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The road ahead...

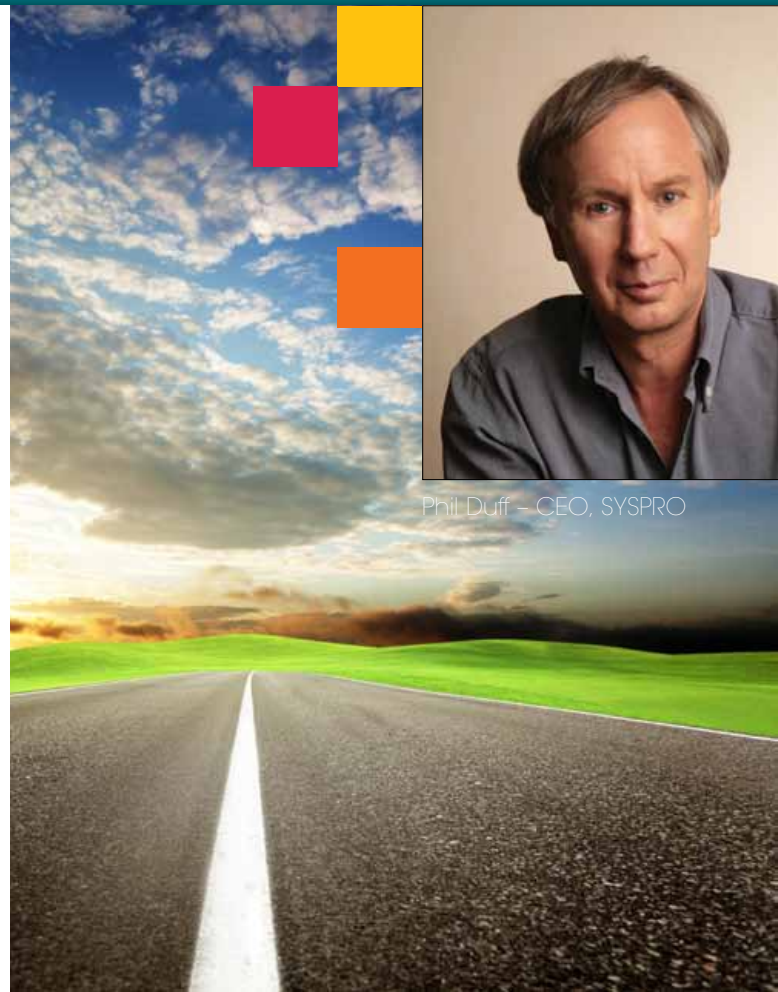
For 32 years, SYSPRO's goal has been to provide high-quality, good-value packaged enterprise software which is targeted to the needs of manufacturers and distributors in the small and mid-sized business market sector. To achieve this, we have leveraged our three decades of experience to develop software focused on improving functionality and flexibility, and personalizing the software and its user interface, thereby enabling customers to run their businesses better and making SYSPRO easier to use and adaptable to individual needs.

The functionality and technology which is deeply embedded in SYSPRO's underlying architecture is not bolted on or acquired. These embedded capabilities make it possible to mitigate risk and reduce complexity for customers implementing SYSPRO.

SYSPRO's Power Tailoring capabilities enable mid-sized manufacturers and distributors to customize and personalize their SYSPRO solution to such a degree that it can feel 'home grown' and built expressly for the customer. Today, with more than 14,000 licensed customers in over 60 countries and supported by hundreds of channel partners, SYSPRO has become a top mid-market ERP provider known for its pragmatic yet visionary approach to software development. We deliver what the SMB market needs, when it needs it, and we allow adoption and migration paths that are optimal for the SMB market.

Product Roadmap

To increase the breadth of its coverage, SYSPRO will be targeting new markets in terms of both territory and industry verticals as well as adding features to meet the functional requirements of those industries and territories. The real focus for the next two to three years is to understand the target industries



Phil Duff - CEO, SYSPRO

that we're good at and to ensure we meet their needs - so that, out-of-the-box, the product does exactly what is necessary to achieve your success.

For example, regulatory requirements in a number of industries demand strict control and monitoring of material from receipt, through production and to distribution. We recognize that quality control is critical to our selected target industries and SYSPRO will continue to add advanced features into its quality management solution to enable organizations to ensure that they can adhere to those ongoing required regulations.

