



# GLOBAL TALK

First Quarter 2011

## SYSPRO

It's not just about the product

"Core to our philosophy is a commitment to empower our customers with knowledge." - *Phil Duff, CEO, SYSPRO*

### The SYSPRO distinction

**SYSPRO provides  
smooth continuity  
at Thurly Thandar**

Cedar Grove Building Products  
continues to leverage SYSPRO  
investment after  
18 years

**Chocolate Potpourri,  
effective SYSPRO user**

"SYSPRO enables a unique competitive customer experience  
and exposure to complete financial transactions."

- *Coricraft*



## CEO's message

# It's not just about the product

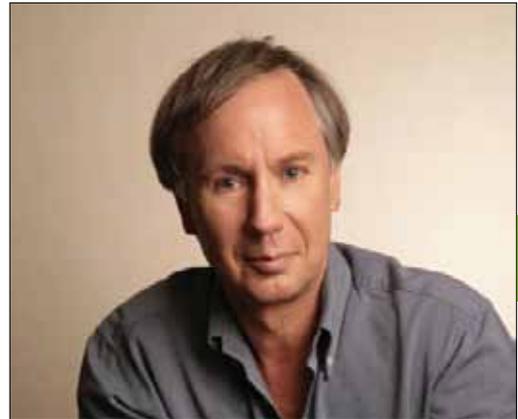
**L**ance Armstrong is famous for coining the phrase, "It's not about the bike", by which he implies that success lies in the heart, determination and skill of the individual rather than the tools they use. At SYSPRO, we relate to that philosophy. I like to believe that the value we add to our customers, and our ability to simplify their success, is not just about the SYSPRO product - it is about the SYSPRO experience.

When customers engage with SYSPRO, they receive so much more than a software solution. We truly believe in developing long-term relationships with our customers and our value added resellers, and this is what sets SYSPRO apart from the rest.

As an independent ERP vendor focused on developing a single, feature-rich product, SYSPRO is invested in developing a deep understanding of the business and management environment of our customers and the market. Our product development strategy is driven by a conscious effort to deliver the right product with the right technology at the right time using research from a wide array of resources, including long-standing customers and partners.

An important aspect of this is the SYSPRO Champion. Core to our philosophy is a commitment to empower our customers with knowledge. This is achieved through our user-centric product configuration and customization, ongoing educational programs and processes and regular customer interaction.

When a customer nominates a SYSPRO product champion within their organization, SYSPRO and its channel are able to work far



Phil Duff, CEO, SYSPRO





more closely with the organization, strengthening relationships and avoiding the risk of application erosion. This person, or group of people, is responsible for bridging the gap between the ERP supplier and the organization.

By understanding company strategy and keeping abreast with the features of SYSPRO, the champion can constantly strive to seek value. The champion's job is to understand the software and get others to use more of it or design more ways to get value out of what they are already doing. This approach empowers

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the customer by giving greater control to the organization, and invariably results in reduced costs and a greater ROI.

In addition, the champion plays a direct role in combating application erosion, which has become a problem for CIOs all over the world. It's a natural phenomenon: over time, the value derived from a system drops as users use less and less of the system. There are a number of reasons for this, such as 'use it or lose it' (users simply forget to use some features); loss of knowledge through staff turnover; and changes in the business with no plan to ensure that systems support reflects those changes.

As an organization, your risk of losing value through application erosion reduces dramatically when you have appointed a SYSPRO champion. Also, because you selected SYSPRO in the first place, you have the benefit of the SYSPRO experience – an intimate, mutually-beneficial relationship with SYSPRO and its channel.

Every member of SYSPRO takes pride in the fact that our customers and partners enjoy a close relationship with us. For concrete examples of this, please have a look at the customer articles in this edition of Global Talk. They illustrate this concept in a tangible, objective and credible way.

Together, our customers and partners form an integral driver for our innovation. You are an extension of the SYSPRO development team, and your input is crucial when planning the product roadmap and functionality of a future product release.

Thank you once again for your ongoing loyalty and support. ❖

Phil Duff  
CEO  
SYSPRO





# The SYSPRO distinction

By Meryl Malcomess, Marketing Director, SYSPRO

**T**he other day I was in an elevator and a man asked, "What do you do?". I replied, "I'm with SYSPRO - we simplify your success and we deliver your brand".

