

# The Infinite Possibilities of SYSPRO ERP

## SYSPRO Solution Overview



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# About SYSPRO

## Simplifying Your Success

For more than 40 years, SYSPRO's leading-edge ERP technology has provided manufacturers and distributors with one flexible, easy-to-learn solution. Our solution offers complete visibility and operational standardization through a range of business tools that efficiently and profitably help run a business. SYSPRO takes pride in the fact that we are a technology partner to our customers, without losing sight of the importance of the personal relationship.

We are known for our dedication to both relationships and service. Today, SYSPRO is a globally-recognized ERP supplier with thousands of customers in more than 60 countries. SYSPRO has also been the recipient of several 'Company of the Year' honors and is recognized by Microsoft as an integral Microsoft Gold partner.

SYSPRO software combines a broad and powerful feature base of manufacturing, distribution and accounting functionality, simplicity of use, operational visibility, strong analytic and reporting capabilities, exceptional business process modeling and workflow management.

SYSPRO remains an industry leader by listening to the needs of customers, anticipating industry and technology trends, and continuously evolving the software's functionalities based upon these needs and trends.

## Strength through Partnership

SYSPRO's primary method of delivering SYSPRO ERP to market is through a strong channel partner network which is responsible for local implementation and support. We have a strong commitment to the growth and success of our channel partners, and are focused on ensuring a high-quality ERP implementation and experience for all SYSPRO customers. Our Partner Program represents our commitment to working hand-in-hand with a network of partners who share our vision for simplifying success for themselves and our customers. SYSPRO's unique collaboration with its channel partners and customers creates rewarding, long-standing relationships.

With SYSPRO you get more than an ERP solution - you gain a global team of industry experts who speak your language, understand your unique requirements and know how to future-proof your business. Backed by a truly dedicated and professional team of employees and partners around the world, the company's ability to innovate and develop technologies based on the needs of customers is one of the reasons SYSPRO's retention rates are among the highest in the industry.



# About the SYSPRO Solution

SYSPRO provides extensive support of its customers' complex industries across an impressive range of manufacturing types and continues to deliver a functionally rich system built on top of the most modern platform categories in the industry. The SYSPRO ERP system brings one of the most robust all-around solutions to manufacturing and distribution organizations.

**SYSPRO – A Trusted ERP Partner for Digital Transformation**  
*by Ted Rohm, Senior ERP Analyst, Technology Evaluation Centers,  
September 2018*

## SYSPRO™ ERP

### The Possibilities are Infinite

Technology has become an enabler for manufacturers operating in an increasingly global economy, allowing them to redefine the way business works, revolutionizing their factories, optimizing supply chains, reducing costs and increasing productivity and efficiency to ultimately deliver better customer service.

SYSPRO is a continually-evolving, industry-specific ERP solution designed to simplify complexity and add significant value to manufacturers and distributors.

SYSPRO's powerful new features, integrated with the latest innovative technologies, pave the way to digitalizing your business, streamlining your supply chain, and providing greater control and visibility, while simplifying and personalizing the user experience.

These features include actionable business insights; Bots; social ERP as a collaboration tool; universal interfaces and platforms across all devices; and exciting new capabilities and functions. And rest assured, as new technologies emerge that redefine the way businesses work, SYSPRO will be at the forefront to help you embrace and take full advantage of them.

What's more, SYSPRO gives you the flexibility to choose the deployment that best suits your unique business needs - and budget - and the ability to choose the device that best meets the task at hand, anywhere, at any time. It doesn't get more flexible than that.

**With Our Latest Release of SYSPRO  
the Benefits to Your Business are Infinite.**

# 8 WAYS SYSPRO ERP SIMPLIFIES YOUR SUCCESS

## 1. INDUSTRY BUILT

### Built for Manufacturers and Distributors

SYSPRO's ERP solution is built to deliver last-mile, industry-specific functionality for manufacturers and distributors across a group of selected industries in which we have thorough expertise. By taking advantage of SYSPRO's industry frameworks for your sector, you can benefit from best practices while minimizing the cost and time involved in your ERP implementation.

- Automotive Parts and Accessories
- Electronics
- Food and Beverage
- Metal Fabrication
- Industrial Machinery and Equipment
- Packaging
- Plastics and Rubber

### Built to Meet Your Business Needs

SYSPRO is a single-source, end-to-end Enterprise Resource Planning system, designed from the start to be modular so our customers could save money by deploying what they needed upfront and then adding functionality as they grew.

You can choose the software modules that apply to your operational needs, which means you don't end up with software you don't use. You pay only for the modules that you need and also have the choice of adding modules to your solution to meet your changing business needs. We provide out-of-the-box flexible, reliable, customizable and scalable solutions to optimize cost control, streamline business processes, improve productivity and provide real-time data analysis for comprehensive reporting and decision-making across:

- Finance
- Manufacturing
- Distribution

### Built to be Customizable and Adaptable

We believe in providing a solution that allows you to configure the software to best suit your needs, with the means to adapt to your unique and particular business requirements. What's more, as your business grows and your processes and practices change, so too does your SYSPRO solution. We continually develop our software to ensure the ongoing evolution of relevant functionality and governance pertinent to your particular operation. We partner with you by providing our expertise and industry know-how combined with ERP industry-built capabilities to give you a competitive edge and a future-proof business solution.

## 2. CHOICE AND FLEXIBILITY

### ERP Your Way

SYSPRO excels in its ability to deliver an intuitive solution built around your company's unique needs, rather than a one-size-fits-all solution that your business has to build itself around.

### Choose from Digital Technologies

SYSPRO has adopted the most relevant emerging technologies and made them available as pragmatic solutions – ensuring that with your current equipment and factories, you can digitalize your business practically and at your pace. See 'Enable Digital Business' for more information.

### Choose How You Would Like to Deploy

Whether you're meeting a strategic IT imperative, providing for centralized control, requiring visibility and manageability across dispersed locations, enabling remote location access or considering aspects such as where your IP should reside, SYSPRO ERP gives you the choice to deploy either in the cloud, on-premise or both (hybrid). In global partnership with Microsoft Azure, our SYSPRO cloud offering is simple to transition to, simple to configure and maintain, and simple to consume.

### SYSPRO Cloud

SYSPRO Cloud meets the needs of manufacturing and distribution companies that want the benefits of an ERP solution but choose not to purchase and maintain hardware or manage an in-house IT department. By helping our customers move to the cloud, SYSPRO Cloud delivers an always available, fully managed and scalable ERP solution that will enable our customers to save money, reduce their impact on the environment and improve their IT services by removing their IT burden. Allowing them to focus on their core business at a fixed monthly cost.

