ERP NEWS MAGAZINE

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Oracle NetSuite Vice President of EMEA

NICKY TOZER

'EVERY BUSINESS HAS A DESTINATION, A TRUE NORTH.'

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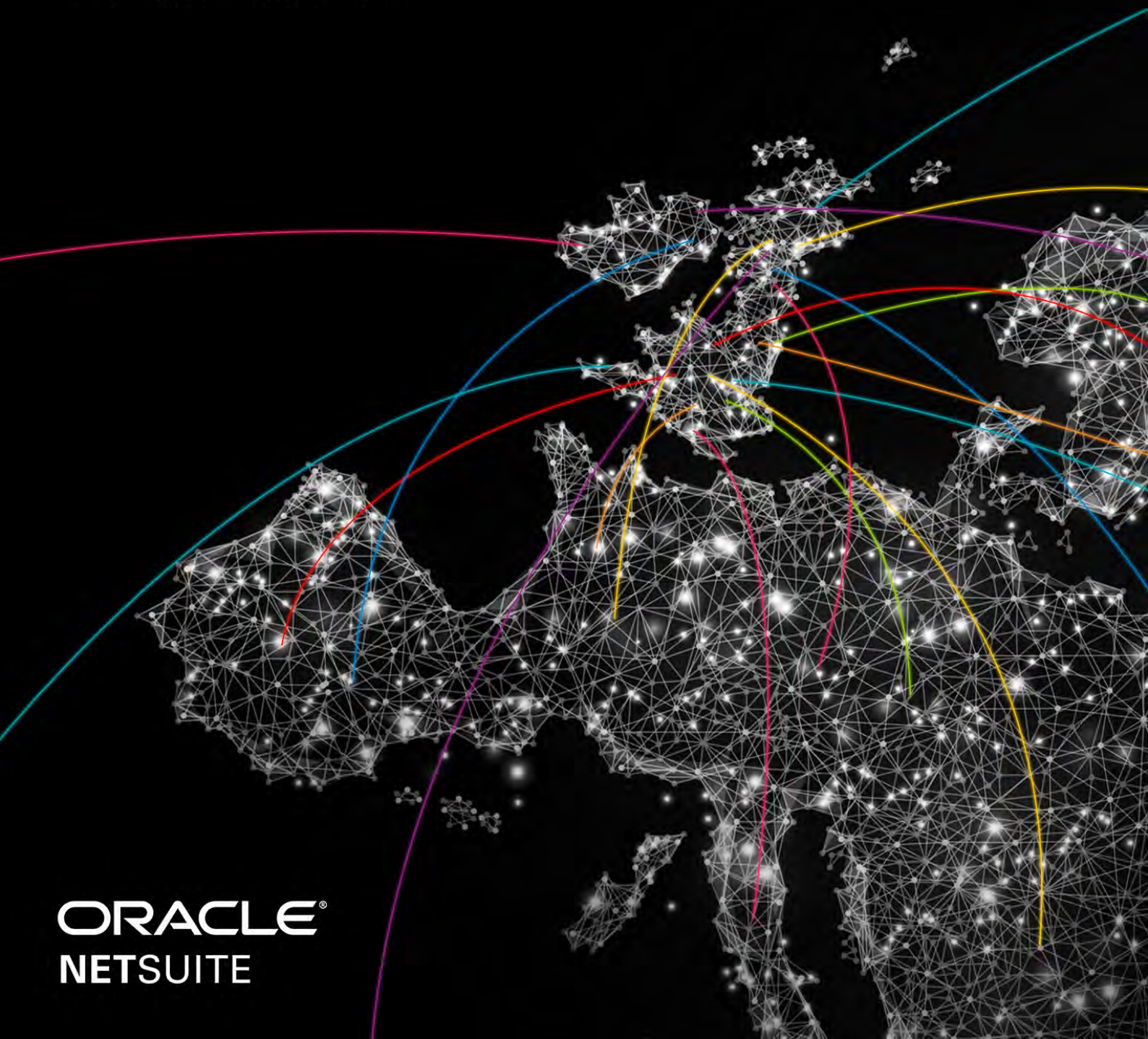

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EDITOR'S NOTE

Hello to everyone from the third issue of ERP News Magazine,

We would like to thank our readers for not leaving us alone on this road. With the feedbacks and comments, we receive from you, ERP News continues reaching out to a worldwide audience, following every development closely on the enterprise software industry. We aim to share the most accurate and reliable content with our readers. Before you start turning the pages, I want to give you some hints on what we have prepared for you in this issue.

We tried to answer the most important and perhaps most frequently asked question of the ERP industry: How to choose the right ERP System for your business? If you are in the process of choosing an ERP, or if you have an idea to change your ERP system, this issue will help you a lot!

In the interview with Nicky Tozer, Oracle NetSuite Vice President of EMEA, we talked about the company's growth across the region and Oracle NetSuite's future goals. Nicky shares her views on what to look for and prioritize in your ERP selection process.

In this issue, we hope to shed light on your search about the right ERP software for your business. Let's find the ERP that fits your business together!

See you in the next issue!

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TEC, Predrag Jakovljevic

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SANIMAX SELECTS INFOR TO HELP MANAGE COMPLEX BUSINESS PROCESSES

Infor, a global leader in business cloud software specialized by industry, announced that Sanimax, a leading environmental solution provider in the agri-food industry, has selected Infor CloudSuite Food & Beverage. Sanimax has 17 locations throughout Canada, the U.S., Brazil and Colombia, and serves customers around the globe. Company leaders knew they needed an agile solution and technology partner as part of their growth strategy, and Infor's ERP solution is poised to provide Sanimax with applications designed to help overcome certain business challenges that are unique to its industry, such as managing short lead-times, managing commodities' impact on supply chain, and meeting changing regulatory requirements.

"We needed a cloud-based solution that we could quickly implement to help manage operations and material collected," said François Berthiaume, vice president of Finance and Administration at Sanimax. "Infor offered a dedicated implementation project team, built in support services and a full complement of products that can help us migrate from legacy software to more modern business applications to help us become more efficient. Their team's knowledge of our industry, along with our confidence in the reliability of their cloud-based platform, CloudSuite Food & Beverage, made Infor an obvious choice for Sanimax."

By standardizing with Infor CloudSuite Food & Beverage, powered by Infor M3, Sanimax can migrate from its existing, outdated and highly customized solution to one system that can better align teams on the priorities of deliverables and can help streamline processes across various categories within the business. Infor expects to deliver tools designed to help accelerate global supply chains, bring new products to market faster, and implement efficiencies across the board. "Sanimax is a complex business and, like most process manufacturers, is facing challenges that force it to rethink the way business is done. Infor's industry-specific applications are structured to provide customers with technology that can help them navigate industry-specific challenges while helping to control costs, increase innovation and boost efficiency," said Mike Edgett, Infor director of industry and solution strategy. "Having a technology partner that you can trust is incredibly important, especially as an organization grows and evolves. Infor's applications can deliver real-time data that is accessible anytime, anywhere, which can make it easier for our customers to expand to new locations, add users, and have visibility across multiple sites and warehouses."

For more information please visit:
https://www.infor.com/products/cloudsuite-food-and-beverage

About Sanimax

Sanimax is a family business working in the environmental field for the past 80 years. With its 2500 employees, Sanimax reclaims, renews and returns more than 2 million tons of organic by-products that would otherwise be redirected to landfill. Sanimax, for a greener future. To learn more, please visit www.sanimax.com

About Infor

Infor is a global leader in business cloud software specialized by industry. With 17,300 employees and over 68,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit www.infor.com

SPORTPESA RACING POINT FORMULA 1 TEAM SELECTS SOFTWARE FROM IFS TO ADVANCE TEAM OPERATIONS

SportPesa Racing Point F1 Team is delighted to begin a multi-year partnership with IFS, the global enterprise applications company. Going forward, IFS's cloud-based ERP software will underpin the team's racing operations and back-office needs as the team continues on its journey towards the front of the grid.

Any business needs intelligent business tools to help manage resource allocation and this is especially true in the fast-paced world of Formula 1. Efficiency and speed are needed in all areas of the company, which is why the team chose to partner with IFS and benefit from its autonomous and intelligent solutions to power mission-critical business processes.

Racing Point needed software that could help manage the complex factory operations and help the team grow in the future. As a strategic technology partner, IFS will empower Racing Point with its state-of-the-art tools to ensure operational excellence. The platform gives the team flexibility in this exciting new era with fresh investment from the shareholders and the construction of a new factory next year.

Otmar Szafnauer, CEO & Team Principal SportPesa Racing Point: "When evaluating our options, IFS stood out for its flexibility, innovation, and accuracy - the mainstays of professional racing and key traits of our own culture. Just like any other complex industrial organisation, success in racing relies on outperforming the competition in all areas. That includes Sergio and Lance in the cars, the operational crew at the races, as well as the team back at the factory. IFS presented us with a solution that could give us one version of the truth in real-time, informing our decision-making and paving the way for our digital transformation."

IFS CEO, Darren Roos: "Being faster, smarter and more efficient are vital to any successful Formula 1 team and that is exactly why Racing Point turned to IFS. We engineer our solutions to empower users with the right data when milliseconds make the difference between winning or not. We look forward to going full-throttle in our collaboration with Racing Point over the coming seasons."

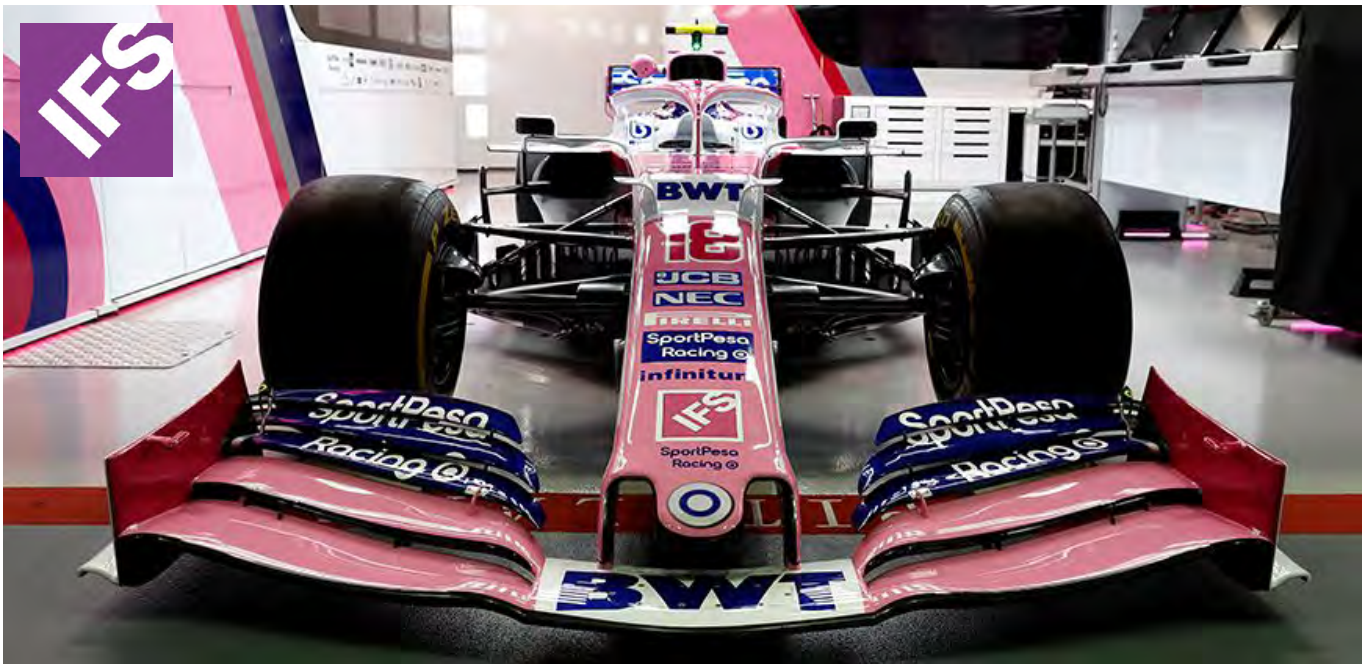
The partnership sees the IFS logo feature on the team's RP19 cars from this weekend's Singapore Grand Prix. Branding is also present on the race suits of Sergio Perez and Lance Stroll.

About SportPesa Racing Point Formula 1 Team

SportPesa Racing Point may be one of the newest names on the Formula One grid, but it's team that boasts a wealth of experience with over 500 Grand Prix races under its belt. Racing Point draws on the heritage of some of the sport's most cherished names, bringing to life a new incarnation of a team that has come to symbolise passion, dedication and the spirit of true racers. In its latest guise, the Silverstone-based company remains a feisty privateer taking the fight to the biggest names in the sport. With fresh investment and committed shareholders, the new vision at Racing Point is to build a team capable of competing at the very front of the grid. Working in partnership with world-leading brands and with an exciting driver line-up, the team is ready to take the next step on the journey towards success. www.racingpointf1.com

About IFS

IFS develops and delivers enterprise software for customers around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. The industry expertise of our people and solutions, together with a commitment to delivering value to every one of our customers, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 3,700 employees and growing ecosystem of partners support more than 10,000 customers around the world challenge the status quo and realize their competitive advantage. Learn more about how our enterprise software solutions can help your business today at www.ifs.com



ELSTEAD LIGHTING SELECTS EPICOR ERP TO UNIFY SYSTEMS AND DRIVE INTERNATIONAL GROWTH

EPICOR

Epicor Software Corporation, a global provider of industry-specific enterprise software to promote business growth, today announced that Elstead Lighting has chosen its enterprise resource planning (ERP) solution. Elstead Lighting has implemented Epicor ERP across a broad spectrum of business processes—from sales to distribution, and design to manufacturing, as well as retail—to support sales across 50 different countries.

After witnessing a sustained period of accelerated growth in the last five years—and rapidly expanding its product portfolio Elstead Lighting was in need of a diverse solution that provided complete visibility across all of its operations. Previously operating on a 15-year-old legacy system was proving to be unnecessarily complicated, and the system was becoming outdated. Due to the changing needs of the business, the software required frequent modifications to keep up with day-to-day business processes. With each country operating on different systems and databases, Elstead Lighting needed one unified solution that would simplify and support the business, both now, and in the future.

After an extensive and competitive evaluation process, the decision was made to go with Epicor ERP. One of the key drivers behind choosing Epicor was the ability to customise the solution without the need for multiple, third-party add-ons.

Chris Coogan, IT manager at Elstead Lighting, comments, "Having the ability to customise the system and change things as we see fit is proving invaluable. Epicor ERP fit the bill straight out of the box."

Elstead Lighting has already witnessed a number of benefits since implementing the software the last month including increased automation across the factory floor, which is underpinned by the ERP system and drives increased efficiencies for Elstead employees.

"We were a small lighting manufacturer—now we are much more than that. We needed a system that could not only cope with our current growth, but one that could adapt and support the growth to come." Alistair Ingall- Tombs Senior Operations Manager of Elstead Lighting

"Daily processes, which used to take three hours to complete, can now be done in less than 30 seconds. This is freeing employees up to focus on higher-value tasks and adds up to a lot of saved time," said Coogan. "Not only is the software providing valuable benefits to the business, but it is also having a positive impact on the environment. By ensuring operations are streamlined and gathered in one unified system, paper usage has been reduced dramatically," added Coogan.

Following the implementation of Epicor ERP within its UK facilities, Elstead Lighting now plans to roll out the software to its international subsiduaries, including those in Poland, Slovakia, Dubai, and China.

Alistair Ingall-Tombs, senior operations manager at Elstead, commented, "As we continue to use Epicor ERP, we are excited to see the control and visibility echoed across our different regions, languages, and cultures. To support our future growth, it is important we have a one-stop-shop tool that can provide us with everything we need to know, whenever we need to know it. Epicor ERP is that tool."

