



SYSPRO's
EASE OF USE
and its ability to
**SIMPLIFY YOUR
SUCCESS**

MANAGING
IT CONSUMERIZATION
in the ERP space

HP Labelling Opts for
**FULLY INTEGRATED
SYSPRO SOLUTION**

***PARTNERING WITH OUR CUSTOMERS
FOR GREATER SUCCESS***

"Everything we do at SYSPRO is about being flexible and developing the simplest solution for our customers."
- Phil Duff, CEO, SYSPRO



Partnering with our customers for greater success

In this edition of Global Talk, we are concentrating on SYSPRO's ease of use and its ability to, as we like to say, simplify your success.

For nearly 35 years, we have been consistent in our approach, our philosophy, and our determination to provide you with a business software solution that makes your lives easier. From the beginning, that was SYSPRO's goal, and it hasn't changed. Along the way, it simply evolved from a product into an all-encompassing experience built, not only on user-friendly software, but also on our willingness to listen to our customers and to develop long-term relationships with you that are seldom seen elsewhere in this industry. Over the years, we have been privileged to enjoy those relationships with our customers and believe they have led to pleasurable experiences for you.

When I think of how we have developed SYSPRO over the years, I am reminded of a very successful advertising campaign to the medical profession which used the concept and line 'Doctors are people too'. This is how we in SYSPRO think of our customers - as business managers or owners - but most importantly as people who want to enjoy the experience of partnering with their software vendor as well as using their software.

SYSPRO's preference for treating our customers as people who simply want to use a business system without feeling too much pain has inspired us to develop practical solutions that are easy to adapt and use. This has become particularly relevant in today's world of consumerization, where our expectations of technology have changed. We expect our systems to work straightaway, whether it's in the workplace or at home. Fortunately, SYSPRO understands that, which is another reason for our commitment to ease of use. One of our salespeople, who has belonged to the SYSPRO community for many years, has even likened SYSPRO to plug-and-play because of its simplicity.





Just on the topic of SYSPRO’s customer focus, I am proud to say that the above statements are no longer merely my opinion; a recent IDC Buyer Case Study selected SYSPRO as an example of excellence of the culture, strategy and processes of the customer experience. The study attributes this to the fact that “SYSPRO believes that happier customers build reputations; products change, but values don’t; and all R&D initiatives are built first around customer (versus profit) desires”.

If you’ll indulge me just a little further, the report also states that “SYSPRO, with a three-decades proof statement on how to thrive in a competitively challenging market, is a live example that customer centricity is not a soft concept. In the SYSPRO example, measurement is happening on its customer’s perception of how well the customer experience strategy in particular contributes to the customer’s own success.”

Because when all’s said and done, that’s what it’s about. Your success. SYSPRO believes that our close relationship with our customers improves your ability to compete against much larger competitors. We are hugely proud of our customer retention rate of 98%, and I would like to take this opportunity to thank you for your loyal support.

To put things in perspective, here's a quote from Mick Whitlock, President of Vanns Spices:

“ Lots of companies have great technology, but there’s an intangible with SYSPRO. The customer experience is really exceptional. On the second day we had SYSPRO, a problem occurred on our own server, which had nothing to do with the SYSPRO application. We accidentally deleted an important file, and it could have been another insane day for us. We’re in Baltimore, but our support team was on the West Coast, so there was a three-hour time lag. Yet by 10am Eastern time – 7am Pacific time – we had their assistance to get us up and running again, with the backed-up file and their complete attention. I had maybe one hour of worry, and then sanity was restored.”



At the end of the day, everything we do at SYSPRO is about being flexible and developing the simplest solution for our customers. Please read on – this issue of Global Talk has some excellent examples of how our customers have used SYSPRO to make their lives easier and their organizations run more smoothly. ❖