- As an IaaS (Infrastructure as a Service, also referred to as on demand), SYSPRO Cloud hosts your virtual machine and manages the underlying equipment, providing storage and other resources as needed. This means you remain in control of the software and whatever applications, data and operating systems you put on the infrastructure.
- As a single tenant offering, it allows you to maintain and control the timing of upgrades.
- Available via Microsoft Azure and hosted at data centers throughout the world, Azure helps protect your assets through a rigorous methodology and focus on security, privacy, compliance and transparency.
- Customers sign up for a minimum 12-month period and pay a monthly subscription to use the service. This includes the infrastructure and management but excludes SYSPRO software.
- Support for infrastructure-related issues is provided as part of the monthly subscription. For application support, a customer can elect to sign a support contract with a SYSPRO channel partner or a local SYSPRO office.



## Choose How to Engage

We place the user at the center of this choice. Depending on their role, operational need, geographic location and preference, they may choose to use:

- Windows user interface
- Web interface (Avanti) for universal access on any device, on any platform, from anywhere, at any time
- Espresso mobile platform, featuring a mobile-inspired and touch-friendly interface as well as offline capability.

**SYSPRO's continued investments in combining new capabilities with the addition of Avanti's enhanced UI usability can help organizations leverage the software more easily.**

**Nucleus Research: SYSPRO**  
*Launches new UI as Part of SYSPRO 8*

## SYSPRO Web-Based Interface – Avanti

Whether deployed on-premise, in the cloud, or both (hybrid), SYSPRO gives you the choice and flexibility to quickly and easily access your SYSPRO ERP solution through a web browser, 24/7, no matter where you are. With SYSPRO Avanti, you can choose the device that best meets the task at hand, whether that's in office, on the shop floor, or on the move. And because the web interface uniquely delivers the same familiar SYSPRO experience in a web browser, it is intuitive and easy to use.

- Allows access to your SYSPRO ERP through a browser using the SYSPRO Avanti web interface on a desktop, tablet or mobile device using the same credentials, the same concurrent license and the same security settings.
- Users may selectively access SYSPRO using either Windows Client or the web-based interface with a single concurrent license.
- SYSPRO Avanti does not require any installation on the Windows desktop or device, all that is required is a web browser.
- The SYSPRO Avanti web interface allows for easy customization without the need to get development involved.
- Cutting-edge encryption technology ensures only authorized users can access your ERP software and business data.
- The UI is fluid, which means the web page content automatically fits into the available screen size, whether you are using a desktop browser or a smartphone.

**SYSPRO Avanti is a refreshing interface for an ERP system that improves the user experience to a new level, and in my humble opinion can be considered the standard for the 21<sup>st</sup> century.**

**Gustav Schurmann,**  
*Process and Development Manager, Core.*



## SYSPRO Mobile – Espresso

SYSPRO's mobile application, SYSPRO Espresso, is specifically designed and optimized for mobile devices and provides instant and secure access to information about your customers, suppliers, orders, inventory items and other key business information.

- Any transaction made while working offline can be synchronized when you reconnect.
- Espresso automates alerts via push notifications and connects users directly back to the source of the data.
- Natively designed for mobile devices, Espresso is touch and swipe friendly and has online cache capability.
- You can download it off iTunes, Google or the AppStore just as you would any other app.
- You are free to customize Espresso without the help of a developer.
- Using active tiles, you can quickly and easily see a graphical representation of the latest data.
- Security aspects have already been catered for by the developers at SYSPRO, so you have complete peace of mind in that regard.

SYSPRO got an early start in the digitalization movement due to their shop-floor integration, and then they continued to innovate beyond the four walls onto the mobile platform, which they showcased and released in 2014. Though today that seems a given in the market, it was a big stake in the ground to really make this work. Not only was it an innovation for the time but considering today's workforce—millennials who stare at their smart phones all day—a prescient move. That move has given them, now, four years of innovation on the mobile platform, creating a sophisticated and fully functional experience

### IoT and AI with SYSPRO

*by Ann Grackin, CEO, ChainLink Research, July 2018*



## 3. ACTIONABLE INSIGHTS

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

### For Chief Financial Officers:

#### Improve Profitability and Minimize Risk

The better your real-time access and overall visibility into your company's finances, the better your company's chance of improved productivity, minimized risk and, ultimately, success. With SYSPRO ERP, the immense power of the data held within your ERP solution can be leveraged to drive business growth and increase agility. Using Corporate Performance Management tools, SYSPRO automates critical financial processes to give you increased visibility and insight into your business performance, improving profitability and minimizing risk.

### For Operations Managers:

#### Improve Business Performance

Business Insights offers greater control to operational stream managers by providing an immediate and complete view of each individual and department across your entire operation. This allows you to define goals, targets and deadlines at an individual, role or organizational level. And with SYSPRO's Manufacturing Operations Management solution surfacing the availability, performance and quality metrics for each employee and machine in real-time, you can visualize losses and effectively measure and improve business performance.

### For Individual Workstations:

#### Improve Productivity

For employees, relevant information is surfaced directly, creating comprehensive work-to lists. By allowing individuals to manage their own work lists and measure and achieve their own KPIs, Business Insights transforms work tasks into a seamless business process.

**SYSPRO demonstrates a deep understanding of both digital technology advancements and end-user sentiment as it relates to ERP. As a result, SYSPRO has a simple but powerful approach to ERP. SYSPRO understands how to leverage its deep industry knowledge and cutting-edge technology to guide its R&D innovation to help manufacturers achieve digital transformation.**

**SYSPRO Transforms the Digital ERP Economy**  
*from IDC, July 2018*

## 4. ENABLE DIGITAL BUSINESS

With SYSPRO's focused approach to adopting the emerging technologies that are adding value, simplifying complexity and providing a competitive advantage, no-one is better equipped to travel with you on your digitalization journey.

### Digitalize Your Supply Chain

Whether you are integrating with intelligent devices such as IoT, business partners across your supply chain or to other systems (on-premise or in the cloud), SYSPRO ERP provides well-defined integration services and APIs, thereby enabling flexible interactions and orchestrating data, messages and business moments.

You can extend interactive web self-service ability to your suppliers and customers using SYSPRO's Supply Chain Portal. The Supply Chain Portal minimizes document handling and other manual activities and facilitates cross functional collaboration by enabling an online process for engaging with customers and suppliers.