About Elstead Lighting

We are Elstead Lighting, a British company that specialises in the manufacture and distribution of decorative lighting. We sell 220-240v lighting products to worldwide customers, lighting beautiful homes, hotel bedrooms and public areas, coffee bars and restaurants in more than 60 countries. We have sales distribution operations in 3 countries, managing more than 17,000 square metres, (185,000 square feet) of warehousing and production space and a team of more than 100 committed staff.

Elstead has brought together an eclectic range of light fittings for both indoors and out, that take classical influences in their design and style. We are proud to still use traditional handcrafts in the production of our lights as well as embrace modern technology with CNC machines. A large number of the Elstead Interior collection is manufactured in Alton, Hampshire using traditional welding and patination skills to create distinctive products.

We also select beautiful designer collections from six North American lighting companies, with whom we have a license to alter their products from the American standard 110v to 240v. We work directly with their suppliers to wire and modify their products so that they are certified for use in the UK, Europe, Middle East, Asia and Australasia. Many of these products are also hand-made or hand-finished, and undergo the same detailed quality checks as those made on our UK site.

About Epicor Software Corporation

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software designed to fit the precise needs of our manufacturing, distribution, retail, and service industry customers. More than 45 years of experience with our customers' unique business processes and operational requirements are built into every solution--in the cloud or on premises. With this deep understanding of your industry, Epicor solutions dramatically improve performance and profitability while easing complexity so you can focus on growth. For more information, connect with Epicor or visit www.epicor.com

NETSUITE EXPANDS COMMITMENT TO NONPROFITS

ORACLE NETSUITE

The NetSuite social impact program helps more than 1,500 nonprofits change the world

To help nonprofits and social enterprises across the world accelerate their missions, Oracle NetSuite continues to expand the NetSuite Social Impact program. Since introducing the program in 2006, NetSuite has helped more than 1,500 nonprofits and donated more than $100 million in software. To increase its impact and help nonprofits of any size spend more of their time and resources on changing the world, NetSuite has expanded its Suite Pro Bono program, donated software to more than 300 new nonprofits globally, and increased its investments in partnerships through #ImpactCloud in the last year.

"For more than 10 years, we've dedicated time and resources to building a framework of solutions that can empower nonprofit organizations to focus their time on changing the world," said Evan Goldberg, EVP, Oracle NetSuite. "We're proud of what we've achieved and know there is so much more to be done. That's why we continue to expand our Social Impact program to help apply the power of technology to some of the world's most critical problems."

The Power of Three: Creating Lasting Impact for Social Good

The NetSuite Social Impact program helps nonprofits streamline business processes and focus time and resources on their core mission. To date, the program has helped deliver impact in three key areas:

•**Suite Donation:** To help nonprofits rapidly implement new business systems in the cloud, NetSuite continues to offer Suite Donation globally, a program which gives social enterprises and nonprofits access to NetSuite's Nonprofit Solution. This has enabled NetSuite to support over 300 new nonprofits, including organizations in EMEA, APAC and Latin America, within the last year.

•**Suite Pro Bono:** In the last year, NetSuite employees contributed more than 6,000 hours across the globe through Suite Pro Bono, a program that gives nonprofits access to the skills and expertise of NetSuite employees. Building on its success, NetSuite has expanded its Buildathon 4Good events which have served 82 customers in the two years since its launch. At SuiteConnect San Francisco, attendees can participate in the latest Buildathon4Good with Bay Area nonprofits including, Creativity Explored, Positive Coaching Alliances and California Association of Food Banks.

•**Suite Capacity:** To help nonprofits build organizational capacity, NetSuite has re-launched Suite Capacity, a program that helps organizations share best practices with each other and learn how to best leverage NetSuite for their operations.

Building a Better World with Partners

To help nonprofits enable organizations through the power of technology, NetSuite continues to partner with #ImpactCloud, a coalition of technology companies built to accelerate the impact of leading nonprofits. Recent projects include:

•**Full Circle Fund:** NetSuite has invested $15,000 in a new tech accelerator fund with the Full Circle Fund, as part of a collaboration with 10 other Silicon Valley companies from #ImpactCloud. The program will go beyond traditional skill-based volunteering to deliver resources and intellectual capital to Bay Area nonprofits leveraging tech solutions for good.

•**NetHope Center for the Digital Nonprofit:** To provide nonprofits with ongoing guidance, consulting and technology expertise, NetSuite has become a founding member of NetHope's Center for the Digital Nonprofit. NetHope is a global consortium that delivers over 60 percent of all international and nongovernmental aid to the nonprofit sector each year.

Supporting Quotes from Nonprofits

Full Circle Fund is a nonprofit community that leverages its professionals' time, resources and intellectual capital to help nonprofits increase their impact and build a better Bay Area.

"Silicon Valley has the power and access to solutions that can change the world," said Dan Steif, Head of Business Development, Full Circle Fund. "It's our responsibility to help bring this community together to build a better Bay Area by providing the resources, intellectual capital and expertise to ensure nonprofit leaders can achieve their missions. We're excited to see all the ways we'll be able to accelerate nonprofit organizations with the help of NetSuite's investment, people and time for a lasting community impact."

Creativity Explored is a nonprofit art center in San Francisco that gives artists with developmental disabilities the means to create and share their work.

"Before NetSuite our finances and databases looked like a Jackson Pollock painting, the data was connected but void of any real organization. We had the donor info in one place, customer info in another and our payment system to artists somewhere else. There was zero integration," said Ann Kappes, director of licensing, Creativity Explored. "NetSuite gives us real-time visibility into our organization, which allows us to operate more efficiently and report the outcome of all financial operations to our staff, donors and board of directors."

About Oracle

The Oracle Cloud offers complete SaaS application suites for ERP, HCM and CX, plus best-in-class database Platform as a Service (PaaS) and Infrastructure as a Service (IaaS) from data centers throughout the Americas, Europe and Asia. For more information about Oracle (NYSE:ORCL), please visit us at oracle.com

About Oracle NetSuite

For more than 20 years, Oracle NetSuite has helped organizations grow, scale and adapt to change. NetSuite provides a suite of cloud-based applications, which includes financials / Enterprise Resource Planning (ERP), HR, professional services automation and omnichannel commerce, used by more than 18,000 customers in 203 countries and dependent territories.

About Oracle NetSuite Social Impact

Oracle NetSuite social Impact provides a unified business management solution for nonprofits to manage their entire end-to-end global operations – integrating accounting, fundraising, constituent relationship management (CRM), ecommerce, inventory management, HR, payroll and more. Through product donation, pro bono services and capacity building – NetSuite supports nonprofits of all sizes in growing their mission.

ITELLIGENCE-GROUP REACHED AN AGREEMENT TO ACQUIRE A MAJORITY STAKE IN FH, BRAZIL

itelligence NTT DATA Business Solutions

Strong alliance for innovative SAP business between Germany and Brazil

itelligence-group, the globally leading SAP consulting company within NTT DATA Group, announced that they reached an agreement to acquire a majority stake in FH S.A. (FH) to make its entry into the Brazilian SAP market. In line with the usual market rules and regulations, the closing of the transaction is conditional upon the receipt of regulatory approvals, including the approval by the Brazilian antitrust authorities (CADE), and satisfaction of other customary conditions. CADE's approval is expected to be granted within the next few weeks.

Founded in 1999, FH is one of Brazil's leading SAP consulting and development companies. Its SAP-based tax solution is in use by companies that together account for over 8% of Brazil's GDP. The company also has an excellent market position globally. FH is thus Latin America's leading vendor in the area of SAP's Customer Experience portfolio and has completed numerous successful SAP rollout projects in over 30 countries.

Norbert Rotter, CEO of itelligence AG: "For itelligence-group, a globally operating company with 26 subsidiaries of its own today, the acquisition of FH represents a strategic expansion into the Latin American market. We are gaining 700 SAP colleagues in 6 locations in Brazil, who will become part of a global team numbering 9,200. With FH's own IP, in conjunction with innovative SAP technologies, we will be well equipped to achieve further growth, both inside and outside Brazil."

With this acquisition, itelligence-group is expanding its presence in one of the currently strongest-growing economic regions in the world. According to IDC and Gartner, Brazil is the eighth largest IT market globally. It grew in 2018 by 9.8% and market analysts expect an above global average growth rate until 2024.

Due to increasingly stringent obligations regarding transparency and compliance, there is a high demand in Latin America's largest economy particularly for ERP software and financial management solutions. The two partners also see substantial growth potential in the areas of marketing, CRM, e-commerce, and for IoT (Internet of Things) solutions.

Ricardo Fachin, CEO of FH: "For over

20 years, we have built up know-how in various business processes in collaboration with our customers and developed software and service offerings to help people in companies engaged in various lines of business:manufacturing, agribusiness, retail, professional services, finance, and utilities. We make use of innovation in our efforts to simplify business processes for our customers. In 2018, we launched ECG, our cloud-based tax and e-invoicing software, and in 2019, we endowed our tax solution GUEPARDO with machine learning functionalities.

In this new phase, we shall make use of itelligence's know-how and global presence to strengthen our position in the Brazilian market and to expand our software and service offering. This will generate new opportunities, not only for the company but for our employees as well. We are now even better qualified to fulfil the needs of customers with international operations, and we are well placed to strengthen our position as one of the favorite strategic technology partners in Brazil."

The two parties have agreed to keep the purchase price confidential.

About FH

FH is a Brazilian company enjoying solid growth. As an important SAP partner, it offers SAP services and software development. It provides end-to-end services for SAP S/4HANA, SAP C/4HANA, as well as its own tax software (GUEPARDO and ECG). As an SAP Gold Partner, it services its customers from six locations in Brazil and operates a certified support center (PCoE – SAP Partner Center of Expertise) in Curitiba/Brazil. https://www.fh.com.br/eng/

About itelligence-group

itelligence transforms IT landscapes and business processes through the combination of innovative SAP software and technology with services and products developed in-house. As an SAP Global Platinum Partner, itelligence supports SMEs and large enterprises in every phase of their digital transformation. itelligence's range of services includes IT strategy and transformation consulting, software deployment and implementation, as well as application management and managed cloud services. The excellence of these services is built on the foundation of itelligence's local presence, global capacity, and comprehensive industry expertise. itelligence partners with customers to create new and innovative business opportunities through the use of IT – for each facet of the customer's business. Thousands of satisfied customers have placed their trust in itelligence, many of them since the company was founded 30 years ago. itelligence's contribution to innovation and long-term business success has been confirmed by numerous SAP awards and leading market analysts. itelligence is part of the global NTT DATA group and employs about 9,200 people across 26 countries. In 2018, itelligence generated 926.6 million euros in total revenues.
https://itelligencegroup.com

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Our mission is to enlighten the IT decision makers about the evolving world of ERP.

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DIGITAL TRANSFORMATION SPOKEN AT CANIASERP LIVE 2019!

IAS, the software company celebrating its 30th anniversary this year, introduced the new version of enterprise resource planning solution caniasERP 8.02 with a grand launch! The digital transormation was on the agenda of the event, which took place at the Four Seasons Bosphorus Hotel on the 26th of September.

The new version of the enterprise resource planning solution caniasERP 8.02 was introduced at the Four Seasons Bosphorus Hotel on the 26th of September by IAS. During the event, which raised great attention among all participants including foreigners, all the innovations and advantages of the software product caniasERP developed on specially-designed TROIA Platform of IAS were also introduced to the participants. The event focused on digital transformation and discussed all the developments in the Industry 4.0 philosophy, automation, artificial intelligence and the ERP industry.

Having started with the opening presentations of IAS General Manager Behiç Ferhatoğlu and IAS Software General Manager Hakan Özkara, the future was discussed at the caniasERP Live 2019 event! Bahtiyar TAN, the General Manager of R&D at IAS, presented IASDB which was introduced to customers as of 2019 and presented the advantages offered by the new database to the participants. Vision UX, the new user experience introduced with the new version of caniasERP, was the subject of the presentation of General Manager Metehan Altındil. General Manager İlker ER talked about the recent work of IAS on Automation, which is one of the most important agenda items related to Industry 4.0. Akın Mumcuoğlu, General Manager, focused on the issue of Online Cost, which is important for companies in the digital transformation process. Global Business Partners Manager Burak Bayrakdar introduced the innovations in business intelligence solution of IAS, canias IQ. The Global Quality System Manager Çiğdem Dönmez explained the Personal Data Protection Law, which is one of the most important legal regulations in Turkey in recent years and the new regulations that came with it and informed the participants about the obligations imposed by the Law on Protection of Personal Data No. 6698. Mrs. Dönmez also talked about Enterprise Risk Management (ERM) module, which is offered in caniasERP and updated with the new version.

The closing speaker of caniasERP Live 2019 was Ahmet Serif İzgören, an educator / writer, known for his work on personal development! After the sessions, the event ended with a cocktail held in the garden of Four Seasons Bosphorus Hotel with a unique view of the Bosphorus.

EKSIM HOLDING DECIDES ON CANIAS ERP!

Eksim Investment Holding, which operates with renewable energy generation, electricity distribution and retail services, food production, construction and real estate investments and is one of Turkey leading holdings, decides to manage its business processes with caniasERP! The project details and objectives discussed at the kick off meeting at the Hilton Istanbul Kozyatagı.

Eksim Investment Holding, which operates with renewable energy generation, electricity distribution and retail services, food production, construction and real estate investments, is among Turkey leading holdings for 30 years. Eksim Investment Holding, which employs approximately 6,500 people in more than 20 subsidiaries, will use caniasERP for its all business processes in food and energy companies under its umbrella. IAS officials and Eksim Investment Holding representatives met at the kick off held at Hilton Istanbul Kozyatagı and discussed the project details and plans for the future.

We will move on with caniasERP

At the kick off, which brought the two companies together with the caniasERP project, the opening speech was delivered by Osman Arıoğlu, Member of the Board of Directors of Eksim Yatırım Holding and the project sponsor of the caniasERP. Mr. Arıoğlu explained his thoughts and plans about the project as follows. "Eksim Investment Holding is a visionary company that takes serious steps and invests in digitalization and technology in Turkey. As one of the founders of Turkey's first R & D center, we believe that should be the maximum benefit from information technology. We are, today, launching a sustainable project in which we can use these information technologies in accordance with the requirements of the era. We have taken an important path with caniasERP and our projects will continue. We can say that caniasERP is a very conscious choice and an important step for our company."

We fully trust caniasERP

Salih Usta, Member of Eksim Investment Holding Project Monitoring Committee, who briefly summarized the business processes at the kick off, said, "It is no longer enough to deliver the produced product to the customer. The demands of the customers need to be followed instantly by our factory and head offices. It is vital that every point of the company is connected to each other digitally, the information flow is transferred instantly and accurately and the units can work integrated. We are a big company and in the current situation there may be communication disruptions after a certain point. We believe that we will overcome this problem with our transition to ERP system. We will also be able to measure in real time from our centers with the caniasERP system. " and added: "I consider ERP software as a tool for success. How we use this tool is up to us. Therefore, the more we pay attention and effort, the better quality and important results we will get. In the future, we will work to be a company with a fresh corporate memory, high innovation power, healthy information flow and communication, high efficiency, analysis capability and most importantly transparent management. We believe that ERP system will make a significant contribution to this subject. A big change is about to come. We believe that we can achieve this with caniasERP, we have no question in this regard.

The caniasERP project will go live in 2020!