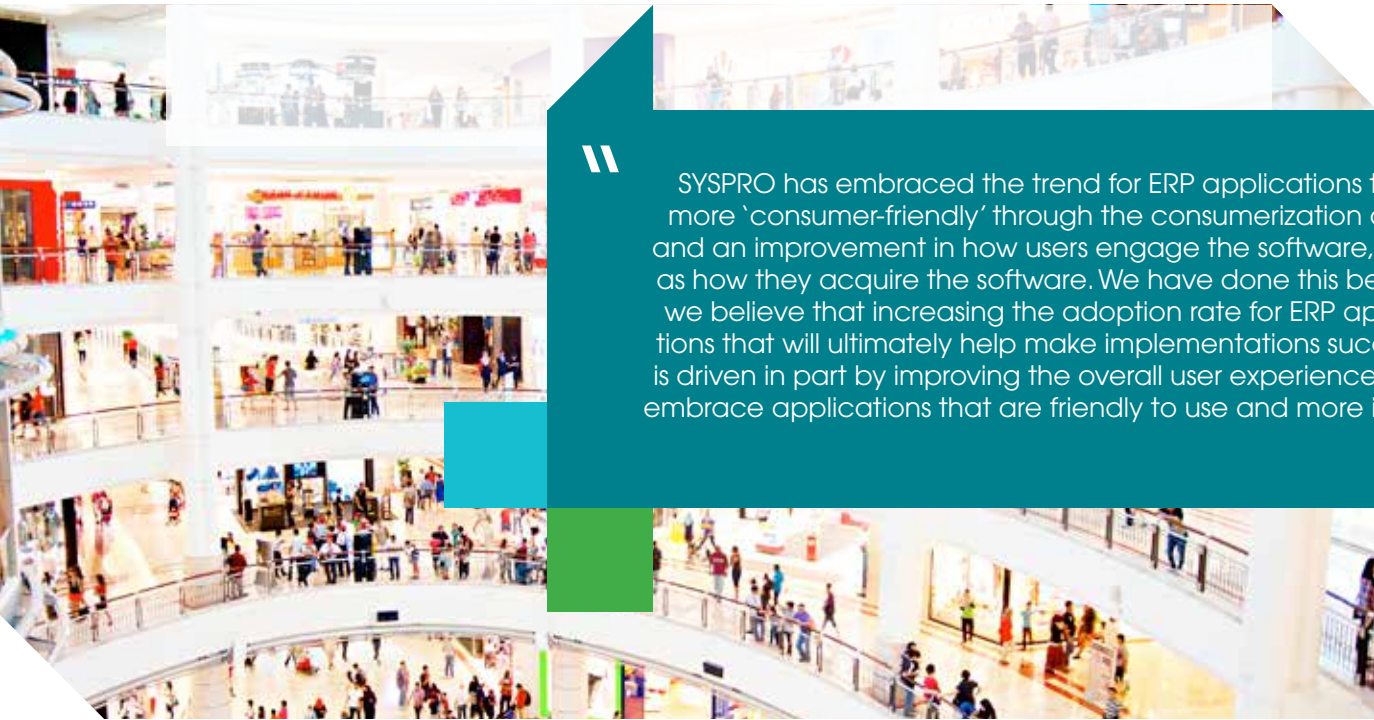
Phil Duff, CEO, SYSPRO





Managing IT Consumerization in the ERP space

Louise Thompson, Product Marketing Director at SYSPRO, believes that just as the Internet changed the way we operate - almost without us fully realizing its profound impact at the time - so 'consumerization' is having a similar effect on business.



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SYSPRO has embraced the trend for ERP applications to be more 'consumer-friendly' through the consumerization of ERP and an improvement in how users engage the software, as well as how they acquire the software. We have done this because we believe that increasing the adoption rate for ERP applications that will ultimately help make implementations successful, is driven in part by improving the overall user experience - users embrace applications that are friendly to use and more intuitive.

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Top three innovations that I see driving the consumerization of technology in the workplace

- *User-interface:* In the changing face of the user interface (UI), touch is becoming more prevalent across a wide range of devices. Part of this trend is the increasing demand for more visual iconography, where graphical imagery is at the heart of one's interaction with a device.
- *Mobility:* The usage of the mobile platform continues at an incredible rate, with access to information and the ability to communicate via email and other platforms while on the go becoming essential.
- *Geo-location:* Leveraging geo-location capabilities combined with virtual reality has a considerable effect all the way from the functioning of the warehouse and stock-take through to distribution and goods delivery.

