



# GLOBAL TALK

EDITION 2



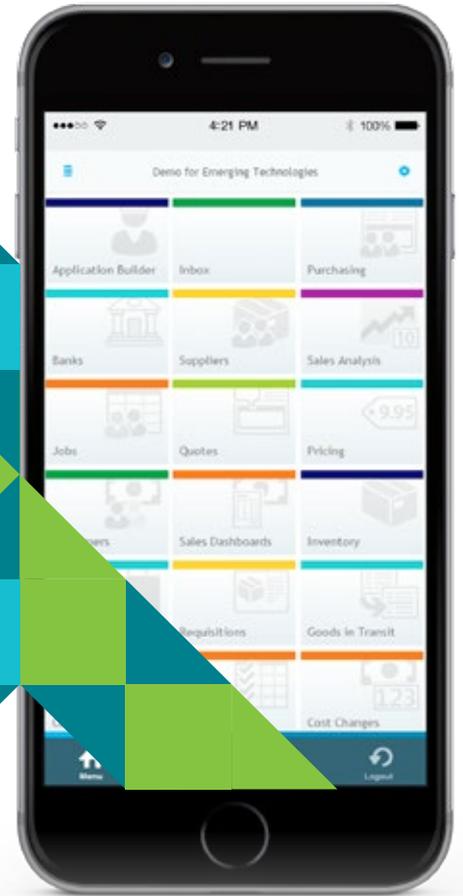
 **SYSPRO Espresso**  
– Making your life easier



How SYSPRO Espresso 

## BENEFITS YOUR BUSINESS

Welcome to  
 The Age of the  
**USER EXPERIENCE**



"The simplicity of the smart phone user interface has forced software vendors to re-engineer their products to provide a much cleaner and easier-to-use user interface. The age of the UX (the User Experience) has arrived - and along with it, simplicity and beautification."

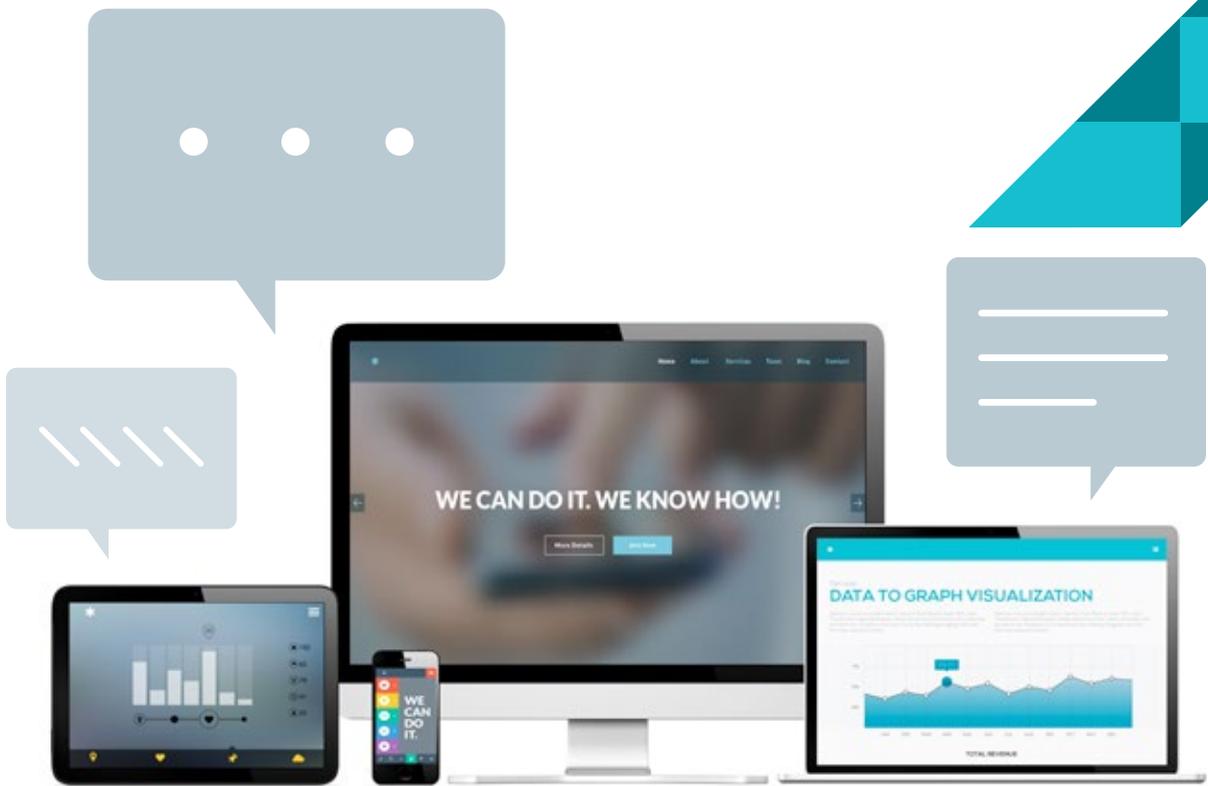
- Phil Duff, CEO, SYSPRO

THIS EDITION OF GLOBAL TALK LOOKS AT –

SYSPRO Espresso and the value, flexibility and delight it brings to customers around the world



# Welcome to the Age of the User Experience





**B**usiness software vendors are being compelled to adapt swiftly to meet the expectations of a consumer-led economy. In many ways, the trend has been driven by the mobile phone phenomenon which has seen the proliferation of the smart phone and the apps to go with it.

The simplicity of the smart phone user interface has forced software vendors to re-engineer their products to provide a much cleaner and easier-to-use user interface. The age of the UX (the User Experience) has arrived - and along with it, simplicity and beautification.

SYSPRO's roadmap, while embracing new features and functions to support our growing customer base, firmly puts the customer experience as a top priority. We believe software should no longer merely function as expected, but should be both intuitive and a delight to use – as this encourages widespread adoption among the traditional workforce.

As a specialist ERP provider, SYSPRO is focused on key vertical markets. This clearly differentiates us from our competitors, who tend to be all things to all people. SYSPRO is recognized as the enterprise solution to meet the comprehensive IT needs of emerging companies with a totally integrated business solution.

SYSPRO 7 enables companies in a variety of industries to maximize the planning and management of business processes to better position themselves in their respective markets, ensure customer fulfilment, and ultimately improve bottom line results. With access to easy-to-view, real-time information, SYSPRO 7 allows you to respond rapidly to changing circumstances, react quickly to customer demands, reduce operating costs through streamlined processes and workflow automation, and outpace the competition.

The two biggest technological advances in SYSPRO 7 are our new mobile platform, SYSPRO Espresso, and the significantly increased level of customization in the product.