Eksim Investment Holding Project Coordinator Mustafa Çelikpençe having explained the details of the caniasERP project at the kick off said: "In fact, we are a company that started the digital transformation process in 1998. In 2006, we replaced our existing ERP software with our own web ERP system. As in every project, we had a difficult transition process. We have used this software till now but after 13 years, we realized that we need serious infrastructure updates. In this sense, we have started to look for an ERP and as a result, here we are; we aim to go live with caniasERP in 2020. We are to launch our ERP project covering all group companies under the roof group of Eksim Investment Holding except Dicle Electricity Distribution Inc. and Dicle Electricity Retail Sales Inc.. "

We grow together with our customers

IAS executives who met with Eksim Investment Holding executives and employees at the kick off held at Hilton Istanbul Kozyatağı shared their thoughts about the project. Ahmet Oturgan, General Manager of IAS Sales and Marketing, who also provided information about IAS at the meeting, said: "IAS gives the same importance to all its customers and the projects it deals with, regardless of its scale. As a company, we aimed to grow together with our customers from the very beginning. We see this as a continuous life cycle; we learn together with our customers and grow with them. I believe that the project we started here today will continue to grow. At the first meeting we held with Eksim Investment Holding, we realized that it was a company that reached a certain level of maturity in terms of digital transformation. This was one of the things that excited us. IAS serves companies in various sectors all over the world today. We have over 600 customers in Turkey. Today we are very happy to meet with Eksim and to include you among our references. We have full faith in this project" Having spoken at the meeting, IAS General Manager Mazhar Tellibeyoğlu added "Time is the only thing that money cannot buy. If you use your time efficiently, you can get everything including money. You couldn't go back even five minutes in time if you gave me your entire fortune. Let us do your work in the background, let us create your free time and let caniasERP manage your business processes."

About caniasERP

Since the early days of IAS, the dream was to be the game-changer in the ERP industry by providing best-in-class solutions. IAS developed its own unique software development platform, TROIA in 1997 and released caniasERP 6.01 in the year 2000 as one of the first few ERP solutions available online with full functionality. TROIA, open-source and platform-independent integrated development environment, and its exceptional flexibility feature are the core strengths of caniasERP, as evidenced by various third-party studies.

Over the years, the brand "caniasERP" has played an important role in helping companies gain Operational Excellence in Industries such as Automotive, Aviation & Defense, Printing, Packaging, Textile & Garment, and Machinery & Industrial Automation.

IAS, a global ERP company, catering to over 1000 companies with more than 30.000 concurrent users across diverse industries in more than 30 countries, its core competency has always been in being quality conscious and providing innovative solutions that can be delivered quickly and cost-effectively in a complex environment.

With over 250 professionals and consultants and excellence R&D centers and subsidiaries in Germany, India, Turkey, UAE, and Korea along with business partners in across the world, IAS is one of the highest-rated ERP vendors with its solution, caniasERP, available on-premise, on-the-cloud and also mobile devices.

IAS, over the years, has received many prestigious awards and acknowledgments in various countries, such as ERP Excellence by GPS Germany in 2017 and Best of 2018 in ERP Solutions category by Initiative Mittelstand in Germany.

IAS is also ISO/IEC 27001 Information Security Management and as well as ISO/IEC 15504 Software Process Improvement and Capability Determination (SPICE) certified company.

IAS, today more than ever, is committed to providing superior quality on its solutions and services to leverage efficiencies in companies to reach operational excellence and expand its operations into further global markets.

STE. MICHELLE WINE ESTATES LEVERAGES MICROSOFT DYNAMICS 365 TO TRANSFORM CUSTOMER EXPERIENCE

Microsoft Dynamics 365

Ste. Michelle Wine Estates, the third-largest premium wine company in the United States, and Microsoft Corp. have announced plans to empower consumers throughout the shopping experience and transform the way Ste. Michelle Wine Estates does business with an end-to-end omnichannel solution across physical and digital channels.

With three distinct consumer touch points — e-commerce, traditional brick and mortar, and loyalty programs such as wine clubs — Ste. Michelle Wine Estates was challenged by the complexity of the technology needed to provide a true 360-degree view of its consumer. To offer consumers the best possible experience, Ste. Michelle Wine Estates was seeking a single comprehensive consumer engagement platform capable of integrating distinct brands across all its direct-to-consumer sales channels. Microsoft Dynamics 365 Commerce enables Ste. Michelle Wine Estates to offer a holistic consumer shopping experience.

For example, this new platform will provide a complete purchase history for every consumer across all three direct-to-consumer channels — e-commerce, brick and mortar, and clubs — and across the different brands in the Ste. Michelle Wine Estates portfolio. This will enable Ste. Michelle Wine Estates to custom-tailor product offerings to individual consumers and to offer individualized suggestions based on past purchases — again across all brands and channels. The platform will also enable future convenient methods of fulfillment, such as mobile ordering for curbside pickup at a winery or on-site purchase with same-day courier delivery service to the home.

"We make and import the best wines in the world, but we need to do a better job of getting those wines into our customers' hands," said Joe Gregg, chief information officer, Ste. Michelle Wine Estates. "Matching Microsoft's world-class technology with our world-class wines enables us to meet that challenge."

"When I joined Ste. Michelle last year, I worked with our Senior Management Team to set forth a new strategic plan for our company. Building an omnichannel approach to marketing, selling and consumer engagement is a key pillar

of our plan," said Jim Mortensen, chief executive officer and president, Ste. Michelle Wine Estates. "Our new strategic plan places the consumer at the center of everything we do, and Microsoft's technology will allow us to make good on that promise by delivering a more seamless consumer experience."

Dynamics 365 Commerce is a comprehensive omnichannel solution for retail and e-commerce companies that unifies back-office, in-store, call center and digital experiences. Dynamics 365 Commerce empowers people in the organization to transform the customer experience — from the digital experiences that make shopping fun and rewarding to productivity and collaboration solutions to help retail employees provide outstanding customer service. In addition, intelligent systems provide deep insights to empower advanced decision-making and personalization, delivering the fully connected commerce solution retailers need to build brand loyalty, optimize operations and supply-chain efficiencies, and deliver better business outcomes.

"Ste. Michelle Wine Estates has been a pioneer in the wine industry for more than 80 years," said Lorraine Bardeen, general manager, Dynamics 365, Microsoft. "Today, the company is innovating again, leveraging Microsoft Dynamics 365 Commerce to provide its customers with elevated digital experiences while improving productivity and collaboration amongst employees. Commerce provides Ste. Michelle Wine Estates with the deep insights and advanced decision-making capabilities it needs to continue to modernize."

About Microsoft

Microsoft enables digital transformation for the era of an intelligent cloud and an intelligent edge. Its mission is to empower every person and every organization on the planet to achieve more.

About Ste. Michelle Wine Estates

Ste. Michelle Wine Estates, located outside of Seattle, Washington, has a distinguished history that dates back to 1934. The company pioneered vinifera grape growing in Washington State while wines under the Ste. Michelle label were first introduced in 1967. Today, SMWE owns more than 3,900 vineyard acres across Washington, Oregon and California with key sites certified with the LIVE, Salmon Safe or Napa Green designations. SMWE's 'String of Pearls' wine portfolio represents owned or imported brands, all demonstrating the producers' unwavering commitment to creating distinctive, high-quality wines from authentic estate vineyards. Chateau Ste. Michelle, its cornerstone winery, enjoys winemaking partnerships with some of the world's most distinguished vintners. Col Solare is an alliance with Tuscany's Piero Antinori, Eroica Riesling is a partnership with the Mosel's Ernst Loosen and Tenet is a collaboration with Michel Gassier and Philippe Cambie of France. SMWE's charitable giving program, which supports some 400 non-profit organizations annually, has provided more than $3 million for scholarships for high-achieving, low-income students at Washington universities. The company also was the principal fundraiser for Washington State University's viticulture and enology institution, the Ste. Michelle Wine Estates Wine Science Center.
Ste. Michelle's Washington portfolio includes: Chateau Ste. Michelle, Columbia Crest, 14 Hands, Col Solare, Northstar, Spring Valley Vineyard, MERF, INTRINSIC, Seven Falls and Michelle sparkling wines. In California, the company owns Stag's Leap Wine Cellars (with Italy's Antinori family), Conn Creek (Napa Valley) and Patz & Hall (Sonoma). Ste. Michelle also owns Erath Winery, in Dundee, Oregon. The company became the exclusive U.S. importer in 2006 for the renowned Marchesi Antinori wines of Italy and Chile's Haras de Pirque wines, for Champagne Nicolas Feuillatte of France in 2009, and for New Zealand's Villa Maria Estate in 2010. For more information, please visit www.smwe.com

UNLOCK YOUR GROWTH

*An interview with **Nicky Tozer,***
Oracle NetSuite Vice President of EMEA

This interview with Nicky Tozer, Oracle NetSuite Vice President of EMEA sheds light on the company's growth across the region. Here, Nicky answers all your questions about NetSuite and what to look out for and prioritise in your ERP selection process. We talk about how NetSuite's history continues to guide its future, and Nicky talks about forging a career in the ERP industry.

Can you introduce yourself to ERP News readers? How did your ERP journey begin, and have you achieved your career goal?

I'm the Vice President of EMEA at Oracle NetSuite, with more than two decades of experience working in both sales and leadership roles across the software and technology industry. My journey in ERP started when I took a temporary receptionist job, working hard to join what was then the telemarketing team. Since then I have worked my way up the ladder to where I am now.

There are still many goals I'd like to achieve, but one milestone I'm proud of in my time at NetSuite is that we have successfully established operations in 15 countries across the EMEA region, with plenty more room for growth.

Another core focus of mine is diversity, something I've spoken about a lot. I'm committed to creating a diverse, skilled work force within NetSuite that places equality at the heart of our hiring practice, such as with the graduate program we run.

Can you briefly evaluate today's ERP industry? How has the ERP industry evolved for the last decade?

10-20 years ago, there was a perception that only the large FTSE100 companies had the resources to run an ERP system. And often these were clunky, on-premise systems. But NetSuite's founder Evan Goldberg had a vision that meant putting the power of ERP into the hands of businesses of all shapes and sizes. Bringing ERP to the masses was most easily done by placing it in the cloud, or 'the web' as it was known in 1998. Cloud-based ERP was a radical concept for a lot of people at the time, and there was hesitancy about putting data onto the internet. But fast forward to 2019 and with the advent of the internet long behind us, using the cloud to run a business is second nature. So, in essence, cloud ERP is more accessible than ever thanks to wider trends in technology and Evan's vision has been realized.

ERP needs to keep up with these shifting market dynamics and continue to evolve into something everyone can take advantage of to give them the visibility, control, and agility

they need to grow their business.

What awaits us in the future of the ERP industry? What are the innovations that companies should be prepared for?

From a NetSuite perspective, in the short term, we expect to see 'emerging' technologies like AI, machine learning, blockchain, and predictive analytics become more embedded in ERP. We think they will enable customers to rethink how they engage with their ERP system and help them operate more intuitively.

But we don't want customers to have to spend time and resources in understanding and deploying these new technologies. We believe the best use of these technologies is when they are seamless, transparent and naturally integrated into the platforms customers already use. People interact with their ERP system nearly every working day. That means it's important we make the transition from people using apps within their consumer lives, to people using apps within a business environment, as seamless and convenient as possible.

Today, when it comes to ERP software, companies have many alternatives compared to the past. How should companies choose the right ERP software? What criteria should be taken into account to find the best solution?

Growth – every organization wants it. They want more revenue, more customers, more impact. But it's challenging and can be overwhelming and unpredictable.

The best advice I can give is – decide what you want to achieve and where you want to go as a business. For example, an organization wanting to launch new products or services, or expand into new markets internationally, will have specific requirements for selecting an ERP system. You also need to decide what operational processes you want to improve both now and in the future too. Anticipating change and how it will affect your ERP requirements in the medium to long term are also important criteria when considering solutions. We want to help our customers unlock growth. Every business has a destination, a true north. We want to help them achieve their vision with one system, in the cloud, that ties everything together. We want to partner with organizations to help deliver order out of the chaos that can come with running a business.

WE'RE VERY CONSCIOUS OF EXPANDING OUR LOCALIZATION AND INVESTING IN THE RIGHT PEOPLE TO HELP CUSTOMERS IN A WAY THAT ACCOUNTS FOR THE NUANCES OF DOMESTIC MARKETS.

Lastly, consider that software deployments don't need to be earth-shattering or complicated. Rather, it should be a case of being pragmatic about moving beyond tools like Excel to centralized business systems. Even with a small change in maturity like that, the results can be huge.

Among these alternatives, Oracle NetSuite is always one of the prominent names. What are the main features that have made Oracle NetSuite one of the industry leaders for many years?

It comes back to NetSuite being the first cloud software company and the first to provide a single integrated system for running your business in the cloud. NetSuite has grown because it has always stayed true to that vision for 20 years. We've always been focused on the customer. We have 18,000 of them and have the heritage and expertise that businesses are looking for.

But what makes us truly special is that we are constantly learning and evolving. We also have a hugely beneficial relationship with Oracle following the acquisition of NetSuite in 2016. As a global business unit, with Oracle's investment in us, we've been able to expand internationally, develop our products faster, and employ more people, and our customers are benefitting greatly from that.

Oracle NetSuite has accelerated its growth in EMEA in recent years. What crucial steps have you taken to stay ahead in the competitive race? What are your business strategies for 2020?

We work with many fast-growing organizations that are facing significant challenges driving their businesses forward. They're going global and getting more complex faster than ever before, but often with fewer resources – which makes a cloud-based solution like ours a perfect platform.

This means we've experienced significant growth across EMEA. We've made a big investment to ensure we have the right resources on the ground to support our customers in these regions. It's not just salespeople – we've also got marketing, solutions consultants, implementation consultants, and customer support. We're very conscious of expanding our localization and investing in the right people to help customers in a way that accounts for the nuances of domestic markets.

We're also continually investing in our platform to bring richer functionality, to make it more flexible, more verticalized and more suitable for each individual customer. With Oracle's support and R&D resources, we have the backing to make our

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Nicky Tozer,
Oracle NetSuite Vice President of EMEA

ORACLE
NETSUITE

platform even better. We will continue to develop and offer more useful features to our customers – from enhanced data analytics and tax functionality to improving how NetSuite integrates with other applications used by our customers.

A great example of this is SuiteSuccess. We've learned a lot from the 18,000+ implementations of NetSuite, and we want customers to benefit from our wisdom. SuiteSuccess effectively delivers a pre-configured version of NetSuite with leading practices, KPIs and dashboards specific to the size of the organization or industry built in. In doing so, customers can be on-boarded and benefitting from NetSuite even quicker, with best practices specific to their size and industry.

We recently announced our move to Oracle Cloud Infrastructure, Oracle's Gen 2 Cloud Infrastructure, where we're already live in the EMEA region in London and Frankfurt with more to follow. It blends the advantages of the public cloud with the control and predictability of on-premise infrastructure to deliver high performance and high availability. Oracle Cloud Infrastructure also provides a path to the Oracle Autonomous Database, to deliver self-tuning, self-patching, secure database-as-a-service. This is how we are leveling up NetSuite so the tens of thousands of businesses we work with can level up theirs using the enhanced performance and emerging technologies we talked about earlier.

In today's competitive environment digital transformation is a must, Hybrid ERP is a different option for companies. What do you think about this?

Digital transformation is certainly the buzzword that has dominated a lot of headlines. We prefer to think of it this way – customers don't buy digital transformation; they buy a solution to solve a set of business challenges that help them progress and operate more effectively.

Many of our customers are simply looking for the right tools to solve human challenges such as how to hire a great team or how to grow the bottom line. Business is digital now and has been for many years. We've only ever been a cloud company, so this comes naturally to us.

> **"CUSTOMERS DON'T BUY DIGITAL TRANSFORMATION; THEY BUY A SOLUTION TO SOLVE A SET OF BUSINESS CHALLENGES THAT HELP THEM PROGRESS AND OPERATE MORE EFFECTIVELY.**

What are your views on the current position of women in the business world? Is there a disadvantage of being a woman in the ERP industry?

There's still room for improvement, but it is encouraging to see more and more women step in senior leadership roles across a range of industries. It's a legacy issue that needs to catch up. I've always viewed it this way – I never saw being a woman as a disadvantage and we need to try and shift this mindset with more women in leadership roles in the technology industry. One tip I always like to give young women starting out is to view themselves as a person in business, not a woman in business. Getting to the top of any organization means working hard, rather than gender being a contributing factor to successes or failures.