For targeted vertical markets, a 'fast track' implementation approach will be introduced to enable customers to achieve return on investment quickly.

SYSPRO will continue enhancing its business process management facilities to provide more comprehensive application lifecycle management. This will improve your organization's ability to adopt 'Lean' practices by standardizing and integrating processes and

transactions to eliminate non-value-adding activities. Another enhancement will be to introduce dynamic business process management, enabling organizations to review and re-engineer processes as and when needed to respond quickly to business changes.

The SYSPRO product is one of the few business application suites to have developed a single source solution which does not require external applications to run the business. This single DNA preference ensures that the basic underlying structure and processes, as well as the look and feel, have remained the same. To provide 'all' functionality from within the core product is key for SYSPRO. Four principles support this.

- Simplify – we continuously strive to make personalization and information access as flexible and as easy as possible, giving you complete freedom to visualize any required information from within SYSPRO in any application, and to make this accessible by removing the need for development skills
- Empower – today's businesses demand real-time insight into their operations and greater visibility into processes and functions. Our approach is to enhance SYSPRO's functionality to enable greater risk management, compliance and sustainability reporting. We will be releasing new functionality that will enable you to realize these requirements and further leverage the software to meet raised standards of governance and regulatory compliance

- Implement – we focus our efforts on making upgrades as simple and quick as possible, protecting your investment in the software and allowing you to keep pace with evolving business requirements. We are currently addressing business process-driven applications, centralized security, role-based administration and simplified upgradeability
- Lower costs – we are committed to setting the standard for ERP innovation in the mid-market by streamlining, aligning and automating processes, optimizing collaboration, simplifying and personalizing the user interface, enabling perfect order fulfillment and mobile platforms, anticipating virtualization trends and addressing social media

As you will see, this edition of Global Talk focuses on the Medical Devices vertical market. SYSPRO is very strong in this industry in North America, and it's interesting to see how the challenges facing Medical Device companies – compliance, traceability, corporate governance – echo the issues in many other vertical sectors.

The SYSPRO product is one of the few business application suites to have developed a single source solution which does not require external applications to run the business. This single DNA preference ensures that the basic underlying structure and processes, as well as the look and feel, have remained the same.

For example, in the volatile and ever-changing medical industry, compliance is key. To successfully compete, medical firms require a comprehensive, yet easy-to-manage ERP solution to accurately monitor every process from design and documenting to purchasing and traceability. SYSPRO is committed to helping companies achieve and maintain regulatory compliance – regardless of the industry in which they operate. ❖

Phil Duff
 CEO
 SYSPRO





Vital Analysis

reports on the medical devices sector

This is an excerpt from a special report by Vital Analysis on the requirements of technology buyers in the medical devices market sector. Vital Analysis is the publishing, research and analytical arm of TechVentive, Inc.

Medical devices firms face a bewildering quantity of regulations and changing market requirements today. The volatile nature of this industry is causing executives to rethink what type of technology provides the best long-term solution for their firms. In short, these executives have come to realize the shortcomings of ad hoc/stopgap compliance tools (eg spreadsheets) and basic/generic ERP solutions. These executives now recognize that their firm's success is dependent upon ERP vendors who are committed to the medical devices sector, who anticipate regulatory changes, who possess very broad solution sets and have built tremendous technical flexibility into their products.

Medical device firms are undergoing business model changes quite frequently today. The range of these changes makes it hard to define a standard business model for this industry. Some companies will do everything in-house while others utilize contract manufacturers, third-party distributors, etc. Finding a software solution that accommodates one's current business model is tough, but finding a solution with enough breadth and flexibility to support multiple, future business model changes is quite rare.

SYSPRO's offering in the medical devices sector impressed us. It is a broad, deep ERP solution that is targeted for small to medium size businesses. SYSPRO is committed to the medical device sector and has made a number of functional enhancements to its medical devices vertical. We were also pleased to see the flexible .Net architecture stack that the entire product line utilizes. When this architecture stack is coupled with their broad functionality,



users gain business model flexibility unavailable in other solutions.