### Tap into the Power of AI and ML

By making use of Machine Learning and Artificial Intelligence in SYSPRO ERP you will be able to make sense of structured and unstructured data. Rich insights, unidentified trends and anomalies in your business are brought to the forefront, helping to improve decision-making.

### Employ a Digital Citizen to Service Staff, Customers and Supplier Queries

By assigning your very own Digital Assistant, Ken the Bot, to service internal, customer and supplier queries quickly and accurately on any platform, messaging app or chat space, you can provide a convenient, always-available, consistent and efficient customer service experience.

### Prepare for Industry 4.0

To help you prepare for Industry 4.0 and create more intelligent manufacturing processes, SYSPRO's Manufacturing Operations Management solution ensures that your current equipment and factories are able to readily connect and harmoniously engage with your SYSPRO ERP solution.

### Make Your ERP as Collaborative as Facebook

Facilitate enterprise-wide collaboration and seamless communication between colleagues, workstations, divisions, branches and territories with SYSPRO Harmony, a user-friendly social media platform at the core of your SYSPRO ERP system. By accessing and relating real-time information, insights and trends through Social ERP, users can act instantly and decisively – helping increase responsiveness, lead times and overall productivity.



**SYSPRO stands out from the pack not only because it provides a complete set of modern platform capabilities (IoT, social, mobile, AI and cloud) to support a customer's journey in this period of digital disruption, but also because these capabilities have been thoroughly integrated into SYSPRO ERP.**

**SYSPRO—A Trusted ERP Partner for Digital Transformation**

*by Ted Rohm, Senior ERP Analyst, Technology Evaluation Centers, September 2018*

## 5. ENGAGING USER EXPERIENCE

SYSPRO ERP is conducive to the creation of a productive and satisfying working environment, encouraging users to adopt and engage with SYSPRO through a platform that's easy to use, personalized, fosters collaboration and empowers users in their daily operations.

The look and feel of SYSPRO's latest ERP release, SYSPRO 8, is quite good. It's not just a pretty or slick navigation bit. It is tiles and panels that contain information to inform (not just guide) users. It is also a UX that can get even more helpful and informative when a customer implements the IoT functionality. All of the items above help make SYSPRO 8 more market-relevant and attractive to customers.

**Four Very Likeable Things in SYSPRO 8**  
*Brian Sommer, Founder, TechVentive, July 2018*

### Relevant for Each Role

Role-based Workspaces in SYSPRO Avanti provides users with the complete tools and information needed to perform their role efficiently and effectively, displaying information and providing the capabilities most relevant to a user's touch points.

### Work Where and When You Want

SYSPRO's web interface, SYSPRO Avanti, provides universal access to the same familiar SYSPRO experience in a web browser, allowing users to work where and when they want, on any device, on any platform, from anywhere, at any time.

### Mobile Engagement On or Off the Grid

SYSPRO's mobile application, SYSPRO Espresso, is specifically designed and optimized for mobile devices and provides instant and secure access to information about your customers, suppliers, orders, inventory items and other key business information, even when working offline.

### Social Media-Type Interface

SYSPRO answers the needs of the modern workforce by incorporating a familiar and personalized social media-type interface for interacting with colleagues, customers and suppliers. SYSPRO Harmony, a collaborative, user-friendly social platform, brings social media into the core of ERP. It gives users a familiar way to connect, communicate and conduct their daily business.

### Engaging Insights

Business Insights removes the need to search for data by surfacing real-time insights, trends and relevant business-critical information, all of which are automatically promoted to your users, alerting them to take immediate action.

## 6. SAFEGUARD YOUR ERP INVESTMENT

When considering an ERP solution, you need assurances that the solution and the company you're partnering with offer all the elements needed to ensure your success well into the future.

### Future-Proof Your ERP Investment

We are committed to making our ERP software future-proof so that you can leverage the relevant innovations to ensure the ongoing evolution of functionality and governance pertinent to your specific business operations.

### Enabled by Proven Technology

By selecting robust and proven technologies that are fully scalable, we can help you plan and implement the right technology in a predictable, strategic manner that avoids costly errors while you benefit from all the innovation that matters, and none that doesn't.

### Underpinned by Innovation

Whether by adopting emerging disruptive technologies that add new sets of values or by improving current operational capabilities, SYSPRO is always at the forefront of innovation.

### Specialist Ecosystem

With SYSPRO, you get more than a software solution; you on-board a global team of industry experts committed to simplifying your success, speaking your language and future-proofing your business.

### Proven Implementation Methodology

IDEAL, our implementation methodology, facilitates a successful implementation and a roadmap for reaping a return on investment on the project for many years to come. It is a scalable, structured and phased approach consisting of pre-defined inputs, activities and outputs which deliver a solution that meets your objectives.

#### The methodology is designed to deliver a project that:

- Delivers the right solution that best meets your requirements
- Uses our experience and knowledge of best practices to your benefit
- Provides visibility into and accountability of our activities and services
- Uses your resources effectively
- Empowers you and your employees to leverage the solution for your business
- Scales to meet the complexity or simplicity of your implementation needs





## Services and Support

We offer a number of services ranging from self-help to remote and on-site support, helping you make the most of your SYSPRO investment. Here are just a few of the ways we create and foster an excellent experience for SYSPRO customers:

### SYSPRO CUSTOMER CARE PROGRAM

- **InfoZone Customer Portal:** Our customer portal provides company news, product information, quick tips, education and thought leadership.
- **LinkedIn Education Discussion Group:** Customers can ask questions and connect with other clients here.
- **Social Hub:** Connect with us virtually and join the conversation on any of our social media sites.

### EDUCATION AND TRAINING

#### ▪ **The SYSPRO Learning Channel**

The SYSPRO Learning Channel (SLC) is a one-stop-shop for all your educational needs. Offering a range of different educational material formats, the SLC provides online access to a library of documents and videos, e-learning courses and certifications via your desktop or mobile device.

#### ▪ **Classroom Training**

Classroom training is available depending on your location. Please contact your local SYSPRO office to find out more about on-site or classroom training.

#### ▪ **ERP Certification**

SYSPRO certification focuses on aspects of business that relate to specific roles, enabling our customers to hone in and perfect those skills that are relevant to their role and business environment.