What are your recommendations to women planning a career in the ERP industry?

Like any career path, you – and only you – will be the person responsible for your success. Getting ahead in the technology industry as a woman may have traditionally been difficult, but it fundamentally comes down to being better than the person next to you, regardless of gender. I benefitted from mentorship from both men and women early on in my career. If you are starting out in a career in ERP, make sure you make the most out of any diversity programs and informal mentoring schemes available to you. You will be amazed at how many senior people in the business will be willing to help you on your journey.

About Oracle NetSuite

For more than 20 years, Oracle NetSuite has helped organizations grow, scale and adapt to change. NetSuite provides a suite of cloud-based applications, which includes financials / Enterprise Resource Planning (ERP), HR, professional services automation and omnichannel commerce, used by more than 18,000 customers in 203 countries and dependent territories. For more information, please visit http://www.netsuite.com Follow NetSuite's Cloud blog, Facebook page and @NetSuite Twitter handle for real-time updates.

Nicky Tozer is Oracle NetSuite's EMEA Vice President. In this role, Nicky is responsible for driving sales strategy and operations, and building and leading a world class organisation across the entire EMEA region, taking Oracle NetSuite's strong footprint in the region to another level. Prior to this role, Nicky led Oracle NetSuite in Northern Europe, establishing NetSuite's presence across Benelux and the Nordics, in addition to leading the UK. Nicky is no stranger to Oracle, as prior to joining NetSuite, she spent 5 years working within the Oracle Applications business within the Manufacturing, Retail and Distribution industry vertical. With over 20 years of experience in the IT industry, Nicky has worked across a number of disciplines in the field of ERP, CRM, EPM and Business Intelligence. Nicky holds two degrees in the fields of Management Science and Psychology.

AI LEVELS THE PLAYING FIELD FOR DIGITAL TRANSFORMATION OF ERP

*By **Paul Barber,** Founder & CEO of Prophix Software*

By now, most of the professional world know digital transformation is far more than a buzzword. This wave of change is significantly and swiftly altering the professional landscape for almost every industry, as well as every job function and/or business process within. Even just a few years ago, keeping an organization's enterprise resource planning (ERP) software up and running was a monumental, full-time task, but giant leaps forward in ERP technology have brought about enormous changes.

For the Office of Finance, it is hard to overstate the impact of these shifts. Countless, time-consuming tasks in accounting, forecasting, budgeting, planning, and more, have become streamlined with the help of automation software, artificial intelligence, and machine learning, freeing teams from the day-to-day minutiae to more strategic and meaningful roles that impact the growth and innovation of their business.

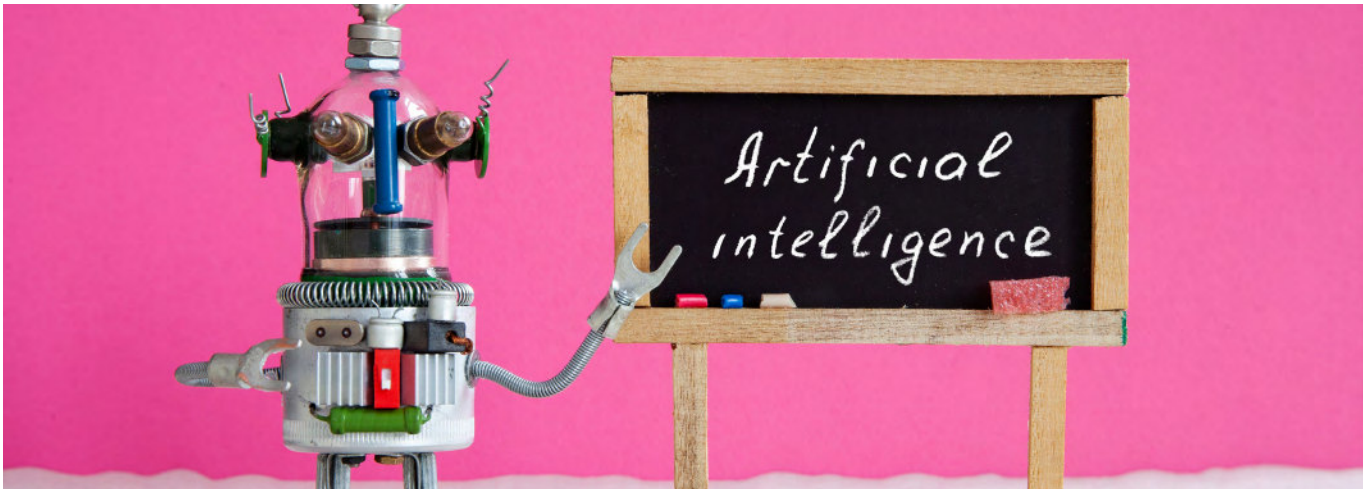
And, as the saying goes, "the best is yet to come". According to Deloitte, by the year 2025, periodic reporting will be ancient history and real-time predictive forecasting will be the new normal. The continued growth of an already robust collection of cloud ERP solutions and related microservices will make that possible. As ERP undergoes a digital transformation of it's own, several new technologies stand out as real game-changers for the future of the Office of Finance:

Artificial Intelligence and Machine Learning

Together, machine learning and artificial intelligence have unlimited potential to make any organization's Office of Finance more efficient and effective. Machine learning has the power to transform the Office of Finance by automating routine tasks, augmenting human decision-making, and accurately predicting outcomes.

But AI can do more than just automate, it can unearth insights that would be near imperceivable through traditional human oversight. Machine learning algorithms can parse vast stores of data far quicker and with a greater level of accuracy than was previously possible. According to research data from MindBridge, "when AI analysis is applied, it is up to 900 times more likely to identify errors in data." Whether it's an accounting mistake, unusual transaction activity or an issue with logistics, spotting anomalies early can help to greatly reduce risk, and save considerable amounts of both bandwidth and capital.

By 2022, Gartner expects AI to be a mainstream capability in cloud core financial management solutions and 27 percent of finance departments will deploy some kind of artificial intelligence or machine learning solution in the same time frame. Machines love routine tasks and the world of FP&A has no shortage of them.



Natural Language Processing

Computer scientists have been working for decades on the challenge of getting machines to understand and respond to natural human language. Two primary approaches have emerged: either building from the ground up (cache model) or retrofitting a product with natural language capability.

> **ADVANCEMENTS LIKE ARTIFICIAL INTELLIGENCE, MACHINE LEARNING, VIRTUAL ASSISTANTS, AND NLP TECHNOLOGIES WILL BE CRUCIAL IN HELPING TO DEMOCRATIZE TECHNOLOGY AND FREE UP THE BANDWIDTH OF ERP OPERATORS, ALLOWING THEM TO DIVE DEEPER INTO THE DATA TO FOSTER EVEN GREATER INSIGHTS.**

When paired with solid AI capabilities, natural language processing (NLP) has the potential to humanize the user experience in significant ways. For example, users could issue an NLP request to generate a one-off report and have it delivered by email to a specified list of recipients. The practical application of NLP will allow for almost instantaneous access to valuable data, giving finance professionals more time to focus on strategic decision-making.

Virtual Assistants

According to Polaris Market Research, the virtual assistant market is expected to reach $21.5 million by 2026. And with Alexa, Watson and, of course, Siri assisting our every move in our personal lives, it is no wonder the Office of Finance is looking for opportunities to use this same technology to streamline and accelerate processes on the professional side.

If Alexa can tell you this weekend's weather, why shouldn't a virtual financial analyst be able to forecast next week's market or keep track of ongoing tasks among finance team members or translate your dashboards (sparing you and your team hours of digging through spreadsheets to find the right data) and powering insights so you can focus on what's most important; analyzing the data and offering strategic value to your teams and business. The data is there, and virtual financial assistants will make it easier to access and act on it (quickly!).

So, what's next? With the rate of digital transformation, the answer to that question is changing every day. Advancements like artificial intelligence, machine learning, virtual assistants, and NLP technologies will be crucial in helping to democratize technology and free up the bandwidth of ERP operators, allowing them to dive deeper into the data to foster even greater insights.

At Prophix we are always looking for that next great innovation to give mid-market FP&A corporations the edge they need. Whether it is through new technologies or domain knowledge, Prophix's overriding innovation is that it has extended the reach of mid-market FP&A professionals with technology that was once only available to much larger enterprises.

About Prophix Software

Your business is evolving. And the way you plan and report on your business should evolve too. Prophix helps midmarket companies achieve their goals more successfully with its innovative Corporate Performance Management (CPM) software. With Prophix, finance leaders improve profitability and minimize risk by automating budgeting, planning, and reporting and puts the focus back on what matters most – uncovering business opportunities and driving competitive advantage. Whether in the cloud or on-premise, Prophix supports your future with a platform that flexes to suit your strategic realities, today and tomorrow.

Paul Barber is the Founder & CEO of Prophix Software. He is a graduate of Cambridge University, with an MA in Mathematics, and holds an MBA from the Richard Ivey School of Business at the University of Western Ontario. Paul has worked in the software industry for over thirty years in such areas as Decision Support Systems, Executive Information Systems, Business Intelligence, and Corporate Performance Management. His functional experience includes sales, marketing, professional services, and general management. In recent years, Paul led Prophix Software's metamorphosis from software distributor to developer of world class Corporate Performance Management solutions

COLLABORATION WITH QAD ALLOWS DE BORTOLI TO LEVERAGE TECHONOLOGY ACROSS A COMPLEX SUPPLY CHAIN

The De Bortoli Wines journey started over 90 years ago when Vittorio De Bortoli emigrated from Northern Italy with dreams of building a better life. Vittoria purchased a fruit farm near Griffith, Australia

In the New South Wales Riverina region and turned unwanted Shiraz grapes into wine for family and friends -- those were the beginnings of one of Australia's largest family-owned wineries. Since its humble beginnings, De Bortoli Wines has grown to become the sixth largest winery in the country, exporting to 75 countries around the world with bottling plant operations in Europe and distribution in the UK.

Operating estates across five Australian winemaking regions, De Bortoli Wines has also demonstrated a strong commitment to sustainability and views this as a key philosophy of leaving a positive legacy for future generations.

Over the past 12 years, De Bortoli Wines has been recognized for its quest to become a zero-waste winery, receiving numerous awards and accolades for their work on wise water management, energy efficiency and improved waste management.

With a vision for a future where great wine and a healthy environment can be enjoyed by everyone, De Bortoli Wines is embarking on a significant undertaking to convert 10 to 15% of the vineyards in some regions to organic in five years.

THE CHALLENGE: A COMPLEX SUPPLY CHAIN MEANS FLEXIBLE SYSTEMS ARE REQUIRED TO MAINTAIN GRAPE TO GLASS TRACEABILITY

De Bortoli Wines operates a complex vertically and horizontally integrated business model that encompasses wine production and distribution from grape to glass.

"De Bortoli is a vertically integrated business that is involved in every part of the wine industry and can be thought of as not just one company, but as a collection of quite distinct business. We have businesses that grow grapes, make wine, package wine, warehouse wine, transport wine, and sell wine, including direct to consumer via our own physical and online retail presence," said Bill Robertson, CIO, De Bortoli Wines.

"In terms of our horizontal integration, we source grapes from our growers and from others, we buy and sell grapes, we buy and sell bulk wines, we ship bulk wine overseas for bottling, we export our wine, we import wine, we joint venture products. Additionally, we buy and sell logistics and

warehousing services and try to service every feasible route to market," continued Robertson.

"One of the interesting things with De Bortoli is, as a structural point of view, we have control over our whole supply chain. But to get competitive advantage out of that, we have to be able to flow information through and to get value out of that," added Robertson.

Leveraging technology across De Bortoli Wines' business units to achieve compliance, optimization and quality simultaneously was central to the company's drive to extract competitive value.

THE SOLUTION: COLLABORATION WITH QAD FOR A JUST-IN-TIME SCHEDULING SOLUTION TO IMPROVE QUALITY, COMPLIANCE AND TRACEABILITY

"One of the things that De Bortoli has managed to do over the years by working with QAD has been building agribusiness just-in-time scheduling and incorporating that into our winemaking process. The focus of this was around quality, compliance and optimization. These pieces interconnect. So, when we do just-in-time scheduling of grapes, it not only optimizes our deliveries for our growers and for ourselves, it also improves the quality. When we do things like the online spray diaries, that not only helps with our compliance but it also helps with the efficiency. When we have traceability through our blends, that also helps with our compliance. It also helps with our quality. So, all of these pieces have really provided a basis for a sustained, competitive advantage," said Robertson.

> **THE REAL VALUE OF AN INTEGRATED SOLUTION ACROSS MULTIPLE BUSINESS UNITS IS VISIBILITY - ACROSS GRAPES, WINE-MAKING, BOTTLING, LOGISTICS, AND ALL THE WAY TO THE CONSUMER."**
>
> ***Bill Robertson**, CIO, De Bortoli Wines*

As De Bortoli looks to the future, the company plans to integrate QAD's next generation user experience (UX). "QAD's UX is going to support De Bortoli's vision of sustainability by bringing all the disparate pieces of information and software into one cohesive ERP that we'll be able to leverage for a long time," said Shane Dunn, business analyst, De Bortoli Wines.

"We're also really excited about where QAD is going with it's new user experience. The application programming interfaces (APIs) will allow us to integrate with things like manufacturing execution systems, our constraint-based scheduling systems and our supply chain integration," comments Robertson.

"The ability to deploy on multiple devices is going to be critical. There are so many pieces to where QAD is going, not just in the immediate future but the long-term, that aligns with what we want to achieve."

Dunn adds, "We're using QAD to track all wine specifications from grape to bottle. The current feature set is highly configurable, and we're using this to print a certificate of analysis form for the customer, which shows all the specifications that they have asked for and how they match."