Espresso provides cost-effective, effortless access and visibility to all your business information and processes anywhere, any time and on any device. And Espresso is one of the first mobile products to support customization in the hands of the user. It is also designed for our developer community to build new apps for this platform and then market them on the SYSPRO App Store.

In addition, because Espresso is built using HTML5 it can run on the desktop browser, allowing you to move effortlessly from the phone to the tablet to the desktop using the same applications and user interface.

Furthermore, in SYSPRO 7 we have significantly enhanced the user experience so our customers are empowered to own the look, feel and efficiency of their processes.

Everything we do is based on the needs of our customers as well as anticipating industry and technology trends. This is what you will see in SYSPRO 7, where we have provided so much more functionality and additional features at no extra cost or effort for our customers to upgrade. Overall, I believe SYSPRO 7 offers greater business value to our customers.

This edition of Global Talk celebrates SYSPRO Espresso and the value, flexibility and delight it brings to customers around the world. Please read on to gain insight into this exciting new technology. ❖

**Phil Duff, CEO, SYSPRO**



# Demand for SYSPRO Espresso on the Increase

**S**YSPRO Espresso is on the move! We are proud to say that our new mobile platform is rapidly growing in popularity.

Since the time it was released a year ago, SYSPRO Espresso has already been downloaded more than 2,000 times!

Not surprisingly, the highest uptake to date has been on the iOS platform, which accounts for 926 downloads. This is closely followed by Android devices with 848 downloads. Third in the running is Windows 8.1 with 177, and the Windows Phone platform clocks in with 95 downloads.

In total, SYSPRO Espresso has been downloaded 2,046 times.

People between the ages of 35 and 44 are the biggest users of SYSPRO Espresso, followed by those in the 25 to 34 age group and then people aged between 45 and 55 years. The US market is the biggest adopter of the product, with South Africa in second place. Canada, the UK and Malaysia follow in quick succession.

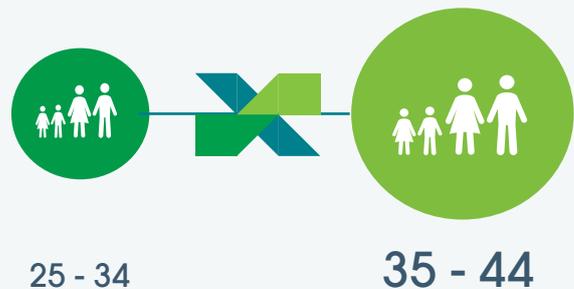
**SYSPRO Espresso is clearly happening, so please join us on this exciting journey!**

## SYSPRO ESPRESSO NEWS FLASH

### PLATFORMS DOWNLOADS



### AGE GROUP OF SYSPRO ESPRESSO USERS



### PRODUCT MARKET





# Information on Your Doorstep

– By Paulo de Matos, Business Development Executive:  
Western and Eastern Cape, SYSPRO Africa

I've reflected recently on the classic depiction of someone waking early, walking out of their front door and down the driveway to pick up the newspaper delivered in the early hours. This notion still holds a certain appeal, but nowadays everyone operates on the premise of information on demand.

You just need to appreciate the sheer number of travelers at airports, whether it is for business or leisure, pouring over their laptops and mobile devices, translating information, tirelessly capturing information onto spreadsheets or similar tools, producing reports, and extracting information.

These days, I tend to be wakened by the notification sounds of emails entering my mobile device with reports delivered directly to me. Previously during a SYSPRO presentation, I demonstrated how simple it is to add any report available to the system to a scheduler, customized to the recipient's needs. I am now one of the recipients on the list!

Business processes follow cyclical patterns, no matter which department you might be in. There are the planning, execution, transaction capturing, monitoring and performance measurement phases. These cycles may not always follow linear patterns and often, depending on the transaction itself, may be either up or downstream from the complete business process flow. Thus, the importance of information and reporting not just on demand, but even when you are not considering it, is of equal if not greater importance.

You may 'not know what you don't know', so you may not know what to look for, and when. Having your business system proactively informing you regularly on your performance, information and KPIs unlocks the potential to make faster business decisions, mobilize the required resources and satisfy your requirements more efficiently.

So a simple feature in SYSPRO Reporting Services enabling you to receive information 'on your doorstep' has much broader business implications. Consider the possibilities of exploiting this feature as a real business benefit in creating fluid information collaboration in your supply chain, or (in the world of notifications and social media) keeping your customers informed as to progress updates, or simply as a means of reporting on your department's performance.

Of course, with SYSPRO Espresso you can do all this regardless of your location, and regardless of the device you are using. Not only is it device agnostic, SYSPRO Espresso also allows you to adjust your user interface behavior by using building blocks to add business functionality on the server. This exciting mobile platform is ideal for executives who need access to c-level information – and for users who are in the field and require secure access to real-time data.

The only question you should be asking yourself is: 'What information would I like on my doorstep?'. ❖



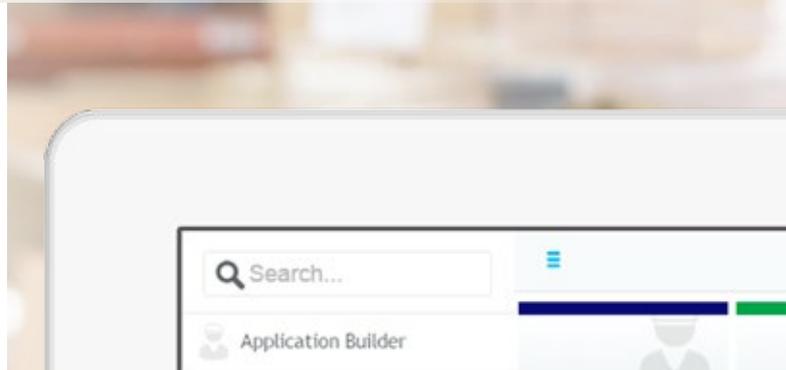
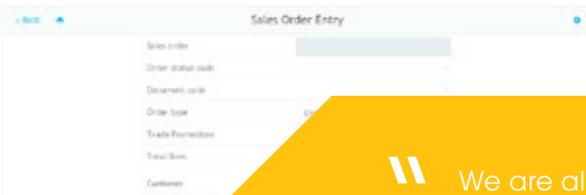
## INFORMATION

on Your Doorstep



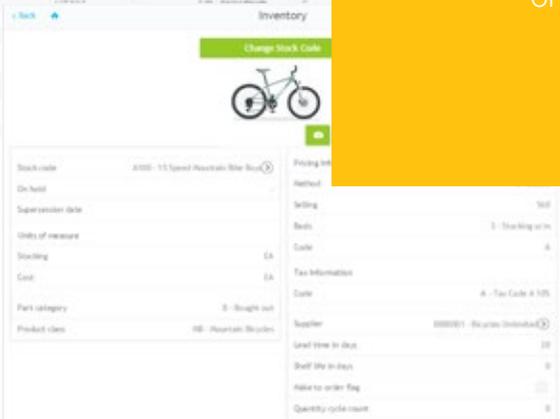
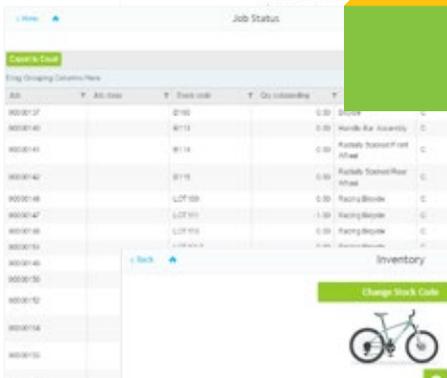
# How SYSPRO Espresso BENEFITS YOUR BUSINESS

After watching a SYSPRO Espresso presentation in Australia before the product was launched, customers were asked how they felt the product would benefit their organizations. Here are a few of the responses.