The uptake in hardware adoption is clear with a significant focus on ensuring companies are prepared for the onslaught of the Bring Your Own Device (BYOD) wave

Gartner predicts that 'by 2017, half of employers will require employees to supply their own device for work purposes'. BYOD simply cannot be ignored. It is happening and it's here to stay. Companies need to have policies in place to manage the process in the context of their specific IT and operating environments. Secondly, if one considers the manufacturing environment and the increasing multitude of individuals using applications on the factory floor and out in the field, these apps need to be developed so that they are device agnostic.



How the consumerization of IT is affecting the traditional ERP market

I believe there are two key areas that are particularly relevant to the ERP market:

1. The increasing value of an App store – where all applications can be centrally located and used on any device. Part of this is the demand for personalization, where companies can personalize a standard application to meet the needs of their specific environments e.g. creating invoices on the go.
2. Specific collaboration tools e.g. ‘Go-to-meeting’, also allow for increased connectivity that supports communication across borders, truly enabling the global village.

The impact of consumerization on the manufacturing and distribution environments

There is a massive impact on the business intelligence available to a business on two levels: the operator Key Performance Indicator (KPI), and the executive or management KPI. When considering customers whose trucks are being treated as mobile warehouses, a significant percentage of their sales are coming from ad hoc sales on the go. In this case using SYSPRO’s mobile platform, Espresso, enables our customers to leverage this mobility by being able to create, view and share invoices on the go. Remote visibility is an essential tool – for example, a production manager may have a full view of their operation when they are offsite or travelling. Geo-location technology goes without saying when it comes to tracking objects throughout the supply chain.



How SYSPRO is leveraging consumerization when it comes to:

- *Engagement with stakeholders:* SYSPRO hasn’t done so directly, but rather via empowering customers by enabling mobility through their respective supply chains. SYSPRO’s mission has been to allow customer visibility at all points, from a customer being able to track an order to the supplier being able to monitor the distribution status.
- *Approach to product development and innovation:* SYSPRO’s means of equipping customers with the relevant tools to enable this is heavily entrenched in the Espresso mobile platform as well as SYSPRO’s App Store – both empowering customers to deliver full service ERP on the go. SYSPRO is also in the process of creating modules for an education platform through our partnership with Nelson Mandela Metropolitan University. These will cover a BYOD policy as well as a module dedicated to ‘the impact of green’ through the supply chain.

Some tips for companies when it comes to managing this IT consumerization trend

- Implement a BYOD policy to avoid any unwanted situations for your organization.
- Prioritize data integrity.
- License the user rather than the device. This allows for flexibility as employees swop and migrate to new devices, but also allows you to automatically switch off a license when an employee leaves.

My predictions for the future of consumerization in the ERP market

In the past, PCs in the manufacturing environment were restricted to stationary desktops. But I believe we will see more usage of mobile devices leveraging Bluetooth and wireless capabilities on the factory floor and throughout the distribution process (don’t get me wrong, I still see a place for desktops in specific roles on the floor). I also think that technology will be used more widely in the security and goods control processes. Part of this is the proliferation of identification standards, whether it is through personal identification via biometrics (e.g. fingerprints and optical recognition), or through identification of the actual products via Radio Frequency Identification (RFID) technologies. ❖



1000bulbs.com Reports Record Shipments; SYSPRO Key to Rapid Order Turnaround

In December 2012, Texas-based Internet retailer 1000Bulbs.com announced record shipping activity for the month. In fact, the company experienced several days during which 2700 orders were shipped in an eight-hour shift.

1000Bulbs.com stocks and sells more than 12,000 electrical bulbs and products to consumers, universities and major organizations and companies such as NASA and Boeing. CEO Kim Pedersen, who is also the founder of the company, oversees an award-winning business of more than 100 employees.

An Internet-based enterprise, the company offers everything from simple, household light bulbs to cutting-edge specialty lighting systems. Nationally recognized for growth, innovation, and customer satisfaction, 1000Bulbs.com is an influential force in the lighting industry.

Today 1000Bulbs.com enjoys annual sales of eight figures along with double digit sales growth. Previously recognized among Inc. Magazine's Top 5000 Private Companies, SMU Cox School of Business Top 100, and a host of other awards, Kim Pedersen was recognized in June 2010 as Entrepreneur of the Year by Ernst and Young.

Pedersen attributes the company's ability to process record shipments to its use of SYSPRO ERP software, which has automated web-based order processing and the development of highly efficient troubleshooting procedures.



