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CUSTOMER EXPERIENCE

in ERP Implementation

aptean

Ready for **What's Next, Now™**

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EDITOR'S NOTE

Today, customer expectations are changing rapidly, so the trends and technologies. And firms need to be more CX-focused to win the market. You have to combine vision with execution. ERP solutions that are ignoring this fact will face great challenges in the competitive environment.

Speed has been the keyword for a successful CX in the next normal and the emerging trends must be carefully examined to become the game-changer. For an ERP software company to provide a great customer experience, it has to understand that CX is a top-tier priority and really understand its customers.

In this issue, we asked industry experts why customer experience is important in ERP implementation, and we have compiled their pieces of advice to be able to shed a light on your path to a successful CX in ERP implementation.

In this issue, you will find answers to all your questions about CX in ERP implementation, as well as the most up-to-date news, articles and interviews with industry experts!

Stay well and healthy until the next issue!

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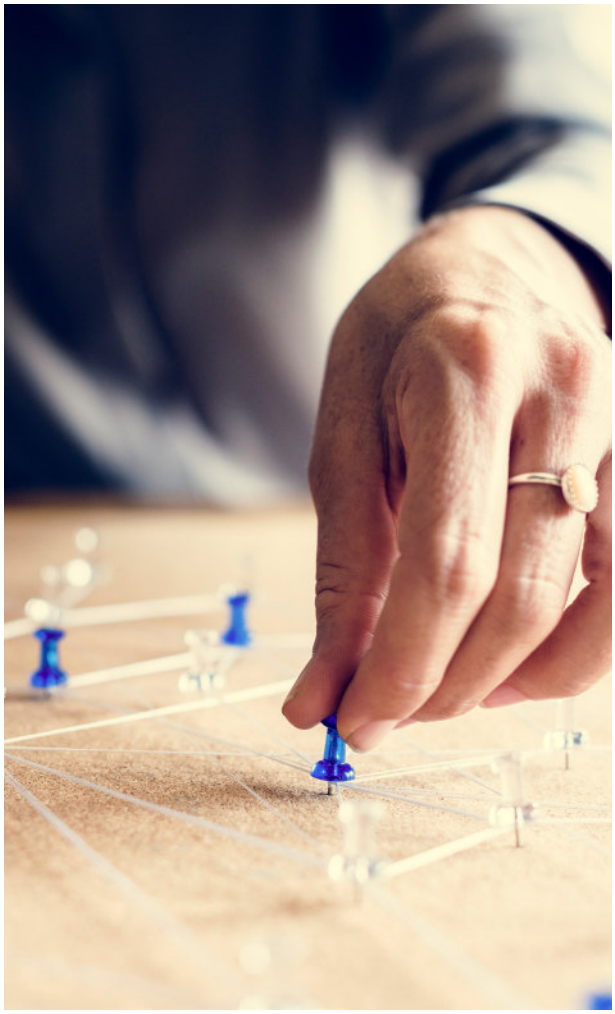

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BRAZIL'S CABANA BURGER INCREASES DELIVERY ORDERS BY 400% WITH ORACLE

Fast growing Brazilian restaurant chain, Cabana Burger is using Oracle MICROS Simphony Point-of-Sale (POS) to better serve customers and support its rapid growth. Founded by three friends in 2016, the chain quickly grew to 13 stores with ambitions to grow to over 100 locations in the next four years. Using MICROS Simphony with built-in kitchen display systems (KDS), Cabana Burger has improved its speed of service, reduced waste, and increased overall business efficiencies through real-time restaurant data and analytics.

During the pandemic, Cabana Burger was initially forced to pivot to an all-delivery model. With Oracle's help, the chain streamlined its online ordering process and kitchen operations to reduce delivery time to customers by 10 minutes. This helped increase delivery orders by 400% over the year prior.

"We needed to quickly become a digital-ready restaurant to meet our expansion goals even before the pandemic arose," said Paulo Bonifácio, founder of Cabana Burger. "We wanted a solution that was reliable and robust enough to withstand day-to-day operations, which would allow us to understand our customers better, and most importantly allow us to open new sales channels. When COVID-19 hit, we had to accelerate those plans to quickly integrate with delivery providers and to third-party apps. Oracle MICROS Simphony made that possible and helped keep our business going in a very challenging year."

With 16 new restaurants to be completed in 2021 alone, Cabana Burger needed the flexibility to deploy the restaurant POS system themselves. After working with Oracle to roll out two restaurants, Cabana Burger is now able to manage installations without assistance in any new restaurants they open moving forward.

"We were impressed at how easy it was to deploy the Oracle MICROS Simphony POS in our restaurants," said Bonifácio. "Partnerships are the foundation of our business and the Oracle team has become an extension of our team. Together, we are working better than ever."

With the integration of Oracle MICROS Inventory Management, Cabana Burger is also utilizing real-time insights into their inventory and sales data to better manage inventory to ensure popular menu items are available without superfluous and costly waste.

"Over the past year, digital channels have gone from what was already a priority to the heart of the restaurant business," said Simon de Montfort Walker, senior vice president and general manager, Oracle Food and Beverage. "The Cabana Burger team recognized early that they needed to quickly adapt, and with the infrastructure in place for expansion it's no surprise to see their success despite the challenges we all face as an industry."

Cabana Burger selected Oracle in Q3 FY2020,

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.