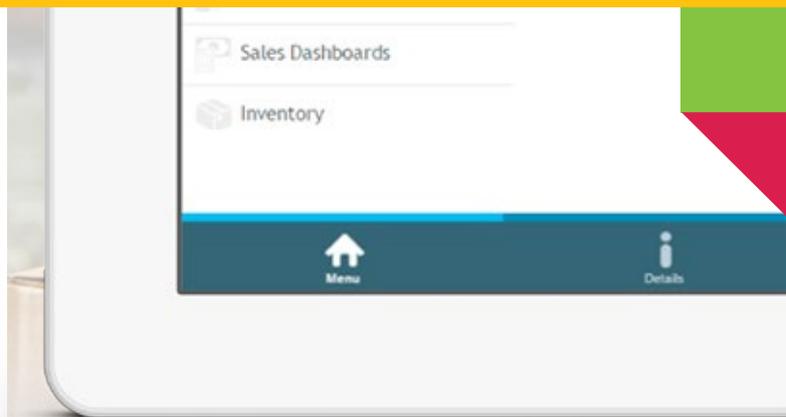


“ We are already using ‘SYSPRO Mobile’ in a way by using terminal services, but it is very fiddly when you use the tablet to zoom in and push an icon. Espresso being pre-built will certainly help with the functionality of that, mainly for the sales guys out in the field. We see this as a great advantage, and are also looking at implementing Ritescan for a barcoding solution in the warehouse. This mobility stuff is all changing so quickly that it's very hard to think how you're going to use it, and often it's a user or a sales rep who will say 'can I do this, this and this?' and the answer is 'yes, you can'.

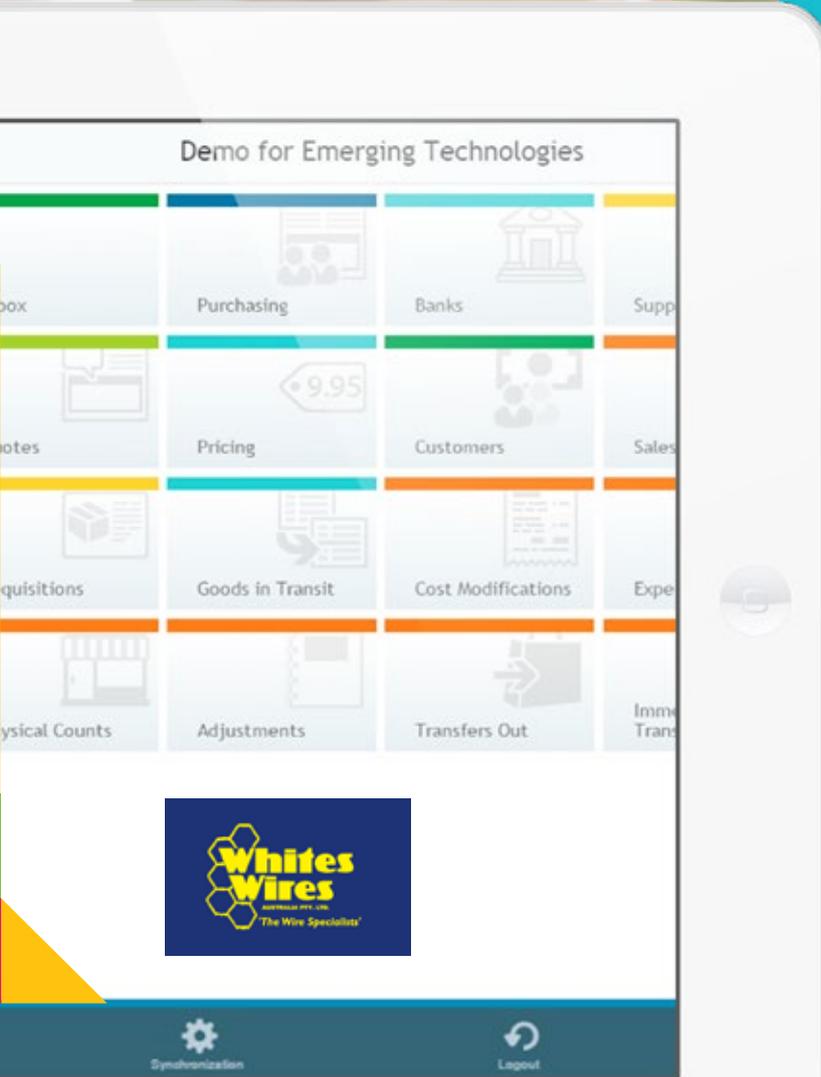
- Paul Kelly, Whites Group



Fast forward to May 2015, and Whites Group's Espresso project is 80% complete. It will include a stock-take module with multiple units of measure as well as a module that will focus on picking and packaging and then integrate via EDI into wholesale customer orders. The picking development is very exciting, as it will allow the pick person to get a consolidated listing as soon as they log on at the beginning of their shift. The listing will be generated based on what orders are required during their shift.



**SYSPRO**



The best utilization for Espresso would be for our sales team to have visibility of customer orders and where they are at, as well as of stock levels. From a management point of view, the standard graphs which are available look impressive. The ability to easily access banking figures, sales figures and business management statistics will be valuable for executives on the move. Being able to scan a barcode via Espresso would be especially valuable and save time during stock-takes.

- Robyn Surtees, Austbreck (now Wabtec)



I think it would definitely benefit our sales reps, being on the road and able to access that information ad hoc, and it would also benefit management and staff to view graphs and capture orders offline. The company as a whole would benefit.