### SYSPRO TECHNICAL SUPPORT

SYSPRO offers global helpdesk support via telephone and email. Our skilled support team will help resolve any technical problem, giving you a clear and simple solution as fast as we can to minimize interruption. In addition, for companies that are implementing new features or solutions, or for users who will be taking on new roles and tasks, we offer on-site support.

## Local Implementation and Support

SYSPRO's primary method of delivering SYSPRO ERP to market is through a strong channel partner network which is responsible for local implementation and support. We have a strong commitment to channel partner growth and success, and are focused on ensuring a high-quality ERP implementation and experience for all SYSPRO customers.

## Protecting Your System and Data

SYSPRO incorporates a number of facilities to prevent unauthorized access and ensure authentication, enabling companies to implement internal controls according to their specific business and governance requirements.

The entire system is protected by various security levels and access controls. These include single sign-on, multi-factor authentication, electronic signatures, operator logins and passwords, organizational role access and user interface settings, access levels for companies, programs, queries and transactions as well as activities and fields.

Organizations can enhance the level of accountability, maintain segregation of duties and enable the traceability of activities through audit logs. External access to data is controlled through the SYSPRO integration framework and e.net business objects, maintaining the SYSPRO business rules and security integrity.

## Governance and Compliance

Since inception, SYSPRO has had the appropriate systems, processes and features in place for our customers to achieve regulatory compliance. We remain committed to prioritizing compliance requirements in the development of our products and are ideally positioned to adapt as necessary to meet new and emerging regulations.

While it is each organization's responsibility to adopt the appropriate governance measures to achieve compliance, SYSPRO does have a deep understanding of how important compliance is for our customers, particularly channel organizations. We are therefore fully prepared and able to assist our customers as they go through this process.



# 7. CUSTOMIZE AND PERSONALIZE YOUR WORKSPACE

SYSPRO ERP adapts to every user, giving you the flexibility to personalize your workspace without the need for programming skills.

## Role-based Workspaces

Role-based Workspaces in SYSPRO Avanti provides users with the complete tools and information needed to perform their role efficiently and effectively, displaying information most relevant to a user's touch points, with Actionable Insights only one click away.

## Adaptable Web Interface

The Avanti Web Interface is designed to adapt and change as requirements evolve, giving users the complete freedom to view required information in any SYSPRO application without requiring development.

## Individualized and Pre-defined KPIs

Business Insights in SYSPRO surfaces real-time insights and Key Performance Indicators (KPIs), all of which are personalized, predefined and automatically promoted to your users, alerting them to take immediate action. This enables your users to make proactive business decisions and act instantly, helping increase responsiveness, lead times and overall productivity.

## Intuitive Search

Recommended actions, using Artificial Intelligence and Machine Learning, empower users to improve decision-making, efficiency and productivity. Predictive search capabilities help you effortlessly get to the information you need by filtering the top records in the database based on what you have already typed.

## Webviews in SYSPRO

Using leading HTML technology, SYSPRO Webviews provides simplified, uncluttered and easy-to-read screens, providing a single view of records such as customers, suppliers, partners and prospects in customizable dashboards for targeted team or individual actions.



## 8. SCALABLE HIGH-PERFORMANCE TECHNOLOGY

SYSPRO ERP provides the ability to scale to large deployments, handle high-volume single server instances and accommodate multinational organizations with hundreds of subsidiaries. Your business can smoothly expand from a handful of users to hundreds or even thousands, using the same core software. SYSPRO is organically built with a single source code, which provides a deeper level of functional integration and is simpler and less costly to maintain. This means we provide a unified, seamless platform you can have confidence in.

### Easy Implementation of New Functionality

The benefits of scalability include easier implementation of new functionality as your company's needs change. Because of SYSPRO's modular approach, companies can define how best to use SYSPRO technology to meet their exact requirements and license only those components they need.

### Integration Capabilities

Your business can integrate other enterprise applications with SYSPRO for better operational control and management reporting. The software can extend beyond the enterprise to allow trusted customers and suppliers the ability to link with your systems for better order and delivery performance.

### Connected Services

SYSPRO provides RESTful APIs<sup>1</sup> to extend or integrate with your SYSPRO ERP application. Whether you are integrating with intelligent devices such as IoT, business partners across your supply chain or to other systems (on-premise or in the cloud), SYSPRO APIs and Workflow provide flexible interactions and integrations that orchestrate data, messages and business moments. It encourages integration with other line-of-business, third-party products and online platforms such as e-commerce sites, enables unified workflow, easier collaboration and information sharing with business partners as well as data to be stored in one place for consolidated reporting and analysis and more.

1 RESTful APIs: Stands for Representational State Transfer. RESTful APIs offer a great deal of flexibility, are designed to take advantage of existing protocols, such as HTTP when used for web, to transfer data.

### High-Performance Technology

SYSPRO uses proven technologies and platforms to deliver greater scalability, higher availability with less downtime for maintenance, security and enterprise-strength data integrity - all while offering excellent performance. SYSPRO ERP works equally effectively in the public or private cloud and on-premise. This requires a hybrid set of technologies, services, programming languages, message-passing technologies and user interfaces.

Over the years SYSPRO has developed a reputation as a software vendor that keeps up with modern technology. Unlike other solution providers that are still stuck on old technology, SYSPRO has continued to invest in and evolve its underlying architecture. Known for its pragmatic vision, SYSPRO prides itself on delivering real, practical applications.

**What makes SYSPRO Different**  
*by Cindy Jutras, Mint Jutras, August 2018*

# SYSPRO Product Roadmap

SYSPRO embraces a corporate philosophy that places the CUSTOMER at the forefront, viewing every customer as a 'customer for life'. This philosophy permeates the entire organization and we work with our customers to maximize their investment in SYSPRO's software on an ongoing basis.

Our products are continually being developed and enhanced to simplify complex technologies and streamline business processes. It is our focus on specific industries that speeds up implementation and ultimately results in a faster return on investment.

A critically important and holistic building block for achieving world-class software is the ability to leverage those best practices that are also the right practices based on market and industry needs. Every day, we're developing and enhancing our software to anticipate and solve the challenges faced by business owners in the manufacturing and distribution sector.

SYSPRO works closely with many of the world's leading analyst firms and product area experts, vertical market specialists, consultants and market leaders across a wide spectrum of companies. This interaction helps SYSPRO understand specific industry best practices and absorb and utilize them to benefit SYSPRO customers, enabling each to leverage competitive positioning in their respective markets.

