ERP NEWS
MAGAZINE
ISSUE #11 • 09 / 2020

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Yagmur Sahin

EDITOR'S NOTE

Hello everyone from the 11th issue of ERP News Magazine,

The increasing number of alternatives in the ERP Industry triggers the question of how to choose the right system for your business through these troublesome times especially for those who have realized the necessity of digital transformation and getting ready to take the first step. Then, it all comes down to the critical decision that should be made: Should you go with a generic ERP solution, or are you looking for industry-specific ERP software? Many of both preferences are widely available in the market. It is all about analyzing your needs correctly!

In this issue, we asked the question of "How to Choose Between Generic and Industry-Specific ERP Systems?" to the industry professionals. We hope their answers will enlighten your journey to digital transformation in which you will find all the advantages and disadvantages of both industry-specific and generic ERP systems.

Also, as always, you will find the latest news, articles, and interviews about the ERP industry through the pages of our new issue.

See you in our next issue ...

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Target Integration

SAP NAMED A LEADER IN 2020 GARTNER MAGIC QUADRANT FOR DATA INTEGRATION TOOLS FOR THE 13TH YEAR IN A ROW

SAP announced that independent analyst firm Gartner Inc. has named SAP a leader in its Magic Quadrant for Data Integration Tools* report. Gartner evaluated 20 vendors and named SAP a leader based on its "ability to execute" and "completeness of vision." This is the 13th consecutive year that SAP has been named a leader in the Magic Quadrant for Data Integration Tools.

According to Gartner, "The data integration tools market is seeing renewed momentum driven by urgent requirements for hybrid/multicloud data management, augmented data integration and data fabric designs. This assessment of 20 vendors will help data and analytics leaders choose a best fit for their data integration needs."

"Data is the fuel of any digital business, and SAP's mission is to help our customers achieve information excellence by delivering trusted, complete and relevant data," said Andreas Wesselmann, senior vice president, SAP HANA & Analytics, Data Management & Platform at SAP. "We believe that this latest recognition from Gartner shows that SAP is enabling organizations to use our comprehensive data integration solutions as critical elements in becoming an intelligent enterprise."

SAP's data integration offerings include the SAP Data Intelligence solution, SAP Data Services, and SAP Cloud Platform Integration Suite, along with integration capabilities of the SAP HANA platform. These offerings are part of SAP's Business Technology Platform and have a focus on delivering comprehensive integration.

Visit the SAP News Center. Follow SAP on Twitter at @SAPNews.

About SAP

As the Experience Company powered by the Intelligent Enterprise, SAP is the market leader in enterprise application software, helping companies of all sizes and in all industries run at their best: 77 percent of the world's transaction revenue touches an SAP system. Our machine learning, Internet of Things (IoT) and advanced analytics technologies help turn customers' businesses into intelligent enterprises. SAP helps give people and organizations deep business insight and fosters collaboration that helps them stay ahead of their competition. We simplify technology for companies so they can consume our software the way they want — without disruption. Our end-to-end suite of applications and services enables more than 440,000 business and public customers to operate profitably, adapt continuously and make a difference. With a global network of customers, partners, employees and thought leaders, SAP helps the world run better and improve people's lives. For more information, visit www.sap.com.

NISSAN
MOTOR CORPORATION

ORACLE

NISSAN MOVES TO ORACLE CLOUD INFRASTRUCTURE FOR HIGH-PERFORMANCE COMPUTING

Oracle announced that Nissan Motor Co., Ltd is migrating its on-premises, high-performance computing (HPC) workloads to Oracle Cloud Infrastructure. Nissan relies on a digital product design process to make quick and critical design decisions to improve the fuel efficiency, reliability and safety of its cars. By moving its performance and latency sensitive-engineering simulation workloads to Oracle Cloud, Nissan will be able to speed the design and testing of new cars.

Specifically, Nissan uses software-based Computational Fluid Dynamics (CFD) and structural simulation techniques to design and test cars for external aerodynamics and structural failures. Oracle Cloud Infrastructure's compute, networking, and storage services optimized for HPC applications will allow Nissan to benefit from the industry's first and only bare-metal HPC solution with RDMA networking as it innovates cars. Nissan anticipates higher performance and lowers costs with the ability to easily run their engineering simulation workloads in the cloud.

"Nissan is a leader in adopting cloud-based high performance computing for large scale workloads such as safety and CFD simulations," said Bing Xu, General Manager, Engineering Systems Department, Nissan Motor Co, Ltd. "We selected Oracle Cloud Infrastructure's HPC solutions as a part of our multi-cloud strategy to meet the challenges of increased simulation demand under constant cost savings pressure. I believe Oracle will bring significant ROI to Nissan."

Running large CFD and structural simulations requires tremendous amounts of compute power. Nissan has adopted a cloud-first strategy for its HPC platform to ensure its engineers always have the compute capacity needed to run their complex simulations. While the HPC market has been traditionally underserved by public cloud providers, Oracle Cloud Infrastructure delivers an industry-first Intel Xeon based bare-metal compute infrastructure with RDMA cluster networking, offering latencies of under two microseconds and 100 Gbps bandwidth, enabling large scale HPC migrations to the cloud.

Nissan is one of the first automotive OEMs to leverage GPU technology in Oracle Cloud Infrastructure for structural simulation and remote visualization. By using Oracle's bare-metal GPU-accelerated hardware, Nissan reduces the cost and overhead of large data transfer, while ensuring that all the data generated by simulation jobs can easily be viewed in 3D OpenGL format in the cloud.

In addition to HPC workloads, Oracle Cloud Infrastructure supports a mature and diverse ISV application ecosystem across different domains such as CFD and structural simulation. This helps deliver a price/performance ratio that is more compelling than running on-premises or compared to other public cloud providers. Oracle's unique cloud HPC solutions enable customers to run performance intensive HPC jobs on demand instead of having to buy fixed, on-premises capacity. With Oracle Cloud Infrastructure, Nissan can launch tens of thousands of cores and GPU-based high-end visualization servers with tremendous flexibility, enabling them to dynamically change compute and remote 3D visualization based on the needs of its engineers.

"Oracle is excited to work alongside Nissan to change digital product design and development, and help them build the next generation of award-winning vehicles," said Clay Magouyrk, executive vice president, Oracle Cloud Infrastructure. "Our mission has always been to build the best cloud infrastructure for enterprises, including computationally intensive and extremely latency sensitive workloads that organizations like Nissan need to build the next generation of vehicles."

About Oracle

The Oracle Cloud offers a complete suite of integrated applications for Sales, Service, Marketing, Human Resources, Finance, Supply Chain and Manufacturing, plus Highly Automated and Secure Generation 2 Infrastructure featuring the Oracle Autonomous Database. For more information about Oracle (NYSE: ORCL), please visit us at www.oracle.com.

lumenia

COMPARE LEADING ERP SOLUTIONS AT THE LUMENIA ERP HEADTOHEAD™ VIRTUAL EVENT

Are you in the market for a new ERP? Or frustrated with your current ERP system? The Lumenia ERP HEADtoHEAD™ event offers a unique opportunity to compare the leading ERP vendors and their products. Now taking place virtually on the 20th /21st October, the leading ERP vendors will go head to head to demonstrate their ERP solutions. It is the perfect opportunity for senior finance or IT managers to efficiently review and compare the leading ERP systems.

The virtual event takes place over two days and is facilitated by Lumenia Consulting. Collaborating with our event partners, this virtual event will feature live streaming, content-on-demand, live polling and real-time networking. Our fully integrated event app will deliver a true event experience to our virtual attendees. The delegate platform will provide all the information needed about the event and the software being presented, it will also provide contact details for all of the ERP vendors, to allow for interaction pre and post event.

Solutions suitable for various organisation sizes, from large corporations to SME's, will be represented. ERP solutions to be demonstrated include Oracle NetSuite, Epicor, Sage X3, Microsoft Dynamics 365, IFS, SAP Business ByDesign, Intact, QAD and EFACS.

At the start of Day 1, all vendors take part in an 'Elevator Speech'. During this recorded session vendors present a summary of their USP's to convince delegates why it would be a good idea to attend their live on-line demo. Delegates can then choose to attend live sessions focused on Finance, Production, Procurement, Supply Chain, Projects or Sales. Each of these live demonstrations are based on defined high-level scripts which makes it easier to make system comparisons.

Over the two days, attendees can also hear thought-provoking, vendor-independent presentations from Lumenia Consulting on 'Are you ERP Ready?' and 'Characteristics of Successful ERP Projects'. These is also a panel discussion on 'Avoiding ERP Implementation Mistakes'.

Registration for the event will be limited to organisations that are potential buyers of ERP.

For further information and to register check out the event website www.erpheadtohead.com or send an email to info@erpheadtohead.com

> **THE LUMENIA ERP HEADTOHEAD™ EVENT OFFERS A UNIQUE OPPORTUNITY TO COMPARE THE LEADING ERP VENDORS AND THEIR PRODUCTS.**

Compare the top ERP products like for like at one event

20/21 OCTOBER 2020

This is a **Virtual** event, hosted by lumenia

ERP HEAD TO HEAD™

POSTI TAKES TO THE CLOUD WITH INFOR

Infor, a global leader in business cloud software specialized by industry, announced that Finnish postal and logistics leader Posti has begun its migration to Infor CloudSuite WFM (Workforce Management). Driven by a need to address key business process improvements, the cloud-based application will cover more than 22,000 employees in Finland.

Infor CloudSuite WFM will simplify the shift planning process and offer an improved user experience, including mobile access, while decreasing running costs and enabling seamless upgrades.

The existing on-premises Infor WFM application handles the scheduling and fully automated time-and-attendance related to operations such as sorting, transportation and delivery of mail and parcels. In addition, the application handles complex, Posti-specific pay rules and more than 20 collective and local agreements. Infor CloudSuite WFM will continue to support all this existing functionality.

Additional capabilities of Infor CloudSuite WFM include mobile-based, employee self-service including shift timings, leave requests and shift swapping; new management capabilities to improve staff coverage during holiday seasons and geo-fencing. CloudSuite WFM will cover five new employee groups and enable integration with other Posti systems. These new capabilities built on a cloud deployment will provide employees with the flexibility they need to quickly adapt in today's environment.

"Posti's business includes postal services, parcels, freight and logistics solutions. We have the widest network coverage in Finland, and we visit about 3 million households and companies every weekday. The complexity and scale of the manpower behind this operation demands world-class management processes and tools," said Marja Leena Hirvonen, Posti digital HR lead for WFM. "We must ensure not only correct payment and full compliance with Finland's complex employee and holiday entitlement program and union rules, but also empower our staff to take control of their working practices. This necessitates a cloud-based technology platform in which we have already got a great deal of confidence – and that is what we have found in Infor CloudSuite WFM."