- Bernice Crawford, Tyree Industries



Espresso  
Benefits Your Business

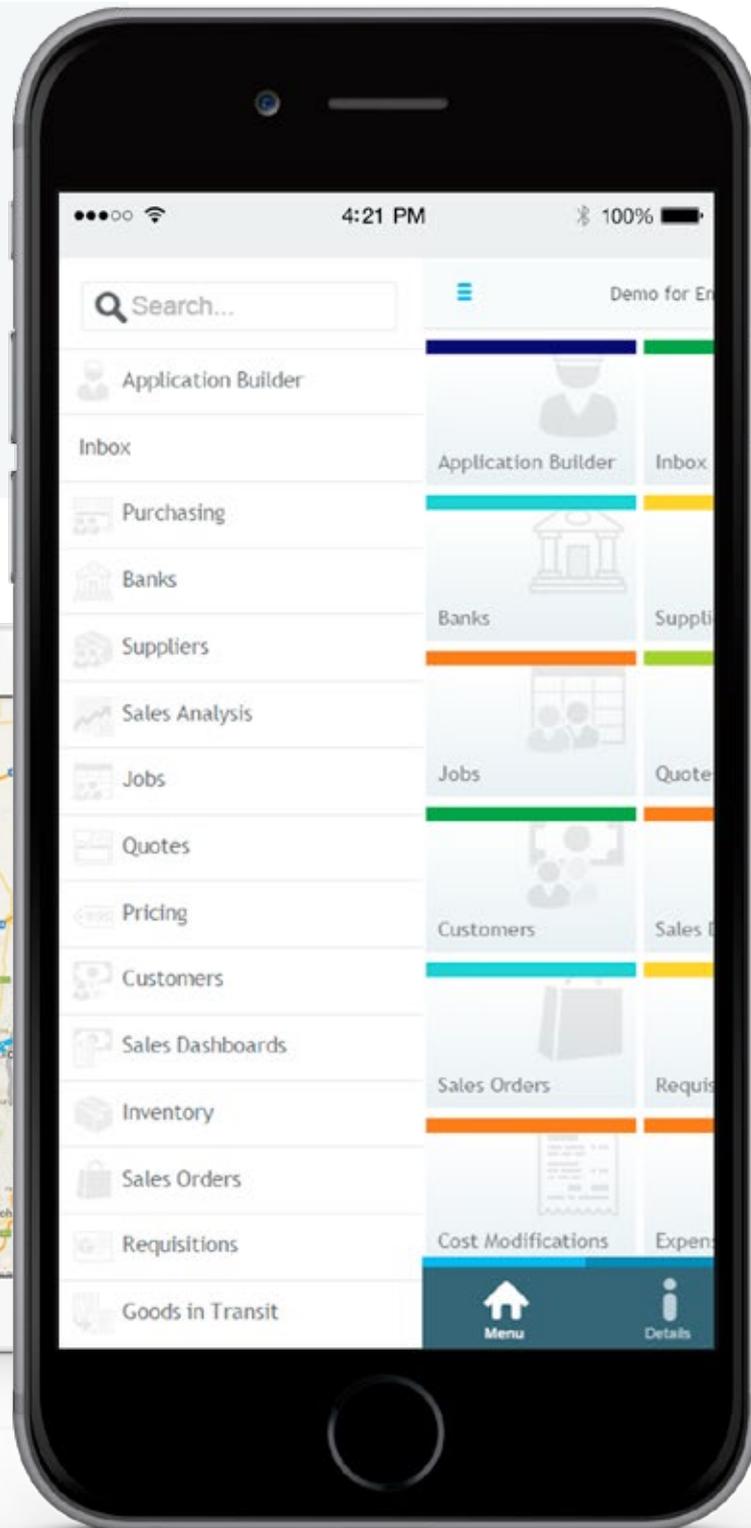
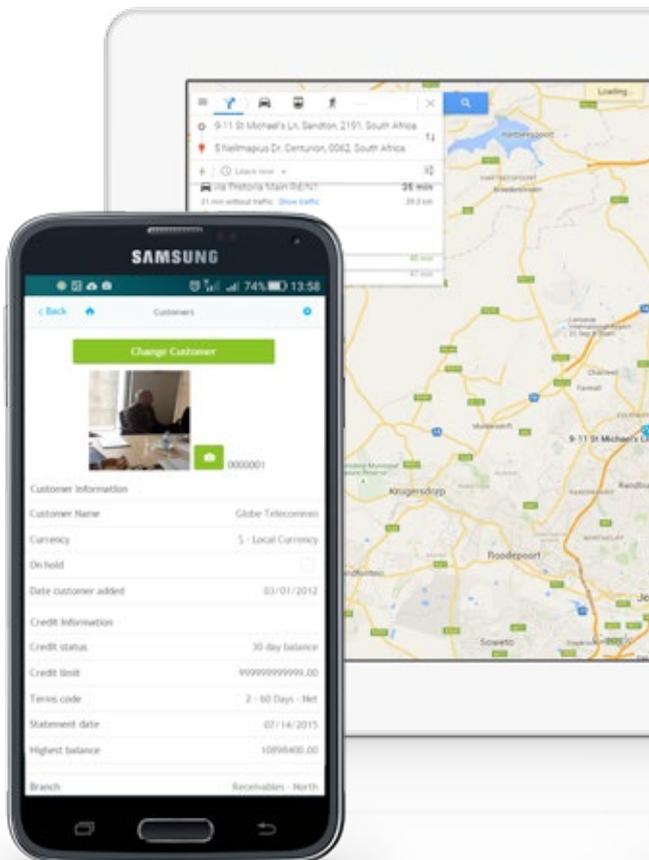
Today, Tyree is a licensed Espresso client. ❖



# SYSPRO Espresso – Making Your Life Easier

Whether you are 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 no matter where you are or what device you are using.

This article offers a glimpse into some of the specific benefits SYSPRO Espresso offers people in the four pivotal organizational roles mentioned above. Read on and discover what it means for you!



## The SYSPRO Espresso Executive

- Dan Master, Chief Operating Officer,  
Earthmover Manufacturing



Meet Dan Master, Chief Operating Officer of Earthmover Manufacturing. Dan has more than 20 years' experience in the manufacturing industry, and he doesn't access Earthmover's ERP system directly. Although the data collected by the system influences his decision-making, Dan relies on subordinates and super users to collect data and investigate.

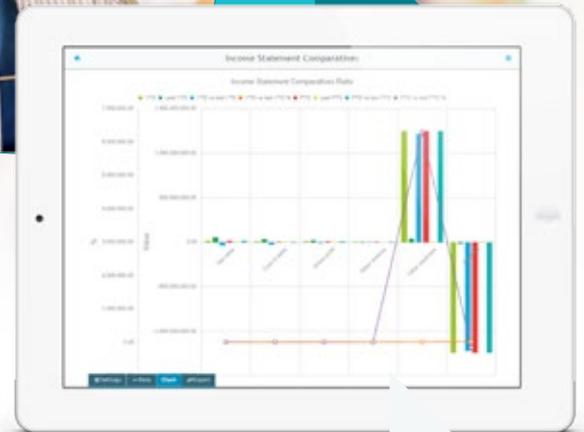
The result: delayed decisions and (occasionally) distorted views from Dan's perspective. And his approach of relying on others is driven by a perception (often well-founded) that ERP is complex and hard to use. Understandably, Dan doesn't have the time to 'figure it out', he is focused on strategic issues. And yet the business is moving so fast that the ramifications of delayed decision-making can be immense.

