessary than ever. Add to that the device-driven lifestyles of modern employees, and the future of internal social media networks seems certain.

Introducing SYSPRO Harmony

Bring together the collective intelligence of your workforce to solve business problems with a social ERP platform built to support collaboration. Empower users to access and relate real-time information and share their opinions and decisions instantly – acting quickly to improve business performance.

Harmony is a collaborative, user-friendly social platform at the core of ERP that gives users a familiar interface on which to interact with the SYSPRO ecosystem and conduct their daily business.

As with social media, SYSPRO Harmony users can follow, post and collaborate within the organization network using real-time information from the SYSPRO database. Using the data generated from these interactions, the system intelligently pushes pertinent information to the user via familiar interfaces.

This provides a more personalized working platform for users, allowing them to create their own profiles, follow and track key data, take action and provide and share insights relevant to both internal and external stakeholders, all from a single view. This makes Harmony a pertinent capability of Actionable Insights.

■ Stay in Touch

Promote a more collaborative way of working with a seamlessly connected workforce. SYSPRO Harmony, SYSPRO's social ERP platform, connects business information to people and people to each other.

■ Get Instant Gratification

Work in real time with immediate access to relevant information and instantaneous communication with your network of associates.

■ Share Insights

Know what others know, see what others see by sharing and receiving business insights, data and intelligence with your colleagues to solve problems faster.

■ Discover Trends

View insights into emerging data trends and significant business movements to act quickly and proactively.

Tenets of Harmony

Using the following four tenets, Harmony unifies social media, collaboration, machine learning, cognitive services and data analytics.

■ Collaboration

Bringing the social media aspect into the core of ERP, Harmony allows posting and collaboration within the company network. Using real-time information from the SYSPRO database, core ERP data surfaces as you are composing your 'Beat' (Conversation Post within Harmony Portal).

■ Follow Information

Pertinent information is pushed to the user via notifications on the users' newsfeeds with auto-populated conversations based on key ERP components the user is "following".

■ Sentiment Integration

Data sentiment paints a picture of customer opinion and satisfaction regarding services and products. Visual cues (the equivalent of emoticons) alert users by attaching sentiment to specific items. Key notes attached to these items reveal the state of a particular event, customer or component etc., which allows the user to track and rectify potential issues before they escalate.

■ Trending Data

Predictive analytics reveal trends that provide actionable insights. Vast quantities of structured and unstructured data are aggregated and processed, and Harmony offers recommendations on actions to be taken.