Several years ago, the company selected SYSPRO to facilitate growth, control transactions and enhance customer service. "We have so many transactions that, without SYSPRO, we could never complete and ship that many orders out the door," Pedersen says. "SYSPRO allows us to manage the back order process and everything else that goes into an order."

He notes that web-based customer orders are downloaded into SYSPRO every 20 or 30 minutes followed by the applicable allocation logic. "Based on customer preferences, order status is determined, followed by indications if the product is in stock, whether the customer's credit is okay and other pertinent order details. If the part number is problematic, the order is put into a suspense file, and a sales rep contacts the customer for clarification and verification that the customer has ordered the correct part."

Pedersen explains that SYSPRO enables 1000Bulbs.com to issue a list of proactive reports that pull data out of SYSPRO on potential issues. The reports range from a list of back orders to bad addresses and credit card issues. Customer service groups try to proactively solve the problems transparent to the customer. "If they can't, then they will contact the customer, providing options," he says.

Pedersen leaves no doubt that he will continue his quest to provide the ultimate customer experience. However, with growing sales, record shipments and numerous awards, one can assume he has already reached this lofty goal. ❖

1000Bulbs.com





HP Labelling Opts for Fully Integrated SYSPRO Solution



HP Labelling manufactures and supplies a diverse range of labels for industrial applications across the market spectrum. Its client base spans nurseries, retail, distribution, marketing, barcoding, forestry and chemicals.

Due to the diversity of its operation, the HP Labelling product range consists of thousands of items, each with its own unique stock code. Some are manufactured regularly, while others are only produced once a year.

Self-adhesive labels comprise paper and synthetic materials which are generally die- or butt-cut to customers' requirements and backed with adhesives to suit specific applications and environmental conditions.

Metal and plastic labels can be punched for slots and holes, shaped and printed on both sides for forestry and timber applications. HP Labelling manufactures log tabs made of a cross-woven synthetic plastic material printed in various colors. Added to the above are nursery and pack-house labeling products, anodized aluminum and silkscreen labels, and barcode printers and ribbons.



“ The depth of information contained in SYSPRO 6.0 is endless. I have never been unable to meet a request for a report to meet particular needs. SYSPRO 6.0 fits our requirements perfectly

- Rita Bushby, Financial Manager,
MIS HP Labelling



As a result, the company needed a fully integrated system with the power and flexibility to mold to its requirements. A long-term SYSPRO customer, HP Labelling elected to upgrade from IMPACT Award 3.2 to SYSPRO 6.0 to keep abreast of technological developments.

HP Labelling's 20 users adapted to the leap in technologies extremely well, proving once again the benefit of quality training and SYSPRO 6.0's renowned ease of use.

SYSPRO 6.0 has met HP Labelling's requirements perfectly. Information can be produced immediately in response to directors' requests and, if the information is not readily available, users simply create the necessary report using SYSPRO's Report Writer.

“The depth of information contained in SYSPRO 6.0 is endless. I have never been unable to meet a request for a report to meet particular needs. SYSPRO 6.0 fits our requirements perfectly,” says Rita Bushby, Financial Manager, MIS HP Labelling.

The greatest benefit derived by HP Labelling from implementing SYSPRO 6.0 is monumental peace of mind. The absolute accuracy of the reporting enables Bushby to cross-check any figure and produce several reports to support the results. The same version of the truth is produced regardless of how the information is accessed.

Additional benefits include ease of use, flexibility and enhanced productivity.

HP Labelling plans to enhance the automation of its ERP environment by implementing SYSPRO e.net Solutions in the near future. This would generate enormous time savings, as invoices and statements could be emailed rather than printed and manually faxed to customers and suppliers. ❖

With its head office in Johannesburg and representation in Cape Town, Durban and Nelspruit, HP Labelling also runs four warehouses.

HP Labelling's jobbing environment is rare in the manufacturing world, primarily because of the great variety of labels which it produces. Quantities, types and demand all change from month to month. The operation also calls for extensive research, for example to develop heat-resistant labels or labels which cannot be torn.





Cobham Merges SYSPRO and Document Management using SinglePoint Technology



Traditionally, ERP solutions do not incorporate document management technology but when Cobham Advanced Composites looked for a way of streamlining its business processes, only the two solutions together would suit.