The man was so intrigued that he invited me to travel to his offices on the top floor and, while enjoying the view, he invited me to explain a little more.

"We work with partners to find effective answers to profound questions. We earn your trust, so that you feel comfortable bringing outsiders in to the heart of your business, exposing your soul and relying on our expertise to help you create value. Team SYSPRO will play a fundamental role in the creation and management of your future.

"So, why should you trust us? Why not go to others? We will help you look at your strategy, your product, your culture, your brand or any other single element that helps you beat the competition through our belief-set, Team SYSPRO and our world-class SYSPRO Enterprise Resource Planning product."

I went on to explain that our purpose is to help world-class companies, large or small, increase their value. Our SYSPRO Process Modeling (SPM), released in tandem with SYSPRO 6.1 in 2010, will give you the most effective brand strategy, underpinned by the powerful SYSPRO ERP product which will give you strategic information, dashboards, sustainability, reporting and ownership of your data at an extremely effective price. We'll deliver your brand cost effectively through our 360° e.net layer experience.

Our proven unique approach, through SPM, will then form the streamlined foundation for the implementation, backed by 33 years of proven track record. Through our workflow you will make human behavior in the organization more effective, and create brand alignment as well as visual management data. We gather the best domain specialists for every client project so that culturally creative, accurate work is produced. We have extensive project management skills which prevent empty hours during

"Our company-wide processes were analysed in detail. As a result we were advised to implement a new, more advanced ERP system. After doing due diligence, we chose SYSPRO. When it came time for implementation, we took what is usually a six-month process and did it in two months. We spent late nights, inventing on the fly, even made some rash decisions. Fortunately, the VAR that sold us SYSPRO gave us amazing support, and at the end of the day we got what we wanted."

- Bill Allan, President,  
Higginson Equipment

the implementation phase and we will deliver sustained success and fast track methodologies to enable your organization to change direction as the trading world keeps re-defining itself.

I added that no rosy picture can be complete without a few tough questions. As Mike Mackay of Modus BPS, one of SYSPRO's business partners, always insists, the following critical questions must be asked and answered to ensure delivery of your brand:

- What's the nature of the business?
- What is your vision/mission?
- How do you want your brand enhanced?
- What is your approach to change management?
- What are your intentions regarding corporate readiness and governance?

"It is very difficult to put a cost savings number to what SYSPRO has meant to our company as we simply would not have survived the growth pressures put on our infrastructure without it."

- Ron Tennell, CFO, Genesis Today



"We're pleased with the product. SYSPRO is continually adding to and upgrading the software in ways that really help us run our business. They seem to be very committed to making the software better, and to increasing its adaptability to the individual organization. For us, it's an excellent business solution."

- Darren MacGregor, Controller, BioVectra

"We wanted to be sure that the ERP we chose would be properly maintained and supported. Many of the ERP companies we considered back then don't exist anymore. SYSPRO has stayed, and has supported its product very well.

We're very happy with SYSPRO: the product, the support, and the ongoing development. The fact that we've been with it as long as we have says a lot. We continue to build it into our operations in a very important way."

- John Hayward, President, Hayward Gordon Ltd.

We now had time to relax and enjoy the view. As I reluctantly left, my closing statement was, "We will be the silent success behind the delivery of your brand".

### Penetrating Questions to Deliver Value

When SYSPRO meets with a client for the first time, we need comprehensive information to help us understand your business, your objectives and your challenges. Here's an idea of the questions we will ask.

#### Understand the nature of the business

- What does the business do? (a web page hyperlink will suffice)
- Is the business sales and distribution only?
- Is the business model centralized, decentralized or a hybrid?

#### Vision and mission

- What is the business's vision (where the business wants to be in the next 3 - 5 years)?
- What is the business's mission (reason for the business existing - core competency(s)?)
- What are the current business difficulties and burning issues?
- How is it intended that SYSPRO will assist in the above questions?
- How is it intended that IT will assist in the above questions?

"SYSPRO enables a unique competitive customer experience and exposure to complete financial transactions."