The Medical Devices Industry

Operating a medical devices firm successfully may be one of the hardest business challenges possible. The amount of regulation, documentation and approvals that must be shepherded from initial product idea through the product's entire life cycle is daunting. Regulatory requirements change seemingly by the minute and even efforts by governments to harmonize regulations across borders will no doubt create additional short-term cost and difficulty for these firms. It's hard to grow a medical device business profitably when the company is constantly playing catch-up to new regulations.

Top executives in medical device firms need a new kind of business capability – a capability that provides state-of-the-art compliance with current and emerging regulations while simultaneously facilitating growth, changes in business models and process improvements. At the core of this capability is a technology solution that permits firms to become operationally excellent without being bogged down by the numerous external market pressures affecting their industry. Medical device makers need a solution that keeps their businesses from becoming sub-optimal or dysfunctional.

Common Business Concerns of Medical Devices Firms

- Product ideation and commercialization
- Product costs
- Adverse costs (eg recall costs)
- Data
- Compliance
- Sales

Technology Requirements

Basic ERP solutions provide only foundational technology capabilities for medical device firms. These solutions often provide back office accounting and HR applications as well as some front-office capabilities. Better ERP products also provide a host of manufacturing and distribution modules. But, it is the industry-specific and regulatory requirements above that line that define what a medical device technology solution should support.

The best medical device companies choose their technology solutions very wisely. Specifically, these smart technology buyers look for solutions that:

- Meet all current regulatory requirements for all countries in which the buyer operates
- Have a deep, rich history of meeting new global regulations on time
- Contain a full suite of ERP capabilities from back office to front office, shop floor and distribution
- Have solutions with substantially more functionality than the buyer currently needs. This overabundance provides flexibility whenever the buyer's company must alter its business model, product mix, distribution methods or other aspects of its business
- Are built with highly adaptable technology infrastructures like .Net and Service Oriented Architecture

SYSPRO Alignment in Medical Devices Space

We were briefed on SYSPRO's vertical solution for medical device manufacturers and distributors. SYSPRO possesses a complete ERP product line that is suitable for most discrete

manufacturers. Moreover, it appears to be quite relevant for medical devices manufacturers.

We believe SYSPRO's solutions represent viable, logical, long-term solutions for medical device firms. Specifically, we believe the solutions offer users peace of mind as they comply with most regulatory requirements. Given the size of the company, the success it has secured already in the space and its commitment to staying ahead of the curve with compliance matters, we believe SYSPRO should be on the short list of many medical device technology selections.

Product functionality is only one part of the story though. The technology architecture that SYSPRO utilizes is a multilayered .Net stack that provides significant connectivity and product flexibility. This is critical for medical device makers that need to interact with third parties and their systems. This is also significant in that it permits the integration of non-SYSPRO technologies should those be required.

This same single technology architecture stack also permits software buyers the ability to pick and choose which modules they need at a given time in the evolution of their firm. We particularly liked this capability as we can foresee different medical device manufacturers needing different modules to support different business models at different times during their companies' lives. For proof of this, one need only look at the variety of business models being utilized in the medical devices sector today. ❖





SYSPRO meets the pharmaceutical challenge

Pharmaceutical companies in the UK have recognized that using a mix of independent, specialist computer packages and paper-based planning systems to support their manufacturing operations is inefficient and creates difficulties in conforming to regulatory requirements. Instead, they are taking advantage of the extended functionality and capability of a fully integrated modular SYSPRO solution from K3 Business Technology Group (K3).

Stockport Pharmaceuticals at Stepping Hill Hospital and Tayside Pharmaceuticals demonstrate this efficient, integrated approach. By improving the flow of information and control throughout the organization, ERP systems are now enabling small to medium-sized pharmaceutical operations to streamline their processes and enhance manufacturing practices.

They are also benefiting from increased throughput, reduced costs and lead times and can ensure higher customer service levels. This increased business competitiveness is only part of the drive towards integrated systems. Indeed, the enforcement of strict quality standards, which go well beyond ISO expectations and are dictated by regulatory requirements, sets pharmaceutical businesses apart from other manufacturers.

This is where a well-designed and implemented ERP system can facilitate a range of internal practices and information transfer, including accurate and secure process and formulation documentation, enhanced security, flexible warehousing, tighter material release procedures and, perhaps most critically, material and product tracking. Furthermore, the right ERP solution enables SME pharmaceutical businesses to far more easily and effectively comply with these quality and regulatory demands.