"Migration to the cloud is no longer just a financially-driven decision," said Johan Made, Infor executive vice president and GM of Nordics. "This evolution within Posti demonstrates not only cost-savings but also huge leaps forward in terms of functionality and process improvements. This is a clear validation of the decision to move to the cloud, and Posti joins the growing list of companies moving business-critical systems to the cloud with Infor, with confidence."

About Infor

Infor is a global leader in business cloud software specialized by industry. With 17,000 employees and over 67,000 customers in more than 175 countries, Infor software is designed for progress. To learn more, please visit http://www.infor.com/.

ORACLE

ORACLE NAMED A LEADER IN GARTNER MAGIC QUADRANT FOR GLOBAL RETAIL CORE BANKING

Oracle has been named a Leader in the Gartner Magic Quadrant for Global Retail Core Banking(1), for the twelfth time. Of the six companies evaluated, Oracle was recognized as a Leader for its completeness of vision and ability to execute in the market.
Read a copy of the full report here: https://gtnr.it/3hzwjSU

According to Gartner, "The demand for core banking packages is expected to grow in 2020 as banks deliver on digitalization strategies while facing the consequences from the COVID-19 pandemic. Bank CIOs should consider evaluating both long-standing and emerging vendors, especially when pursuing public cloud installations."

Oracle FLEXCUBE offers the latest digital capabilities to innovate at speed and scale. With it, banks can manage costs and risks and improve operational efficiency with cloud automation and intelligent decision-making. These capabilities have made Oracle FLEXCUBE a top core banking platform over the last several years.

The report also notes the importance of APIs that can extend a bank's key functionality in a rapidly changing landscape, adding "APIs are not new, but their importance to bank CIOs should not be underestimated." FLEXCUBE's more than 1,500 available APIs, component-based architecture with a large number of business services and exposed microservices make it the flexible choice for challenger banks and fintechs, up to multi-nationals with complex requirements.

In an associated research paper(2), Gartner also evaluated Oracle for FLEXCUBE. The research outlined product critical capabilities such as component-based architecture, functional granularity, interoperability and internationality for the large-bank segment, midsize-bank segment, and small-bank segment.

"We believe our continued placement as a Retail Core Banking Quadrant Leader is a direct result of our consistent investment in our Retail Banking portfolio and our customers' success," said Sonny Singh, executive vice president and general manager of Oracle Financial Services. "The flexibility, scalability, and performance of the platform allows our customers to adapt to the industry's most pressing changes, including evolving customer demands, business models, and regulations. This focus on product, architecture and customer excellence continues to make Oracle FLEXCUBE, one of the most widely used core banking platforms globally."

Available on the secure, scalable Oracle Cloud Infrastructure or on-premises, Oracle FLEXCUBE is a complete retail banking solution suite that provides critical capabilities for the modern retail bank, from a digital core to digital processes to digital experience. It enables agile, open banking while significantly reducing operating costs. To learn more visit our website.

(1)Gartner, Gartner Magic Quadrant for Global Retail Core Banking, Vittorio D'Orazio and Don Free, August 5, 2020
(2)Gartner, Critical Capabilities for Global Retail Core Banking, Vittorio D'Orazio and Don Free, August 7, 2020

About Oracle

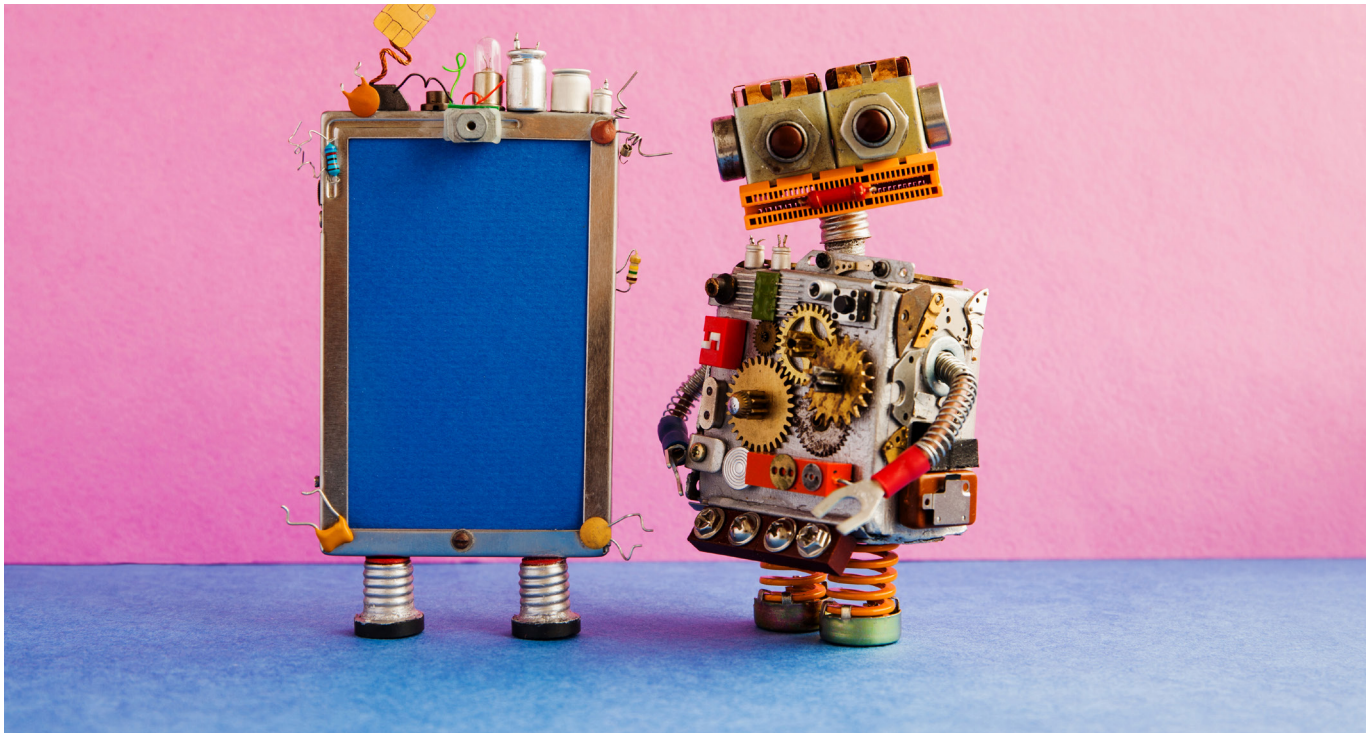
The Oracle Cloud offers a complete suite of integrated applications for Sales, Service, Marketing, Human Resources, Finance, Supply Chain and Manufacturing, plus Highly Automated and Secure Generation 2 Infrastructure featuring the Oracle Autonomous Database. For more information about Oracle (NYSE: ORCL), please visit us at www.oracle.com.

HOW TO CHOOSE BETWEEN GENERIC AND INDUSTRY-SPECIFIC ERP SYSTEMS

Our mission is to support customers in becoming best-run businesses and market leaders in their industries by providing them with the best and most-innovative ERP on the market. Leveraging almost 50 years of experience, SAP drives simplification, integration, and innovation for customers all around the world. SAP S/4HANA – SAP's intelligent ERP system- offers end-to-end business processes for all industries and forms the core of the Intelligent Suite, as an on-premise and a software-as-a-service solution (SAP S/4HANA Cloud). Many of our customers – from startups to large companies – choose to adopt SAP S/4HANA Cloud because they want to benefit from the standardization that allows for shorter innovation cycles. For customers who want to extend capabilities available in SAP S/4HANA with an industry flavor, we offer industry cloud solutions built on SAP Cloud Platform. These industry-specific apps integrate with SAP S/4HANA and drive outcomes for the companies' core business. They can be adopted by customers at their own pace and in the areas where innovation for efficiency and growth matters most. Together with partners, SAP develops the vertical next practices that move the needle for the core business of our customers and addresses the needs for standardization and, innovation as well as industry flavors.

Jan Gilg

President SAP S/4HANA, SAP



SCALE VS. SPECIFICITY— NO TRADE-OFFS REQUIRED

Article by ***Nicole O'Rourke,***
Chief Marketing Officer of Aptean

As we continue to experience significant global shifts in demand six months after initial responses to COVID-19, it's become clear that these unpredictable patterns will not stop or slow any time soon. Companies needing to invest in enterprise technology upgrades now face the tough reality that they will need to make those investments despite a global economy that remains uncertain at best.

Choosing an ERP system doesn't come with the luxury of trial and error, and given the significant costs and operational pivots during a go-live process, it's critical to get it right the first time. That pressure can sometimes lead selection committees to take what they perceive as the lower-risk path of choosing a generic ERP solution from a well-known global player, rather than an industry-specific ERP provider that may actually offer a more proven, robust solution for the company.

Broad vs. Focused ERP Solutions

Large, global providers tend to be first-to-market with new technologies, but those advances are not typically designed to speak to the needs of a specific industry. That lack of focus can create the need for significant levels of customization for companies in specialized sectors like food production, where there is a need to track products by batch and lot for recalls; or like chemical manufacturing, where regulations demand enhanced reporting and audit management processes.
Every industry has operational requirements that must be managed systemically. So if the business need should drive the software choice and not the other way around, why would specialized manufacturers even consider a solution that is not built to serve their industry?
It comes down to a concern over the scale. Some industry-specific solutions were developed by former executives in said industry, so the functionality seems spot-on. But such companies may not have the capital to invest in ongoing innovation. In addition, they may not have the resources to adapt and grow with your business as it expands, as new products are added, or as new regulations are introduced. The average lifecycle of an ERP is almost 10 years, so it is vital to have a partner that can scale.

Perhaps, as a result, we see some selection committees favor scale over specialization, but that, in turn, may force the company to invest in significant customizations that can come with unforeseen costs:

• ***Time and price increases linked to customization.*** Generic ERPs can work well for very large companies with deep pockets to fund ongoing customization. However, adapting code to support specific industry functionality will likely

> **"**
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> **IF YOU'RE CHOOSING A NEW ERP SOLUTION, START WITH AN UNCOMPROMISING APPROACH.**

hike costs significantly and could push your "go-live" date out by months. Most mid-market manufacturers see better value in software whose base functionality is designed specifically for their industry, such as recipe formula management for process industries.

• ***Tricky integration of bolt-ons or ancillary functionality.*** System modifications not only cost more, but they also add complexity and can be hard to "bring along for the ride" when you upgrade the system down the road. Essentially, you're programming the system to do things it wasn't originally meant to do, requiring an ongoing investment budget to keep the system current.

• ***Poor knowledge of your industry.*** You'll invest lots of your valuable time teaching developers your business. With an industry-specific ERP solution, you'll skip that step and become part of a peer group with similar challenges, where enhancements added for one member of the group become part of the software's feature set, available to all.