The four pillars of our product roadmap are based on a foundation of being simple to use, intuitive, engaging and always available, providing feasible, pragmatic and value-adding application of emerging technologies:

## Always On

Our 'Always On' strategy for user experience is to deliver any function, process, data, service or intelligence to the end user's mobile device or endpoint of choice.

## System of Engagement

By transitioning ERP from a system-of-record to a system-of-engagement, SYSPRO improves the user experience and promotes improved business behavior through enhanced intuitiveness, simplicity and engaging innovations.

## Future-Proof Your ERP Investment

SYSPRO believes that digital transformation is key to remaining competitive and has adopted specific emerging technologies (AI and Machine Learning, Bots, IoT, Social ERP) and made them available to enable our customers to travel their journey of digital transformation at their pace.

## Optimized Operations

SYSPRO is ever cognizant of the changing manufacturing and distribution landscape and strives to add value by anticipating marketplace disruptors, ensuring governance and improved business efficiencies and process controls throughout your manufacturing and distribution supply chains, as well as improved financial management.

Rest assured, as new technologies emerge that redefine the way businesses work, SYSPRO will be at the forefront of helping you embrace and take full advantage of them.





# Manufacturing Solutions

SYSPRO's ERP Manufacturing Management software allows you to plan, execute and control production more effectively based on a wide variety of manufacturing modes. SYSPRO enables you to integrate your manufacturing operations with other business processes to help you become more streamlined and run more efficiently.

## Manufacturing

- Bill of Materials
- Factory Documentation
- Product Configurator
- Quotations/Estimations
- Work in Progress
- Inventory Management

## Manufacturing +

- Manufacturing Operations Management
- Activity Based Costing
- Engineering Change Control
- Lot Traceability
- Material Requirements Planning
- Projects and Contracts
- Product Recall
- Job Nesting

## MANUFACTURING

### Bill of Materials

SYSPRO Bill of Materials facilitates accurate expected costs against which actual production costs can be tracked. The complete bill forms the basis for material and capacity planning, shop floor control and costing. You can create and maintain a model of your manufactured and assembled products as well as generate what-if costing scenarios.

### Factory Documentation

SYSPRO Factory Documentation facilitates clear and accurate user-defined shop floor documentation for production operations to be performed and materials to be issued, thereby enabling accuracy and efficient control of production processes.

### Product Configurator

SYSPRO Product Configurator provides a rules-based system of multiple configuration options via a web-based interface, enabling the efficient and accurate configuration of products for enhanced customer service and operational efficiency. Ideal for the engineer-to-order and configure-to-order environments, it enables manufacturers to differentiate their product offerings by customizing product to meet customer specifications and can help reduce configuration errors, while reducing the involvement of experts in routine transactions.

### Quotations and Estimates

SYSPRO Quotations provides the flexibility to produce quotes with multiple offers on stocked and/or customized (estimated) items for existing and prospective customers. The power of this system becomes evident when one or more stock items must be specially made; in which case a supporting estimate can be created. This, in turn, may have one or more special parts, which again can be supported by an estimate, and so on. This process can be extended to 14 levels that are rolled up to complete the quotation's top-level costing.



## Work in Progress

SYSPRO Work in Progress enables you to minimize job costs through the efficient utilization of production resources. It allows you to accurately control costs of work orders currently in progress and manage the performance of the shop floor by tracking material, labor and resource utilization as well as the activity and efficiency of manufacturing processes.

## Inventory Management

### INVENTORY CONTROL

SYSPRO Inventory Control provides greater accuracy and visibility of inventory information throughout the organization. It forms the core of the manufacturing, distribution and accounting facilities and is designed to integrate with all the major functions of the systems and to provide flexible reporting on inventory holdings.

### INVENTORY OPTIMIZATION AND FORECASTING

SYSPRO Inventory Optimization (IO) takes a holistic approach to balancing the supply chain by providing visibility and understanding of the different parameters that create and shape inventory. The IO module allows users to create policies that determine how a change to these parameters impacts target inventory levels. This enables the best mix of services to the customer at the optimum cost of inventory to achieve that service. Seasonal and trend factors can also be incorporated.

SYSPRO Inventory Forecasting enables your team to create accurate and credible forecasts along with the tools for efficiently managing, monitoring and improving your forecast process. It offers ABC Analysis that can rank any element of your business — such as items, customers, or product families — to help you identify profitable opportunities and weed out under-producers.

### INVENTORY FAMILIES AND GROUPINGS

Families and Groupings is essential to an organization in a demand-driven environment and serves as input to MRP. SYSPRO Inventory Families and Groupings provides the tools to arrange 'collections' of stock keeping units (SKUs) into families and groupings of similar items.

These collections provide a high-level view of items at which sales forecasts can be produced and the quality of the forecast measured. A significant feature is the ability to group warehouses for purposes of forecasting at a regional or territory level for logistical or supply chain purposes. Forecasts can also be generated at a brand level to facilitate a clearer marketing picture.

# MANUFACTURING +

## Manufacturing Operations Management

SYSPRO's Manufacturing Operations Management (MOM) solution can help you revolutionize your company to remain competitive in today's market. It optimizes and improves end-to-end manufacturing operations by providing complete manufacturing life-cycle management from planning to scheduling, publishing, collecting, tracking and analyzing.

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

### It encompasses the following:

- Advanced Planning and Scheduling
- Shop Floor Data Collection and Tracking
- Factory Digitization and Automation
- Factory Performance and Loss Management
- Lean Manufacturing and Continuous Improvement

### The solution helps manufacturers:

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

## Activity Based Costing

SYSPRO Activity Based Costing (ABC) allows for the accumulation and recovery of costs associated with the purchasing, manufacturing and selling of items, thereby improving accuracy in calculating product profitability. Overhead costs are accumulated against items by attaching elements of cost to the transition points of purchasing, manufacturing and selling.

## Engineering Change Control

SYSPRO Engineering Change Control (ECC) helps you improve the management of engineering changes to your products and/or associated data by enforcing controls in product design. This is achieved through user-defined workflow, steps and processes. It can augment or replace the paper trail that typically accompanies any changes to product design data and provides detailed audit reports for all transactions, including all historical changes and the operator performing the change to meet all compliance requirements. The archiving facility enables retrieval and production of prior revisions/releases.

## Lot Traceability

SYSPRO Lot Traceability enables you to maximize quality control by tracking products, materials and processes, as well as by facilitating effective recalls. It caters for the tracking of materials through receipt, manufacture, assembly, inspection, stocking and final distribution, while maintaining quality assurance certification and tracking expiration dates. Users can identify which materials require lot tracking and the stages of production where information needs to be recorded throughout the manufacturing process.