SYSPRO provides more control

Stockport Pharmaceuticals at Stepping Hill Hospital is one of a number of specialist production operations that are part of an NHS Trust and licensed to manufacture 'special medicines' (including tablets, ointments and injections) for hospitals, clinics and community pharmacies.

Other similar units include Tayside Pharmaceuticals, based in Dundee, which is the leading manufacturer and supplier to Scotland's Health Boards. These operations employ SYSPRO to provide more control over the sales, purchasing, inventory, manufacturing and distribution aspects of their business, and meet the strict MHRA regulations and guidelines under which they operate, concerning shelf life, batch traceability and product recall.

The reasons for this selection are simple. The package ideally suited Tayside's stringent requirements without the need for bespoke software. Also, the company was persuaded by K3's support and commitment to the project.

Another factor which all these organizations have in common is the need to be able to very



As a result, all the ingredients used to manufacture a product can be traced back from the works orders to the quality tests and the supplier. Similarly, once a final product is produced, Stockport Pharmaceuticals assigns this a new unique batch number against which the Lot Traceability module maintains data on the product's final inspection, progress through to dispatch stores, and details of the customer sales orders against which the product is sold.

Mike Booth, Principal Pharmacist at Stockport Pharmaceuticals, commented: "Using this module we can now easily meet the MHRA's requirements for product traceability." ❖



quickly identify problems with specific product batches and, if necessary, launch an immediate recall of that particular product. For Tayside it was necessary to, without compromise, be able to quickly trace all raw materials to the finished products and to whom the products had been issued, which they could do through the Lot Traceability module.

Lot Traceability integrates with the Inventory Control, Purchase Orders, WIP, and Sales Order modules, forming a secure file of information gained from the entire manufacturing and distribution process. For example, in the case of Stockport Pharmaceuticals, unique batch numbers are assigned to all raw materials deliveries. Within the Lot Traceability module the data held and linked to this batch number includes:

- The purchase order
- The results of the initial quality checks
- The transfer of the raw materials from quarantine to issue stores
- The works order against which the raw material is issued
- The progress of the works order through production



Canfield Scientific

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integrated ERP/CRM
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Canfield Scientific, headquartered in Fairfield, New Jersey, has achieved an industry-wide reputation for excellence and innovation throughout its product lines, industry services and customer support. The company, which was founded in 1987, is organized into three divisions.

Canfield Clinical Services is the largest provider of photographic documentation resources and photographic imaging services for research in the pharmaceutical, biotechnology, and research fields. The division, which to date has provided global support for thousands of clinical studies for many of the world's leading biotechnology and pharmaceutical companies, offers image-based data collection, analysis and submissions preparation services for approval by governmental agencies such as the Food and Drug Administration (FDA).

During its extensive work with clinical research photographic documentation for research clients, Canfield Clinical Services has developed unique imaging applications for photographic documentation across multiple therapeutic areas. The processes and applications developed simplify and standardize clinical research photographic processes while eliminating imaging variables, thereby providing consistent image quality across clinical research sites throughout the world.

Canfield Imaging Systems is a worldwide developer and provider of imaging software and specialized photographic systems, delivering these solutions to the medical and skin care industries. Drawing on the depth and breadth of experience and the products developed by Canfield Scientific's research services, Canfield Imaging Systems applies those technologies to the requirements of direct patient care in health care and wellness environments. Canfield imaging products and services are used worldwide in medical practices, hospitals, skin care and wellness centers, and day and medical spas.

Canfield DermaTrak Skin Imaging Centers assist physicians and patients in monitoring existing pigmented skin lesions and detecting new lesions, aiding in the early detection of melanoma. DermaTrak is the largest provider of Total Body Photography, a medical procedure in which the majority of the body's skin covering is documented in a series of professional quality sectional photos.

Canfield had been using Peachtree for Accounting and ACT for Customer Relationship Management (CRM). However, in 2006, Canfield determined they had outgrown the limits of both Act as a customer database and Peachtree as an accounting system. The



Canfield is the worldwide leader for medical imaging software, photography systems, and clinical research services.