THE BENEFITS: IMPROVED VISIBILITY INTO A COMPLEX INTEGRATED SUPPLY CHAIN LEADS TO HIGHER QUALITY AND OPTIMIZED GROWER RESOURCES

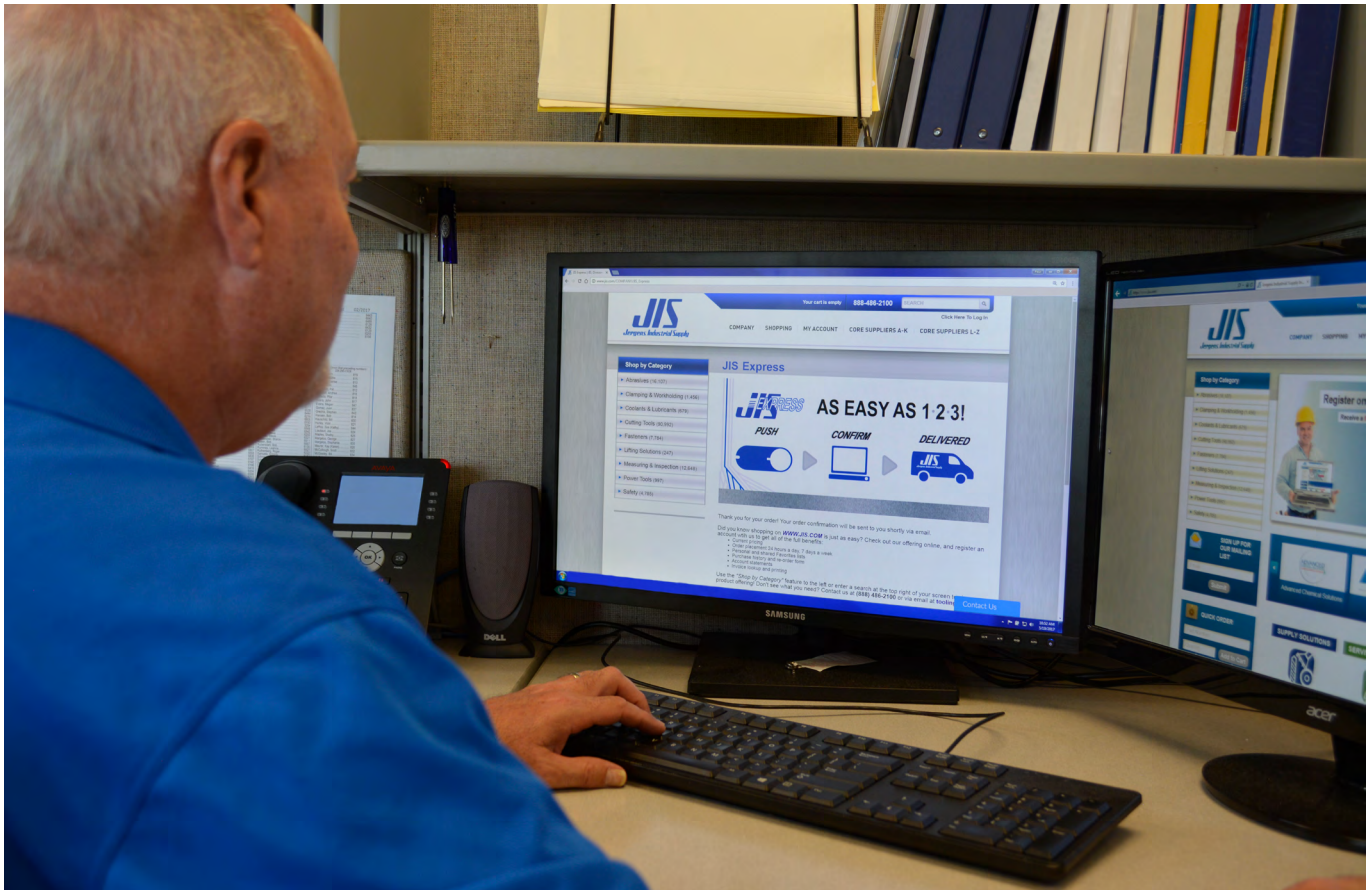
"Our agribusiness supply chain scheduling has allowed us to focus on quality, compliance and optimization simultaneously. We've been able to optimize our growers resources by giving them 15-minute delivery slots rather than waiting for hours. It also improves our quality when we bring through the information into our winemaking systems. We get traceability all the way from the vineyard throughout our systems, throughout the manufacturing plant, through to the bottle. And our quality has obviously improved by the fact that we're not leaving grapes sitting in trucks, and we can blend all the way through and get the quality that our consumers expect," said Robertson.

"We're really excited by where QAD is going with it's new UX. If we had a wish list of the roadmap for our ERP solution, QAD ticks the boxes," concludes Robertson.

> **"QAD HAS BEEN A GREAT COMPANY TO WORK WITH. ONE OF THE THINGS THAT'S REALLY NICE IS, LIKE US, THEY'RE A VERY APPROACHABLE BUSINESS. AND THAT'S SOMETHING THAT RELATES TO US. THEY ALSO HAVE TENURE OF EXECUTIVES AND OF THEIR SENIOR PEOPLE. THE TENURE WORKS WELL WITH US AS A FAMILY BUSINESS. IT MEANS YOU CAN BUILD RELATIONSHIPS. YOU CAN WORK WITH THOSE RELATIONSHIPS AND ACHIEVE LONGTERM GOALS."**

About QAD

QAD Inc. (Nasdaq: QADA) (Nasdaq: QADB) is a leading provider of flexible, cloud-based enterprise software and services for global manufacturing companies. QAD Adaptive ERP for manufacturing supports operational requirements in the areas of financials, customer management, supply chain, manufacturing, service and support, analytics, business process management and integration. QAD's portfolio includes related solutions for quality management software, supply chain management software, transportation management software and B2B interoperability. Since 1979, QAD solutions have enabled customers in the automotive, consumer products, food and beverage, high tech, industrial manufacturing and life sciences industries to better align operations with their strategic goals to become Effective Enterprises.



GETTING AHEAD OF THE CLICK!

EPICOR. JIS Jergens Industrial Supply

*An interview with **JIS (Jergens Industrial Supply)***

Among the ever-increasing alternatives, it becomes difficult to choose the right ERP software for your business. Choosing the right ERP software, the most important step in digital transformation now plays a vital role in the future of your company. Being aware of the importance of this role, JIS ended its search for the right ERP software, with Epicor. We have discussed with JIS, the changes in their business processes and the details about Epicor Prophet 21;

Can you introduce Jergens Industrial Supply (JIS) to ERP News readers?

Headquartered in Ohio, JIS is known as the state's largest technical distributor of industrial products and represents more than 300 of the top manufacturers for industrial supply in the U.S.

The company's website offers online ordering capabilities to customers nationwide. JIS is a division of Jergens, Inc., a leading manufacturer of standard tooling components, fasteners, hoist rings, vices, and other work-holding equipment.

Could you tell us about your ERP selection process? What do you think companies should pay attention to when choosing an ERP system?

In 2015, realizing the opportunity to convert our inventory vending machines into "smart machines," JIS approached MindHARBOR Inc. to help integrate its vending and ERP systems. This included Epicor Prophet 21 software which combines the power of Microsoft® SQL Server® and the familiarity of Windows® in a solution designed to meet distributors' specific business needs.

When choosing an ERP system for your distribution business, ensure the following:

- The solution can deliver the most value before customization
- The solution has tools for modifying the system and adapting it to your processes without changing the application code and causing expensive problems over time
- The software will integrate with other technology you utilize
- The software has a clear update path

What are the main features that made you choose Epicor among all the other alternatives in the ERP market?

One of our great challenges is to maintain the levels of inventories at our customers' locations. Large automotive manufacturers spend about $45M on products and tools that they never actually use for intended purposes because

productivity to give our customers the tools they need quicker, faster, better and now at lower costs.

Prophet 21 has new APIs that allow us to directly link-up our vending machines as a point-of-use application in our customers' respective facilities that allows them to have the tools they need, right when they need them, and they only pay for the tools once they are using them.

With the Prophet 21 open database structure, we've been able to connect those systems together and improve the customer experience and the service level to our customers. This also allows the customer the ability to better manage their inventory and efficiency. Epicor's solution is so flexible it allows us to customize a lot of the programs. Epicor Prophet 21 has been an exciting change for JIS and a really positive one.

Can you tell us which value-creating activities Epicor Prophet 21 has optimized in your organization?

JIS has improved its productivity by 30% through the utilization of Epicor Prophet 21. The solution empowers a frictionless inventory management solution and flexibility to deliver world-class customer experience.

Epicor Prophet 21 anticipates and delivers on shifting customer demands and preferences to drive process efficiency and productivity. JIS caters to customers with many buying options; providing this level of flexibility and choice for our customers has been a priority and key attribute for our business.

> **"JIS HAS IMPROVED ITS PRODUCTIVITY BY 30% THROUGH THE UTILIZATION OF EPICOR PROPHET 21. THE SOLUTION EMPOWERS A FRICTIONLESS INVENTORY MANAGEMENT SOLUTION AND FLEXIBILITY TO DELIVER WORLD-CLASS CUSTOMER EXPERIENCE."**

Are there any special developments Epicor has made for JIS? If so, can you tell us about these developments and their advantages?

The ever-growing competitive expectations that Amazon has set a compelling business case for JIS to start innovating in order to achieve its goal of 'getting ahead of the click' and offering customers faster, better delivery at a lower cost. The Epicor team saw this as a great opportunity to put expanded IoT capabilities to use in Prophet 21 to see how we could help this steadfast company remain successful amidst growing market challenges.

In order to get "ahead of the click" of online buying, we introduced the JIS Express Program, which involved spreading our IoT buttons to multiple vendors. When pressed, the Express button sends an order to the distributor that includes the part number and the amount of product that needs to be replenished. The IoT Express buttons also serve a dual purpose as a visual reminder for customers to reorder items as needed.

Every time a JIS Express button is pushed, it collectively represents

hundreds of millions of dollars saved. Since integrating vending machines with Epicor Prophet 21 software, the company has seen millions of dollars in cost savings. The buttons reduce walk and talk time for workers to get the tools and materials needed; decrease time and effort in contracting and purchase order processing for manufacturing back-office personnel; and lower time and effort for JIS customer service personnel in contracting, order entry, and fulfillment.

With JIS Express buttons, JIS has been able to reach a whole new customer demographic. We box out competitors by giving customers a reason to keep giving JIS their business—a smart, 'sticky,' just-in-time inventory management solution that offers ultimate convenience and can scale as they grow.

Would you recommend Epicor to other companies?

Absolutely, Epicor has been a key partner in providing us with an evolving open source ERP platform in Prophet 21 that's been the foundation of not only how we effectively are capturing and processing transactional data, but then allowing us to leverage that in multiple ways to continually strive for improvement, visibility and improved customer service. - Operations Manager, Tony Filipovic, JIS

> **EPICOR HAS BEEN A KEY PARTNER IN PROVIDING US WITH AN EVOLVING OPEN SOURCE ERP PLATFORM IN PROPHET 21 THAT'S BEEN THE FOUNDATION OF NOT ONLY HOW WE EFFECTIVELY ARE CAPTURING AND PROCESSING TRANSACTIONAL DATA, BUT THEN ALLOWING US TO LEVERAGE THAT IN MULTIPLE WAYS TO CONTINUALLY STRIVE FOR IMPROVEMENT, VISIBILITY AND IMPROVED CUSTOMER SERVICE.**
>
> ***Tony Filipovic,***
> *Operations Manager of JIS*

About Jergens Industrial Supply

JIS, Division of Jergens, Inc., is Ohio's largest, most technical distributor of metalworking products, with quick delivery and a 1,000-square-foot showroom representing over 300 of the top manufacturers in the United States. The company's website offers online ordering capabilities to customers nationwide. JIS is a division of Jergens, Inc., leading manufacturer of standard tooling components, fasteners, hoist rings, vices, and other workholding equipment.

About Epicor Software Corporation

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software designed to fit the precise needs of our manufacturing, distribution, retail, and service industry customers. More than 45 years of experience with our customers' unique business processes and operational requirements are built into every solution--in the cloud or on premises. With this deep understanding of your industry, Epicor solutions dramatically improve performance and profitability while easing complexity so you can focus on growth. For more information, connect with Epicor or visit www.epicor.com.

A RECIPE FOR BETTER DATA MANAGEMENT

sage

*By **Nick Goode**, EVP Product of Sage*

We often hear that data is the fuel of modern business, but we think that food provides an even better analogy. When we go to fill our car up at the pumps, very few of us prefer a particular brand– we just want a full tank. But when it comes to what we eat, it's not enough to have a full belly; we need the right sort of food that is both nourishing and tastes good.

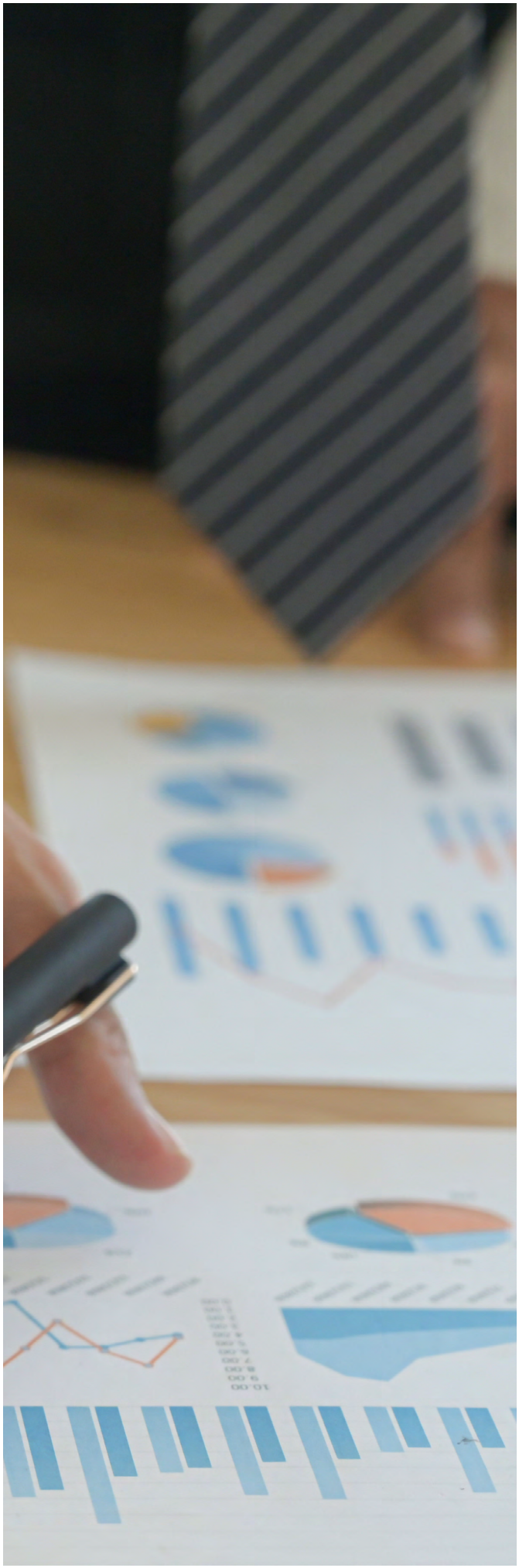
It's the same with data. Filling up on information doesn't necessarily make a business better; in fact, the wrong sort of data can have a highly damaging effect on the health of the whole organization. That's because – in the era of the connected business – the effects of bad data aren't confined to the system in which it resides. Instead, it ripples out to a range of other applications and processes that rely on that information.

> **FILLING UP ON INFORMATION DOESN'T NECESSARILY MAKE A BUSINESS BETTER; IN FACT, THE WRONG SORT OF DATA CAN HAVE A HIGHLY DAMAGING EFFECT ON THE HEALTH OF THE WHOLE ORGANIZATION.**

Businesses may not realize it, but bad data is a serious and costly issue. In 2016, IBM estimated that poor quality data costs more than $3 trillion in the US alone. (By comparison, the size of the entire big data industry in the same year, according to IDC, was a "paltry" $136 billion.)

This can only ever be an estimate, though, because it's difficult to put a price tag on the missed opportunities, reputational damage and lost revenue that comes from having the wrong data – not to mention the time and effort involved in searching for and correcting it. Knowledge workers spend far too much time searching for and correcting errors in their data.

Other researchers provide further evidence for the devastating impact of bad data. Gartner found that the average cost to organizations is $15 million a year, while a report from the Royal Mail suggested that it causes a loss of six percent of annual turnover. Why are businesses failing to address an issue with such a direct impact on their bottom line – especially given today's fixation on data-powered insight?



The domino effect of bad data

You would expect that the figures listed above would provide plenty of food for thought, especially as every line of business, from marketing to finance, customer service to supply chain, is now so completely dependent on accurate data on which to base their insights. Yet in our pursuit of data quantity, we seem to have forgotten one of the oldest tenets of the information age: "Garbage In, Garbage Out."

Too often, businesses lack a coherent data integration strategy, which means that inaccurate or incomplete data causes a domino effect through the organization.

Nothing highlights the interconnected nature of modern business better than the issue of bad data. If a department does a bad job of keeping data clean, up-to-date, and accurate, it affects every other department that relies on that data. This means that the effects are not limited to those who are responsible for managing records and updating systems; instead, they spread throughout the organization. This results in all manner of problems: from badly-targeted marketing campaigns to poor customer service outcomes to errors in payroll, resource allocation, and product development.

Another grave consequence of inaccurate data is that it can lead to people mistrusting the insights that they gain, and even resenting the data creators who have allowed erroneous information to creep into their systems.

A recipe for success

For all the hype around data-driven insights, businesses are facing a data credibility problem, with insights and performance metrics badly skewed by inaccurate information. So, while no one discounts the importance of having large data sets from which to draw insight, the more urgent challenge facing organizations is to improve the quality and accuracy of the information that they hold.