Specialization that can Scale—the Best of Both Worlds

Luckily, it's not necessary to choose between global scale and industry focus when selecting an ERP system. Today, the most robust industry-specific solutions come from well-capitalized companies like Aptean that combine the precise features you need with the resources to continually enhance those features. Aptean offers a family of industry-specific ERP solutions for the mid-market that gives manufacturers and distributors a balanced combination of vertical focus and the muscle to invest in ongoing innovation—specialized solutions that can scale.

If you're choosing a new ERP solution, start with an uncompromising approach. Work with each of your business's functional teams to define how the perfect system would support existing processes, then identify industry-specific ERP solutions that deliver most or all of these requirements out-of-the-box. After that, ask yourself these questions to vet the remaining providers carefully, making sure your solution is future-proof:

• Do they have the resources to continually invest in innovation?
• Do they have a clear roadmap for the software and future versions?
• Do they have the staying power to support your needs well into the future?
• Do they offer all the advantages of a cloud-based system or a clear path to get there?

You can have the best of both worlds—an ERP that is purpose-built with specificity for your industry, developed and backed by a company with the resources to help you navigate and scale the challenges of today and tomorrow. Your company is not generic. Your ERP system shouldn't be, either.

As Chief Marketing Officer, Nicole O'Rourke is responsible for managing all global marketing activities. Mrs. O'Rourke will use her significant experience in go-to-market strategy and in creating strong brands to support Aptean's drive for organic growth and strategic acquisitions. Before joining Aptean, Mrs. O'Rourke served as Chief Marketing Officer of Manhattan Associates where she led the firm in all aspects of marketing and corporate communications. In this position, she emphasized the value of product marketing and built demand generation capabilities. Prior to that, she was the Chief Marketing Officer at Covance, a global pharmaceutical development firm, where she directed global marketing and strategic planning, including innovation. Mrs. O'Rourke has also held marketing leadership positions at Aetna and McNeil Consumer Products, a Johnson & Johnson Company. Mrs. O'Rourke holds a bachelor's degree in English Literature from Cornell University and an MBA from the J.L. Kellogg School of Management at Northwestern University.

About Aptean

Aptean is a global provider of mission-critical, industry-specific software solutions. Aptean's purpose-built ERP and supply chain management solutions help address the unique challenges facing process and discrete manufacturers, distributors, and other focused organizations. Aptean's compliance solutions are built for companies serving specific markets such as finance, healthcare, biotech, and pharmaceuticals. Over 4,000 organizations in more than 20 industries across 54 countries trust Aptean's solutions at their core to assist with running their operations. To learn more about Aptean and the markets we serve, visit www.aptean.com.

HOW TO CHOOSE BETWEEN GENERIC AND INDUSTRY-SPECIFIC ERP SYSTEMS

For many companies, the choice of an ERP system is a bit of a dilemma. Should they go with a global provider that can be counted on for innovation, but does not design solutions specifically for their industry, or should they invest in more specialized software from a smaller provider?

The answer will be different for each business, but there are several questions that any prospective ERP buyer should consider:

1.How big is your appetite (and budget) for customizations? A more generic, broad-spectrum ERP can work well for very large companies with deep pockets to fund ongoing customization. That's because customizations not only cost more money upfront, they also can be hard to "bring along for the ride" when you upgrade the system down the road. For many businesses, there is better value in software that is designed specifically for their industry. That's because the base functionality will often include factors important to that industry's needs.

2.How important is it that the ERP's future innovation will be geared toward new features you will be able to utilize? Larger ERP systems that are designed to serve many industries tend to focus their innovation on having the latest technology, rather than meeting the needs of a specific industry. Is it more important to you that the ERP provider will be first to market with new technologies, or that its technological advancements are "fast followers" with modern systems designed and adapted specifically to address your industry's evolution?

3.What is your appetite for growth? While you may be "small but mighty" today, the average lifecycle of an ERP system is almost a decade. Consider whether the ERP provider can grow with your business as it evolves—Will you need to sell in other countries? Will your product line expand? Will regulatory requirements get more complex? Some of the smaller ERP solutions are attractively industry-specific, but it's harder to scale with partners that don't have the budget to invest in innovation. Also, limited functionality may necessitate bolt-on, ancillary solutions that add cost and can be tricky to integrate smoothly.

The sweet spot for many mid-sized companies is ERP providers like Aptean that combine the industry-specific features they need with the wherewithal to continuously enhance those solutions. Industry focus is critical for certain industries like food production, where there is the need to track products by batch and lot for recalls; or like chemical manufacturing, where regulations demand enhanced reporting and audit management processes.

Aptean, which offers a family of industry-specific ERP solutions for the mid-market, gives manufacturers and distributors a just-right combination of vertical focus and the muscle to invest in ongoing innovation—specialized solutions that can scale. With an industry-specific ERP solution, customers can also enjoy the benefits of being part of a peer group with similar challenges, where enhancements added for one customer become part of the software's feature set, available to all.

Nicole O'Rourke

Chief Marketing Officer, Aptean

aptean

PROVIDING INDUSTRY FOCUSED INSPIRATION DURING LOCKDOWN: MINDFUEL VIRTUAL EVENT KEEPS MILITARY AND DEFENSE ORGANIZATIONS IN TOUCH WITH KEY ISSUES

*Article by **Graham Grose**,*
Vice President and Industry Director, IFS

IFS brought together some of the most informed, influential and innovative defense organizations across the globe, to discuss and share their views and experiences, as part of MindFuel, a series of virtual discussions held during June and July 2020. Every MindFuel session focused on the current and future defense landscape, and the proven practices required to facilitate business and mission transformation.

MindFuel provided not just food for thought but, judging by the response of many of its 'attendees', a timely forum to share ideas and to provide some calls to action. All sessions were set against an industry backdrop of budget constraints, new technologies, shifting strategic priorities, regulatory changes and the defense organizations setting out to improve combat effectiveness and readiness with a string of reforms for greater performance and affordability.

If you missed it, all 11 defense-focused panels, interview and roundtable sessions can be viewed on-demand as part of the defense track on the MindFuel website—but for those who can't wait, here's a quick recap of some of the key topics highlighted by invited speakers and panelists.

1. Supply chain becomes a digital network

Military assets and their associated supply chains were one of the key topics discussed during a number of defense MindFuel sessions. Our experts had impact, combat and mission readiness firmly in their sights during the discussions, particularly related to managing supply chains that are by definition vast, globally dispersed and encompass both military departments and industry support providers.

All felt that there is movement towards an increasingly digitized supply chain, and this was succinctly summed up in premier global A&D contractor Amentum's presentation. Amentum explained that 'normal' supply chain process will soon be history, from planning and developing right through to sourcing and delivering support. The hot debate of the day was around the significant value of deploying an intelligent supply chain—leading to the birth of a digital supply network.

The COVID-19 lockdown of course formed part of the dialog. Ammunition manufacturer, Oman Munitions, was ready and

able to explain how its prior planning, innovative approach and wide-reaching supply chain network helped it keep delivering materials to its global client base. Helpful advice also came from supply chain experts PTC, who neatly put new technologies into a defense context, outlining how to improve the responsiveness of defense supply chains—and even go one step further to potentially preclude the need for safety stock and material planning.

2. Cyber and information security top of mind

Supply chains and military logistics increasingly operate in the digital sphere, so we couldn't host a defense track for an event like MindFuel without addressing the obvious ripple effect around cyber security, data integrity and information assurance. So, we brought some of the best minds together to debate the problems and solutions.

Under the watchful and careful eyes of IFS experts, customers, and partners – all well versed in the latest cyber security and regulatory requirements – IFS partner Microsoft shared their views on how digital transformation in the cloud is helping militaries modernize while keeping a close eye on cyber security and compliance requirements.

The company has of course spent years developing its secure cloud platform Microsoft Azure, including tailoring its security standards to meet government-grade requirements, such as International Traffic in Arms Regulations (ITAR), with its Azure Gov system, so it was a real treat for participants to hear them talk. But fully cloud-based software deployments aren't always every company's choice. If still in two minds, tune in to the panel session featuring Babcock, explaining how cloud deployments can work for defense manufacturers.

3. New technology the catalyst for defense modernization

A number of our high-profile defense customers took time out to share their thoughts and experiences with new technologies—and they didn't disappoint. Naturally, these MindFuel thought leaders wanted to let their technology do the talking, particularly as IoT, AI, Blockchain and 3D printing have proved in recent years that they hold significant value in boosting force readiness.

General Dynamics Ordnance and Tactical Systems and IFS partner RutterKey Solutions held a thought-provoking discussion around the importance of equipment modernization and increased investment in new technologies. If you want to explore technologies further, we had a 3D printing masterclass from additive manufacturing authority Equispheres, exploring the benefits of the technology and why cost rate and reliability are key to widespread industry adoption.

If that barely scratches the surface for you, then don't miss our own IFS experts taking a deep dive into the technologies driving the future of military operations and in-service support alike. This makes good viewing.

One-stop-shop for defense knowledge

We can't do justice to all the insights, examples and Q&A responses from every session in this short blog. So, we've put all this MindFuel knowledge in one place, to enable military organizations, defense in-service support providers and A&D manufacturers to access all the information they need whenever they want.
Visit https://mindfuel.ifs.com/defense/ and dive right in.

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 4,000 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 ifs.com
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WHY IS IMPORTANT FOR BUSINESSES TO OPT FOR INDUSTRY-SPECIFIC ERP SOFTWARE?

*Article by **Kalyani Chaudhari**,*
Marketing Manager at Sage Software Solutions Pvt Ltd

There are a lot of ERP solutions available in the market, but not all of them can be the right choice for you. You have to think diligently and chalk out a list of problem areas specific to your domain and industry before making the final purchase decision.

Traditionally, ERP solutions were built, keeping in mind the needs and requirements of a wide range of industries. During the implementation process, the IT team would conduct a rigorous study of the client's specific challenges and then decide the features of the ERP system.

Generic ERPs were costly to purchase, difficult to implement, and required a whole team of IT specialists to maintain and update. It is why most companies took a considerable amount of time before going forward with the final implementation.

As time progressed, technology evolved. Today, ERP software provides industry-specific solutions, thereby saving time and money in the long run. The plus point of industry-specific ERP software is that businesses no longer require IT specialists to configure it as per the industry's needs. Also, it takes care of all business processes with minimal or no customization required.

Research also indicates the same. A recent survey of over 200 business executives reveals that they require ERP software specifically built to deliver solutions particular to their industry.

With improvements in cloud technology and their easy integration with ERP systems, industry-specific ERP software is gaining momentum. In 2018 alone, cloud-based ERP systems had a 20.7% enterprise application growth rate. Leading research institute Forrester has estimated that by 2020, the cloud subscriptions for business applications will account for $170 billion in revenue.

Let's see some benefits of the industry-specific ERP software and why companies invest significant time and money.

1. Minimal implementation cost

Generic ERP solutions entail huge costs. Apart from the significant license fee, companies have to pay for features that they may never use. Consider a company that specializes in providing excellent customer service on behalf of its clients. Seeing an increase in work, it decides to implement a generic ERP solution. What benefit will it gain from features specifically meant to help sales, marketing, and supply chain departments? On the contrary, it can save a massive amount of time and implementation cost with an industry-specific ERP solution solely built to assist support agents.