“By automating systems, SYSPRO helped streamline operations in a variety of ways. With our previous systems, many tasks were done manually and were time consuming and prone to error.”
 – Adam Scholz, ERP Administrator.

organization had, therefore, initiated a search for a new single software environment to replace and supplement its legacy systems. Included among Canfield Scientific’s requirements was a software environment that offered an integrated ERP and CRM solution.

After examining an extensive array of vendor offerings, Canfield selected SYSPRO, concluding it was the best integrated product with respect to CRM and ERP functionality. The SYSPRO solution went live in April 2006, running on Windows 2000 with 25 concurrent users.

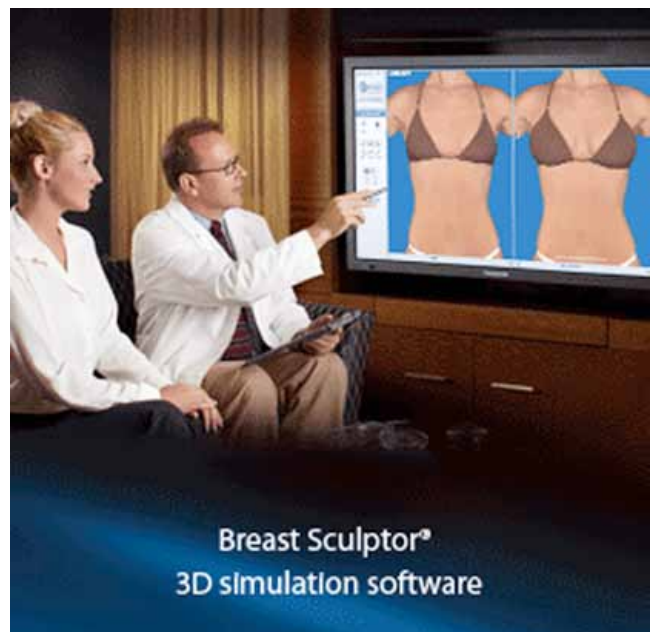
Almost immediately, Canfield experienced numerous operational efficiencies. “By automating systems, SYSPRO helped streamline operations in a variety of ways,” said Adam Scholz, ERP Administrator. “With our previous systems, many tasks were done manually and were time consuming and prone to error.”

According to Scholz, SYSPRO has enabled state-of-the-art solutions while enabling the company to handle a greater volume of orders without increasing headcount.

“SYSPRO has helped us to make bills of material more accurate for manufacturing and resource planning. The inventory module has increased accountability and visibility as it relates to future needs, and SYSPRO has also helped to enhance our order taking ability, enabling our volume of orders to increase with little strain on company resources.”

SYSPRO Reporting Services has also helped Canfield Scientific realize gains in efficiency. Scholz commented: “The ability of individuals to execute flexible, custom reports gives greater insight into operations, while also reducing the load on the IS Department. SYSPRO enhances the office backbone by providing an integrated communication system where each department can get the real-time information they need to be more productive.”

Scholz concluded: “The efficiency and productivity of SYSPRO software is a helping factor in quantifying our investment. More importantly, because SYSPRO has given us visibility into future needs, our ability to plan ahead has been significantly enhanced.” ❖





Acro improves flow of excellence with SYSPRO



Acro Associates, a California-based designer of state-of-the-art fluid control systems for medical device and bio-processing companies, is known throughout the industry for its innovation and excellence in product design.

The company originally selected SYSPRO in 1992 as a solution which could satisfy the needs of a small business and grow with the company. Russell Ziegler, President of Acro, said: “We had not been disappointed. But we realized that our company had become stagnant on its implementation.” Consequently, in 2007, a search for new software was initiated.

Primarily, Acro needed a solution which could bring advanced financial and operational efficiency as the company grew. As a player in the medical device industry, Acro is subjected to stringent quality control regulations and is required to report to the regulating agencies. Finding an ERP solution which could match its needs in scalability and performance while maintaining an accurate, visible account of the company’s quality was therefore imperative.



After a thorough evaluation, Acro decided to reinvest in SYSPRO, and it upgraded to a new version with efficiency-enabling enhancements in user interfaces, dashboards, traceability functions and quality management.

“We worked hard with SYSPRO, and when we launched the new version, the software did what we were told it would do. The customer support team at SYSPRO was great!” Zeigler said.