- Coricraft



"We now promote a simple philosophy: Whatever the challenge, we will address it in SYSPRO, and we discourage the use of anything else. I know the benefits that a fully leveraged ERP can bring, as well as the dangers of not being fully committed."

- Brett Richardson, Finance Director, Comtek

**Maturity of organization**

Using the Carnegie Mellon Maturity Model as a measure, how would you rate the maturity of the organization overall and how would you rate the individual companies? Where do you want to be? How many Degrees of Freedom are intended for the implementation?

**Change management**

- What is your approach to change management within the organization?
- Who is the Seeker(s) of Value?

**Corporate readiness and governance**

- What is the intention with regard to King 111, CobIT, ITIL & ISO/IEC 27002?
- Is the modeling work to include the AS-IS and/or the TO-BE phases?
- What should we do if opportunities for improvement and/or governance present themselves?

**To do**

- Obtain a copy of company structure (including branches, warehouses, etc)
- Obtain a copy of company organizational structure (roles and people)
- Obtain a copy of General Ledger structure i.e. Income statement and balance sheet (without figures)
- Obtain IT infrastructure and networking diagrams
- Obtain a list of preferred suppliers (include VARs, ISP, hardware providers, outsource providers, Microsoft licensing, etc)
- Obtain size of master files (i.e. Inventory, Debtors, Creditors, General Ledger, etc ...)
- Obtain the average number of transactions/month by type (i.e. Invoices, Credit Notes, Inventory)

**SYSPRO specific questions**

- How many SYSPRO users would you have?
- What is the total number of users on the network?
- What other ERP products and/or customer-specific development software solutions exist?



"We have considered much more expensive ERP products, but they didn't offer more than we already have, and SYSPRO has provided solutions to meet all our needs. As well, we've always had excellent support from SYSPRO. Any time we've had a problem they've been there to get it fixed. They've helped bring us to the next level."

- Tom Smith, Company Controller, Daniels Electronics Ltd.



Meryl Malcomess, Marketing Director, SYSPRO

"SYSPRO is our brand."  
- Cape Town Tourism



## SYSPRO moves closer to customers in Asia

**I**n order to increase its presence and maintain its philosophy of building close, long-term relationships with its customers, SYSPRO has opened an office in Singapore. This move significantly strengthens SYSPRO's commitment to its customers and resellers in this growth market.

The opening of the new office – officially launched on 17 March 2011 – provides SYSPRO with an Asia-based hub which plays an integral role in SYSPRO's global expansion program. The over-riding goal is to provide customers and value-added resellers with enhanced-levels of product support from a dedicated SYSPRO team.

SYSPRO acquired the Singapore-based reseller, Seven Rivers Pte Ltd, in this initiative. All employees of Seven Rivers have been accommodated in SYSPRO Singapore's operations, while Seven Rivers' existing customers have been integrated with SYSPRO's already established customer base in the region.

Shaun Butler, General Manager of SYSPRO Asia Pacific, says: "Singapore is perfectly located to operate as our central hub in Asia and this move demonstrates our positive outlook for the region. The opening of SYSPRO Singapore will benefit our existing customer and reseller base, with more direct access to SYSPRO's global resources, ranging from training and product support to expert software support from a local team."

Further investment, in the form of improved infrastructure and staff training, will flow into the venture to better equip local staff and resellers with knowledge and skills to deliver the full spectrum of SYSPRO solutions in line with customer requirements.

SYSPRO CEO Phil Duff explains that the strategic importance and increasing global reliance on Asia's manufacturing industry has resulted in demand for enterprise resource planning solutions which are specifically suited to the discrete manufacturing, distribution and engineering sectors.



Ronnie Sarkar and Shaun Butler

"Our sector expertise, developing enterprise resource planning software for the manufacturing and distribution industry over the past 33 years, ensures that we are in a unique position to grow our market share across the whole of Asia," Duff says. "The new office is an opportunity to demonstrate to prospective customers that we have a deep knowledge of the local ERP market and a clear understanding of their business needs."

To ensure a smooth transition for existing Seven Rivers customers in the region, the founder, Tai Yew Hee, has been retained by SYSPRO as Principal Consultant in the Singapore office. The office will be managed by Ronnie Sarkar, Sales Director of SYSPRO Asia Pacific.