Mint Jutras, an independent research-based consulting firm that specializes in analyzing the business impact of enterprise applications, recently published a report entitled 'Can SYSPRO put a genius in a manufacturing executive's pocket?'

The answer, of course, is yes. Here's an excerpt from the report:

*"More and more executives are directly connected to ERP, with the percentage of manufacturing companies saying all have access and regularly use ERP increasing from 47% to 57% year over year.*

*And yet we see little progress in putting dashboards from ERP on mobile devices, sending alerts or giving these executives the ability to take action directly from these devices. Whether they want it or not, whether they know it or not, they need immediate and direct access to ERP, and these mobile devices may just serve as the catalyst and the game-changer. But nobody wants to just lift and shift the same old monolithic ERP.*



*In the age of 'there's an app for that' few people equate ERP to that 'app'. While only 21% of manufacturers ranked mobile access to ERP as a 'must have', 38% indicated that mobile access to business intelligence (BI) was a 'must have'. And 32% wanted access to BI from their chosen device (BYOD). What seems to get lost in the shuffle: many don't realize that most of the data from which they are likely to derive that intelligence resides in ERP.*

*We need a catalyst that can bridge this perception gap."*

Fast forward to the present, and Dan has downloaded SYSPRO Espresso on his iPad. Now, he has easy access to his ERP business data and information, enabling him to keep an eye on the business, anywhere and at any time.

With SYSPRO Espresso, Dan can make faster, better informed decisions because data and information are always easily accessible wherever and whenever - and it's easy to use and understand. He can search and retrieve up-to-date, real-time BI information and drill down for more detailed information. With simple, intuitive charts, Dan can choose the way he wants his information presented. Even better, all the charts have the same functionality, so once Dan learns how to navigate through one chart, he can get maximum value out of all his charts.



## The SYSPRO Espresso Sales Force

- Julie First, Sales,  
Earthmover Manufacturing



Julie First is a member of Earthmover Manufacturing's sales force. In today's economic climate, the company is understandably under considerable pressure to provide immediate service and responses to its customers. For Julie, the ability to do this makes the difference between closing deals and losing business.

Julie is delighted when Earthmover decides to implement SYSPRO Espresso for the entire sales force. Armed with her new mobile solution, Julie can now take an order on her smart phone while she is with a customer, and check if stock is available. If it is, the customer can confirm the sales order by signing on Julie's phone. All Julie has to do then is transmit the order to the warehouse so that the picking and shipping process can begin. Even better, she never wastes time looking for customer sites, as SYSPRO Espresso's geolocation feature provides a visual reference map of customer addresses.



## The SYSPRO Espresso Factory Floor Manager

- Rob Shaker, Factory Floor Manager,  
Earthmover Manufacturing



As the manager of Earthmover Manufacturing's factory and warehouse, Rob Shaker is keen to keep his finger on the pulse of the business, with up-to-date knowledge of stock, job requisitions and the status of orders.



As the Mint Jutras report states: "Receiving alerts on a mobile device is always the top priority for business users. According to our ERP survey, 76% say they receive alerts based on enterprise data either often (35%) or occasionally (41%). Yet only 18% get alerts from ERP. We conclude that the vast majority of the alerts received are delivered via email or text messages as a result of some manual intervention. SYSPRO Espresso automates this and connects the user directly back to ERP, the source of the data."

Now that he has SYSPRO Espresso on his tablet, Rob can monitor the status of orders, availability of stock, and jobs in production. The result is improved productivity with Earthmover's suppliers and readily accessible inventory data such as receipting stock in and out, and job requisitions on a supplier. Rob can keep everyone in his supply chain up to date by sending alerts via a push notification. He can even take a photograph of the item and attach it to the order.



## The SYSPRO Espresso Administrator

- Wendy Bracken, Administrator,  
Earthmover Manufacturing



Wendy Bracken, Earthmover Manufacturing's administrator, has an urgent need to personalize her user interface to make her environment more efficient. Security is also of paramount concern in her line of work.

The Mint Jutras report points out that with SYSPRO Espresso, customization is as easy as dragging and dropping different screen components. This excerpt from the report comments on additional features which are significant to administrators:



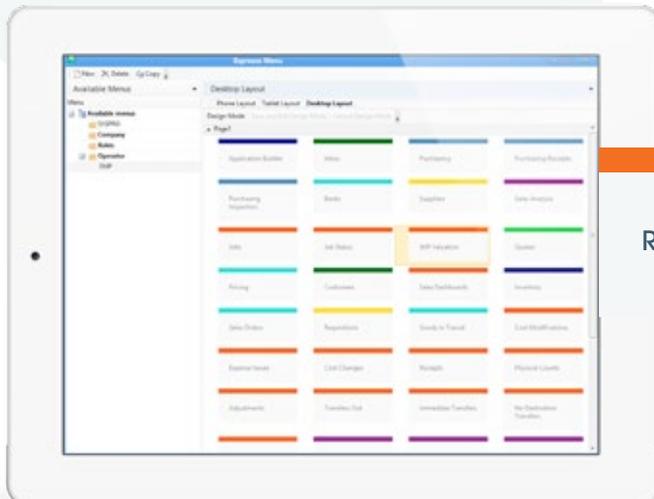
*"Secure communication: Often businesses ignore the possible vulnerabilities introduced through mobile devices. Either that or this potential scares them from allowing mobile access. Transmission between mobile devices and the SYSPRO server are encrypted using SSL secure communication standards. In addition, administrators of the SYSPRO system can configure menus and applications by company, role and user.*

*Uses active tile technology: This too is huge. If you are monitoring certain metrics, a static image only shows you a moment in time. Using SYSPRO Espresso, an icon or tile is constantly refreshed and dynamically updated every few seconds. You are always looking at the real results."*

With SYSPRO Espresso, Wendy is empowered by her relevant, personalized work environment. She is also assured of working within a secure system because, unlike other mobile deployments, the SYSPRO Espresso framework has a built-in security and a management tool to control which devices and which users have which applications.

Wendy finds it easy to tailor her experience by configuring menus and applications by company, role and user, and the encrypted communication between devices gives her peace of mind. Last but not least, she is able to check cash flow figures to see how current work will impact the business – anytime, anywhere and on the device of her choice.