2. Reduced implementation time

An industry-specific ERP software will already have many built-in business-critical functions that will significantly reduce the implementation time. It also allows for essential integrations to other necessary software such as Finance and Account Management, Supply Chain Management, Retail Management, Customer Service, Business Intelligence, and Field Service Management. Such instant API connections will further pull down the implementation cost.

3. Cheaper maintenance costs

The best thing about an industry-specific ERP solution is that you can readily take help from domain experts in your field. They will identify problems, diagnose bottlenecks, and eliminate errors as soon as they encounter them. This strategy will help you get quick solutions and will significantly lower your maintenance costs.

Why is an industry-specific ERP solution better than a generic one?

There is no doubt that generic ERP solutions provide a wide array of functionalities that can simultaneously support multiple operations. But not many companies need all those functionalities. They require help in a few areas and would prefer to pay only for them. Customizing generic ERP solutions is a costly affair, and quite often, it doesn't attune to the company's goals and objectives. In contrast, an industry-specific ERP software provides an all-encompassing solution that requires low cost and less time to implement.

Another vital feature of industry-specific ERP software is that it is truly customer-centric. It is designed keeping in mind the end user's demands and needs. All the elements — including monitoring, functional control, process orientation, action on customer feedback, customer segmentation, forecasting sales trends to name a few — are designed to provide better control and resolve the industry's specific challenges.

Further, it helps companies to gain visibility in their processes and determine the problem areas. This activity prevents manufacturing quality from falling and puts an end to delivery delays.

For the business to make profits and outperform its competitors, it has to ascertain customers' needs and fulfill their desire. It's also critical to fix competitive product prices and maintain adequate stocks and supplies of essential goods. An industry-specific ERP software will help you locate the exact pain-areas and provide to-the-point solutions.

For instance, of the many leading ERP solutions, Sage X3 ERP software is designed specifically for the Pharmaceutical industry. It is designed to provide pin-point solutions for supply chain management inefficiencies, strict regulatory compliances, and rigorous quality assurances faced by Pharma companies to operate efficiently. It streamlines daily tasks, allows data sharing across the organization, maintains a consistent chart of accounts, and enables all business stakeholders to work as a cohesive unit.

Takeaway

As a leading manufacturer, you should lay out a detailed plan before making the final purchase. The three points that top the list should be — smooth implementation, a minimal investment of time and money, and easy maintenance.

If you are planning to invest in an ERP solution, keep your mind open. A generic ERP software is not explicitly bad, but it may fall short of providing industry-specific solutions. On the contrary, it can be customized to offer a wide range of functions that cater to multiple industries' needs.

The final decision rests upon your shoulders.

Industry-specific ERP software is gaining wide recognition because of its ability to provide pinpoint solutions. It is more affordable, is easier to maintain and upgrade, and requires relatively less implementation time. Thus, it can give you the necessary impetus to grow quickly in less time.

"THERE IS NO DOUBT THAT GENERIC ERP SOLUTIONS PROVIDE A WIDE ARRAY OF FUNCTIONALITIES THAT CAN SIMULTANEOUSLY SUPPORT MULTIPLE OPERATIONS. BUT NOT MANY COMPANIES NEED ALL THOSE FUNCTIONALITIES.

Kalyani writes about trending technologies like artificial intelligence, machine learning, and business management applications like ERP and CRM. Her expertise lies in demand generation through inbound and outbound practices, data analysis and campaign management through CRM tools. She works for Sage Software Solutions Pvt. Ltd., a leading provider of ERP and CRM software to small and mid-sized businesses in India.
You can learn more about her on Twitter | LinkedIn

About Sage Software

Sage Software Solutions Pvt. Ltd. is a leading ERP and CRM solutions provider, driving business transformations. Our ERP software helps manufacturing industries manage their accounts, inventory, and supply chain with faster execution time.

"HOW TO CHOOSE BETWEEN GENERIC AND INDUSTRY-SPECIFIC ERP SYSTEMS"

Companies of different sizes have varying needs and objectives.

Big companies execute business-critical functions single-handedly. A generic ERP software that provides solutions for all these functions will be useful for them.

In contrast, a small or medium-sized company that handles core functions and outsources others should implement an industry-specific ERP software that provides pinpoint solutions. This strategy is less costly, consumes less time, and offers quick solutions.

Kalyani Chaudhari

Marketing Manager, Sage Software Solutions Pvt Ltd

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"HOW TO CHOOSE BETWEEN GENERIC AND INDUSTRY-SPECIFIC ERP SYSTEMS"

If you're in the market for a new ERP, deciding whether to go with a generic versus industry-specific solution is similar to deciding on a new car. A person might select a generic Honda Civic or have unique requirements, like a soccer-mom needing a minivan or a weekend warrior needing an SUV. The car buyer asks, "How unique are my needs and requirements?" Similarly, in ERP selection, your business can focus on three key criteria – process, people and platform – to help decide whether generic or industry-specific ERP is the best fit.

In terms of the process criteria, examine whether your industry has unique business process requirements. For instance, the medical device industry requires heavy lot and serial tracking, as well as device life cycle management. Meanwhile, for sign manufacturing, being able to track dimension inventory is critical. Such factors might weight the generic-vs-specific scale to one side over the other. For the people criteria, assess how experienced your staff is in industry requirements, as well as with ERP configuration. If they have decades of expertise in both, they may be equipped to fine-tune a generic ERP to your industry-specific needs. But if your staff has less experience in both areas, an industry-specific ERP provider could offer the domain expertise needed—or a generic ERP provider with a significant number of customers in that vertical could do the same.

For the platform criteria, be sure to seek a modern, flexible option. Industry-specific solutions may not be as technologically advanced as modern generic ERPs. And with companies pushing to digitally transform, any ERP that's chosen—whether generic or industry-specific—should be powered by a next-generation platform. Otherwise, you could be making a best-fit selection that's short lived, due to an underlying platform that could soon to be outdated. In terms of leading-edge capabilities, consider a low-code, business-driven cloud platform. With it, companies have the power to tailor industry-specific processes and requirements via an off-the-shelf" solution. In addition, they can perform customizations without having to hire an army of IT consultants or being alienated from future upgrades.

David Stephans

CRO at Rootstock Software

rootstock® CLOUD ERP

HOW TO CHOOSE BETWEEN GENERIC AND INDUSTRY-SPECIFIC CRM SYSTEMS?

2020 Statistics on Customer Relationship Management Systems

The world's leading research & advisory company - Gartner stated:

" Worldwide spending on customer experience and relationship management (CRM) software grew 15.6% to reach $48.2 billion in 2018, according to research from Gartner, Inc. CRM remains both the largest and the fastest-growing enterprise application software category."

The equally bright analyst Forrester predicted that even in 2020, the customer experience will remain at the top of all the software solutions available in the market today.

With the rise of the online market space, customer relationship management (CRM) has become a preferred software by many industries and organisations. CRM systems have become a proven customer engagement platform & a foundation for technological growth. With the advent of new, advanced & improved CRM systems, companies are able to engage more customers by delivering personalised products & services.

Industries opting for a Generic CRM

A Generic CRM is a readymade & out-of-the-box solution with little to no specific industry-based customisable options. It is a "one-size-fits-all" software solution and at the same time is very cost-effective.

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> **A GENERIC CRM IS A READYMADE & OUT-OF-THE-BOX SOLUTION WITH LITTLE TO NO SPECIFIC INDUSTRY-BASED CUSTOMIZABLE OPTIONS. IT IS A "ONE-SIZE-FITS-ALL" SOFTWARE SOLUTION AND AT THE SAME TIME IS VERY COST-EFFECTIVE.**

Although a Generic CRM is a solution not designed for the specific needs of one industry vertical - it has basic functionalities that are relevant for various industries. The Generic CRM systems such as Zoho CRM, Odoo CRM, VTiger, Salesforce, etc. are not geared towards Industry-specific requirements but can cover any niche with a large volume.

Mainstream CRM is customised with a few changes in fields, access rights, workflows, etc., unlike the Industry Specific CRM which is vulnerable to a higher risk of support systems. A stand-alone application is typically built within a smaller community with no technical support & little training resources.

Another drawback of Industry Specific CRM is the excess of features & over the top functionalities that could end up being a little bit of an overkill. We have also observed most businesses end up utilising only 20% of the features from the entire vertical system. However, there are renowned software development companies such as Microsoft Office 365, GSuite, Odoo & Zoho that have built robust & reliable applications for individual verticals.

However, from our experience, for the vast majority of the small and medium-sized firms, implementing an advanced feature vertical CRM system may not be necessary. More generic CRM solutions such as Salesforce, VTiger, Microsoft Dynamics, Zoho CRM, Odoo CRM, CloudYogi CRM, Lead Squared CRM, etc. might prove to be just as effective, and more feasible.

Industry-specific CRM Advantages

Having said that, we've definitely seen a growing demand for vertical CRM systems. Since a vertical CRM fulfills their business-specific requirements. We have also worked with many of our clients to implement these solutions.

For instance, Sales & warehouse management, Finance & operations, etc. are functions that are navigated more smoothly through Industry-specific CRMs such as Zoho Books, Odoo Manufacturing & Odoo Inventory Management.

Even though Industry-specific CRMs are relatively more expensive, they are loaded with rich functionalities. In Industry-specific CRMs, you also get the right automated workflow that is defined for your niche industry. For Generic CRM on the other hand, you might have to pay for extra integration to a third-party app to get similar functions.

At Target Integration, we reduce the complexity of workflows. Our goal is to provide an accelerated vertical CRM solution to our clients for the best industry experience for their customers. Along with software consultancy services, we also provide phased implementation, migration & training because we realise that CRM systems can be complex to operate at first. Many a time, we've had managers complain that their team members are spending more time navigating the CRM system than on the business. In any case, with the right software consultancy, various benefits of the Industry-specific CRM systems can be leveraged.

Your business requirements are the deciding factors for choosing the CRM type

Target Integration has been serving in this industry since 2008. From an On-premise version of software to Cloud-based CRM & ERP software solutions, we have realised the right strategy and multiple discovery sessions can boost a system to its peak performance level. Before providing software consultancy to any company, we always conduct rigorous discovery sessions where we ask questions that we seek to answer in our subsequent implementation phases.

Based on our discussions with the client, we help our clients choose between a generic CRM and a specialised module. We are then able to implement the solutions with the help of our software partners.

How to choose the right CRM for your business?

Ultimately, only the business itself can decide what best fits its requirements. If the company is heavily invested in manual business management, automating the business with a General CRM might reduce the workload of the team. However, this might not take care of the unique needs of a particular business.