"We follow a channel-centric approach, with local value-added resellers acting as an extension of the SYSPRO team across the region," says Butler. "We are eager to grow our network, with new resellers carefully selected to ensure that they have the skills to offer our customer base quality consultancy in terms of system design, implementation, training and technical support."

SYSPRO's new Singapore office will clearly enable the company to fulfill its goal of forging closer relations with its current customer base, with easier access to support and improved system optimization.

"The use of ERP software in Asia is growing rapidly. Many potential customers are looking to improve the efficiency of their businesses by using ERP systems. SYSPRO will be working closely with its channel to provide local companies with customizable and intuitive software that drives business efficiency," concludes Duff. ❖



# Cedar Grove Building Products continues to leverage SYSPRO investment after 20 years

"After 20 years with SYSPRO, we continue to leverage our initial investment ... we have a high degree of comfort with the people who provide support. Over the better part of two decades, SYSPRO has definitely earned our trust."  
*Thorsten Knees, Controller, Cedar Grove Building Products*



**B**y definition, ERP software has to be capable of integrating a wide variety of business activities. For companies with a complex business model, that means satisfying a multiplicity of essential demands. Some companies, however, have less complicated needs. They require practical solutions that work – right out of the box – without the complexity often associated with ERP systems.

Cedar Grove Building Products is an independent distributor of residential roofing supplies in British Columbia. Founded in 1975, Cedar Grove has seven branches and approximately

50 employees. A separate company, Precision Metals, with some 25 employees, split off from Cedar Grove in 1998, but remains closely associated.

Thorsten Knees, Controller of Cedar Grove Building Products, explains: "In the past 10 years we've tripled in size, not by changing our business model, but by doing the same thing we've always done, in multiple locations. The volume has changed, but the way our business works hasn't."

Cedar Grove began using SYSPRO in 1991, at



a time when the company had only two locations. Before that, the accounting was all done manually. When the business began growing, different ERP options were considered. That was when Cedar Grove chose SYSPRO.

Roofing supplies is not the most technology-driven business, says Knees. "We have a few national clients, but most of what we do is local. When we need something, it generally arrives within 24 hours. The longest our supply chain extends is two weeks, and none of our customers or suppliers demands a great deal of electronic data. Case in point – we still print dot matrix invoices, because the clientele we deal with continues to like the paper. On the other hand, some of the larger companies we work with could require EDI tomorrow, so it's nice to know that SYSPRO is scalable to our future needs."

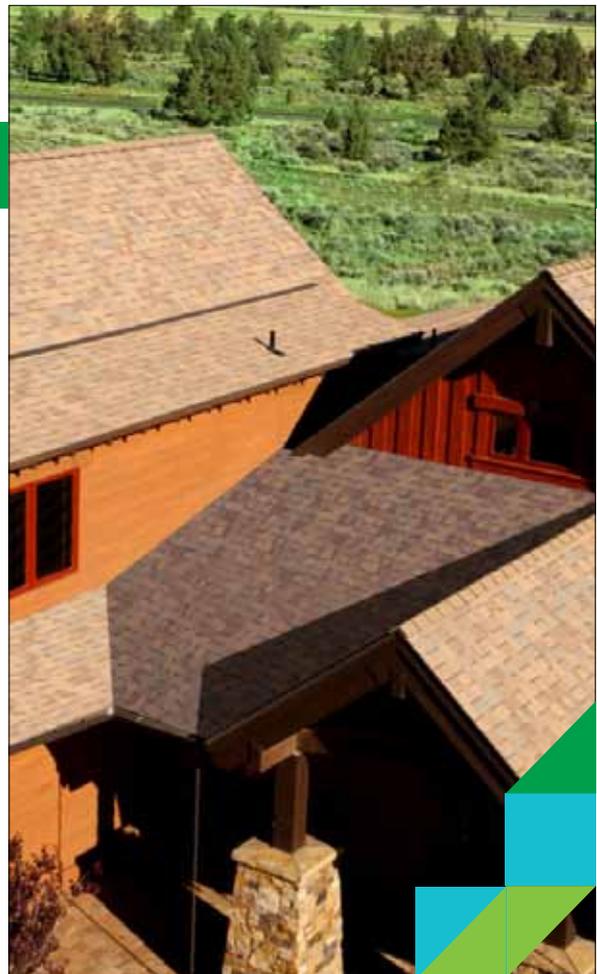
Currently, Cedar Grove relies mostly on SYSPRO's basic accounting modules such as Accounts Payable, Accounts Receivable, General Ledger, Purchase Orders, Sales Orders, Sales Analysis, Report Writer and Quotations. "We don't use many manufacturing modules, such as Work In Progress (WIP). Cedar Grove doesn't need them, and much of what Precision Metals makes is quick process," he says.