Just as the food we eat has a direct effect on our wellbeing, so the quality of their information has a bearing on the health of a business. That's why businesses need to treat data as a delicacy, rather than just fuel. By focusing on data quality, they can then ensure a positive domino effect throughout the organization, with departments and workers able to trust the insight they derive from it. To do this, every organization must undertake a regular data quality audit that not only verifies the accuracy of the information that is kept but also examines the internal processes and workflows associated with gathering and storing information.

For example, the organization needs to have complete confidence that employees are capturing all relevant information in systems such as ERP systems, and that all data is entered accurately and kept up to date. This should include cross-referencing with information held in other systems, such as CRM, ensuring that the business can have faith in the data on which it bases its most important decisions.

The recipe for success is simple: be as discriminating with your data as you would towards the food you put in your mouth: prioritize data quality to ensure you get accurate insights.

THE RECIPE FOR SUCCESS IS SIMPLE: BE AS DISCRIMINATING WITH YOUR DATA AS YOU WOULD TOWARDS THE FOOD YOU PUT IN YOUR MOUTH: PRIORITIZE DATA QUALITY TO ENSURE YOU GET ACCURATE INSIGHTS.

Nick leads Sage X3 globally. He's been in the software industry for over 20 years working globally on cloud, mobile and enterprise b2b products. He's passionate about leadership, digital engagement, innovation and customer success.

SHORT-TERM ANSWERS OR LONG-TERM SOLUTIONS?

*By **Alexander Glueckler**, Product Manager of Silverware*

Choosing the right software for your cannabis operation

The cannabis industry is simultaneously exciting and volatile. Companies must meet the moving target of consumer adoption along with an evolving regulatory environment. While there are many software systems that claim they can support your growing and changing requirements, zeroing in on the right ERP software to match your company's current and future needs can be a daunting task. What should you consider when selecting business software for the cannabis industry? There are essentially two approaches. One, you build your solutions using singular, stand-alone systems (often with little ability to communicate between them), or two, you select an established ERP software solution offering cannabis industry functionality. The decision you make has both short- and long-term implications.

The short-term "Frankenstein" approach

The cannabis industry shares many of the same challenges as other industries, along with a healthy dose of unique ones. Product tracking of cannabis ingredients is one of those unique challenges. Systems known as seed-to-sale emerged in response to this singular issue, and many start-up cannabis operations started life with a seed-to-sale application. However, from a growth mindset, the major downside of a seed-to-sale system is that it constricts your options by hampering your ability to pivot to meet changing market conditions. With seed-to-sale systems, you are only tracking the product and not your operations. As cannabis companies realize this shortcoming, the typical response is to bolt on more systems to track costs, tie the movement of inventory to operations, and deliver financial metrics. This "Frankenstein" approach of stitching system tools together leads to complex workarounds and countless labor hours to simply get the basic business information you need to carry on.

Building a solution in this way may certainly address immediate challenges, but what happens when requirements change? Seed-to-sale systems are simply compliance systems—they were never intended to serve as the nerve center of your operation. And, while compliance is critical, it isn't the complete picture.

The long-term proactive approach

As a cannabis business matures, the workarounds and missing functionality inherent in the Frankenstein software approach are no longer viable. To grow your brand, you need broad-reaching functionality that spans the operation. You need the functionality that supports your ability to operate your licenses. Customer (and investor) relationships, procurements, true costs of product, core accounting tasks, along with product tracking are vital to compete in this rapidly growing environment. To be viable, today's cannabis operations need the security, audit traceability, perpetual inventory management, manufacturing capabilities and business insights that only come with a developed ERP system. We encourage cannabis companies to start with an ERP solution out of the gate. In this industry, your ability to pivot, adapt and expand rapidly may depend on it.

Taking the first steps

If you're ready to take the long-term proactive approach to your cannabis business software, your first step should be to evaluate the requirements of your company across all operations. Gather operational requirements from internal stakeholders, not just the decision-makers, and look for holistic solutions to your needs. The best suggestions for improvements to vital processes can come from all levels of the company. Understanding these processes will not only help you create a list of requirements but will lead to more productive demos. Remember, cool functions may look nice in the demo room, but if they don't solve an actual challenge in your business—they're not so cool anymore.

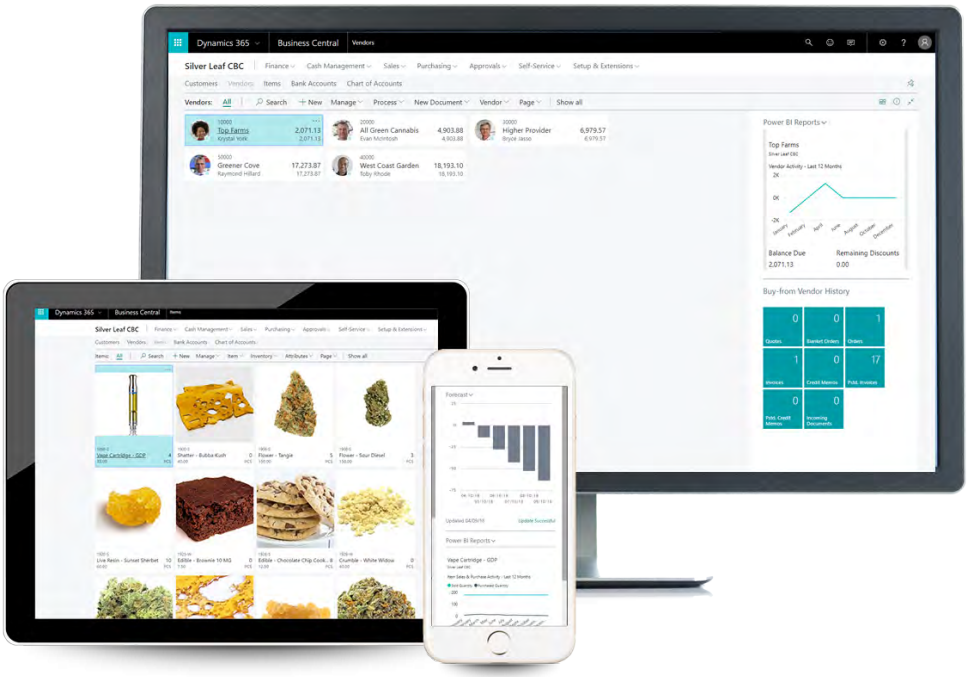
Evaluate multiple systems

Only after you've fleshed out your requirements should you start looking at cannabis ERP systems. There are plenty out there, so evaluate based on the criteria you have put together. Online research and phone calls with questions based on selected needs should help you narrow the search. Create a shortlist—no more than about 4—and request a demo from each vendor. Make sure the right people on your team are in the room. Subject matter experts in all areas of your operations ought to have buy-in to ensure the system addresses their unique needs. We've found that asking the vendors for various use case scenarios—sort of a day-in-the-life preview—is a good way to help everyone to understand if the solution will meet your organization's needs.

The best solutions that meet your core business demands have the flexibility and scalability to match the pace of your industry. Ask in the demo, how the software adapts to changing consumer preferences, regulations, and industry standards. Can those changes be done internally, or do you need a partner's assistance? Will it be a simple modification or a whole new set of custom code?

Moreover, as companies grow into multiple states or add new products, systems must adapt. The right system must be able to operate under different state compliance platforms while providing the company levels of internal assurance.

> **THE BEST SOLUTIONS THAT MEET YOUR CORE BUSINESS DEMANDS HAVE THE FLEXIBILITY AND SCALABILITY TO MATCH THE PACE OF YOUR INDUSTRY.**



The right partner is your technology enabler

Getting the best ERP system isn't the full picture. Your system is only effective if it is widely used, and adequately supported and maintained. The right partner is key to facilitating both outcomes. Building a team—both internally and with a solution partner—ensures system success. With a proactive perspective and a firm understanding of your requirements, you're well on your way to choosing the right system and the right partner to optimize your business.

About Silver Leaf

Silver Leaf CBC is a full cannabis ERP built on top of Microsoft Dynamics 365 Business Central. Developed by Silverware, Inc., the Silver Leaf CBC product was created to serve high-growth companies in the manufacturing and distribution industry with strong needs in both inventory and financials. With over 30 years of implementation and support experience, every decision favors process-driven solutions and lifetime relationships with customers. The Phoenix Business Journal named Silverware, Inc. a Best Place to Work in both 2018 and 2019. The company is headquartered in Phoenix, AZ, with an office in Seattle, WA. For more information, visit Silver Leaf CBC's website at: https://silverleafcbc.com/

GETTING THE BEST ERP SYSTEM ISN'T THE FULL PICTURE. YOUR SYSTEM IS ONLY EFFECTIVE IF IT IS WIDELY USED, AND ADEQUATELY SUPPORTED AND MAINTAINED. THE RIGHT PARTNER IS KEY TO FACILITATING BOTH OUTCOMES.

In his role as Product Manager, Alex will identify and help facilitate Microsoft Dynamics NAV business solutions for the "growing" cannabis industry. He has an extensive background and training in accounting and finance, beginning his career as an accountant at CliftonLarsonAllen. He later joined Athletes Performance, which provided wellness solutions for large corporate clients including Google, Adidas, Tesla and Intel, before taking a position as the CFO for a cannabis investment company representing one of the largest cannabis businesses in the southwest, Reef Dispensaries. In 2016, he was named Vice President of Finance and Operations for a private holdings company, U.S. Farm Funding Corporation where the organization expanded from one medical marijuana company to six, and eventually merged with the largest branded cannabis company in Arizona, Harvest. Alex spent his childhood growing up near Washington DC and his middle and high school years in Phoenix. He then moved to Denver for college where he attended Regis University, earning a Bachelor of Science, double majoring in Accounting and Finance. He later returned for his MBA, with an emphasis in Strategic Management. He's a member of the Institute of Management Accountants (IMA). When he's not working, this proud family man enjoys spending time with his wife—a budding photographer—and their two children, hiking, biking and enjoying the outdoors near their home in Colorado.

THE MOST IMPORTANT CHALLENGES DURING ERP SELECTION AND IMPLEMENTATION

*By **Katie Slimov,** Associate Editor of ERP NEWS*

Technology, which has not been the priority of organizations throughout the ages, has become a necessity today. The pace of technological evolution continues to push businesses to the point where they experience digital transformation. It has become a necessity for businesses to follow the dynamic software market that changes in the blink of an eye. You have taken a step to manage your business processes with the right tools, but if you doubt the accuracy of this step, you are in the right place and you are not alone. In today's competitive environment, turning challenges into opportunities and guiding positive business outcomes is key to success. In this article, we will share the most important challenges you may encounter during the selection process and implementation of ERP software.

The major obstacles to successful ERP implementation are often non-technical issues such as compatibility, technological confusion, and standardization. The most common obstacles are resistance, improving community culture and ensuring employee and organizational harmony in changing business processes. At the same time, effective and proven project implementation methodology is very valuable for project management.

Exclusion of Senior Management from the Project

ERP implementation means a big and important transformation in an organization. It is critical to involve senior management from the start of the project, analyze the business benefits and define the project mission and vision. The senior management should agree to promote organization-wide system use, ensure user engagement, and resolve conflicts.

Inadequate Communication and Unqualified Training of Users

One of the main reasons for ERP implementation failure is poor communication between the teams. Different user groups from senior management to project teams should be provided with effective communication skills and proper training.

Lack of Effective Project Management Methodology

Incorrectly defined specifications, operational requirements, lack of different control methods, and absence of an appropriate implementation methodology are among the reasons why ERP projects fail. An effective project management team can help you overcome these problems.

Incorrect and Inadequate Data Management

Usually, the success of an ERP project is measured by the quality of the data in the system during and after deployment. The effect of poorly managed master data on failure is considerable. Over 95% of the master data is consolidated, cut, or opened in organizations, mostly one-off during implementation. Care should be taken during this process.

The ERP system offers an effective strategy that ensures operational excellence and competitive advantage. The project team should include members from different departments of the organization, including senior management. The inclusion of cross-department members facilitates and reduces the rate of resistance from end-users. Finally, all stakeholders should contribute to a successful ERP implementation and the ERP project should be considered as an enterprise-wide project.

DIY: SHOPPING FOR ERP

priority™

*By **Eran Rozenfeld**, Managing Director, Priority Software U.S.*

Working in the ERP industry for 20 some years now, I've come in contact with a lot of companies who are searching for either a shiny and new or a replacement ERP solution. From small to medium to large organizations, I have accumulated years of experience, assisting customers and prospects alike who are on the hunt for new ERP software.

Some organizations might have an internal team set up to evaluate new ERP contenders, while others may decide to work with external consultants to help them evaluate the long list of options. My advice? Before taking the plunge, put yourself in the hands of a professional ERP consultant, if you've got the budget for it. It can be a costly business but rest assured, it is well worth it. The big question, however, is, "What if you're a small or mid-sized company – do you really need to spend the extra time, effort and budget on employing a professional to manage your ERP evaluation process?"

Here are some valuable tips to help you initiate the process and then, essentially master it on your own. It's a real-life DIY project. Read on, then you can decide.

1.Jump start with online research

Go online and start your search with familiar terms such as, "ERP systems" or "Outgrown my accounting software" to find out just who the key market players are. You can narrow your search by adding various filters based on the size of your company, such as "for small to mid-size businesses." You'll want to view the websites that display a wide range of solutions based on size, industry, customer base, and more. There are a lot of sites to choose from, such as Software Advice and Top 10 ERP.

2.Read those reviews

These days, rarely do we purchase a product or service without first reading the reviews. This is not just for food processors and aluminum siding. The same applies when you're shopping around for ERP. Go to one of the many popular IT software review websites and read, read, read. Read the reviews from actual customers. Start with these: Capterra and Gartner.

3.Assemble your "A" team

If you've been delegated the task of searching for an ERP system for your organization, know this: It is never a one-person job. You must build a strong, reliable and responsible in-house team that will be a veritable mix of C-level executives, key department managers, and the most relevant users. This team will essentially know and best understand the organization's needs and more importantly, have the tools to compare their current operational status to what they could actually handle in a new system. Together, this team must create a realistic wish list and build a scoreboard for the processes and tasks you'll want your ERP to handle. Once a list is in place and agreed upon, it will help the team grade the various ERP solutions during the selection process.

4.Preview customized demos

Remember the last time you asked to take a test drive before buying that new car? ERP is no different. You need to get a feel for the software and how it suits your organization's unique needs. After selecting 4-5 potential ERP solutions, ask each vendor to show you/your team a series of demos. In the first demo, concentrate on the system's built-in features and functionality – tools that you can use straight out of the box, such as reporting capabilities and integration with third-party software. When you move on to the second demo, it should be more specific – more detailed, to include your organization's workflow and specific processes. This is when you should request a customized demo that will illustrate a real-life scenario from your organization. You'll want the vendor to duplicate this scenario onto their platform and present it to you – live. The more customized the demo, the easier it will be for you and your team to envision how the software will react and respond further down the line when it's up and running inside your organization.

"IF YOU'VE BEEN DELEGATED THE TASK OF SEARCHING FOR AN ERP SYSTEM FOR YOUR ORGANIZATION, KNOW THIS: IT IS NEVER A ONE-PERSON JOB. YOU MUST BUILD A STRONG, RELIABLE AND RESPONSIBLE IN-HOUSE TEAM THAT WILL BE A VERITABLE MIX OF C-LEVEL EXECUTIVES, KEY DEPARTMENT MANAGERS, AND THE MOST RELEVANT USERS."

5.Ask your friends and colleagues

Oftentimes, friends and colleagues from your inner circle and/or business community can be a tremendous help in finding the right ERP solution for your business. This is when you want to touch base with long lost acquaintances and ask them about their ERP, what they're using in-house, if they're satisfied, was their project on time and on budget, and did they survive system onboarding and implementation (some of us don't).