If there are major changes in customer preferences, then with changing scenarios, the Industry Specific software might grow obsolete, consequently adding to the cost. Therefore, not deciding the CRM capabilities for your industry beforehand might lead to dissatisfaction. This can obviously be prevented using a planned approach.

A software consultancy is a one-stop solution that can help any organisation to choose in between a Generic or Industry-specific CRM system. At Target Integration, we have seen businesses flourish with the digital transformations. We hope that with the help of our unbiased, personalised approach, CRM systems do the same for your business too.

About Target Integration

Target Integration was incorporated in 2008 to provide CRM & ERP solutions to help the SME sector in UK & Ireland and now they provide their services in USA also. They are helping organizations to automate their business processes by removing paper and excel based information centers. They helped businesses across industries such as solar, energy, education, manufacturing, automobiles, construction, event, etc. Send us your ERP related query at info@targetintegration.com and we would provide you the best solutions as per your requirements.

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SAP MANAGED SERVICE: UPPING THE GAME

*Article by **Robert MacDonald**,*
Innovation & Technology Manager at Absoft

Why did we decide to re-launch our SAP Managed Service?

What does it include and how does the re-launched Managed Service bring value to our customers?

Read more about our relaunched SAP Managed Service in this blog post by Robert MacDonald, Innovation & Technology Manager at Absoft, or download our free e-book for a more detailed look at what is included.

Before we dive into the relaunched service, let me briefly walk you through the "Then vs. Now". Absoft has run an SAP Support Centre since 1994. During those days conventional remote dial-up and the fledgling internet allowed remote access to SAP systems. Absoft were among the first to offer SAP services paid for by the hour rather than the day with banks of hours. From 2012 we began to replace the banks of hours with fixed price managed services. This moved the incentive for efficient service into our court.

I joined Absoft in 2010. I was surprised to see the 'daily checks' of SAP systems taking place manually each day. Absoft were seeking to automate this process, so my first project was building automated monitoring for SAP. In the decade that has followed, we have based our services around real-time insight into our customer's SAP landscapes.

I am thrilled to be working on Absoft's new SAP Managed Service launch. Absoft's re-launched service is all about upping the game. It builds on everything we've learned and significantly increases the value an SAP support service offers customers.

Absoft's SAP Managed Service – Ethos & Components

Our new SAP Managed Service has a unique ethos – it is dedicated to adding value to our customer's business. How do we do that? We reduce costs for the customer by taking over support while simultaneously increasing the quality of our service through automation and our knowledge repository. The major features of our Managed Service are Automation, Monitoring, Customer Experience and Cloud Services.

Automation & Monitoring

Absoft's new SAP Managed Service includes Business Process Monitoring. From the point of service transition we understand what is most important to the business and we then focus our automated service around it.

Our support service logs every error automatically. You will know the implications of every error and the priority of every error across all of your systems. A printer fails and the SAP support team immediately knows which process will be impacted. We review every closed incident for monitoring opportunities. Most importantly, the service itself becomes more aware of what is important.

Combining automation with monitoring brings self-healing. And self-healing occurs when intelligent operations detect a problem, respond and resolve it, without human involvement. Consequently, this saves time, resolves the problem quickly, and minimises impact on the business.

With full SAP and operating system automation toolsets including dedicated SAP automation, infrastructure as code, and Robotic Process Automation capabilities, more can be automated than ever before.

Customer Experience

We all know the sinking feeling of dealing with a service desk. It is far better if the person you get through to knows what is happening. Monitoring, for example, offers a quick response thanks to automation handling everything repetitive.
Self-Service requests are the next stage, for example, logging a request triggers automated processes immediately. Our new SAP Managed Service will always offer human contact. However, if an issue needs to be solved at 10 PM – an instant self-service request is very appealing, isn't it?

Cloud Services

A fundamental part of our new SAP Managed Service are Cloud Services for SAP.

We have learned a lot from offering SAP in the cloud for over a decade, SAP monitoring as-a-service, and dozens of successful SAP migrations into Microsoft Azure. Our new managed service lives in the hybrid cloud; a third of our customers are fully in the cloud, a third – fully on premises, and the rest somewhere between.

As Azure becomes more and more common, consequently we are seeing growth in companies running Azure infrastructure themselves or with a third-party running Azure across IT, whilst Absoft provide support for the SAP software. We notify the right person immediately for any fault we detect, including third parties and internal teams with customer agreement.

Pro-activity

Things are changing fast and we are making an unprecedented level of investment in our managed service. More automation by standard, more self-healing and more possibilities unlocked with every passing month.
Our continuous improvements make SAP simpler, faster, more reliable and more cost-effective without sacrificing on quality. And our SAP Managed Service is here to help you achieve this.

For a more detailed look at our new SAP Managed Service you can download our e-book here.

> **"COMBINING AUTOMATION WITH MONITORING BRINGS SELF-HEALING. AND SELF-HEALING OCCURS WHEN INTELLIGENT OPERATIONS DETECT A PROBLEM, RESPOND AND RESOLVE IT, WITHOUT HUMAN INVOLVEMENT.**

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

HOW TO CHOOSE BETWEEN GENERIC AND INDUSTRY-SPECIFIC ERP SYSTEMS

Most generic ERP solutions effectively handle financial processes; however, they tend to lack key functionality for manufacturing and service operations.

Customizing a generic ERP application is time consuming and expensive, as is implementing a new system.

In general, an integrated ERP solution that has a stronger fit to your industry will better manage your total requirements; and selecting a vendor that knows your industry and partners with you for the long-term increases your chances of success. It's always best to start by simplifying and optimizing end-to-end processes, validating these against best practice by comparing with industry peers using a process classification framework.

Glen Whelan,
Analytical Reporting Consultant, Enginatics

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CHANGE MANAGEMENT, DIGITAL TRANSFORMATION, AND INDUSTRY 4.0

*Article by **Robin Irvine**,*
General Manager at Avaap

The first half of the year has brought many changes to how businesses operate. The manufacturing industry in particular has had to refine health and safety standards, develop or enable emergency preparedness plans, and temporarily shift operations to pandemic-related response. As organizations look to implement additional changes and prepare for what's ahead, many are looking at modernization, embracing Industry 4.0, and working advanced technologies into the business strategy.

What is Industry 4.0 and how did we get here?

Industry 4.0, or the fourth industrial revolution, is driven by the industrial Internet of Things (IoT). Industry 4.0 defines the ways today's manufacturers have adopted technology as a core component of their operational strategies. It goes beyond technology that automates manufacturing processes to increase efficiency, shattering old business models and changing the way companies operate.

Manufacturers running on disconnected, legacy systems have likely reached the limits of productivity and growth. As the market explores new business models, companies with dated infrastructures may find they are not equipped to take full advantage of new business models, and as a result, have limited competitive advantage.

Opportunities for Transformation

Industry 4.0 brings organizations an opportunity to explore new business models and modernize processes for supply chain and product innovation. Companies running on legacy systems and outdated business models are likely lacking visibility, without real-time data, leaving the business more prone to errors and unable to make business decisions quickly and accurately.

Along with process improvement, upgrading your technology stack allows manufacturing organizations to optimize how people and technology interact. This is increasingly important as younger, tech-savvy generations move into the workforce. These optimizations include improved talent acquisition processes, offering more specialized training, increased collaboration tools, mobile capabilities, and improved retention measures.

Equally important, companies taking advantage of Industry 4.0 technology are optimizing the customer experience. Historically, manufacturing has been known for a "take-it-or-leave-it" business model, but advances in technology allow customers to be part of the design process through custom ordering and self-service portals, powered by real-time data.

> **INDUSTRY 4.0 IS CHANGING MANUFACTURING. AS MANUFACTURERS SEEK TO BUILD A SUSTAINABLE FACTORY OF THE FUTURE, THERE ARE MANY EXCITING OPPORTUNITIES TO ENHANCE OPERATIONS AND TRANSFORM.**

Enabling Change Management

As manufacturing organizations looking to implement digital transformation strategies to take advantage of Industry 4.0 technology, it is equally important to focus on the people side of change for transformation success. Level set from the outset that organizations don't actually change; they change one person at a time.

There is always a dip in performance during change. The more disruptive the change, the more dramatic the drop. When an organization introduces new technology to automate processes, leadership is focused on the business strategy, and improving efficiency and effectiveness. The individuals impacted are typically focused on a number of outcomes including fear of being replaced by technology, an inability to be able to perform the duties required, or being forced to transition to new work they don't know how to do. Subsequently, their behavior becomes focused on self-preservation, which is often viewed as anger, irrationality, or refusal to make the change.

Enter Organizational Change Management (OCM). OCM focuses on managing the people side of change as diligently as the solution design, helping impacted groups of employees to be ready, willing, and able to make the shift and adopt the new way of working. A deliberate approach to managing change is often in everyone's best interest and ensures alignment with strategic goals. Organizations looking to implement Industry 4.0 technology should look to make change management a non-negotiable in their digital strategy.

Industry 4.0 is changing manufacturing. As manufacturers seek to build a sustainable factory of the future, there are many exciting opportunities to enhance operations and transform. You want a partner that can help you take advantage of advanced technologies and bring your strategies to life.

Robin Irvine is the general manager, global manufacturing at Avaap, where he is responsible for the sales strategy and delivery execution. A 25-year industry veteran and chairman of the M3 User Association for UK, Ireland, and Benelux, Robin brings deep IT and Infor M3 experience, with emphasis on the food and beverage and consumer goods manufacturing industry. He also brings experience in the used oil recycling, bio digestion, and pet food industries.

About Avaap

Avaap is an industry-focused, cross-platform management and technology consulting firm specializing in Epic, Cerner, Infor, Tableau, Workday, and other applications. Avaap is also the only authorized U.S. Prosci® training partner for organizational change management. With offices across the U.S. and around the world, Avaap has deep expertise in education, government, healthcare, and manufacturing, among other industries. An emphasis on customer success, personal and professional growth, and passionate colleagues make Avaap a great place to work. Avaap has earned numerous accolades for its corporate culture and being an active participant in corporate philanthropy. Organizations ranging from medium-sized businesses to large enterprises have partnered with Avaap.

HOW TO CHOOSE BETWEEN GENERIC AND INDUSTRY-SPECIFIC ERP SYSTEMS

The choice between a generic or industry-specific ERP comes down to measuring and quantifying the compromises and applying a realistic cost to either doing without or working around the compromise. Important considerations include:

Development budget and product life cycle: Which approach has a realistic budget and track record of producing industry-relevant new functionality on a regular basis?

Compatibility with other systems: What applications or manufacturing automation are common within your industry? Which ERP solutions consider the industry integration requirement and have a proven history of capability?

Separate the must-haves from the nice-to-haves: The must-haves drive quicker, higher ROI, and produce greater TCO impact. Ensure decision-makers understand future costs. One way to achieve this is to look at three and five-year TCO. This will provide decision-makers deeper assurance of achieving budget.

Usability: Which ERP will drive process efficiencies further driving TCO and ROI?