Nor has Cedar Grove ever felt pressured to use more of the system than the company needs. "Over the past 20 years we've dealt with the same three or four people from SYSPRO. They've never tried to up-sell us to the 'latest and greatest', so when they tell us we need an upgrade we tend to trust them. Furthermore, it's an extremely stable system. We use the modules right out of the box, and the upgrades have been

very simple. Recently we implemented a fairly major upgrade that took only an hour to complete."

About five years ago, Cedar Grove test drove a different ERP package which is commonly used by lumber yards. "Our bottom line was that the cost of change would only be worthwhile if the other product had features that SYSPRO is missing. We didn't change, because frankly, we don't think there's anything missing from SYSPRO," Knees says.

One of the cornerstones of SYSPRO's business strategy has been to encourage customer longevity by creating strong relationships. "After 20 years with SYSPRO," says Knees, "we continue to leverage our initial investment, and continue to believe in the direction that SYSPRO is taking. It helps that the system is affordable – Cedar Grove and Precision Metals run under one license, and we've never had to compromise on functionality. In addition, we have a high degree of comfort with the people who provide support. Over the better part of two decades, SYSPRO has definitely earned our trust." ❖





## SYSPRO enables confectioner to boost efficiencies and establish comprehensive recall plan

"SYSPRO not only enables us to compete successfully with the largest confectioners in the industry, but also to safeguard our customers and the public in the event of the recall of a single ingredient."

*- Richard Gordon, President of Chocolate Potpourri, a Glenview, Illinois-based producer of chocolate confections and winner of numerous industry awards for the effective utilization of SYSPRO enterprise software.*



**T**he US Congress recently passed the Food and Drug Administration (FDA) Food Modernization Act, enacting into law the requirement for food producers and manufacturers to track contaminated food products. When the bill was signed by President Obama, Gordon did not share the anxiety of other food producers struggling to initiate recall plans to comply with the new legislation.

That's because Chocolate Potpourri already had in place a detailed recall plan which fully leverages the extensive traceability and tracking capabilities inherent in SYSPRO. Chocolate Potpourri's plan enables the company to trace product ingredients from origin through the manufacturing process to their ultimate destination, fully maintaining assurance certifications and tracking expiration dates.

Using SYSPRO queries, Chocolate Potpourri's recall team can locate the supplier of suspected ingredients, the supplier's production lots and the dates received. The team can call up the jobs to which the ingredients were issued,

determine which customers had purchased the resulting products and issue a product recall when required by US governmental authorities.

Joey Benadretti, President of SYSPRO USA, notes: "SYSPRO has been at the forefront of providing greater visibility and control over quality and tracking industries such as food, medical devices and pharmaceuticals. In fact, we are confident that SYSPRO software will enable compliance with even more stringent food recall standards should they be legislated."

Chocolate Potpourri produces 22 different varieties of chocolate truffles as well as toffee and other specialty chocolates, which the company sells through multiple channels including specialty food stores and catalog houses, mail order, the Chocolate Potpourri web site, [www.chocolatetruffles.com](http://www.chocolatetruffles.com), and private label manufacturing.