A British company, Cobham Advanced Composites manufactures and supplies radios, aeri-als, defense and communications equipment for corporate and military aircraft. With 70 sites globally, including some in the UK, USA, France and South Africa, Cobham is a key supplier to the likes of NASA and the American military.

Cobham is an existing user of ERP software and previously used OMNIS software alongside a rudimentary document management system and a labor-intensive manual filing system. The company needed to interlink the two systems to have access to designs from the shop floor. With over 100 design engineers and just 80 production staff at each site, Cobham had more than 70,000 designs and drawings that needed managing – a combined system was the only solution.

When it came to the selection process, Cobham went to K3 Syspro for a solution. Although K3 Syspro had no solution that combined ERP and document management, it traced SinglePoint from a third party and configured it to suit Cobham's specific requirements.

Steve Duplock, Drawing Office Manager for Cobham, says: "We knew that we needed something configured specially for us. K3 Syspro demonstrated how they could tailor

SinglePoint to suit our business and we were so impressed with the potential of the solution that we asked them to set about the installation process straight away."

K3 Syspro introduced a SYSPRO Workflow Service to enable Cobham to create efficient interaction between SYSPRO and SinglePoint, enabling the company to design, orchestrate, manage and enable business processes through a fluid and easy-to-use interface. This enabled SYSPRO and SinglePoint to connect together and transfer data between each other. It also allowed for greater clarity, transparency and integration throughout Cobham's business processes from end to end.

"We started off using SinglePoint in the engineering sector of our business. Just in this one section of the business, we were able to see which additional features we needed to add to the solution. We had a number of new tabs added to the solution to help us. Things such as timesheet systems were linked into the solution to enable us to book time and labor costs associated with each individual job. We also added lead requests and are still growing the system today, as we come to understand it even more," Duplock says.



"It came to the point where workers from different sections of the business were seeing how SinglePoint was assisting SYSPRO in our engineering sector and began suggesting how it could assist them in their line of work. Eventually we had it installed throughout the entire business and began to see how it could help us as a growing company."

The solution is able to link a particular design issue to the shop floor, pulling up a part number and assigning it to a particular department. To save even more administration time, K3 Syspro turned to third party Synchronology to create an automatic document load package, which links all design drawings to SinglePoint, with the SYSPRO Workflow Service relaying the information into SYSPRO. As a result, Cobham now has a fully integrated solution that incorporates document management with SYSPRO and enables the company to digitally pick up secure, version-controlled drawings. The entire work process from design stage to project completion is now all controlled within one system, keeping processes streamlined and simple for Cobham.

"We have had SinglePoint integrated with SYSPRO running throughout the entire business in our three UK sites since April last year and are noticing the benefits of having all our processes tracked by one system. We have over 300 people on site using it and because it all runs over the Internet, we are able to pick up and trace jobs from anywhere there is a computer," Duplock says.



"Although we did have a document management system in place previously, we had no way of linking it with our ERP package and so we still had a lot of paperwork lying around our sites. The time it took for us to source a part number and relate it to a particular order on the shop floor could have been better spent on actual production so we are delighted we now have this integrated solution that allows us to get on with our job instead of fulfilling a number of administrative tasks."

Already, Cobham's sites in the US are implementing SYSPRO 6.1 into the business with plans to possibly add SinglePoint at a later date. The company is benefitting from having business processes available to view from anywhere in the factory and is finding it much easier to add new jobs and track the progress of existing jobs.

Duplock says: "We are really impressed with how K3 Syspro has configured SinglePoint with SYSPRO in line with the demands of our business. I am amazed by the flexibility of the overall solution and, because it creates workflows, it is adaptable to any changes within the company. It has really helped us take a step forward internally as a company and eliminate some of the labor-intensive tasks that we always dreaded carrying out before." ❖





Densigraphix Leverages SYSPRO to Refine its Business Processes



Canadian distributor of laser products
Densigraphix is leveraging the open architecture of its SYSPRO solution to refine and extend its business processes and sharpen its competitive edge.