A well-designed application will inherently achieve buy-in and higher adoption.

Robin Irvine,
General Manager, Avaap

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HOW TO CHOOSE BETWEEN GENERIC AND INDUSTRY-SPECIFIC ERP SYSTEMS

*Article by **Lucy Thorpe**,*
Head of Content, InCloud Solutions

The role of technology in solving business problems has become more obvious of late. As the COVID lockdown hit, many of us were in the same boat, looking for ways to offer goods and services without interruption. While some wanted business as close to usual as possible, others were looking to make switches and offer new products. In each case those with cloud ERP technology were better placed to deliver.

No wonder businesses are now looking to fix themselves up with new technology before they lose too much ground to their more prepared competitors.

But with the benefits of a technology that streamlines business processes now clear, how do you choose from all that the market has to offer?

One decision is whether to choose a generic ERP system which offers the same solution regardless of industry or something that has been designed specifically with your particular industry in mind.

As we shall see, there is a third way for mid-sized businesses that offer the best of both worlds. But we'll get to that shortly. First, let's look at each option in turn.

Generic ERP

Generic ERP offers businesses an efficient way to streamline and automate business processes. It has not been designed with any particular industry in mind but takes as its starting point the most common business scenarios.

Benefits at a glance – generally cheaper. Can be quicker to implement if you are happy to adopt the pre-configured processes based on best practice.
Downsides would include the lack of industry-specific and even company-specific functions.

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GENERIC ERP OFFERS BUSINESSES AN EFFICIENT WAY TO STREAMLINE AND AUTOMATE BUSINESS PROCESSES. IT HAS NOT BEEN DESIGNED WITH ANY PARTICULAR INDUSTRY IN MIND BUT TAKES AS ITS STARTING POINT THE MOST COMMON BUSINESS SCENARIOS.

Industry-Specific ERP

An industry-specific ERP has been designed with the needs of a particular industry in mind. Many companies within your industry may end up using the same solution, and it can be further customised to your specific needs.

Benefits at a glance include industry-specific functionality which may make things quicker to implement.
Downsides would include cost and the possibility that the "big players" in your industry dictate how things are done.
At In Cloud Solutions we asked our manufacturing and supply chain expert Paul McNally for some further pointers, pros and cons for each type for ERP. Here is what he shared.

Generic ERP

- Generally cheaper, as a wider customer base is using the system
- New functionality can be brought on stream quicker for all users e.g. machine learning for invoice scanning
- Cloud ERP tends to be process-driven so you can configure processes and only select those applicable
- There is generally a wider pool of resources available to help and support the system
- Customisation to specific industry requirements can be costly and time-consuming
- If you select Cloud ERP then you can use APIs to link to best of breed third-party solutions to solve your industry-specific needs. We suggest using Cloud ERP as a foundation for the business processes and use e best of breed additional solutions to support your businesses USP

Industry Specific ERP

- Being specific it can be quicker to implement and get up and running as the processes are built and ready to go.
- The product roadmap can ultimately be driven by a few of the larger customers to fit their business which may not be appropriate for you.
- It can be a challenge to configure or customise to your specific business – because businesses often have their own USP which means they are indeed unique.
- If your business has certain regulatory requirements covered by industry-specific ERP, then this is the best way to go as customisation can be costly. Check which regulations are covered in generic before you decide.

At In Cloud Solutions we implement the SAP solution Business ByDesign. This is considered to be an out of the box generic ERP for mid-sized business. However, if you look at the portfolio of any company selling this product you will see versions of the product designed with specific industries in mind. This gives companies the best of both worlds! Versions include; manufacturing, life sciences, public sector, professional services, hotels, wholesale and distribution, and more.

> **AN INDUSTRY-SPECIFIC ERP HAS BEEN DESIGNED WITH THE NEEDS OF A PARTICULAR INDUSTRY IN MIND. MANY COMPANIES WITHIN YOUR INDUSTRY MAY END UP USING THE SAME SOLUTION, AND IT CAN BE FURTHER CUSTOMIZED TO YOUR SPECIFIC NEEDS.**

The point is that you get the speed and functionality of an out of the box solution coupled with some of the features that your industry will need. Experts in wholesale and distribution have thought about the issue of bar code scanners and the life sciences experts have already designed a clever app to calculate patents and royalty payments.

Big software companies like SAP are moving towards a model that supports their partners in developing their own industry-specific IP. We ourselves have had a lot of success with our developments, not just the royalty payment app mentioned above but also a Hospitality Solution that comes with the uniform system of accounts for the hotel industry (USALI) built-in.

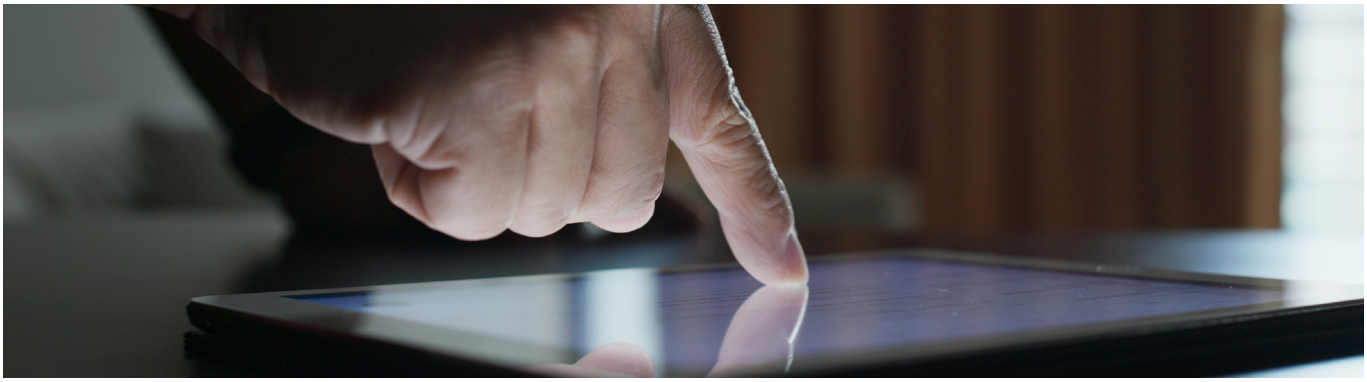
If you have multiple companies using different currencies then something like SAP ByDesign is going to help you streamline your reporting on both the local or global levels. This is great for a hotel chain for example or a company that wants access to live data across warehouses, production, logistics, sales, and finance.

A flexible generic system will allow you to enable as much or as little of the functionality as required in implementation. The choice is yours.

Lucy Thorpe is the chief content creator for In Cloud Solutions – a Platinum SAP partner as part of the United VARs network offering expertise in SAP Business ByDesign.

About InCloud Solutions

InCloud Solutions are an SAP Platinum Partner offering ERP software solutions, training and consultancy to SMEs and SMBs all around the United Kingdom. In Cloud Solutions Ltd is a proud member of the United VARS. In Cloud Solutions are experts in the ERP solution SAP's Business ByDesign, one of the best cloud-based ERP solutions in the world. The company already has over 35 ByDesign Customers in the UK and Europe, with operations across the US, Australia, Africa, Japan, and China.



HOW TO CHOOSE BETWEEN GENERIC AND INDUSTRY-SPECIFIC ERP SYSTEMS

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Lucy Thorpe,
Head of Content, InCloud Solutions

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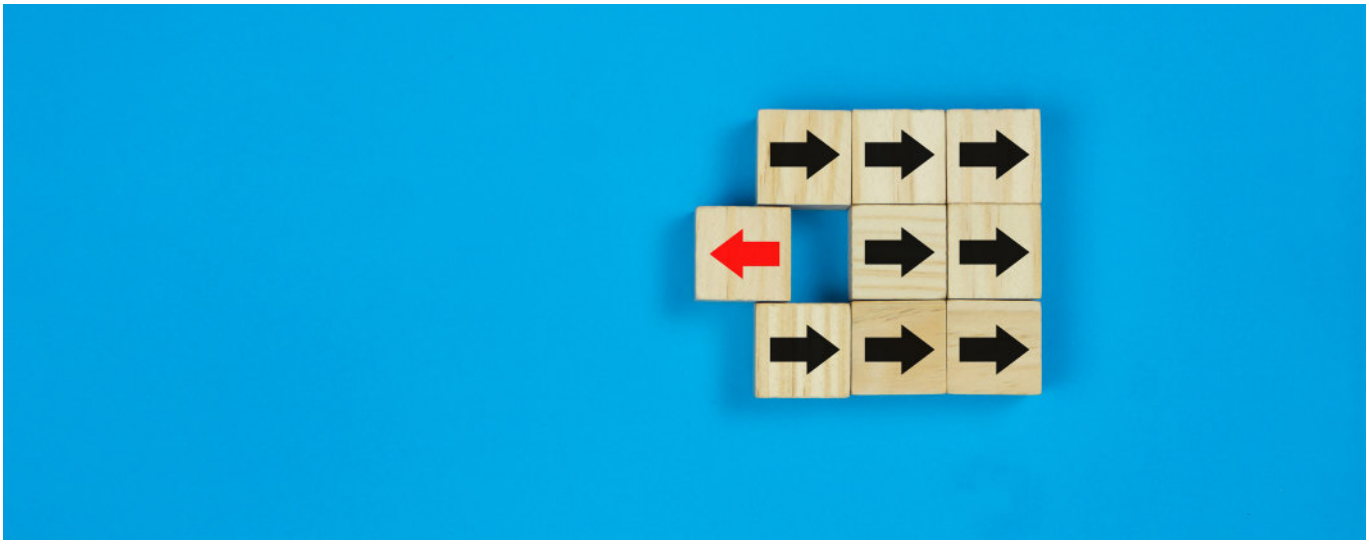

DRIVE GREATER PRODUCTIVITY AND PROFITS WITH CONNECTED CLOUD CONSTRUCTION SOFTWARE

*Article by **Susan Little**,*
Product Marketing Manager, Acumatica

Like companies in every industry, the COVID-19 crisis has hit construction companies with unprecedented challenges. How have some successfully weathered the storm while others have struggled to stay afloat? Companies that have survived—and in some cases, thrived—have done so by relying on connected cloud construction software.

In a recent webinar, Driving Greater Productivity and Profits, Acumatica's Ajoy Krishnamoorthy, Vice President, Acumatica Construction Division, joins Procore's Kris Lengieza, Senior Director, Business Development, and Carma Group's Bob Scott, Controller, to discuss the importance of connected construction through cloud technology in turbulent times.

The hour-long webinar, moderated by Acumatica Product Specialist Mike Gillum, is available on demand.

A "new normal" and cloud construction software

In the on-demand webinar, Kris, Ajoy, and Bob reflect on how the COVID-19 pandemic has created a "new normal", which includes pushing construction companies to expedite digital transformation. They begin the webinar, however, with a brief look at what their respective businesses have done in response to this unprecedented crisis.