The desire to eliminate inefficiencies prompted Chocolate Potpourri to seek an ERP software solution in 2004. The company selected

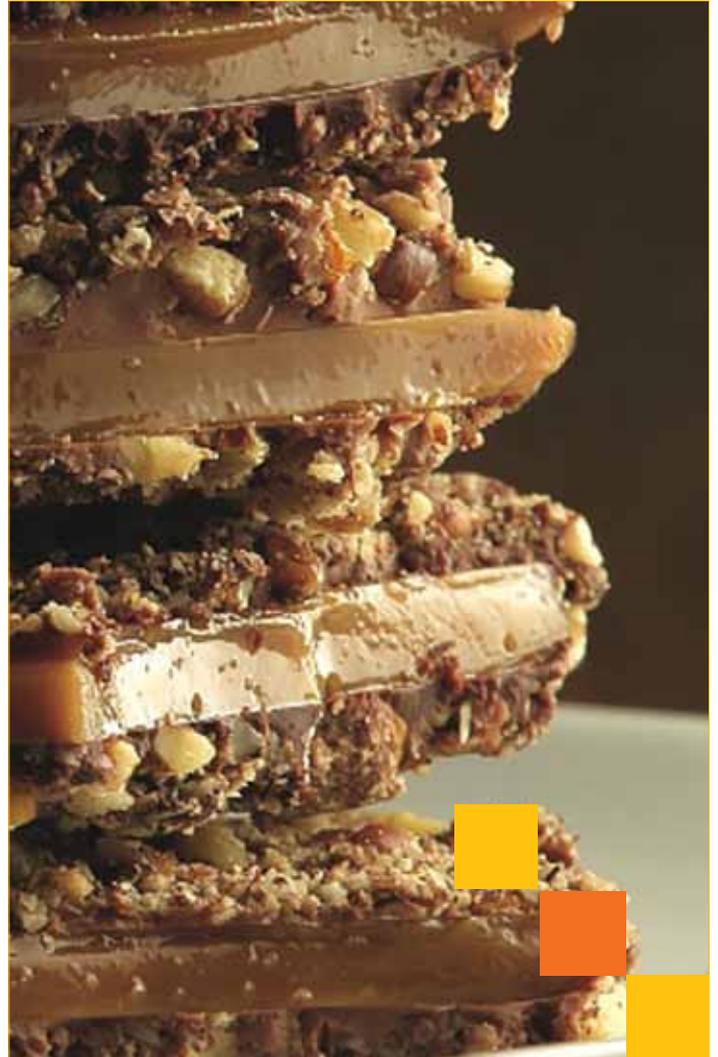


“SYSPRO has been at the forefront of providing greater visibility and control over quality and tracking industries such as food, medical devices and pharmaceuticals.”

*Joey Benadretti, President, SYSPRO USA*

SYSPRO for the integrated nature of the solution and the ability for management to access to up-to-date, real-time data for effective decision-making. Another plus was the opportunity to use SYSPRO e.net Solutions to automate credit card authorizations and other XML-based capabilities. SYSPRO functionality also enables the company to automate Web site ordering, even providing the ability for customers to individually select truffles and saving the customized order for replication later.

“SYSPRO enables us to let the customer recreate the candy store experience,” says Gordon, noting that because of the automated ordering process, the first time the company sees Web orders is either on the shop floor or in the shipping department. He also notes that SYSPRO allows Chocolate Potpourri to automatically adjust inventory levels, sending alarms to management when ingredient safety levels are reached.



“We never have to halt production lines due to the lack of a key ingredient,” he says. SYSPRO Forecasting also gives the company a ‘window’ into future order fulfillment, allowing stock adjustments to be made accordingly.

In addition to providing the ability to order data only once for availability to all departments, the same data is immediately available to the company’s Wordship shipping system. Shipment information is automatically entered, producing a dramatic improvement in customer service thanks to the reduced order-to-deliver cycle.

Chocolate Potpourri exemplifies the fact that a relatively small company can use state-of-the-art technology, not only to enable it to compete on an equal basis with larger competitors, but also to fully comply with governmental regulations. ❖





## SYSPRO - Offering customers **longevity and stability**

Ours is a business founded on trust and commitment. Our customers rely on us to be there for them the next day, next month, next year and into the foreseeable future.

**F**or many organizations, the successful selection, deployment and day-to-day operation of their ERP software is critical to the long-term profitability of their business. With a useful lifespan measured in decades and significant implementation costs, the selection of both an ERP software platform and their integration partner is one of the most important decisions that senior management will ever make.

One of our key strengths is the longevity and stability that SYSPRO offers its customers through K3. We have worked with some of our clients for close to three decades, providing a trusted and reliable partnership through both boom and bust.