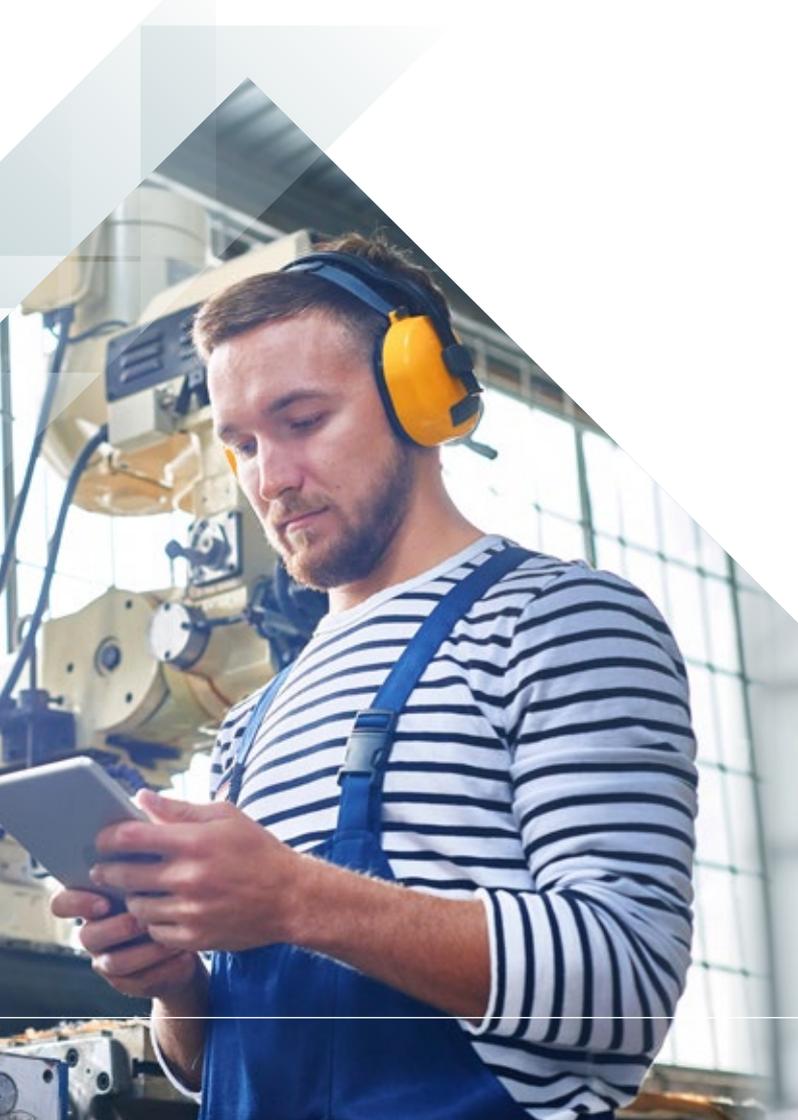


"Social ERP has been making gains over the past few years, but thus far we have not seen many organizations using it effectively. The advancements in this technology that SYSPRO is providing could mean that users finally make social ERP part of their workflow."

— Nick Castellina, Aberdeen Group



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Factory Performance Management

Manufacturers strive to reduce cost to gain competitive advantage but to do this they must be able to visualize where their losses are. After all, eliminating losses has been the foundation of lean manufacturing and Six Sigma methodologies for more than 30 years.

Measuring your performance is the first step. As a manufacturer you have two types of resources – people and machines. Both are costly resources, so it is important to measure their performance.

You need to measure the Overall Labor Effectiveness (OLE) of your employees and the Overall Equipment Effectiveness (OEE) of your equipment. Depending on your type of business, one or the other will take priority, but both are important.

SYSPRO MOM Drives Performance Management

SYSPRO's Manufacturing Operations Management solution provides complete manufacturing lifecycle management to optimize and improve end-to-end manufacturing operations. It also incorporates factory performance analytics to allow your organization to drive towards world-class standards for OLE, OEE and Total Effective Equipment Performance (TEEP).

SYSPRO's Manufacturing Operations Management (MOM) solution can help you revolutionize your company to remain competitive in today's market. It provides complete manufacturing lifecycle management from planning to scheduling, publishing, collecting, tracking and analyzing, to optimize and improve end-to-end manufacturing

operations. Together with SYSPRO's ERP, this Manufacturing Execution System (MES) offers a unique level of delivery, cost and quality control of manufacturing operations for job shop, batch production, production line and mixed mode environments.

Manageable on any device, anywhere, SYSPRO's Manufacturing Operations Management solution makes use of the latest technologies to provide a modern, intuitive, browser-based user interface, allowing you to gain visibility over any stage of the manufacturing process from any device.

MOM supports the measuring and calculation of overall OLE and OEE with the use of Workbenches. The data is analyzed in real time to provide availability, performance and quality metrics for each employee and machine. This captured data is then aggregated to provide the OLE or OEE measurements for your factory.

1. Availability

Track idle time and actual work time, and why they were not 100% productive 100% of the time.

2. Performance

Why did they not produce as many units as they should have during this time?

3. Quality

Track the quality of what was produced. For example, it's not the fact that you operate at 40% OLE or 60% OEE (typical performance). It's that you understand why these are not 100%. In other words: where was the loss?

Factory Performance Analytics

SYSPRO's Manufacturing Operations Management solution incorporates factory performance analytics to allow your organization to drive towards world-class standards for OLE, OEE and TEEP.

■ Loss Management

Dashboard realization of loss across your manufacturing operations with every loss identified, classified (Six Big Loss) and quantified to allow countermeasures to be applied and continuous improvement to be made.

■ Dashboard

Factory-level analytics of your equipment showing both OEE and TEEP key performance indicators. Drill-down to supporting metrics and measurement of loading, availability, performance and quality.

■ Employee Analysis

Detailed analysis of your employee performance. Filter by individual employees or analyze performance for a specific group of employees. Further analyze by date or diversion.

■ Equipment Analysis

Detailed analysis of your equipment performance. Filter by individual equipment or analyze performance for a specific group of equipment. Further analyze by date or diversion.

■ Product Analysis

Output and quality analysis for your products by employee and/or equipment.

■ Loading

Detailed analysis of the loading position of your resources with comparisons to last month and/or quarter to understand trends. Use this to compare your planned uptime with all the time available (calendar time) to gain insight into asset utilization to support capital expenditure and other management decisions.

■ Availability

Detailed analysis of the availability of your employees or equipment with comparisons to last month and/or quarter to understand trends. Use this to gain insight into your actual uptime compared with your planned uptime and see where unplanned downtime occurs in relation to equipment breakdowns, tooling failures, operator shortages and more...