Procore

According to Kris, Procore has been actively working to help their customers adjust to the new normal. One way has been by providing insight on how the industry has been affected by the crisis through their Construction Activity Index. The score measures the percentage of construction activity, as measured by worker hours, compared to pre-COVID-19 levels across the United States. This data has helped industry organizations and economists analyze trends, debate potential courses of action, and decide on the best path forward.

"We did that because we wanted to give some of the information back to the industry so they could make better decisions," he says.

He and the Procore team have leaned into their connected platform during this time, and with help from partners like Acumatica cloud ERP, they've collected critical data so customers could keep projects moving forward. Procore also spent a lot of time and effort on getting people back to work safely, including providing free tools to support that endeavor.

Acumatica

For Ajoy and the Acumatica team, the COVID-19 pandemic has highlighted what they've always known: cloud technology is necessary for every business.

Businesses relying on legacy systems have been pushed to make a digital transformation they weren't ready for. They've scrambled to get their teams working remotely, taking a lot of time and effort. On the flip side, businesses that have already implemented cloud technology, such as Acumatica customers, have made a smooth transition in a matter of days (if not hours).

To help Acumatica customers further, Ajoy explains that Acumatica has provided several tools that can help them navigate the crisis: Acumatica Surveys, a COVID-19 employee wellness tracker, and a COVID-19 checklist for contractors, which ensures safety in the field and helps keep teams connected.

Carma Group

Carma Group is a Procore and an Acumatica customer. Though they, like most construction companies, were impacted by the pandemic, they have found that implementing cloud technology has been a huge help in their response.
Bob explains that prior to the pandemic, the founders of

Carma Group knew they were going to use Procore as their "go-to platform" to manage projects. QuickBooks handled financials, but they were quickly outgrowing its capabilities. They needed a cloud-based ERP solution with construction expertise to accommodate their growing operation, and it had to integrate with Procore.

Their specific requirements significantly narrowed down their choices. Ultimately, they went with Acumatica. "It could not have been a better choice," Bob says.

In fact, the value they've gotten by choosing a cloud-based construction and accounting system that seamlessly integrates with Procore, another cloud-based system has been huge. Bob no longer waits for nightly updates and can access project data real time—hours spent on the job, crew size, change order conditions, etc.—whether he's on his phone, tablet, or laptop. The data entered in Procore is pushed to Acumatica.

"Conversely," Bob explains, "as invoices come in and payroll gets posted to Acumatica, that information gets pushed back to Procore so that the people out in the field can take a look at real time data and see if actuals meet expected and look for deviations. The field team can respond quickly to deviations that are starting to get beyond the parameters to find out the why, pivot, adjust, protect and save margins."

When COVID-19 hit, Bob explains that they shifted their mindset. "We focused on partnerships and leveraged our relationships with our clients, but we really began to focus internally. We focused on the business rather than in the business."

They took advantage of the free learning and training opportunities both Procore and Acumatica provides. "We're set up to succeed by leveraging all the tools to the maximum capability and running with it."

The Acumatica and Procore Integration

According to Kris, construction teams in the office and in the field must connect and be in sync. This is true prior to, during, and after the COVID-19 crisis, and the Procore and Acumatica teams designed the Acumatica and Procore Integration to equip businesses to do just that.

Bob says the integration allows Carma Group to "seamlessly share accounting and project data between the office and field to make the strategic decisions to move projects and the business forward."

The integration between the two cloud-based platforms provides:

-Automated and synchronized data between Acumatica Construction Edition and Procore
-Elimination of manual processes
-Seamless workflows
-Standardized, streamlined processes and procedures
-Updated RFIs, change orders, and project issues
-And more

Every employee has access to real-time data via any mobile device, at any time, and from any place. Visibility into project metrics, financials, job cost accounting, reports, job site updates, and more keeps everyone apprised of each project's status in real time. Connected construction and accounting software saves companies and their employees time and effort, driving productivity and profitability.

"Having that collaboration between accounting and the back-end office and the project managers to get relevant, real-time data so you can make decisions goes a long way to enhancing margins," Bob says.

Connected cloud construction software a must for every construction company

Access the Driving Greater Productivity and Profits webinar and hear Ajoy, Kris, and Bob discuss in detail why cloud construction and accounting software is a must for every construction company.. They also discuss the use (and benefits) of artificial intelligence (AI) and machine learning (ML) technology in construction; how cloud-to-cloud technology offers reliable, creative construction solutions that drive businesses forward; and the positive affect cloud construction and accounting software has on employees. A Q&A session wraps up the insightful discussion.

For any questions about the webinar or to schedule an Acumatica cloud ERP software demonstration, contact our team today.

About Acumatica

Acumatica Cloud ERP provides the best business management solution for transforming your company to thrive in the new digital economy. Built on a future-proof platform with an open architecture for rapid integrations, scalability, and ease of use, Acumatica delivers unparalleled value to small and midmarket organizations. Connected Business. Delivered.
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ORACLE NETSUITE

NETSUITE 2020 RELEASE 2 ENABLES NEW AUTOMATION AND ADDS BIG NEW FEATURES TO HELP BUSINESSES SAVE TIME AND RESOURCES- SNEAK PEEK

*Article by **Lisa Schwarz**,*
Senior Director of Product Marketing, Oracle

As businesses around the globe seek to navigate the next year and beyond, creating efficiencies and visibility into financial operations, keeping employees engaged and navigating the new supply chain challenges will be more important than ever.

NetSuite 2020 Release 2, the second major platform upgrade of the year, delivers to more than 20,000 customers around the world the insights and capabilities they need to address these challenges. From employee management and supply chain innovations to financial and operational excellence enhancements and new developer tools, NetSuite 2020 Release 2 offers everything companies need to position themselves for future success.

Financial and Operational Excellence

•***Invoice grouping*** enables the consolidation of multiple invoices into a single invoice that's delivered to the customer, and it also allows payments accepted at the group level to be applied to individual invoices. This reduces manual grouping, ensures accurate invoices and improves cash flows by decreasing days sales outstanding.

•Bank reconciliations are streamlined with the added ability to ***automatically create and post transactions*** directly from imported bank data, thus greatly reducing the manual time to process and match your bank data to your books in NetSuite.

•***Intercompany cross charge automation*** enables accounting teams to automatically post cross charge transactions between subsidiaries. This automation reduces the manual effort and accelerates the accounting period close process.

•You can ***easily net intercompany receivables and payables*** with a new feature that enables accountants and controllers to offset mutual intercompany open balances and auto-generate intercompany netting settlements. The result is fewer open intercompany transactions and reduced manual effort to manage open balances.

Continuous Employee Engagement

•***SuitePeople Performance Management**** provides HR leaders a central place to easily administer the performance review process that not only enables greater performance management efficiencies, but also helps employees stay engaged with goal creation, monitoring, measuring and recognition for achievements. Employees and managers continuously stay aligned on top priorities to maximize performance. It consists of two components: goals management and a review process.

1. Employees and their managers work together to create ***goals*** that are both meaningful to the organization and connected to the work that the employee does via the use of Performance Metrics. The goal progress can be automatically updated in real-time based on the employee's contribution to the business's actual results.

2. When it comes time for a ***performance review***, relevant goals are automatically pulled in to provide meaningful context regarding the employee's contributions over the review period, and to help the Employee and Manager more accurately reflect on past performance.

•***Expense report credit card integration*** enables the population of NetSuite expense module expense lines directly from American Express corporate credit card accounts streamlining the process, increasing user adoption and reducing data entry errors.

•***Automated controls and notifications on expense reports*** ensure compliance on company policies and contracts. This results in fewer unapproved overages and limits excess expenses.

Autonomous Supply Chain

•NetSuite's new ***material requirements planning (MRP)*** capabilities for supply planning (available to customers who are using NetSuite Demand Planning) has been completely re-architected, featuring a dedicated planning repository that ensures planners can make decisions based on timely and consistent information. Planners can easily monitor, firm up or release orders for approval and aggregation; review and accept action/exception messages individually or in bulk; and pegging information provides planners full visibility into how demand is allocated to supply.

The ***planning workbench*** slices and dices data by product line, plan, location, user-defined item categories and groups. It highlights situations that require attention, helping to prevent both shortages and excess supplies, and provides what-if analysis capabilities for simulating multiple plans.

•Capabilities of ***Intelligent Predicted Risks*** are extended to include ***sales orders***, providing users with greater insight into potential risks on goods not shipping on time. ***Purchase orders*** can be identified as being at risk and recommend alternate vendors based on new machine learning algorithms.

•Additional precision can be provided to supply allocation by ***allowing inbound shipments*** to be included into the allocation of supplies, in context with related purchase orders. Additionally, ***fill rate optimization*** allocates existing supply to satisfy as many sales order lines as possible based on the given supply.

Extending the Power to Customize and Integrate the Platform

•SuiteCloud adds a new ***records catalog*** that makes it easy to discover and view all standard and custom records and fields in your NetSuite account data model.

•You can efficiently manage and automate SDF projects across your development lifecycle with the open source, ***IDE-agnostic Node.js Command Line Interface (CLI)*** now available on GitHub and npmjs.com.

•Also available as open source on GitHub, SuiteCloud introduces support for the open Jest-based ***JavaScript Unit Test framework*** for testing and debugging custom SuiteScript code modules.

•***Asynchronous execution support for SuiteScript Query and SuiteQL*** APIs makes it possible to work with significantly larger data sets with fewer timeouts.

•View account status in real-time with new ***Application Performance Monitor (APM)*** performance health dashboards. The rich visual environment provides at-a-glance overviews of key health indicators and flags potential system resource bottlenecks to proactively prevent stability and performance issues.

Read this blog to get more in-depth details on NetSuite's platform enhancements.