Ours is a business founded on trust and commitment. Our customers rely on us to be there for them the next day, next month, next year and into the foreseeable future. We are not in it for the short haul; our relationships span decades and have helped us build a solid reputation for delivering what we promise without compromising on quality or service.

These two articles, which focus on the achievements Thurlby Tandar Instruments and BPW have made through using SYSPRO, illustrate how this trust and commitment works for our customers.

*Andy Latham, Managing Director  
K3 Supply Chain Solutions*

## SYSPRO provides **smooth continuity** at Thurlby Thandar Instruments



**T**hurlby Thandar Instruments (TTi) is a tightly managed company which runs with precision and efficiency. It needed a successor for its ageing systems that would integrate several functions served by individual programs, ensure continuity, and remain current and supported for at least 10 years into the future. It found its preferred solution in SYSPRO from business software company K3 Business Technology Group (K3).

TTi is a major international manufacturer and distributor of electronic test and measurement equipment located in Huntingdon, Cambridgeshire. Its products are available in more than 50 countries throughout the world. The company's offerings include power supplies, generators, analyzers, meters, and electromagnetic compatibility test equipment. The company's own products are made to order and made to stock - it needs to be flexible and values the ability to meet tight lead times.

### **Opportunity for change**

TTi had been running on a DOS-based manufacturing system, with additional applications also supporting its business operations. This system had come to the end of its life and the company realized that it was soon to be left unsupported.



Following a thorough appraisal of three modern ERP solutions, TTI settled on SYSPRO. A suite of modules, including Manufacturing, Distribution, Financials, Sales, Engineering Change, and Time & Attendance were selected for phase one of the implementation. TTI also purchased CRM and Advanced Quality Management modules as future-proof enhancements.

Keith Pauley, Production Director of TTI, says: "We saw that SYSPRO fitted our needs perfectly. It would enable us to centralize our business systems into a single Windows-based enterprise system. Moreover, because it uses SQL Server, it would provide speed and security of access, making it a much more robust solution than our old system. Importantly, we felt confident that the product had life, keeping it viable for many years, with K3 known as a reputable company that would be around long term, offering us ongoing support and development."

It was also important that TTI chose a system that was not reliant on specific personnel to run it. The company has no designated IT department and so K3 provides full system support. "The system is installed on our hardware with K3 having full remote access. This allows us to get on with our jobs without the worry of maintaining our IT. This is a great benefit to us."

**SYSPRO in action at TTI**

As a manufacturing solution, SYSPRO's SQL-based database allows TTI to get at data easily and simply. It also allows the company to match verbal and emailed customer orders to manufacturing orders, expediting the manufacturing processes of kitting, issuing, testing and inspecting and sending the product back to stock prior to generating the sales order.

TTI has a single 5,000 square foot warehouse on site and, to reduce lead times, it has consignment stock in warehouses in Europe. SYSPRO provides full visibility of stock across all these sites. The Distribution module also manages demonstration stock - and has a dedicated warehouse set up on the system.

Commenting on the Financial modules, Pauley says: "SYSPRO is very controllable. It does precisely what we expect of it. We can see exactly where we are with the accounts, in particular who owes us money and to whom we owe money. With it we have full visibility of critical financial information and can produce any type of report we require."



"Finance and Sales go together and the SYSPRO modules enable tighter control on chasing debtors. The system highlights who owes us what and when payments are overdue. This is important in the current economic climate."

It is critical that TTI has accurate Bills of Materials for every item it manufactures. This is where SYSPRO's Engineering Change Management module comes into play.

Pauley explains: "There are quality and safety requirements critical to building electronic equipment. We have to do any engineering change management diligently under our quality system rules. If anyone wants to suggest a change, the Engineering Change Management module ensures that changes are approved at various predefined points before the change can be made. It also ensures that we have a traceable history of changes made."

**Feeling the benefit of an integrated solution**

"The single biggest benefit of SYSPRO for TTI is that it has provided a centralized system. We no longer have separate packages running different functions within the company. Moreover, it is truly Windows integrated and allows our people to use Microsoft Office tools for reporting. This means we can customize the reports to particular users' needs."