## Material Requirements Planning

SYSPRO Material Requirements Planning (MRP) uses projected and actual demand and supply to assist in planning and creating realistic production, purchasing and supply transfer schedules. It also identifies capacity constraints and maintains optimal stock holdings in multi-site and multi-warehouse environments.

With its online MPS and Job, Purchase Order and Supply Chain Review programs, SYSPRO MRP enables straightforward conversions of the suggestions from the Requirements Calculation results to live data. It is a bucket-less system which provides the facilities to run 'what-if' scenarios. Variable planning intervals and user-defined planning horizons offer further flexibility.

## Projects & Contracts

SYSPRO Projects and Contracts facilitates accurate profit reporting for long-term projects which require analysis of costs and revenues for multiple sections and levels. Purchase orders, job activity, sales orders and invoicing for jobs attached to a project update the contract or project in real time, while query screens and reports show up-to-date actual and committed costs, realized and projected profit at any level of the job hierarchy.

## Product Recall

SYSPRO Product Recall allows you to perform a full product recall quickly and efficiently. It is a full traceability system developed to support an organizations Recall Management System, particularly in heavily regulated industries.

The capability gives instant access to all of the critical information required to track a suspicious product, throughout the value chain. It supplies the necessary information to identify, isolate and action the activities that need to occur within the predetermined recall time limit. In addition, it provides the ability to regularly test the system through Mock Recalls.

## Job Nesting

Job nesting is a capability designed to support customers who typically manufacture materials using machine-specific nesting software – integrating directly into SYSPRO to provide the ability to nest multiple jobs utilizing the same raw material or components.

It manages the complexity associated with allocating a number of jobs to a specific raw material to maximize output and reduce waste. Additionally, it assists in recording and accounting for the efficiencies gained or lost and the scrap or usage of that raw material.

By nesting multiple jobs utilizing the same raw material or components in SYSPRO's Job Nesting capability you can maximize output and reduce wastage to improve costing efficiency – enabling you to quote more competitively.





# Sales and Distribution Solutions

SYSPRO Sales solutions enable you to manage all elements of the sales cycle, from managing your customer and supplier details to identifying key sales trends. SYSPRO Distribution solutions provide the technology to manage a supply chain from end-to-end. Our highly-developed solutions enable maximum control and flexibility over operations and inventory and are ideally suited to single, multisite, domestic and international operations, where operation efficiency is fundamental to success.

## Sales and Distribution

- Counter Sales
- Purchase Orders
- Return Merchandise Authorization
- Sales Analysis
- Sales Orders
- Request for Quote
- Customer Complaints

## Sales and Distribution +

- Supply Chain Portal
- Blanket Sales Orders & Releases
- Landed Cost Tracking
- Lot Traceability
- Trade Promotions
- Return to Supplier
- Inventory Management
- Warehouse Management
- Point of Sale

## SALES AND DISTRIBUTION

### Counter Sales

SYSPRO Counter Sales facilitates over-the-counter sales transactions by enabling the receipt of payments and deposits at the point of transaction. Similar to a retailer with a point-of-sale register, the counter sales process in SYSPRO supports walk-up cash, credit card and on-account sales transactions, and integrates the cash draw with end-of-day reconciliation.

### Purchase Orders

SYSPRO Purchase Orders is an integral part of the organization's distribution and manufacturing functions. It enables the monitoring of the quality, accuracy, lead times and cost of purchases, while providing comprehensive supplier performance analysis. The Purchase Order module includes a Preferred Supplier solution to manage the processes and policies that deal with the sourcing of goods and services during your purchasing cycle; Goods Received Notes (GRN) Suspense System for Accounts Payable invoice matching; a Requisition System; and a Supplier's Performance report, along with currency options.

### Return Merchandise Authorization

SYSPRO Return Merchandise Authorization provides an easy, efficient method of controlling the return or exchange of items sold to customers, ensuring visibility and tracking of the item until the transaction is concluded. With SYSPRO's Return Merchandise Authorization module, returns, replacements, credits and repairs can be handled with ease.

## Sales Analysis

SYSPRO Sales Analysis provides insight into sales activities to improve sales profitability and provide information for sales forecasting and planning on a number of levels. SYSPRO Sales Analysis also assists in determining the extent to which a sales force has met its sales objectives by providing analysis of how well sales people and product groups are performing compared to budgets available.

## Sales Orders

SYSPRO Sales Orders enhances customer service through fast, efficient order processing and accurate, timely order fulfilment while maximizing sales productivity with instant access to information on stock availability, prices and product substitutions. Additionally, customer account information can be accessed to streamline the ordering process for status, credit limits and previous orders, as well as to confirm the customer's billing and shipping addresses.

## Request for Quote

Request for Quote (RFQ) provides the ability to extend a formal invitation to suppliers to tender on the supply of goods or services. As a vital part of Procurement, this new capability streamlines the process by automating the creation of the RFQ from a Requisition and allowing servicing of the RFQ directly by suppliers online.

Request for Quote provides transparency of the tender process, improving governance. It also assists buyers in making informed procurement decisions quickly and easily as they can compare offerings from different suppliers. The reduction of manual processes decreases the manual workload of key staff, freeing them up to perform more relevant tasks.

## Customer Complaints

The Customer Complaints capability allows for the capturing, management and effective resolution of customer complaints. It enables the business to easily review and escalate critical product defects and service issues to prevent their reoccurrence and is a requirement for all businesses wanting to achieve a formal quality accreditation. This improves customer-centric behavior, driving customer retention.

## SALES AND DISTRIBUTION +

### Supply Chain Portal

The Supply Chain Portal is an interactive web platform that facilitates online transactions between an enterprise and its suppliers and customers. The Supply Chain Portal has been launched with the Request for Quote capability which enables the formal invitation to suppliers to tender for the supply of goods and services. Additional capabilities will be added in subsequent releases.

The Supply Chain Portal streamlines collaboration between buyers and suppliers and minimizes document handling – reducing potential fraud. It automates business processes and ensures transparency of supplier, and in future, customer transactions. Ultimately, the Supply Chain Portal will help to increase operational efficiency and improve governance.

## Blanket Sales Orders and Releases

SYSPRO Blanket Sales Orders provides an effective method of setting up contracts between original equipment manufacturers (OEMs) and their suppliers by providing blanket sales orders with multiple release dates, multiple call-offs and cumulative tracking.