Densigraphix has been a user of SYSPRO ERP software for the past 13 years. Since the introduction of SYSPRO 6.0, Microsoft®.NET component architecture and XML standards have been leveraged to deliver SYSPRO e.net Solutions, an open framework which provides users with a standardized method for directly accessing SYSPRO's business functionality.

SYSPRO e.net Solutions is predicated on 'business objects', componentized modules of code that can be independently accessed to perform specific business functions and processes. Business objects also allow external applications to interact and communicate with SYSPRO using functionalities such as Web Services.

Through the use of business objects, in-house applications can be created to enhance, simplify and extend SYSPRO functionality onto websites, into warehouses, and onto the shop floor. Since business objects use the core system's security, third-party developers are relieved of the burden of duplicating SYSPRO security settings in their external applications. Furthermore, since business objects are separate from SYSPRO source code, external applications will continue to work after upgrades to future versions of SYSPRO.

Robert Cotran, Densigraphix's Vice President of Technology, has used SYSPRO's business objects for a variety of tasks. His talent for object-oriented programming allows Densigraphix and its supply chain partners to streamline business processes across the Internet, facilitating the construction of interfaces which simplify and extend SYSPRO's functionalities.

Since 2001, Densigraphix's B2B eCommerce website has allowed supply chain partners to place orders, view their order history and track the status of their orders online. "Our B2B website has greatly improved the quality and accuracy of business information at our customers' disposal," says Cotran. "In turn, that allows us to improve delivery times and provide our customers with a higher level of service."



B2B integration facilitates the transformation and exchange of information between SYSPRO and other applications, including legacy systems. Densigraphix's partners and customers can order, query and update their information, regardless of the conversion requirements and data formats used. "Our Internet applications write orders to SYSPRO using business objects. That enables us to quickly establish and manage Internet relationships with other organizations. It also makes it possible for us to automate document interchange effortlessly," Cotran says.

While eCommerce provides an important competitive edge, for Cotran it's only the tip of the business object iceberg. Densigraphix has created about 50 company-specific software applications. "We refer to a group of them as our suite of Predictive Operations Management (POM) interfaces," Cotran says. "It's the use of business objects in SYSPRO that has allowed us to do this."

For example: SYSPRO has the ability to track 'work centers' and isolate the labor cost for an assembled product. Densigraphix wanted, however, to extend SYSPRO's functionality onto the shop floor with an easy-to-use interface. The company needed to estimate the cost of the labor component per bottle of toner, and the only way to gauge the accuracy of the estimate was to follow a production run from beginning to end, keeping track of employee breaks, breaks to clean or repair the machine, and different employee salaries. This required input from the shop floor.

The Production Management Interface (PMI) presents the shop floor worker with an easy-to-use touch-screen interface. The user selects the appropriate job from a list in the Work in Progress module, indicates the machine being used, and assigns specific employees. All the information required - including the varying salaries of individual workers - is then available for the shop floor interface to read, since the interface is linked directly to the company's SQL database.

"SYSPRO provides an easily accessible and flexible database backend," Cotran says. "We can query SYSPRO, then present the data to the factory floor workers in a format that's easy to understand."

Cotran's PMI is only one example of how Densigraphix has used business objects to enhance SYSPRO's out-of-the-box functionality. Other applications written by Cotran include a Transfer Interface.

"I wrote the Transfer Interface," says Cotran, "to help us intelligently direct stock movement through our four warehouses. The Transfer Interface displays stock predictions, and provides the historical data on which each prediction is based. We might decide to modify the prediction because the particular stock is ending its lifecycle, or because it's selling particularly well, but the interface does most of the work for us. Once we've selected a quantity, we click on a transfer button, and it automatically sets up the inventory movement in SYSPRO. It does the transfer, gives a confirmation with a journal number, and prints a transfer in the warehouse for the pickers. Without the interface, it's a more involved task."

Using business objects and SYSPRO, Densigraphix has taken advantage of an open architecture to optimize its IT investment. "For many businesses, SYSPRO works right out of the box, but for companies that are actively involved in refining their business processes, SYSPRO's focus on flexibility and integration can open up a world of opportunity," Cotran says. ❖





Smarter Weighing with **Smart ERP**

Smart ERP

Leading Australian weighing product manufacturer Rinstrum's unwavering dedication to quality and innovative design has seen it become an international company that distributes throughout Australia, Europe, Asia Pacific and the Americas.