To read the full Mint Jutras report, please click here:



### READ THE FULL MINT JUTRAS REPORT

[www.mintjutras.com/can-syspro-put-a-genius-in-a-manufacturing-executives-pocket](http://www.mintjutras.com/can-syspro-put-a-genius-in-a-manufacturing-executives-pocket)



# Perrone & Sons Views SYSPRO Espresso as a **GAME CHANGER**



**S**YSPRO has helped Perrone & Sons reduce its inventory by at least 25% - and the company regards SYSPRO Espresso as a game changer.

A gourmet food wholesaler and fourth generation food distributor, Perrone & Sons supplies more than 5,000 specialty items to restaurants and grocery stores in the greater New Orleans metropolitan area. The company has approximately 65 employees and serves customers over a large portion of the Gulf Coast.

Because of the perishable nature of its products, Perrone & Sons must track the freshness, shelf-life and other attributes of its raw and finished products. Like other food manufacturers and distributors, attention to spoilage, product rotation, expiration date and lot tracking are critical business needs.

An example of this is the care Perrone & Sons exerts so that key suppliers do not ship them foodstuffs that are at or near the end of their shelf-life. According to John Perrone III, CIO and owner of Perrone & Sons, the company uses a number of SYSPRO modules to achieve this. The Lot Traceability application is key to managing and optimizing the company's food quality and bottom line. Here's what Perrone had to say:

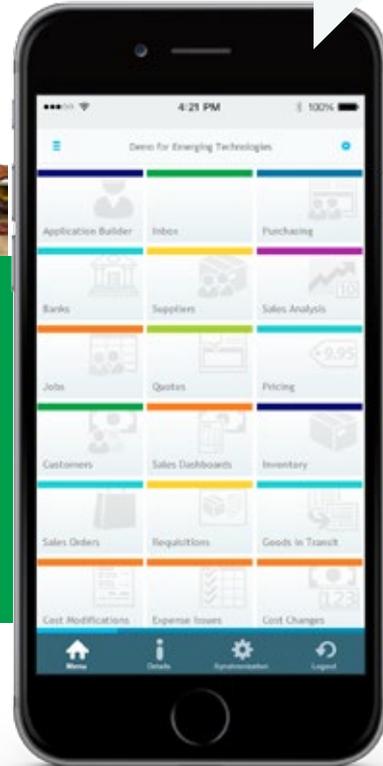
"SYSPRO has helped reduce our inventory by at least 25% . . . the software has really increased the possibilities of what we can do. We no longer have to spend months training new employees, as they are becoming proficient with SYSPRO in a week or less. The customization tools have made the need to memorize stock codes a thing of the past. One of the most important features SYSPRO 7 brings to my company is the new SYSPRO Espresso mobile ERP software. This tool will really become a game changer for us. It will have the effect of doubling our office staff without actually hiring any additional staff, as it will totally enable our sales people in the field to become self-reliant, greatly easing the work load of our current office staff."

After SYSPRO Espresso had been running at Perrone & Sons for a good few months, Perrone commented:

"Things are going well for us. We have just completed phase 1 of the cooler/freezer expansion at our warehouse in perfect time for the start of our busy season, which we are currently in. Espresso is working well, and I have a new salesman who is actually very computer literate which is nice as he starts making sales calls in the field and should make good use of it. Espresso is getting utilized, and I hope to increase our utilization of it even more as time goes on. I would also be more than happy to be a reference for anyone asking about Espresso."



SYSPRO Espresso was a finalist for an ECN Impact Award in the 'Software Design' category. These awards seek to honor the best and most innovative in the design engineering world.



The customization tools have made the need to memorize stock codes a thing of the past. One of the most important features SYSPRO 7 brings to my company is the new SYSPRO Espresso mobile ERP software.

- John Perrone III, CIO, owner of Perrone & Sons

### USA SYSPRO Espresso Accolades



SYSPRO 7 was named a silver winner in the category 'Enterprise Product of the Year - Software' in the 2014 Best in Biz Awards, the only independent business awards program judged by members of the press and industry analysts. SYSPRO 7 was honored not least for its mobile access through SYSPRO Espresso, which enables customers to gain real-time access to SYSPRO data on any mobile device.

SYSPRO 7 was also one of four finalists for a Golden Bridge Award, in the 'Information Technology - Software' category. The SYSPRO Espresso architecture drew recognition for being one of the first platforms of its kind to use a single source codebase to create native applications for any device. SYSPRO 7's mobile platform enables easy, anywhere, enhanced access to information on the go as well as effectively delivering SYSPRO anywhere and anytime.

Jim Mattor, Senior Vice President of Silvestri, confirmed that SYSPRO was chosen to support the company's rapid growth. He cited SYSPRO's multi-features, self-tailoring capabilities and ease of use as factors in the decision.

"We continue to look for the latest technologies for materials, design and production to keep Silvestri a leader in the field of retail design," Mattor says.

Silvestri Studios recently chose SYSPRO to make life easier for its sales force, which is spread out across the country. Based in Los Angeles, California, Silvestri manufactures mannequins, props and fixtures for movies and TV productions.



## UK MANUFACTURERS

# Quick on the Mobile Uptake



*Manufacturing is constantly evolving and therefore so is the way that our customers work. Espresso affords customers transparency of critical business data from any place at any time, helping to streamline supply chains and improve efficiencies.*

*- Cathie Hall, Managing Director, K3 Syspro*



**F**ast adoption of mobile technologies by UK manufacturers is enabling the industry to remain competitive with other countries, according to research findings from business solutions provider K3 Syspro.

K3 Syspro analyzed data from downloads of SYSPRO Espresso to identify a number of key trends, including downloads by platform, location and age group. Despite being released only 12 months ago, almost a quarter (21%) of downloads of the solution globally have come from UK manufacturing businesses, with over 2,000 downloads of the application to date. What's more, the majority of these downloads were made by workers in the 35-44 year age group, indicating that it's not just young engineers who are embracing mobile in the UK.