## Landed Cost Tracking

SYSPRO's Landed Cost Tracking (LCT) provides visibility of imported goods through shipment tracking and enables greater control of all associated costs, resulting in accurate landed costs. It enables you to track shipments of imported goods, monitor the progress and estimated arrival times of shipments, and establish a reliable estimate of the overall cost of imported goods. Furthermore, it aids the calculation of a more accurate actual cost at which to receive the goods and provides an actual cost comparison to the various estimates made during the procurement cycle.

## Lot Traceability

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## Trade Promotions

SYSPRO's comprehensive Trade Promotions functionality provides increased control and efficient management of your promotions, thereby reducing time-consuming reconciliations and improving accuracy and profitability. With its clear visibility of Pareto, forecasting, inventory and sales data, SYSPRO enables quick identification of suitable items for promotion such as new, rebranded and seasonal items, slow movers and those nearing expiry date.

## Return to Supplier

Return to Supplier facilitates the return of goods or services to suppliers as a result of defects or other reasons for dissatisfaction. It simplifies the process of returns and provides an efficient method of controlling items leaving site for returns or repairs, ensuring visibility and tracking of the item until the process is concluded.

## Inventory Management

### **INVENTORY CONTROL**

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## Warehouse Management

### CYCLE COUNT

The Cycle Count capability provides for the implementation of cycle count methodologies by allowing you to perform partial stock counts at specific intervals without disrupting daily operations. The continuous assessment of your inventory increases stock accuracy and reduces inventory variances, resulting in fewer stock write-offs, better governance and timely adjustments.

### ORDER PICKING

The Order Picking capability facilitates picking routines to improve order fulfilment and the management of the pick processes themselves. It allows you to create picking routines such as batch picks, wave picks, order picks or batching of transactions based on locality to improve order book fulfilment and co-ordinate team picking to reduce cycle time for larger orders. Work-to-lists provide clear visibility for resource demands by function, locality and other requirements and traceability of the location of items enhances stock visibility.

## Point of Sale

SYSPRO Point of Sale enables those manufacturing and distribution businesses that have a cash-and-carry or retail arm. The solution offers an easy-to-use interface to companies using SYSPRO ERP, enabling them to collect and control the payment of direct consumer sales. It facilitates over-the-counter sales transactions by accepting payments or deposits on and offline and enables immediate stock allocation and payment as it is done at the point of transaction. Seamless integration to the back office SYSPRO ERP solution enables a safe and secure cash collection process that is controlled through an end-of-day process.



# Financial Solutions

SYSPRO's powerful financial solutions provide comprehensive financial and cost accounting functionality and controls. Financial data is always current thanks to real-time integration between SYSPRO's financial, distribution and manufacturing solutions.

## Financials

- Accounts Payable
- Accounts Receivable
- Assets Register
- Cash Book
- Electronic Funds Transfer
- General Ledger

## Financials +

- Prophix
- Digital Tax Tool

## FINANCIALS

### Accounts Payable

SYSPRO Accounts Payable facilitates improved cash flow and relationships with suppliers by providing timely, accurate and efficient control over invoice processing, bill payments, analysis of available discounts and tracking of purchases. The Accounts Payable system provides an efficient method for recording purchases and supplier invoices as well as making expense distributions. Included are facilities for maintaining, verifying and reporting supplier account information.

The module offers optional two-step invoice entry that allows users to enter, approve and then pay an invoice. Extensive audit trails and journals form an integral part of the module. Against each supplier, invoice and transaction details are retained from which cash requirements, forecasting and purchase analysis may be printed. Suppliers can be held in local or foreign currency and paid in alternate currencies. Multi-branch accounting is available, and free-format checks and remittances can be designed.

### Accounts Receivable

SYSPRO Accounts Receivable improves cash flow management by accumulating and managing customer activity and ensuring timely revenue collection and effective reporting. This system enhances customer servicing, aids in debt collection and reduces risk by providing the credit department with management, control and reporting tools.

### Assets Register

The SYSPRO Assets Register solution provides up-to-date, real-time information pertaining to the value of all assets within the organization by keeping a record of depreciation and current asset values. It also contains a facility which evaluates the remaining worth by tracking income and expenditure derived from assets. The Assets Register system enables you to manage and control your non-current assets in terms of wear-and-tear depreciation, book value, disposals, additions and re-valuations. The information contained in the Assets Register can integrate with the General Ledger or be run standalone. You can optionally record costs incurred in the maintenance of assets against the relevant individual asset.

### Cash Book

SYSPRO Cash Book allows optimal cash management by providing system-wide bank reconciliation, as well as tracking information on cash inflows and outflows. Cash Book is part of the set of financial analysis solutions provided by SYSPRO to enable managers to forecast and perform 'what-if' analysis on financial data.



It provides a daily means of recording details about sundry deposits and withdrawals, maintaining Cash Book bank balances, reconciling and adjusting entries and printing online checks. Entries can be posted manually or automatically and the amounts can be distributed to a number of ledger accounts, including those belonging to other companies. The Cash Book system allows you to set up multiple banks in both local and foreign currency. In addition, you can produce online checks and remittances, bank reconciliation statements, consolidated statements and a bank balance report. An electronic bank reconciliation facility is also available.

## Electronic Funds Transfer

The SYSPRO Electronic Funds Transfer (EFT) system improves multi-currency payment efficiency and provides an accurate current picture of your cash flow. Furthermore, it reduces the risk of fraud and transactional costs associated with beneficiary payments. The EFT system enables you to combine payments for both Accounts Payable suppliers and Cash Book beneficiaries into one bank batch file and choose whether to post Accounts Payable EFT payments to the Cash Book in detail or in summary. It enables you to create electronic payment files of disbursements which you can upload to your bank(s) for processing.

## General Ledger

SYSPRO General Ledger facilitates the management of corporate performance and the monitoring of return on investment by providing complete enterprise-wide financial recording, analysis and reporting from all aspects of the business. The system's extensive drill-down capabilities enable you to view everything from detailed journal entries to original source documents.

SYSPRO General Ledger produces the enterprise's financial statements, including: the Balance Sheet, which shows the enterprise's assets, liabilities and equity at a point in time; the Income Statement, which shows the enterprise's income, expenses and net profit over a period of time; the Cash Flow Statement, which shows sources and applications of cash; and associated financial reports such as the Trial Balance.