"Because SYSPRO is a single solution we have substantially lower costs. We no longer have several licenses, support contracts and so on. In a nutshell, we get more and better for less," Pauley says. ❖





## BPW axle assembly glides along with SYSPRO



**B**PW Limited is one of the most successful axle suppliers to the UK's articulated trailer manufacturing sector. The company's axles and suspension systems are helping to keep the goods rolling for major retailers such as Tesco, Sainsbury's, Asda, John Lewis and Aldi.

To meet competitive market conditions, the company evolved from a classic sales and distribution firm into an organization that could also assemble product in the UK. Key to this is the flexibility of its SYSPRO ERP system and expert manufacturing guidance from SYSPRO dealer K3 Business Technology Group.

A wholly-owned subsidiary of BPW Bergische Achsen KG, Europe's leading axle and suspension manufacturer for trailers and semi-trailers, BPW now has about 43% of market share and is continuing to grow. This success hinges on the ability to deliver on its promises. The morphing of the company into being a UK manufacturer as well as importing finished items from Germany has added to its delivery efficiency. It has also meant the company can benefit from transport efficiency improvements and reduced transport costs.

The company's investment in SYSPRO has aided its successful transition into manufacturing. The flexibility of the software means it grows with the company as its business evolves. However,

"We believe it to be the best system on the market for this purpose because it allows us to track serial codes, switch the codes to the trailer manufacturer code and then finally to the end user. This gives full traceability of our products from where they originated to the point of use. The added benefit for us is the ability to add more SYSPRO modules as and when we need them"

- Steve Turton, Management Accountant,  
BPW Limited

BPW did not choose SYSPRO for its manufacturing functionality in the first instance.

Steve Turton, Management Accountant, BPW Limited, says: "We initially selected SYSPRO because of its superior Customer Relationship Management functionality. This supports our warranty work by allowing us to track our product serial codes.

"We believe it to be the best system on the market for this purpose because it allows us to track serial codes, switch the codes to the trailer



manufacturer code and then finally to the end user. This gives full traceability of our products from where they originated to the point of use. The added benefit for us is the ability to add more SYSPRO modules as and when we need them."

### **K3 manufacturing expertise speeds start up**

The BPW Limited assembly plant went live in the summer of 2009. Bringing the plant on stream took four months of intensive work by its project team, which included a dedicated K3 manufacturing expert.

"With help from K3 we were able to implement the changes in a very short time. We had no manufacturing knowledge at all and now we are proficient. Without SYSPRO and K3 support, we would not have been able to do it. In just four months, we were up and running with the plant and the software was installed and working efficiently. We were very pleased with the outcome," Turton says.

"We were fortunate in being able to add manufacturing to SYSPRO when we needed it. We now have a fully integrated system that also integrates with our sales management and analysis software."

The assembly plant produces more than 70 finished products a day, far exceeding the expectations of the German parent company, which originally forecast that the plant would produce around 30 axles a day.

Being able to forward plan using SYSPRO is enabling this to happen. "We are a build-to-order operation. We bring in components from Ger-

many from which we assemble the axles and suspension systems. We have to forward plan quite a way ahead of our delivery dates to get the products to the customer on time. This takes a lot of skill and that is why SYSPRO is important; it holds the information we need and makes it visible," he says.

From its customer orders, BPW decides what is to be built in the UK and what needs to be manufactured in Germany. The MRP (Materials Required Planning) function of the system aids the production of the Bills of Materials (BOM). This streamlines the order process for both finished product and components coming from Germany. The system also makes it easier to manage which finished products will go direct to the customer and which are for dispatch.

Regardless of where items are stored, SYSPRO gives complete visibility and allows precise stock control. "The software allows us to transfer stock from one warehouse to another even if the warehouse is off site. It allows us to control what is happening, keeping us in charge of when we are able to deliver to the customer," Turton adds.

"In conclusion, we are very pleased with K3 and SYSPRO. The service and support from K3 is excellent. SYSPRO also invests considerably in software development and each year there are important enhancements to the product to help customers get more from their systems. We need to be at the leading edge of our own market and SYSPRO's continuous development will help keep us out in front by making us more competitive." ❖



**Africa and the Middle East**

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