6.Apples to apples: Compare quotes

When you've narrowed down your list of ERP vendors, say, down to 2-3, now it's time to request a price quote. You want to be sure that this quote includes all of the essential must-haves and the possible options in features and functionality, including add-ons and potential for future system growth and expansion. Prices can fluctuate and are dependent on various factors. For example, whether you host the software on your own servers or deploy a cloud-based ERP solution, will make a big difference in the final quote.

Be sure you have all the options laid out and ask all the relevant questions, no matter how insignificant they may seem at the time, you want to know – and you need to know. Will you be paying for the software on a monthly basis, and if so, what are the maintenance fees? What customer support options are available – and will you have to pay for upgrades and on-line Help or extra tech support services? Is it time to decide with you'll go the DIY route or opt for an ERP consultant? Let's review the "Do It Yourself" checklist:

1. Search professional websites for software that is suited to your company size/industry
2. Read the reviews to get a real take on how real organizations use/experience the software
3. Gather the best people in your organization to evaluate the solutions
4. Take it out for a test drive and schedule as many demos as needed to familiarize yourself with the software; evaluate each demo on both a macro and micro level, and ensure all your needs are addresses
5. Go 'old school' and ask around; often, word-of-mouth is the best and most reliable marketing tool
6. Compare your price quotes, one to one, and remember that all ERP vendors charge present costs slightly differently; be sure to evaluate based on the same criteria

This checklist is well beyond a good start and ideally, when done right, it can save on hiring an ERP consultant. With a solid and focused team, and with company management fully on board, you are now primed and ready to... do it yourself. And you can. Good luck!

About Priority

Priority Software provides flexible, end-to-end business management solutions for organizations of all sizes in a wide range of industries. Recognized by top industry analysts and professionals for its product innovation, Priority improves business efficiency and the customer experience, providing real time access to business data and insights in the cloud, on-premise, and on-the-go. With offices in the US, UK, Belgium and Israel and a global network of business partners, Priority enables 75,000 companies in 40 countries to manage and grow their business.

Eran is an experienced ERP sales professional with close to 20 years of ERP software expertise, including project management, process analysis and system implementation. Prior to joining the Priority U.S. management team, Eran was Founder & CEO of Infobase Information Technology, a Priority ERP software consultancy and implementation provider based in Israel. He holds an MBA in Marketing from the UK's Darby University and a BA in Economics from Bar Ilan University, Israel.

EIGHT TIPS FOR ERP IMPLEMENTATION SUCCESS

DXC.technology

*By **Randy Davidson**, Retail Offering Lead of DXC Technology*

An effective enterprise resource planning system is essential for any company hoping to be successful in today's fast-paced and highly competitive environment.

Certain challenges are common in ERP implementations. By anticipating these, organizations can look forward to successful implementations.

1.Carefully assess the solution fit for your organization and evaluate infrastructure readiness

There are hundreds of ERP systems, each with its unique strengths and weaknesses. Some work well on premises; some work only in the cloud. Some provide deep functionality for a few industries while others provide a broad footprint but little specialization. Some offer the best of all worlds, with broad functionality augmented by extensions built by knowledgeable partners that also provide implementation services.

Whatever ERP system an organization decides on, it should have a flexible architecture that allows it to change as the organization changes. Organizations don't want to repeat the search and implementation process again in a few years because the chosen solution can't grow and change with business and industry requirements.

2.Set realistic expectations and have a migration strategy in place

Since almost every company has an ERP system, the assumption is that ERP is easy. Businesses also frequently assume that replicating their existing procedures in new ERP solutions will somehow make them more efficient, more accurate and more profitable. It is important to set realistic expectations.

An ERP system is the backbone of the organization, and its capabilities affect every aspect of the business. Successfully implementing a system with such far reaching consequences is not without risk or effort. Be prepared to commit to the ERP project with challenging work and high levels of change management.

Companies should also assume that if they are purchasing an out-of-the-box ERP solution, the built-in workflows are already used in thousands of organizations. They work. They reflect best practices. By adopting standard procedures rather than attempting to replicate existing processes, the ERP implementation will be faster and more successful.

3.Garner commitment of top management to the program

Management must make the implementation a priority for the company and provide the time and resources to accomplish the project.

It is imperative that management recognizes that the ERP implementation will be a companywide priority for the life of the implementation project. However, ERP implementation should serve as an enabler for a change management initiative across the organization.

4.Assess customizations

It can be tempting to tweak the new ERP system to match existing procedures more closely or to streamline an existing process, but this temptation should be avoided. The new system consists of proven processes, and every effort should be made to use them out-of-the-box and choose customizations only if the current process is a true business differentiator that adds real value. Customizations can be expensive to maintain, and they may limit flexibility to upgrade in the future. This alone is a valid reason to limit the number and scale of customizations.

5.Establish the project's scope and ensure blueprint and KPI signoff

Be very clear about ERP project scope from the start and make sure everyone has signed off on the implementation plan. Understand what is included in the project and what is out of scope. Adding new functionality, additional modules and business processes midway through the implementation can cause project delays and will increase costs.

Make sure both the company and the implementation partner are clear from the outset what is to be delivered, and stick to the original plan as much as possible.

6.Provide adequate training

You can't have a successful implementation without adequate key user training, user acceptance testing and implementation go-live support.

Don't assume that training just a few people will be enough. The train-the-trainer concept is valid, but this should not be the only training. There is no such thing as too much training, so budget more than you think you'll need, and be sure training is a line item in the budget for future years. Ensure that new hires and the core team receive training and that the core team keeps up to date on new additions to the software.

7.Allocate dedicated resources

The core team should be dedicated to the ERP project. It is an excellent idea to bring in project-specific resources. Key project decisions should be made through collaboration with the in-house team to ensure accuracy, acceptance and understanding.

8.Secure resources with related project management skills

Organizations should bring in experienced project resources with expertise in the chosen system to augment the in-house team. Even if there is in-house talent with project management skills, remember that not all projects are alike. Remember, ERP will be in every area of the business, and the project will require broad business and technical expertise.

> **CUSTOMIZATIONS CAN BE EXPENSIVE TO MAINTAIN, AND THEY MAY LIMIT FLEXIBILITY TO UPGRADE IN THE FUTURE. THIS ALONE IS A VALID REASON TO LIMIT THE NUMBER AND SCALE OF CUSTOMIZATIONS.**

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Randy Davidson is a retail offering lead in the Americas region for DXC Technology. He provides industry best practices and management consulting to current and prospective retail clients, helping them improve their business and store operations for increased sales, profitability and customer experience across all channels. His industry background and technology expertise make him a true thought leader and subject matter expert for all things retail.

BEFORE CHOOSING A NEW ERP SOLUTION, AN ORGANIZATION SHOULD MAKE SURE THE IMPLEMENTATION PARTNER CAN MATCH THE ORGANIZATION'S BUSINESS PROCESSES AND BUSINESS REQUIREMENTS TO THE CHOSEN ERP SOLUTION.

Take-away tips

Keeping these eight tips in mind can help ensure ERP implementation success. Most importantly, before choosing a new ERP solution, an organization should make sure the implementation partner can match the organization's business processes and business requirements to the chosen ERP solution. Understanding the business and systems "fit" will be key to determining the size and scale of the ERP project.

Choosing an experienced, qualified implementation partner is also key — one that can provide quality references from existing customers in the industry. These customers have been through the challenges of ERP implementation and are satisfied, so organizations can learn from their experience.

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TIPS FOR FINDING THE RIGHT ERP FOR YOUR BUSINESS

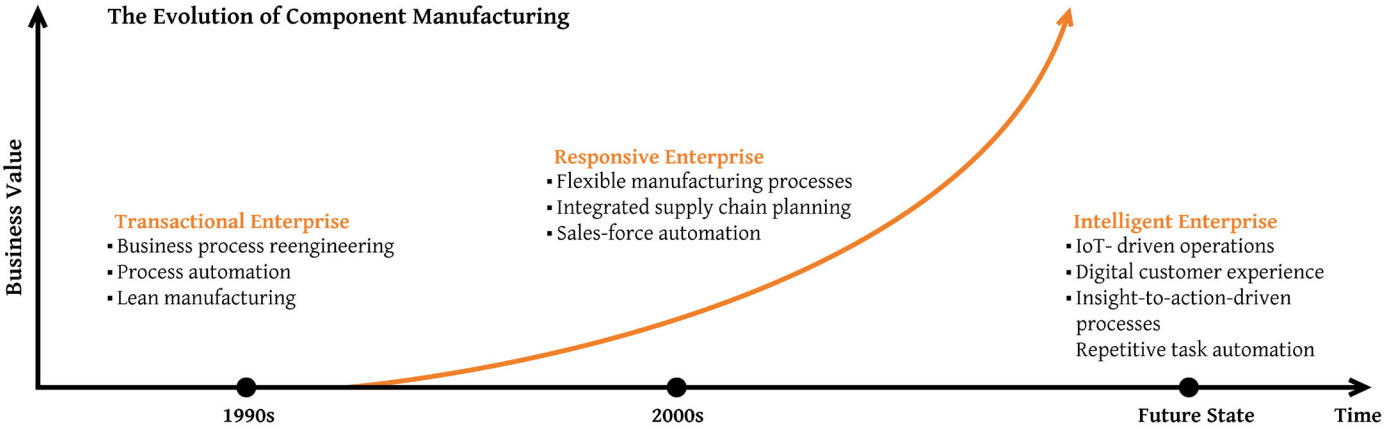
ABSOFT
SOLUTIONS FOR BUSINESS

*By **Steve McCann**, ERP Solutions Manager of ABSOFT*

Enterprise Resource Planning is the integration and management of a company's core processes; finance, HR, manufacturing, supply chain, service, procurement, and others.

Manufacturing is a highly competitive marketplace, coupled with the rapidly changing business, financial and social norms tech innovations are creating; SMEs know the importance of delivering orders on time, minimizing errors, delivering customer satisfaction, increasing efficiency and value throughout the organization.

Today's leading ERP systems help manufacturers stay ahead of the competition with the use of digital assistants to help focus on what matters, artificial intelligence (AI) and machine learning to automate processes, and predictive analytics to support real-time decision making.



When you begin your search for ERP software the following steps will help with the decision-making process:

Determine the company's specific and unique needs

It is vital to have a clear picture of what your company requires when choosing an ERP.

Involve as many stakeholders as possible. As ERP integrates the core processes in your business it is important to consult those who will be operating the ERP and what they need it to do.

Find a system that can be easily tailoredtothecompany'sspecific and unique needs, rather than having to compromise or force-fit the processes to suit the software.

While an ERP system integrates and manages the core processes; it is important to consider how it integrates with other systems in the businesses and externally.

The more widely used systems like SAP are compatible with most requirements; meaning fewer problems, rather than the ERP possibly just creating new ones.

Get an ERP system for the future

How do the business and its processes look today compared to 10 years ago? Imagine trying to predict how they will look in another 10 years?...chances are you will get some predictions right and some very wrong (who'd have predicted Brexit in 2009!?).

Ability to adapt to future change and the cost impacts of these changes must be considered, or what seems like a good option today will lead to rapidly diminishing returns on your ERP investment.

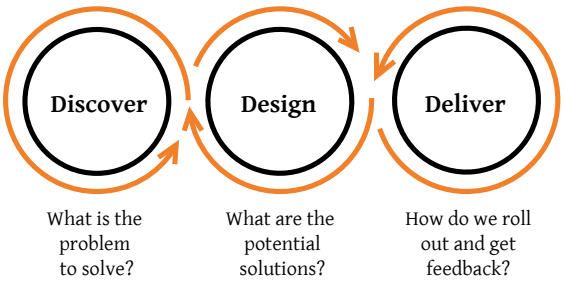
Consider how user-friendly the implementation, training and daily use of the system is for the people in the company; from shop floor to top floor

- The easier to use, the less time and money required
- The more intuitive the system, the less stressful and more valuable t he ERP.
- Confidence that the ERP implementer has the expertise required to make the system fit your business needs.

Get to know more about them, ask questions and speak to companies they have done work for in the past.

SAP's design thinking approach supports the transformational journey of intelligent component manufacturers.

PROCESS



Absoft has created an integrated system specifically to assist SME manufacturers in meeting the challenges and opportunities facing the sector named Absoft ADIMA (AD-vanced DI-screte MA-nufacturing). Based on the very latest version of SAP's world-class ERP solution – S/4HANA; Absoft ADIMA is the UK's ONLY S/4HANA SAP qualified partner-packaged solution for Manufacturing.

About ABSOFT

Headquartered in the UK, Absoft is a leading SAP® specialist with project delivery and implementations in over 40 countries worldwide, since 1991. Absoft provide SAP ERP implementations, process optimisation, M&A transition and SAP support services across multiple industries, for both cloud and on-premise systems. Our consultants' hand-on expertise and functional knowledge ensure we deliver best practice technical solutions for our customers and maximise their return on investment in SAP, which has resulted in Absoft being named an SAP Partner Centre of Expertise. For further information, visit: www.absoft.co.uk or get in touch at info@absoft.co.uk

Steve McCann joined Absoft as an ERP Solutions Manager for Discrete and Process Manufacturing in January 2019. Coming from a background of investment consultancy and business development for specialised construction products Steve has a strong customer focused approach and is now helping SMEs in Manufacturing realise their full business potential by implementing the right ERP.

IF ERP/PLM SOLUTIONS ARE SO COMPREHENSIVE, WHY ARE SO MANY TECHNICAL DATA PROBLEMS STILL STYMYING BUSINESSES?

TEC Your impartial software advisor

*By **Predrag Jakovljevic,** Principal Analyst of TEC*

There's no lack of published information on the enormous potential capabilities span, interoperability, and ultimate benefits of enterprise resource planning (ERP), product lifecycle management (PLM), customer relationship management (CRM), supplier relationship management (SRM), and other enterprise solutions in the manufacturing sector. Similarly, there's also a plethora of research on these enterprise solutions' pain points, implementation delays, and buyers' remorse.

But difficult or easy, companies need ERP systems and related enterprise software solutions to streamline business processes, connect suppliers and partners, and manage the complexity that accompanies growth. So it's no surprise that there is still a sizeable and growing buyer pool for ERP software solutions even 40+ years after their initial introduction: the ERP software market is expected to reach $ 41.69 Billion, globally, by 2020. With such big dollars on the table, it's understandable that there are still literally hundreds of vendors providing solutions in this space, all wanting even a small piece of this giant revenue pie. If manufacturers' ERP and PLM software solutions are so comprehensive and there are so many vendors servicing this space, why are there still solution holes (the so-called "software fatal flaws")? What are these shortcomings and what negative impact do they have on companies?

The Technology Tower of Babel

Like the mythical Tower of Babel, ERP software has followed a similar pattern of confluence, but instead of multiple peoples/civilizations converging in one place, we have multiple technologies, data sources, and business participants all trying to do the same thing as the people of Babel: communicate and act. In theory, and in a world of published application programming interfaces (APIs), web services, open source claims, etc., information in any format should flow accurately, automatically, and imperceptibly to any defined set or subset of users for specific purposes. In practice, however, what often occurs is altogether different: there is cacophony, not cohesion, in business data and processes.

The reasons for this discord are plentiful, including:

•Siloed business data exists in both manual and digital form, both structured and non-structured (multi-media) data;
•Purpose-built enterprise applications are installed that are very good at solving one problem, but not another;
•New and different user/partner/customer pools continuously change and evolve;
•New products, new industry trends, legal and compliance developments, internal shifts, or other mandates (like product labeling) require either new reporting, analytics, or processes.