## FINANCIALS +

### Prophix Corporate Performance Management for SYSPRO

Prophix Corporate Performance Management (CPM) for SYSPRO provides a solution for integrated financial planning and consolidation, automating critical financial processes across the organization, delivering greater insight into business performance, improving profitability and minimizing risk.

Prophix CPM for SYSPRO addresses multiple CPM capabilities through a common interface including budgeting, reporting, financial consolidation, performance analysis, forecasting and cash flow planning.

### Digital Tax Tool

The Digital Tax Tool allows financial controllers to create digital tax outputs that can support compliance with tax authority requirements. It reduces the administrative effort required to generate sales tax returns and the likelihood of errors associated with manually preparing sales tax returns in a digital format for submission to tax authorities. The Digital Tax Tool can be customized to provide user defined extract files that are structured and repeatable. Further, an analysis tool assists in resolving queries from tax authorities and reconciling Sales Tax transactions to the General Ledger.

# Foundation Solutions

With any SYSPRO purchase, you receive the SYSPRO Foundation Solutions, which collectively deliver the insight, agility and controls essential to running a profitable business. Prioritizing gradual evolution over continual 'revolution', we set a high bar for the usability and relevance of every feature, ensuring that new features built into the product are stable and designed for the long term.

The result is a single-source solution which provides out-of-the-box flexible, reliable, customizable and scalable solutions that grow with you and your business. Our innovative technology is developed precisely to address your business and needs, simplifying your enterprise-critical information and driving better business behavior and decisions.

## Financials

- Executive Dashboards
- Contact Management
- Office Automation
- Reporting Services
- Report Writer
- System Manager

## Financials +

- Analytics
- e.Net Solutions
- Workflow Services
- Document Flow Manager

## FOUNDATION

### Executive Dashboards

SYSPRO Executive Dashboards provide interactive visual representations of real-time data, enabling business managers to measure and monitor business performance and conduct 'what-if' modeling.

With a number of predefined dashboards, executives gain an immediate view of their business through a simple select-and-drop mechanism, without the need to incur the large investment typically associated with Business Intelligence solutions.

### Contact Management

SYSPRO Contact Management allows you to define and manage a rich set of information about the people with whom you do business, as well as the individuals in your organization. It helps manage information, not only about traditional SYSPRO customers and suppliers, but also other business relationships such as prospective customers, consultants and competitors.

### Office Automation and Messaging

SYSPRO Office Automation and Messaging improves workflow communication and response times, both internally and externally. It can accelerate action on critical events by automatically notifying key people via e-mail or the internal SYSPRO messaging functions. Alternatively, SYSPRO Office Automation and Messaging will run a program as events occur or when data reaches a pre-configured level. Furthermore, it provides for e-mailing or faxing from directly within SYSPRO.

## Reporting Services

SYSPRO Reporting Services (SRS) provides high-quality financial and operational reports and documents, together with visual analysis capabilities. The flexibility of SRS means that reports can be designed for almost any requirement. In addition, as the reports are version independent, they are unaffected during system upgrades.

## Report Writer

SYSPRO Report Writer enables you to produce simple customized reports and extracts. The simple, menu-driven design provides instant access to system data with no programming skills required.

The Report Writer system allows you to send reports to the printer, a screen preview, or an ASCII file. Data can be read and written back to the database to facilitate mass updates. Data from third-party sources can be used in reports. Data can also be exported to third-party software such as spreadsheets, word processors and databases.

## System Manager

SYSPRO System Manager serves as the foundation of the SYSPRO system. It provides the ability to define the environment, onfigure set-up options and tables, format stationery, set up multi-level security for protecting sensitive data and critical functions, automate unmanned tasks and seamlessly integrate applications for efficient data processing. It also provides the tools to personalize SYSPRO's user-friendly interface.



# FOUNDATION +

## Analytics

SYSPRO Analytics facilitates fast access to the information you need to make decisions which impact your customers, sales, profit, growth opportunities and business operations. With SYSPRO Analytics you can create multi-dimensional views of your financial and operational data to determine patterns and underlying trends, gauge performance, leverage opportunities and outmaneuver the competition.

SYSPRO Analytics is an easy-to-install, easy-to-configure and easy-to-use metric-based application. An in-depth knowledge of SYSPRO data structures is not required as this powerful tool provides a series of intelligent analysis objects and metric templates that intuitively build the required processes for the information needed. This allows you to access information promptly instead of wasting time learning the intricacies of BI technologies before they can be of any use.

## SYSPRO e.net Solutions

SYSPRO e.net Solutions enables you to extend beyond your enterprise using SYSPRO's open interface. It encourages integration with best-of-breed third-party products while facilitating collaboration with business partners - the essential links in your supply chain. SYSPRO e.net Solutions provides a simplified development environment which is extensible and version independent.

By providing a standard interface for integrating with SYSPRO, using industry standard technologies, custom business applications can be created based on existing business logic and security. In addition, SYSPRO can be integrated with disparate business systems, both internal and external to your organization.

## Workflow Services

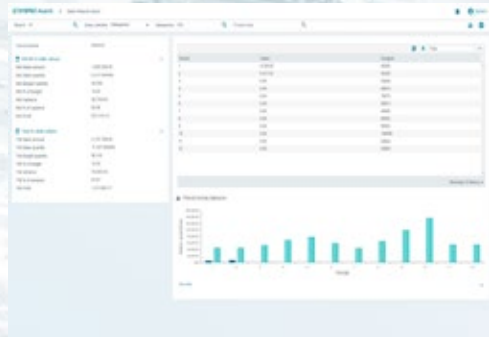
SYSPRO Workflow Services (SWS) provides the capability to design and enable the streamlined flow of business processes through a fluid and user-friendly interface. The application facilitates greater visibility, clarity, transparency and integration throughout the organization's business processes. SYSPRO Workflow Services maintains workflows and activities, allows for collaboration between people, documents, software and systems and can stretch across various organizations and around the world.

We provide a set of tools for organizations to orchestrate their own workflows according to their business processes, simply and effectively. With SYSPRO's Workflow Services you have the ability to initiate, progress, control and monitor your business processes from the cloud on any device, any platform, 24/7.

## Document Flow Manager

SYSPRO Document Flow Manager (DFM) is designed to facilitate collaborative commerce by automating document flow between trading partners. DFM automates the processing of incoming and outgoing documents, such as sales orders and purchase orders, whether they originate from external organizations or internally.









[syspro.com](https://syspro.com)