Learn More About NetSuite 2020 Release 2

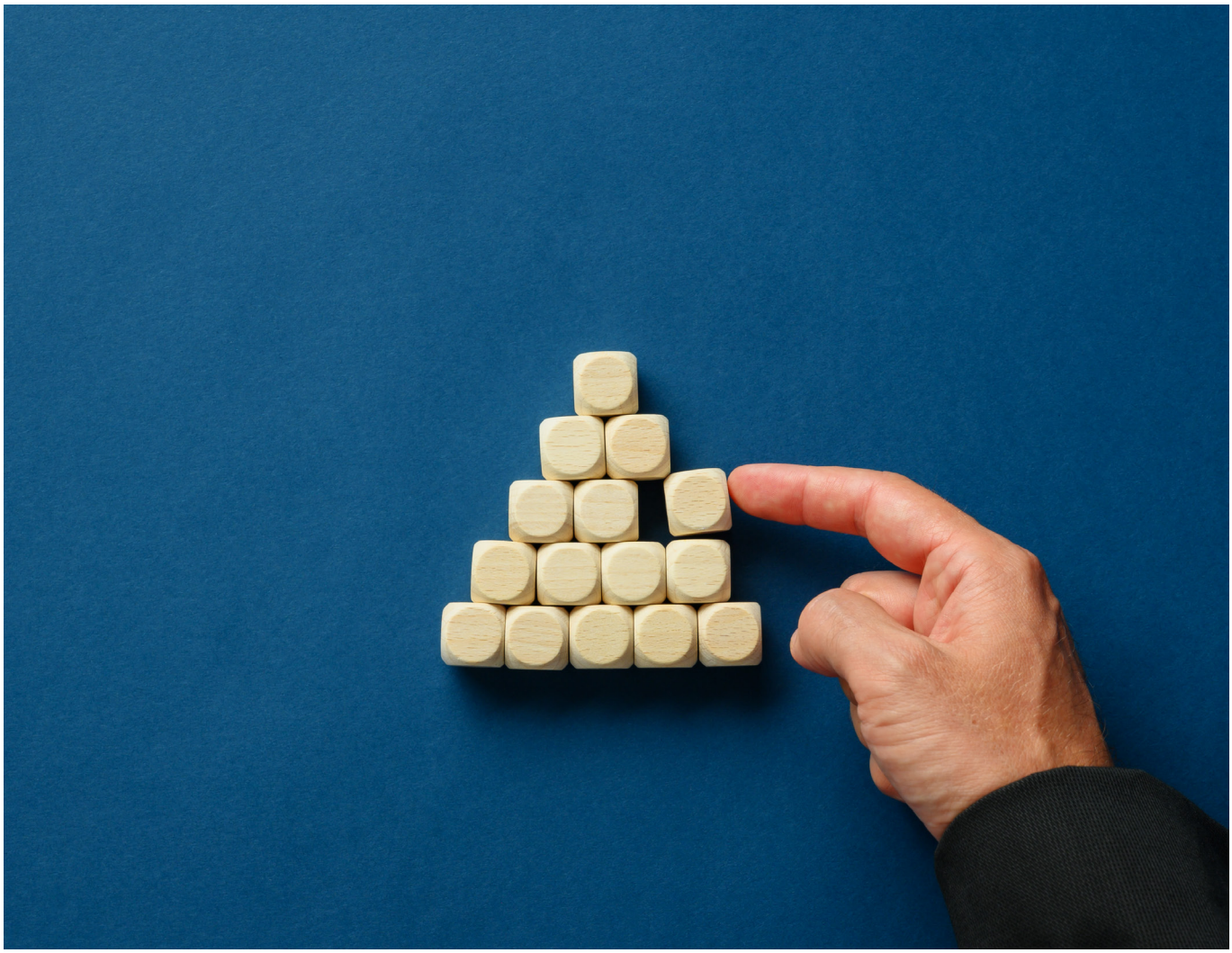
These are just the highlights; there's much more in NetSuite 2020 Release 2 than can be covered in a single blog post. For more specifics on the complete list of new features, be sure to read the Release Notes and follow the industry-specific enhancements for:

•Manufacturing
•Wholesale Distribution
•Software
•Retail
•Services
•Advertising, Media and Publishing
•Nonprofit
New to the release process? Learn more about it here.

Finally, be sure to request access to your Release Preview test account. There, you can preview and test how the new features will work with your own data, workflows and customizations.

About Oracle Netsuite

Oracle NetSuite pioneered the Cloud Computing revolution in 1998, establishing the world's first company dedicated to delivering business applications over the internet. Today, it provides a suite of cloud-based financials / Enterprise Resource Planning (ERP), HR and omnichannel commerce software that runs the business of companies in more than 100 countries. For more information, please visit http://www.netsuite.com.



canias ERP

'ERP PYRAMID MODEL' FOR A SUCCESSFUL PROJECT

*Article by **Kaya Metinkaya**,*
İzmir Consultancy Manager, IAS

Maslow's "Needs Hierarchy" is a theory created by Psychologist Abraham Maslow to study the needs of people. Maslow has divided human needs into 5 main categories (physiological, safety, social, respectability, self-realization) and explained the relationship between them. According to Maslow, firstly, it meets the needs at the lower levels and then progresses to the needs at the upper levels step by step. The Needs Hierarchy is still used as a theory that explains people's motivation sources and behavior.

Inspired by this theory, we can create an "ERP Pyramid Model" to help businesses approach to ERP systems. Applications hosted by ERP (Enterprise Resource Planning) systems work integrated and connected. The majority of these links are in the horizontal hierarchy, while some require vertical progress.

We can describe this structure as levels rising above each other, resembling the steps of a pyramid. Typically, it cannot be moved to the next level without meeting a lower level of requirements and criterias. A healthy ERP adaptation and project progress will not occur if it continues to the next level without meeting the lower level requirements.

Let's summarize the 6-level ERP Pyramid in the following headings.

Level 1: Concepts & Standards

Located at the lowest level of the pyramid, this step also covers the most space. This level does not include an ERP module or application, it represents the approach of more businesses to the ERP philosophy. The components of the first level that shoulders the full load of other digits rising exponentially are:

•All departments in the business have ERP awareness and basic concepts.
•Task shares in the organization are specific and defined.
•Uncovering current functions, process steps, and needs.
•Having a project team and key users to take part in ERP transformation

Of course, all the above components don't have to be perfect. Some components will be better understood at progressive levels and will be further deeper across the business. However, the apparent weakness or lack of components at the first level will cause disruptions as they move forward at later levels.

Level 2: Basic Data

Basic data are elements that provide input to all applications in the ERP system. The basic data needed to create documents / records in ERP modules are mandatory for the effective operation of the system. For example; to create a "Purchase Order" in the system; material basic data, supplier information, purchase price, etc. are needed.

The main categories of Basic Data in ERP systems are:

Material Basic Data (raw material, semi-product, product, commercial material, etc.)

•Customer & Supplier Basic Data
•Cost (Expense) Centers
•Production Work Centers
•Product Trees (BOM)
•Production Operations and Routes
•Warehouse & Stock Place (Shelf) Definitions
•Sales & Purchase Price Lists

The design, editing and management of basic data is one of the critical success factors in ERP projects. Basic data designed incorrectly or incompletely transferred to the system will adversely affect the operation of all other modules. In order to proceed firmly towards the next steps of the pyramid, basic data must be properly designed and managed.

Level 3: Main Processes

At this level, we can now start running modules in the ERP system. The main processes are mainly modules within the classic frame of ERP. Identification, adaptation, process design, commissioning activities are carried out for each module. These processes are fed by well-designed basic data and the first returns of ERP are seen by commissioning the main processes. After this stage, our goal should be to achieve the benefits expected from the ERP system.

Examples of main processes (modules) for this topic are:

•Sales Management
•Purchasing Management
•Accounting & Finance
•Production & Planning
•Quality control
•Warehouse and Inventory Management

Level 4: Top Processes

The upper processes step includes basic data and advanced applications that are above the main processes. We can give examples of the modules commissioned at this level as follows.

MRP - Material Requirement Planning: To calculate material needs through the system; purchase, sales, inventory management, production modules must be actively in use and provide up-to-date information.

Standard Cost: For the standard cost that we can also qualify as an estimated or projected cost account; product trees, purchase prices, route operations, standard times, unit activity cost information is needed.

Supplier Assessment: To give our suppliers points and evaluate certain criteria; supplier card, purchase orders, receipts, input quality control processes will be required. In addition, the calculation of "Realized (actual) Cost" requires data from other modules to enable the system to be traceable from start to finish, capacity planning, and further scheduling processes. Upper processes are structures that feed on the data formed in the lower steps of the pyramid and rise above them.

Level 5: Management Reports

Management reports and business intelligence applications, which are among the biggest benefits of ERP systems, are at level 5. Data created by all users is translated into interpretable information, summary reports and a meaningful result. The reports required to realize this transformation are designed and made available to management teams. Reporting applications can be supported by "Business Intelligence" tools so that ERP has a "Decision Support System". Let's take a look at the following scenarios to better understand the relationship between getting management reports and other steps:

The barrier to reporting material inventory and amounts up-to-date may be a glitch for underlying data in the second step. To accurately calculate the costs that have occurred, it may be necessary to provide more detailed training to key users in the first step. The solution to getting an administrative report correctly can be achieved by eliminating inaccuracies in different steps. Sample output may be reproduced based on the data in the different components in the ERP system

Level 6: Continuous Improvement

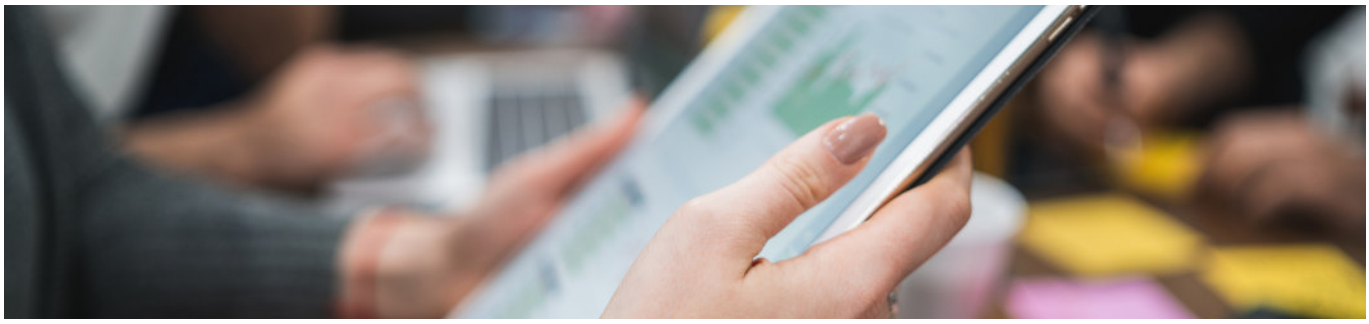
"Maslow's Hierarchy of Needs" which we mentioned at the beginning of the article is valid for individuals and the top step is defined as "Self-Realization". The institutional structure of this level can be seen as the top step in which all the benefits expected from the ERP system are taken. Activities performed at this level are:

•Control of the commissioned processes, process improvement studies
•Control of the data generated in the ERP system and increasing the data quality
•Commissioning the new processes and modules
•Ensuring that the benefits gained from the ERP system are permanent
•Detecting and correcting what kind of defects at which step should be seen as part of continuous improvement activities.

Solution:

An enterprise that is prepared for an ERP journey or wants to benefit from the existing ERP system more effectively can determine its targets and strategy more clearly by making an evaluation on the basis of these levels. Correcting the deficiencies in the weak steps of the pyramid is an imperative need to move up to the upper levels.

Establishing a strong and permanent ERP system can give the business a great advantage. Businesses should strive to build robust and constantly strengthening ERP systems, rather than building sand castles that will be destroyed by the first sea wave.



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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.

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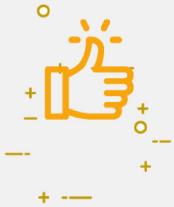

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