■ Performance

Detailed analysis of the performance of your employees or equipment with comparisons to last month and/or quarter to understand trends. Use this to gain insight into why your actual run rates differ from your planned run rates and see where performance loss occurs in relation to operator inefficiencies, equipment wear and tear, minor stops from component jams and more...

■ Quality

Detailed analysis of the quality output from your employees or equipment with comparisons to last month and/or quarter to understand trends. Use this to gain insight by resource into where product quality issues have affected your output.

What Makes SYSPRO Manufacturing Operations Management Special?

The complete Manufacturing Operations Management (MOM) solution facilitates the management of the end-to-end manufacturing process and can help you revolutionize your company to remain competitive in today's market. SYSPRO's Manufacturing Execution System (MES) offers a unique level of delivery, cost and quality control of manufacturing operations for job shop, batch production, production line and mixed mode environments.

- Measure performance to drive towards world-class standards of operation for Overall Equipment Effectiveness (OEE), Total Effective Equipment Performance (TEEP) and Overall Labor Effectiveness (OLE).
- Increase productivity and lower costs by minimizing loss within the business.
- Optimize operational efficiencies through better workflow of core manufacturing activities: schedule, publish, collect, track, analyse and improve.
- Connect machines and other devices to digitize the factory (Industry 4.0) and gain competitive advantage.

The solution can help you take control of your manufacturing operations and start to:

- Deliver to your customers faster
- Control labor and machine costs
- Reduce downtime and bottlenecks
- Measure and improve product quality
- Increase productivity and output
- Reduce cost to compete



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Corporate Performance Management

As a manufacturer, you need to streamline operations, quickly bring new products to the market, and easily ramp up production while cutting costs. Being able to identify revenue trends, create assumptions and analyze potential adjustments on the fly gives you confidence in your future strategic decisions around profitability.

The immense power of the data held within your ERP solution can be leveraged to drive business growth and increase agility. However, an over-reliance on spreadsheets for reporting, budgeting, planning and forecasting makes it almost impossible to get accurate, actionable insights into financial performance. And when you consider multiple spreadsheets, with different versions - with no security or validation - as well as financial reports coming in from more than one entity, location, department or line of business, the problems are compounded.

Prophix Corporate Performance Management (CPM) for SYSPRO provides clarity and comprehensive insight when facing common manufacturing decisions such as:

- Would eliminating a product line or plant increase profitability?
- Do our revenue assumptions allow us to make adjustments without jeopardizing our data integrity?
- How can we reallocate services, materials or resources to improve performance?
- Do we understand the company's current cash position at any given time to prioritize investments?
- Are we recommending data-driven decisions to the company's executives based on sound financial analysis?

What Makes Prophix CPM for SYSPRO So Special?

Prophix CPM for SYSPRO enables you to automate the management of your budget cycle, providing financial consolidation and reporting, financial analysis, modelling and planning. It provides greater visibility into your company's financial health, improving profitability and minimizing risk.

The better the real-time and overall visibility of your company's finances, the better your company's chance of improved productivity, minimized risk and exposure, ultimately driving success.

Prophix CPM software for SYSPRO easily integrates with SYSPRO and enables you to automate the management cycle of financial consolidation and reporting, analysis, modeling and planning. This eliminates manual work that doesn't add value to the business and frees up your finance office to allow more time for analysis, which is far more valuable to the business.

Prophix also allows for scenario planning, which is a huge value add that not a lot of companies can provide. If you take planning out of the finance office and, as a "phase 2", start embedding it within the operational aspects of your business, you can do a proper cause and effect on decisions made within the manufacturing process and external variables such as import tax and currencies.

Scenario planning supports the decision-making process by:

- Speeding up the planning process
- Improving the accuracy of plans, forecasts and budgets
- Automating the reporting and planning process and freeing up time to analyse the business instead of compiling reports
- Standardizing the reporting and planning process and creating more meaningful benchmarking and variance analysis
- Empowering the finance office to become less reliant on IT and write its own reports easily.



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Actionable Business Insights

In a modern business environment that's uncertain at best, manufacturing and distribution companies need all the help they can get. SYSPRO's Actionable Business Insights empowers users with business-critical insights for quicker analysis, decision making and execution. Relevant and real-time data trends empower users to meet their goals, targets and deadlines with improved collaboration between themselves and others as well as the means to act quickly and proactively.

For more information, go to www.syspro.com and let's take action.





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