“SYSPRO has done a remarkable job evolving with the times – providing the right information at the right time for people at different levels and positions inside Acro to do their job. Through the roles-based user interfaces, it gives us the ability to customize what people see, so they don’t get distracted by pieces of information that have nothing to do with them.”

For Ziegler, the most useful part of SYSPRO is the dashboards. “They help our executives make key day-to-day business decisions,” he says. “Having the information is only good as far as you can interpret it. SYSPRO helps us piece it together really nicely – we get real-time access and can quickly see any and all operations.”

SYSPRO Executive Dashboards allow management to easily organize the essential, pertinent data in a way that best suits the individual, both visually and functionally. In addition, Acro uses the MRP and Lot Traceability modules on a day-to-day basis to drive overall productivity in operations.

“We’ve been using SYSPRO for a very long time, and we’re using it today because it’s re-

empowering everybody,” Ziegler says. “Because the software is fully integrated, for example, it enables all the departments to communicate and has, in turn, enabled an 80% reduction in time spent generating month-end reports.

“We used to have to move a lot of information around, whereas now SYSPRO does all that heavy lifting. And it has enough runway for us to continue our investment in productivity and be very happy with the ROI we will get.” ❖

Pharma Tech powers up for **baby powder** production with SYSPRO



Since its inception in 1972, Pharma Tech has been providing full-service contract manufacturing and packaging services to the pharmaceutical industry, specifically producing over-the-counter drugs. In 2005, however, the company added the Royston plant – and a cosmetics division – to the business, more than doubling the size of the organization and tripling its square footage. Most notably, it took over production of the world’s supply of Johnson & Johnson’s Baby Powder.

Carl Oberg, President of Pharma Tech, said: “Our Union plant produces over-the-counter pharmaceuticals, whereas our Royston plant produces cosmetics. However, both must comply with FDA regulations and undergo periodic inspections by that body.”

When Pharma Tech bought the Royston plant from Johnson & Johnson, the decision was quickly made to look for a replacement ERP system - one that could accommodate the needs of a smaller, tighter business while helping the company achieve compliance with strict FDA requirements. Time was not a luxury Pharma Tech could afford during such a major transition.

As it is registered with the FDA for the production of food, drug and medical device products, Pharma Tech has established a

“The SYSPRO STARS implementation methodology was also important to us, since we were on a very tight time schedule for going live.”

– *Kristin Brown, Pharma Tech’s Customer Service and Planning Manager*

Good Manufacturing Practices program which includes a mandatory Lot Traceability visibility. When the time came for new ERP software, that was a primary consideration.

Pharma Tech selected SYSPRO for its long track record and dedication to the manufacturing industry. Additional contributing factors were the solution’s user-friendly functionality, its capability to facilitate FDA compliance, and the speed at which it could be implemented.

Kristin Brown, Pharma Tech’s Customer Service and Planning Manager, said: “The SYSPRO STARS implementation methodology was also important to us, since we were on a very tight time schedule for going live.” Brown’s confidence was fully justified – the SYSPRO implementation was accomplished in less than four months.

The SYSPRO Lot Traceability module is of paramount importance to the compliance requirements embedded in Pharma Tech’s day-to-day operations. The company needs to be able to trace each and every item going into and out of its facilities. The SYSPRO module allows Pharma Tech not only to track those items, but also to track the inspection progress involving them.

Pharma Tech has been concentrating on using SYSPRO’s basic functionality and continues to leverage the software for new and advanced capabilities. The company uses SYSPRO in all aspects of the manufacture of Johnson & Johnson’s Baby Powder.

“We import the orders/forecast into SYSPRO, schedule jobs for the production floor, order raw materials and track raw material inventory, receive inventory, and of course do sales orders. We also use it for all our accounting functions,” Brown said.

“We fully expect SYSPRO will be a major factor in enabling us to streamline many processes. I know Pharma Tech definitely made the right choice in selecting SYSPRO.” ❖



Westgroupe moves to SYSPRO with excellent results

One of Canada's pre-eminent optical companies, Westgroupe is based in Montreal, with distribution centers around the world. It's a family-run business consisting of three distinct entities: Western Optical, which offers customers an extensive range of medium-priced spectacle frames; Wescan, an importer, exporter and distributor of high-end spectacle frames; and Westlab, which manufactures prescription lenses.