What we need from our business data (and the processes related to that data) is easy-to-access, automated, singular, and aggregated (single) versions of data "truth." Such integrated, reliable, and available data is needed for various critical manufacturing and general business operations activities

What is currently happening in process manufacturing companies (and which gets exponentially worse based on the business' complexity and/or size) is that ERP/PLM and other appended solutions alone don't adequately address a host of needs. All too often, the band-aid fix is that companies are currently managing various needs across a wide spectrum of product specs requirements, supplier management, facility certifications, customer orders, and legal/compliance mandates—via a variety of manual and/or redundant processes.

Where Advanced Process and Document Management Solutions Also Fall Short

What's important to manufacturing companies is not only having access to their business and operational data (as important as that is), it's also the method of getting access (i.e., "how" they get it) and the ultimate, often cross-purpose, usage of it (i.e., "what" they will do with it). There are a multitude of partial fixes available, starting with business process management (BPM) software, or Microsoft SharePoint, Google Drive, or Box-type workflow-based cloud content management solutions. These can be inexpensive but they lack defined applications and data management automation.

On the other hand, Master Data Management (MDM) software solutions can unite data and content but they lack the intelligence to execute processes and activities. And, as stated earlier, ERP and PLM systems alone don't do it all.

Structured data (in rows and columns that can be easily ordered and processed with data mining tools) and unstructured data (raw/unorganized in emails, PDFs, images, video, audio) must be captured, processed, and conveyed accurately and seamlessly. But what's missing in available solutions are the pre-built business objects, rules, and taxonomy that allow companies to process data, documents (managing the metadata), convert this captured data automatically, and/or manage business

objects through easy, intelligent, forms-based systems.

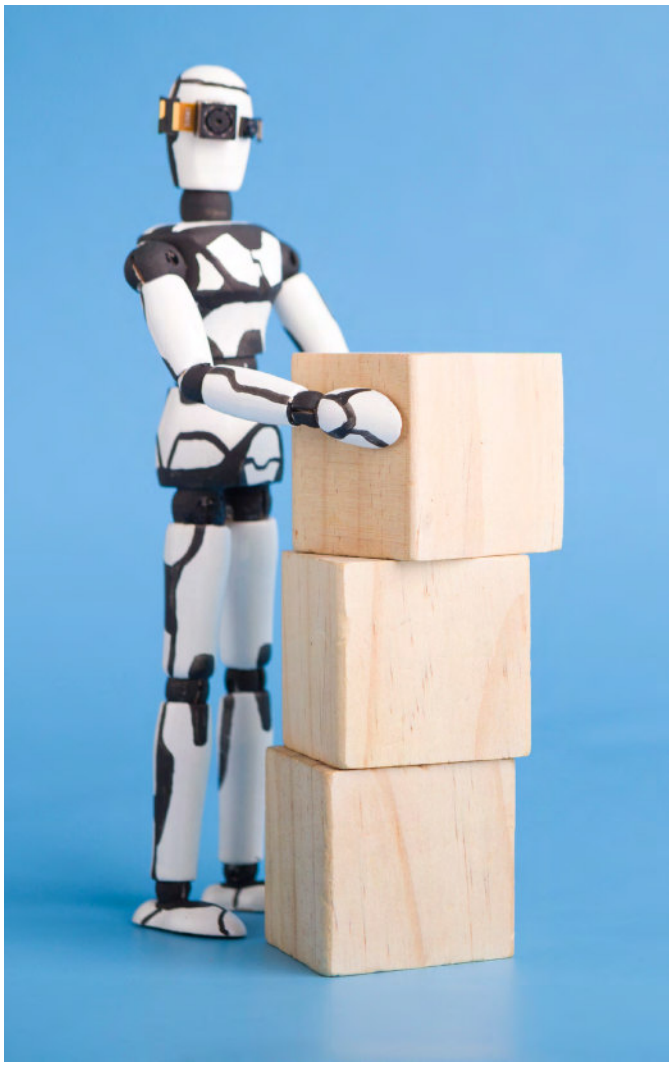
Manufacturers need the ability to capture any required data from any source, document, or data stream. They need a solution that can overlap and/or fill in the gaps between PLM and ERP, and they need it to be flexible and cost-friendly to absorb change on an ongoing basis.

The Downside of Not Plugging ERP Data/Process/Operational Holes

Technical information access and transparency across all internal departments and critical external partners is the Holy Grail for companies in the process manufacturing industries.Unlike services-centric businesses (which have their own special needs), companies that procure materials elsewhere to embed in their products face a set of extremely challenging quality, consistency, compliance, and control issues attached to their products' technical product information management (PIM).

Here are just four of the many inherent issues that arise when data is disconnected, not connected optimally, housed redundantly in silos, etc.:

•Inaccurate or out-of-date enterprise data. Most enterprise solutions assume information is both up to both date and consistent throughout—it's not.
•Inability to easily amend PLM data and move into ERP. To get PLM data, add required data, and move it into ERP, many business have the object creation processes in current solutions that hit the master file boundaries, requiring manual entry, storing physical documents, or other stop-gap measures.



> **UNLIKE SERVICES-CENTRIC BUSINESSES (WHICH HAVE THEIR OWN SPECIAL NEEDS), COMPANIES THAT PROCURE MATERIALS ELSEWHERE TO EMBED IN THEIR PRODUCTS FACE A SET OF EXTREMELY CHALLENGING QUALITY, CONSISTENCY, COMPLIANCE, AND CONTROL ISSUES ATTACHED TO THEIR PRODUCTS' TECHNICAL PRODUCT INFORMATION MANAGEMENT (PIM).**

• External data sources are not well supported. Experts estimate that 70% of product-related data is externally generated and non-structured, yet most traditional enterprise applications are designed to primarily support internal, structured data. This requires manual re-entry or attachments to files (data that is not integrated into master files).
•Manual or redundant process resource bleeders. Companies lose time, money, and compromise auditability when they're forced to use Excel trackers and reminder e-mails on things like regulatory/compliance requirements.

New AI-Infused Cloud PIM Solution Bridges PLM, ERP, CRM, and SRM

Clearly, there is a good case to be made for a new category of manufacturing solutions aimed at the problem of bridging the gap between process PLM, ERP, CRM, and SRM solutions. What's needed is a solution set that understands that technical PIM has unique requirements, including the need to support continual information inputs and iterations while also producing the insights that process manufacturers need to survive and thrive.

Recently, it has come across Technology Evaluation Centers' radar that a process PLM-centric services provider, Oak Barrel Software, has quietly expanded its company footprint to deliver an astute new, multi-tenant cloud solution that addresses this market need. The company—without advanced marketing fanfare in marketing—chose to instead introduce nine solutions aimed at this technical PIM data gap problem to better quantify and qualify its expanded business model and prove the value proposition of its new offerings.

Oak Barrel Software has added 20 customers only in Q1 2019 in the US, Australia, and EMEA. The company will formally

"OAK BARREL HAS OPERATED IN THE ERP/PLM SPACE AS A SERVICE PROVIDER FOR MANY YEARS, AND WE KNOW WELL WHERE COMPANIES ARE STRUGGLING WITH SKUNK-WORKS TYPE SOLUTIONS TO A RECURRING SET OF TECHNICAL PRODUCT INFORMATION ISSUES," EXPLAINS GRANROS.

announce both a new name, and a new market solutions category in a planned September 2019 PR/Industry Analyst roadshow.

In a recent interview with Oak Barrel CEO Rory Granros, he advises that the new solution is already delivering to its new customers the following capabilities:

- Immediate ROI via an incremental data input model (which can be turned on within 48 hours of licensing)
- Scalability at whatever pace the customer wishes to add data
- Auditable compliance processes
- Automated data and document housekeeping processes to support operational and business process management
- Flexible, change-friendly capabilities
- Multiple publishing options: document management, in-memory databases, Walmart/Amazon marketplaces, the Global Data Synchronization Network (GDSN), ePIF (electronic product information form) portals, etc.
- Multi-level search capabilities across the value chain
- Continuous risk assessment
- Rate preference analysis
- Recertification prompts/alerts
- Portal-to-portal updates

"Oak Barrel has operated in the ERP/PLM space as a service provider for many years, and we know well where companies are struggling with skunk-works type solutions to a recurring set of technical product information issues," explains Granros. "This technical product data impacts every area of process manufacturers' operations – their need to manage, report, analyze, comply, and ensure quality and accurate communications. The problem is well substantiated as is the lack of a good solution; we are changing that. We have no equal competitors to what we are doing, so we'll be creating our own market category. It's the next generation of digitally transformative support in manufacturing."

About Technology Evaluation Centers (TEC)

Technology Evaluation Centers (TEC) is a global consulting and advisory firm, helping organizations select the best enterprise software solution for their needs. TEC reduces the time, cost, and risk associated with enterprise software selection with its advanced decision-making process and support application, software selection experts, and extensive resources. Over 3.5 million subscribers leverage TEC's industry-leading research and detailed information on more than 1,000 leading software solutions across all major application areas. For more information, please visit www.technologyevaluation.com.

Predrag (PJ) Jakovljevic focuses on the enterprise applications market. He has over 20 years of industrial experience within the discrete manufacturing sector, including the machinery and equipment, automotive, construction and engineering, and electronics industries.

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CONNECTED WORKING: POWER UP OFFICE DEVICES THROUGH YOUR ERP

*By **Elise McFarlane,** ECI*

Elise McFarlane, from ECI, looks at how businesses can streamline their operations by connecting office printers and automating tasks through their ERP.

Voice-activated devices such as Alexa, smart watches and app-controlled thermostats are now so ubiquitous in our lives that we rarely give them a second thought.

Ultra-convenience is one of the biggest drivers, as is an insatiable appetite for data. Consumers increasingly want to know how many steps they have taken in a day, their heart rate during exercise or the amount of energy they use in their home. This data is often a catalyst for positive change, whether it empowers them to save time and money or improve their health and fitness.

Given the prevalence of smart devices, otherwise known as the Internet of Things (IOT), it is no surprise they are making their way into the workplace too. Wearable tech gives firms the data to improve employee health and safety, while smart machines are reducing manpower and unplanned downtime in manufacturing.

Just like consumers, businesses are well-aware of the cost and time savings data analytics deliver, as well as the performance benefits. Centralised data and machines that 'talk to each other' eliminate manual processing and take human error out of the equation – yet many offices still lack the connectivity they need to work as successfully as possible.

One reason is that it is easy to under-estimate the importance of office devices like printers. Even the most eagle-eyed manager is unlikely to count the hours staff members spend ordering toner, on the phone to an engineer when it breaks down or else trying to fix it themselves. The time lost is unlikely to be formally quantified either, instead falling under the umbrella of general admin.

When office printers are not connected, businesses have little intelligence about whether one device is being over-used and more liable to break down, or whether employees are printing too much and pushing up costs. Furthermore, one printer may be lying unfixed and redundant, so those closest to it have to spend time finding another in the building and potentially waiting while other colleagues use it. Do your customers know how much time is being wasted managing these devices?

Especially for smaller firms, where there is no office manager, managing printers invariably becomes the job nobody wants to take on, until they are left frantically searching for more toner ahead of a meeting.

In fact, these issues can be resolved by connecting printers to your ERP system through a device management solution and removing manual human input. The Internet of Printers (IOP) is starting to gain traction with firms that want to make their office functions both leaner and more effective. Automating purchase order generation, and linking service calls, allows them to save time and money, as well as maintain positive cashflow.

Manufacturers and logistics firms have long operated on the principle of 'just-in-time' and there is no reason why this principle cannot be applied in different working environments. Designed to reduce inventory costs in a factory or warehouse, the ERP and device management systems provides access to printer data, which predicts when toner or paper will run out and then places an automatic order for the amount needed.

All this means office managers and procurement teams do not inadvertently buy too little or too much. As mentioned above, staff need paper, toners and other supplies to be readily available – but equally, there is no point buying excessive amounts, only for them to sit in a stationery cupboard for months on end.

Office technology dealers that fail to connect their customers equipment like printers to their ERP are essentially missing out on valuable operational data – the 'new currency' that could determine their future success.

Although some companies rely on their printers more than others, the cost of supplies and time lost when they are not functioning soon escalate. As smart devices make their way onto the frontline of healthcare, construction and supply chain management, businesses should not lose sight of the efficiency gains they can make in their offices too.

For more information on ECI Solutions, including its e-automate product, visit
www.ecisolutions.com/e-automate

About ECI

ECI provides industry-specific business software solutions and services, focusing on cloud-based technologies. For 30+ years, ECI has served small to medium-sized manufacturing, wholesale/retail distribution, building and construction, and field service organisations. Privately held, ECI is headquartered in Fort Worth, Texas, USA, with offices throughout the U.S., Canada, Mexico, England, the Netherlands, and Australia.

7 TIPS FOR CHOOSING THE RIGHT ERP SOFTWARE

*By **Yagmur Sahin,** Editor of ERP NEWS*

While the digital transformation trend continues to influence all industries, it is vital that businesses adapt to this trend with the right tools. With the ever-increasing alternatives in ERP software, which is the most important key to digital transformation, it becomes more and more difficult to make the right choice. The confusion created by the difficult selection process can sometimes lead to unsuccessful projects. Especially considering the investments made in ERP systems, the selection process should be executed efficiently in order to be protected from an unsuccessful outcome that turns into a nightmare of every enterprise.

If you are currently researching to replace your existing system or purchase ERP software, you can use this article as a guide. Let's find the right ERP software together to carry your success to the future!

1- Your ERP Selection Should Fit the Needs of Your Business

Determining the needs of your business correctly will positively affect all of your choices. When it comes to ERP selection, it is much more valuable. Before starting the ERP selection process, it is a good idea to analyze the business processes correctly and reveal the areas that you find incomplete or that are needed to be improved. In today's ERP market, many systems offer a variety of customization options that can be effective in the management of your future business processes.

2- Plan an Effective Budget

Since ERP software is a big investment, you should be as careful as possible in your budget plan. You may think that the most expensive one is the best one when you make any purchase and you can make your choice in this direction. However, you should not adopt this traditional view during your ERP selection and choose the most expensive one, but as we said in our first tip, choose the system for which you can get the most for your business.

3- Choose a Flexible ERP for Your Future

When investing in ERP systems, businesses are expecting productivity, time and cost savings in their business processes. A system that cannot adapt to changing processes with the developing technology may cause the contrary. To avoid this situation, you must first acknowledge that the ERP system is a living structure. Your system needs to grow as your business grows. Before making your choice, you should give priority to flexible and developable ERP software. Besides, a system where you can make improvements specific to your industry can give you more advantages.

4-Your ERP System Should Adapt to New Technologies

With each passing day, we make every aspect of our lives easier with new technological developments. We live so fast that the slowdowns in your work can be annoying. It is very important that your ERP system is compatible with today's and tomorrow's technologies. You can sustain your success with a system that can keep up with the developments affecting all sectors such as Industry 4.0.

5- Choose The Right Implementation Partner

ERP selection is the first step of the digital transformation path. After this first step, you will go a long way with many stages and numerous obstacles at each stage. It is very important not to be alone in the halfway and choose a partner who can support you when you need to overcome obstacles. You can get feedback from other companies that have already used the ERP software you are about to select.

6- Choose a System Compatible with Your Existing Software

You may already be using other software or applications for your business other than ERP systems. If you are satisfied with these applications and do not want to waste your investment, you should choose a more effective ERP software suitable for integration. For example, if you are currently using a CRM system and do not want to change it, you can check whether the ERP system you are purchasing provides integration.

7-Prioritize ERP Systems that are Successful in Your Sector

The business processes and requirements of each sector are different. You can research the systems used by your competitors and benefit from industry-specific solutions. During your selection, you can ask software providers if they have served your industry before.

In this way, you can move with industry-specific systems and provide higher efficiency.

If you pay attention to these 7 tips before you make your ERP selection, you can get rid of unsuccessful project nightmares for a while. But remember, after the selection of ERP a long and tiring way awaits you. Bypassing the selection process efficiently, you can make a difference to your opponents at the beginning of the road. We hope the end of the road will be happy for you and your business.

See you next issue!

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