The company works with expert sub-contractors globally to assist in manufacturing weighing products that can weigh anything from beans to trucks – including the catalog listing bench and hanging scales, digital weight indicators, weight controllers and weigh-batchers, remote displays and weight transmitters. All units undergo complete functional testing and performance validation in its production facilities in Australia and Sri Lanka.

A SYSPRO user since July 2003, Rinstrum now has its US and Sri Lanka subsidiaries running on SYSPRO, with its German office scheduled to go live in July 2013.

With the German office on SYSPRO, Rinstrum will have a total of 36 staff using SYSPRO, more than doubling the number of users a decade ago. This has been helped by SYSPRO's flexibility, which has scaled up in line with the company's strong growth. The integrated ERP system has fostered customer and supply chain collaboration, provided comprehensive visibility into Rinstrum's operations, helped differentiate its products, delivery performance and customer services, and streamlined order-to-invoice processes and operations.



SYSPRO helps Rinstrum keep track of its 30,000 product items. Given the large inventory, visibility into the stock levels is essential. SYSPRO's traceability features facilitate the tracking of materials through the receiving, manufacturing, assembly, inspection, stocking and final dispatch stages. This comprehensive traceability helps Rinstrum track, gain visibility and identify item availability. In addition, SYSPRO Engineering Change Control (ECC) and Serial Tracking has helped Rinstrum improve the management of engineering changes to its products and associated data.

"With SYSPRO, all activities are planned and managed, and the data is automatically captured through to accounts," says Darren Pearson, Managing Director at Rinstrum. "Today, we still stock a lot of raw materials for legacy products. SYSPRO is able to support both models."

The integrated nature of SYSPRO has provided staff with access to information such as customer and purchasing histories, and stock availability. Data that is updated in the warehouse side or any location will be seamlessly indicated and updated into SYSPRO's main database. It has also removed the possibility of human error through re-entering data.



Better Planning

While product tracking has been a valuable function, SYSPRO's Materials Requirements Planning (MRP) module has been a boon for Rinstrum's production process.

"We have most recently implemented the forecasting and MRP and it has been working effectively for three years with improvement in our inventory management," Pearson says.

"The MRP module can do a complete list of everything that needs to be actioned. In the past, there was a lot more double-checking to ensure accurate stock levels and products on order. Now, we can be confident that we have not misplaced an order for a part, and don't have to worry that it is entered correctly. The field number tracking and warehouse control helps us with customer queries on particular products."

Easy Global Rollout

SYSPRO has made it easy for Rinstrum to quickly and efficiently implement the same system in its subsidiary locations. The company has replicated the SYSPRO system with some minor adjustments in its Sri Lanka and US subsidiaries, to accommodate the local legislative requirements and regulations.

"These have gone well as we have been able to use the same configuration at each site and reused many of our work instructions that detail how we use SYSPRO specifically," Pearson says.

"We were able to implement existing processes with slight modifications only for our US start-up in the space of a month, with a high level of confidence. We have maintained visibility from Australia while assisting with some processes in SYSPRO for the initial period."

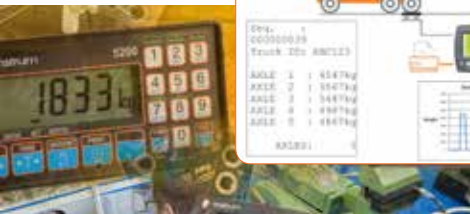
Besides the ease of a global rollout, Rinstrum has enjoyed the benefits of using a single ERP system to run its global operations, as it is much more easily maintained and developed, and enables transparency of the operations at the subsidiaries. Now, it is easy to generate consolidated statements that meet the standards for consolidated reporting, and a single chart of accounts.

"The use of an ERP system globally provides a level of transparency that is vital as each site is a wholly-owned subsidiary of Australia," Pearson says.

Consolidated Reporting

With all the hubs operating on SYSPRO, reporting is a lot simpler.

"We can co-ordinate, consolidate reporting, check stock holding in multiple locations around the world, and respond to customer demand a lot more readily," Pearson says. There is also less paperwork with a consolidated system. "It's the same training, most stuff can happen electronically, eliminating faxes and double entry." ❖





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