Rodney Suliteanu, Founding Partner of Westgroupe, said: "Before we began using SYSPRO, we spent 12 years running our business on a non-Windows package. In 2002, having experienced a decade of rapid growth, we realized that we needed a more sophisticated program and installed our first ERP software package."

Unfortunately for Westgroupe, the ERP software did not fit its requirements. "We had a lot of problems with it, and no satisfaction. After two years and a lot of wasted money, we decided to throw it away," Suliteanu said.

For its next ERP investment, Westgroupe hired a consultant, who recommended a selection of ERP providers, including SYSPRO. "In the end, we went with SYSPRO," Suliteanu said. "The consensus was that SYSPRO is easy to work with. In addition, we wanted a system with a proven history that was actively supporting thousands of users worldwide."

Westgroupe purchased SYSPRO's full Accounting, Distribution and two critical Manufacturing modules: Bill of Materials and Materials Requirements Planning (MRP).

Perhaps Westgroupe's most important SYSPRO acquisition was the Document Flow Manager (DFM). Designed to facilitate collaborative commerce between trading partners, DFM uses Microsoft Messaging Services and best practices business logic to create a seamless, flexible

and fully integrated business-to-business and business-to-consumer gateway.

"We receive an average of a thousand customer phone calls a day from all over Canada," Suliteanu said. "When one of our customer service representatives takes a sales call, he can see immediately whether the inventory requested is available. Once the order has been entered, the picking slip is printed in the warehouse, the goods are packaged and the courier is electronically notified."

At the end of the day, an electronic manifest is received from the courier. DFM takes the information and an invoice is created with full item traceability back to the courier's tracking system. All of this happens automatically, and is completely bilingual.

With SYSPRO installed and implemented, and having already expanded from 22 to 38 user licenses, Suliteanu predicts little need for change in the foreseeable future. "We've been working with SYSPRO for two years, and it's now fully responsible for our entire operation," he said.

"There's an ongoing process of tweaking and improving how we use the software, but we're not planning to make any major additions or changes. The people behind SYSPRO are very helpful – when we've had problems the response time has been excellent, and the local distributor gets 9 out of 10 for support. All-in-all, it's proving to be a very good system." ❖



SYSPRO – A solution of quality and longevity for A-dec

The subsidiary of a US-based manufacturer, A-dec supplies almost all the fittings that a patient will find inside a dentist's consulting room, from the dental chair and its various equipment mounts through to cabinets, lights and sterilization systems. The Australian company also imports and sells highly specialized medical instruments and laboratory equipment from Europe.

From its warehouse in the eastern suburbs of Sydney, A-dec supplies some of the world's highest quality dental equipment to dental practices, health funds, dental schools and hospitals throughout Australia and New Zealand.

In all, the company maintains nearly 7,000 product lines, some of which have a life span of 30 years or more. This is the evidence of the commitment to quality and longevity that A-dec expects both in its own business and from suppliers.

In 1995, A-dec replaced its Unix-based IT systems with a single, integrated ERP solution from SYSPRO. The company was experiencing solid sales demand and wanted an ERP system as a platform for growth. The solution was installed for both the distribution and service arms of A-dec's business and immediately delivered improvements in month-end processing.

Since then, A-dec has moved to larger premises, added to its staff and grown to two-and-a-half times the size it was in 1995. Its market has become more competitive with the arrival of inexpensive Asian imports, resulting in an even stronger imperative for fast and efficient distribution and service. Yet the same ERP solution remains an integral tool at the heart of the business.

Joe Sanfilippo, A-dec's Logistics Manager, explained SYSPRO's role: "We mainly use the distribution functionality with a bit of manufacturing. Scheduling is particularly strong. It allows



us to keep track of orders and ship dates. We can sequence orders according to their importance. It gives the warehouse a complete visual of our day-to-day work."

The system is also used in stock management, which is perhaps one of the most challenging areas of A-dec's business. When your dental chairs are in use for three decades or more and styles continue to change, you need to be able to access a wide variety of replacement parts.

The trick is knowing what to keep in the warehouse and what to classify as a back-order item.