Quick on the

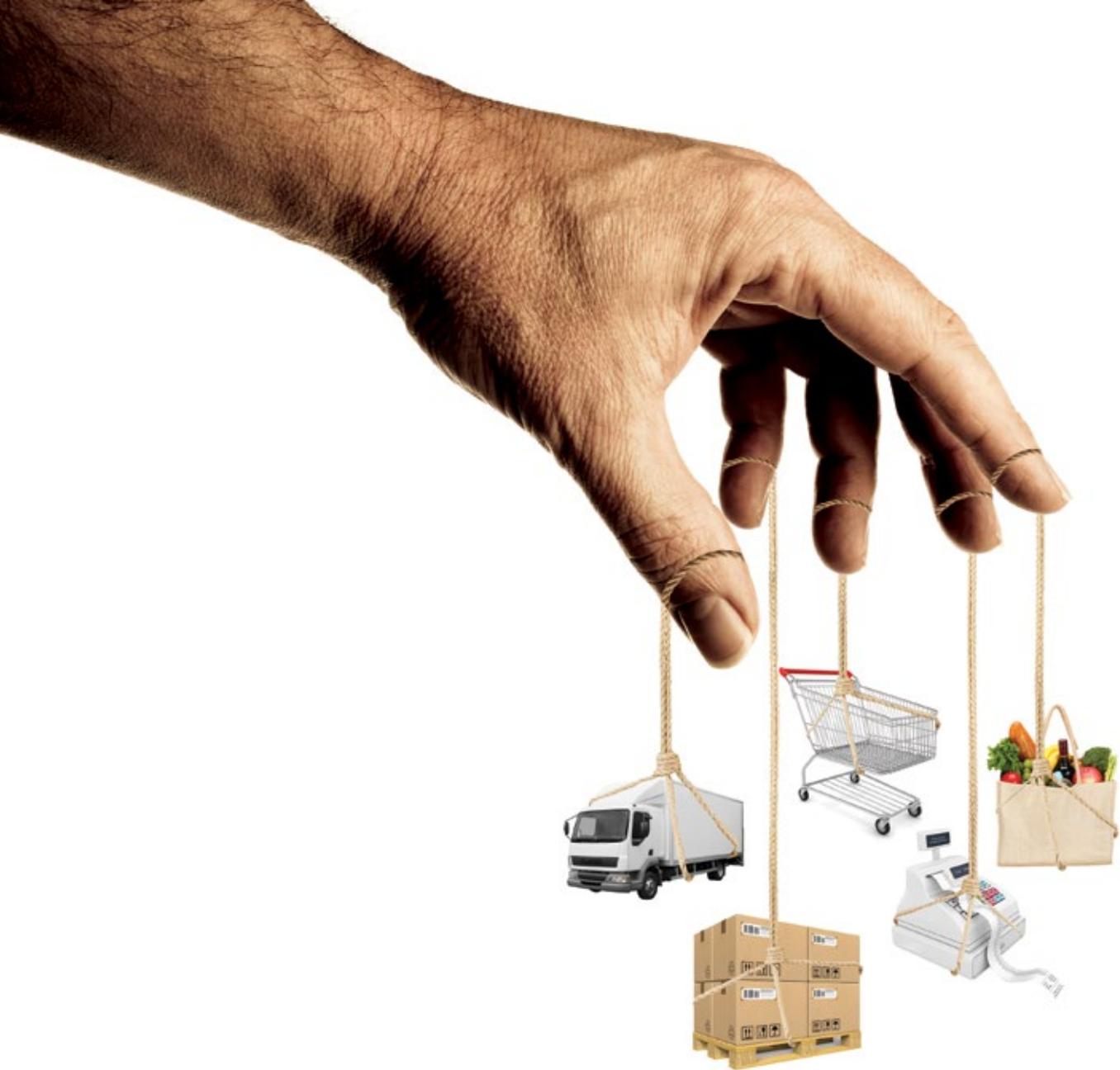
# Mobile Update

Although the UK still lags slightly behind the US in terms of total downloads of SYSPRO Espresso, the results from K3 Syspro offer an encouraging outlook for the future of UK manufacturing. What's more, the findings support recent research released in the annual PWC survey, which found that a staggering 81% of industrial manufacturing CEOs see mobile technologies as being strategically important for their enterprises.

Commenting on the adoption of mobile technologies within the manufacturing industry, K3 Syspro Managing Director Cathie Hall says: "It's really encouraging to see manufacturers are now prioritizing the importance of mobile technologies as a driving force in the future of manufacturing. Our own downloads of SYSPRO Espresso clearly demonstrate that UK manufacturers are ahead of the curve in terms of adopting new mobile technologies, and this is being reflected in overall performance levels.

"Manufacturing is constantly evolving and therefore so is the way that our customers work. Espresso affords customers transparency of critical business data from any place at any time, helping to streamline supply chains and improve efficiencies."

Just to recap, SYSPRO Espresso is a mobile platform which allows SYSPRO users to access vital business data in any location at any time for device-agnostic data collection and transaction processing. It is one of the first platforms of its kind to use a single source codebase to create native applications for any mobile device, with built-in powerful customization capabilities for both the end user and developers to engage. ❖



# Your business operations at your fingertips

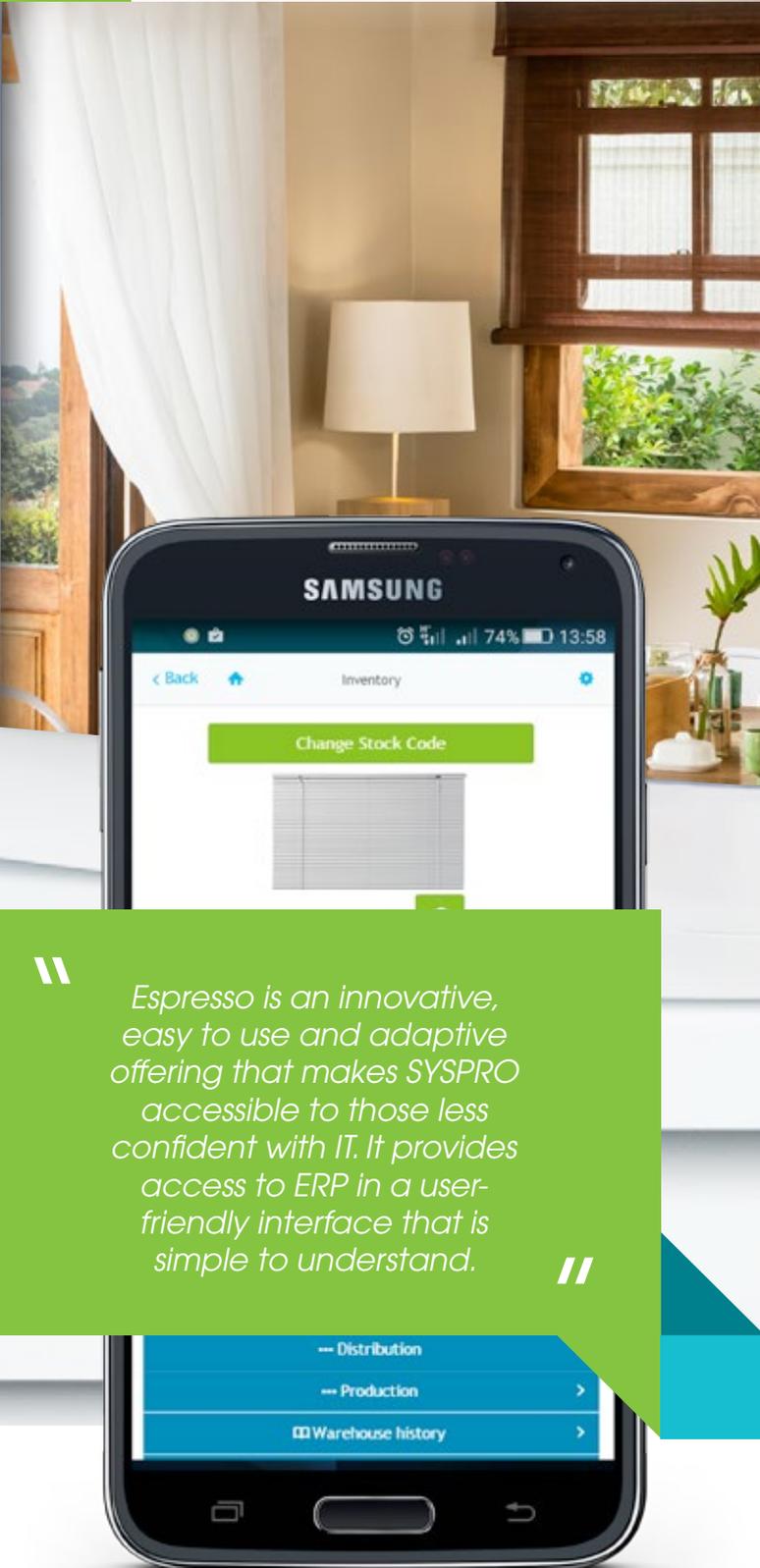
**SYSPRO Espresso™ mobile solution**  
Any Time | Any Place | Any Where