"We have a three-month lead time for overseas orders and shipping, so we need to ensure safety stock levels and in busy periods we have to calculate how much extra to bring in," Sanfilippo said. "It makes visibility into stock essential."

To help customers understand the time for order fulfillment, A-dec classifies products as either key parts (items that sell every two months) or non-key parts (slower moving product). When customers receive a price list printed direct from SYSPRO, they can easily identify which items are available off-the-shelf and which need to go on back order.

A-dec General Manager Craig Young notes that the system's sales history data is also essential when it comes to stock control. "We literally have around 8,000 to 9,000 line items available



by Design Comfort



to us from suppliers, so we need good reporting with regards to fast-moving items and slow-moving items so that we can keep stock appropriately,” he said.

Detailed costing information is derived through tools such as landed cost tracking, which enables A-dec to more accurately capture shipping and freight costs.

While product tracking is a function generally associated with the process manufacturing environment, it’s also built-in to A-dec’s ERP system. Many of the company’s products are classified as medical devices by the Therapeutic Goods Administration. This means that in the event of a recall, A-dec must be able to determine serial numbers and locate the goods, no matter what their location. In addition, certain high-value items are serial numbered and need to be tracked for warranty status.

Over the years, Sanfilippo has made extensive use of SYSPRO’s Report Writer module to deliver customized reports ranging from daily sales rates to reorder reports and backlog customer reports. One report for back order releases has cut back order processing time from two hours to 15 minutes.

A-dec’s Service Division also relies on SYSPRO. Set up as a separate warehouse, the division uses the software to monitor showroom and demonstration stock, and to help manage the repairs business. Once the warehouse receives an item for repair, it is entered into the system in the same way as a sales order. A job sheet is produced detailing a workflow-like list of activities required to take the item through repairs to shipment and final invoicing.

The longevity of the ERP deployment has placed no limitations on A-dec’s business, perhaps because the solution has continued to be developed and upgraded to bring in new functionality.

Recently, A-dec bought the SYSPRO Contact Management module which will be used to develop a great understanding of end-user purchasing habits and requirements. Although A-dec’s customer relationships are owned and managed by distributors, the company receives a great deal of valuable data through the warranty system.

Young aims to capture this data to enable more targeted marketing campaigns. “We are trying to do what CRM does but using contact management because we don’t need all the CRM features. This will give our sales force access to customers so that they can become more proactive in generating more sales,” he said.

During 2009, Young enabled barcoding integration to streamline the receipt of goods into stock and deliver greater accuracy to picking and stock management.

The next step will be for the sales force to have access to SYSPRO Analytics so that they can look at sales volumes in unit lines, through dealers and so on. “The comprehensiveness of the detail that SYSPRO gives us is the major benefit of an ERP system. We can record just about any facet of a transaction with more detail in the same way as we require. The only question is learning to use what’s important and what’s not,” Young said. ❖

W and the prognosis is...



Here's what some of our medical device customers around the world have to say

"The APS system will allow us to work more accurately, with shorter term forecasts, facilitating shorter production runs and increasing manufacturing frequency. That will deliver significant reductions in work-in-progress and finished goods inventory."
- *Molnlycke Ltd*



"SYSPRO has proven to be a powerful tool that helps TI Sports to produce adjustable wheelchairs with customized frames and features at an affordable price and on a timely basis."
- *TiSport*

"SYSPRO software has made a dramatic difference in company efficiency. Real-time data processing makes a real difference. All departments now have a centralized, real-time view. Sales personnel, for example, know what's in stock and what they have to sell. They can even enter orders online while on the phone with the customer."
- *World Precision Instruments*

"It is the most versatile, flexible and user-friendly system on the market to the best of my knowledge."
- *Harold Johnson. Optical Labs*

"Perhaps the greatest dividend we've experienced is enhanced customer service. We now have the ability to make and keep promised delivery dates and can look into the system to determine order status. We have truly succeeded in matching quality product with quality service."
- *Waldmann Lighting*

"The user-friendly nature of both SYSPRO and SQL facilitates the customization of software screens to suit the needs of units, departments and the more than 100 individual users within Fisher Scientific currently working with SYSPRO."
- *Kimble Chase, Life Science*





Africa and the Middle East

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