Decorland  
ONLY AVAILABLE AT DOME

# Décorland Heightens Control and Accuracy with SYSPRO Espresso



*Espresso is an innovative, easy to use and adaptive offering that makes SYSPRO accessible to those less confident with IT. It provides access to ERP in a user-friendly interface that is simple to understand.*

A major window décor company, Décorland’s products are available exclusively through Game Stores in a number of African countries. The product range includes curtain suspension accessories, curtain rods, curtain tracks, blinds, decorative finials and holdbacks.

Décorland faces challenges in managing its stock at point of sale because its products are positioned inside Game Stores’ retail outlets and all sales are processed on Game’s system. The company therefore identified a need for a mobile solution capable of operating independently and providing access to business processes and data with the same efficiency and reliability as in an office environment.

As a long-term customer of SYSPRO, Décorland has become accustomed to an ERP system that is comprehensive and well supported. The adoption of SYSPRO’s mobile solution, Espresso, was a natural progression.

Devon Trew, Business Development Executive of Décorland, comments: “Espresso is an innovative, easy to use and adaptive offering that makes SYSPRO accessible to those less confident with IT. It provides access to ERP in a user-friendly interface that is simple to understand.”

Decorland is currently making use of the SYSPRO Espresso Goods in Transit and Inventory Query apps with a view to adding Stock Take as soon as it becomes available.

“SYSPRO Espresso offers a greater level of control and a much more accurate picture of our data. The mobile solution has helped us to overcome the challenge of operating out of an environment that is neither owned nor controlled by Décorland,” Trew says. ❖



# Spazio Lights up Sales Force with SYSPRO Espresso



**S**pazio Lighting has been a SYSPRO customer for more than 15 years. Established in South Africa in 1989, the company specializes in the import and manufacture of lighting fixtures for the entire market spectrum, from architectural to commercial, domestic and industrial.

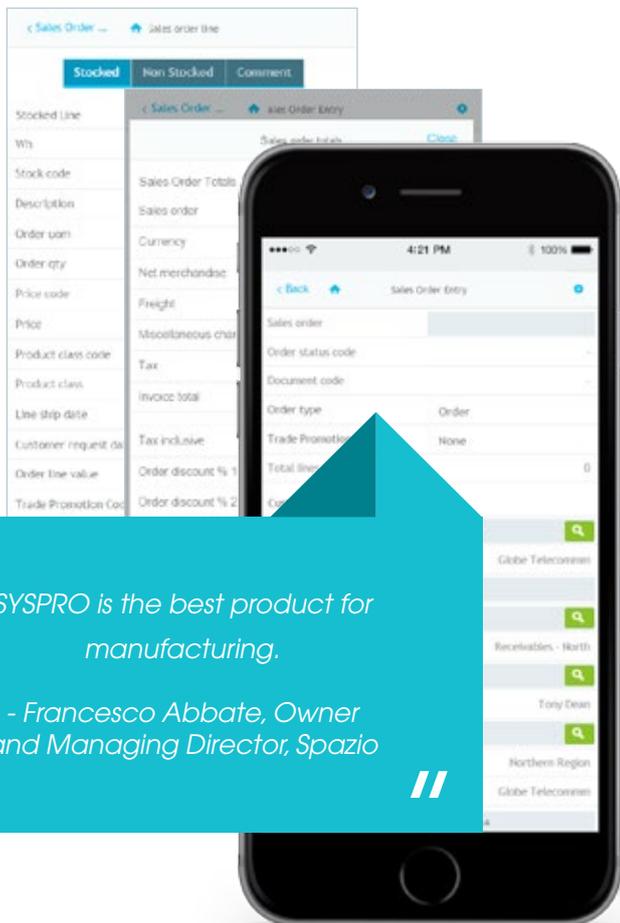
Renowned throughout Southern Africa for its quality range of products, Spazio provides additional services such as lighting layouts and designs, technical expertise and lighting consulting.

Francesco Abbate, Owner and Managing Director of Spazio, says the initial decision to implement SYSPRO was because "SYSPRO is the best product for manufacturing".

When Abbate saw an opportunity for the sales force to use SYSPRO Espresso to conduct inventory queries and pricing while visiting customers, Spazio became one of the first SYSPRO customers to adopt the mobile solution.

The objective is for the sales people to provide a faster, more immediate service to customers and reduce the need to phone through their queries. This in turn frees up resources to focus on and respond to incoming customer enquiries.

The day-to-day use of SYSPRO Espresso has allowed the Spazio sales team to identify concerns around the time it currently takes to access the key information they need. The SYSPRO team is working closely with Spazio to create an intuitive and tailored user experience for the sales team to enable a more efficient response time. ❖



*"SYSPRO is the best product for manufacturing."*  
 - Francesco Abbate, Owner and Managing Director, Spazio



## **SYSPRO Espresso™ mobile solution**

Any Time | Any Place | Any Where

For product-focused companies, establishing the most appropriate distribution strategy is key to success. SYSPRO provides flexible, customisable and scalable ERP solutions to help you model your supply chain. With the enhanced big data and mobile capabilities of SYSPRO Espresso you can have complete control over the planning and management of all facets of your business.

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