EMPLOYEE EXPERIENCE BECOMES A TOP PRIORITY FOR HR LEADERS, HIGHLIGHTING CHALLENGES

The number of decision-makers in human resources (HR) who say employee experience (EX) is the most important aspect of their HR strategy has nearly tripled over the last two years.

The results were published in a new study from Forrester Consulting LLC commissioned by SAP (NYSE: SAP), Qualtrics, an SAP company, and EY. Likewise, budget for EX has almost doubled over the same time period, from 6% to 11% and is expected to increase to 16% within two years.

Employee experience is at an inflection point as organizations look to support an increasingly remote workforce while maintaining culture, flexibility and productivity. Still, most EX initiatives remain relatively immature, according to the "Close the Employee Experience Gap" study, which surveyed 900 HR decision-makers and 900 full-time employees. Organizational silos, lack of executive support, inconsistent measurement, dispersed data and misalignments between HR departments and employees leave room for improvement in creating EX initiatives that drive lasting change.

For example, only 24% of HR teams have an executive sponsor for their EX work, and 71% say it is a challenge to gather real-time information about employee experience. Only 17% of HR organizations say they track KPIs that reflect cultural strength. While 81% of employees believe creating and sustaining a positive culture is the most important aspect to creating good EX, only 58% of HR managers agreed. Furthermore, only 15% of employees expect excellent EX from their companies.

"Learning and training, diversity and inclusion and a culture that encourages people to bring their whole selves to the workplace are all part of the employee experience," said Jill Popelka, president, SAP SuccessFactors. "Employee experience cannot be isolated to HR or solely focused on increasing productivity. It needs a holistic strategy driven by leadership and shaped by continuous feedback from employees."

Despite existing challenges, the study confirmed that EX initiatives can drive immense benefits for the overall business. HR leaders said that EX initiatives have a positive impact on workforce agility (59%) and organizational agility (67%). Meanwhile, nearly 80% of employees said that EX initiatives improve their productivity and quality of work. This translates into increased revenue, according to the 77% of HR leaders who said that EX initiatives have increased revenue and the 61% who said they saw improved profitability.

Read the full study here and view the infographic here

About SAP

SAP stands for Systems, Applications, and Products in Data Processing (Anwendungen und Produkte in der Datenverarbeitung in German). SAP was founded in 1972 in Walldorf, Germany and now has offices around the world. SAP innovations help more than 400,000 customers worldwide work together more efficiently and use business insight more effectively. Explore our leadership, history, sustainability, diversity, FAQs, and more.

EPICOR NAMED 2021 STEVIE® AWARD WINNER FOR SALES & CUSTOMER SERVICE

Epicor Software Corporation, a global provider of industry-specific enterprise software to promote business growth, has been named a winner in the 15th annual Stevie® Awards for Sales & Customer Service. The company's Customer Service Department was awarded "Customer Service Department of the Year (Computer Software – 100 or More Employees)," and two of Epicor's executive leaders were also recognized as winners in the following categories:

Lisa Pope, Head of Americas Sales, for "Woman of the Year" in Sales
Jason Taylor, Head of Global Support, for "Customer Service Leader of the Year"
This recognition proves the overall effort and teamwork from the Epicor Sales and Customer Service team successfully served the needs of essential business clients whose employees are on the front lines, whether that was in-person or virtually. Over the last year, Epicor made a dedicated effort to ensure that their teams had the right answers for important questions on how their products can both withstand COVID-19-related disruptions and help businesses thrive in the current climate.

The Stevie® Awards for Sales & Customer Service are the world's top honors for customer service, contact center, business development, and sales professionals. The Stevie Awards organizes eight of the world's leading business awards programs, also including the prestigious American Business Awards® and International Business Awards®.

"We have the honor of serving the hard-working businesses that keep the world turning, and now more than ever, what makes our partnership with them a success is trust," said Lisa Pope, Head of Americas Sales. "Since joining Epicor in 2017, it's been great to drive an increased focus on our relationships with customers and provide them with best-in-class service. These awards reflect what we've accomplished because of that larger shift, and I'm excited for the road ahead as we continue to grow our emphasis on the customer relationship."

"Experience counts when it comes to providing support for customers, and Team Epicor has plenty of it – nearly 50 years," Jason Taylor, Head of Global Support, stated. "We've built – and continue to build – enduring relationships with the world's most essential businesses, which is why we understand and are able to serve our customers so well. I congratulate my team on a job well done, and I thank our customers for being such great partners – you're the reason we do what we do!"

During this past year, Epicor has been essential to providing cloud-first, market growth initiatives for its customers throughout COVID-19, ensuring they have the tools to succeed whether from at home or in office. Despite the economic uncertainty of 2020, Epicor continues to deliver strong double-digit growth related to its cloud-based solutions and Customer Service team's leadership.

"Epicor is at an exciting moment in our company history,

and we arrived here after four years of hard work and vision by the entire Epicor Team," said CEO Steve Murphy. "We're committed to delivering superior service to our customers who make, deliver, and sell the things everyone needs, and we're doing so by doubling down on what we do best – strong customer relationships and deep-industry expertise. It's great to see Lisa, Jason, and our Customer Service teams recognized for their tremendous efforts this past year, and our customers can be confident that they will remain our priority as we continue full steam ahead. The best is yet to come."

"In the toughest working environment in memory for most organizations, 2021 Stevie Award winners still found ways to innovate, grow sales, please their customers, and secure new business," said Stevie Awards president Maggie Gallagher. "The judges have recognized and rewarded this, and we join them in applauding this year's winners for their continued success. We look forward to recognizing them on April 14."

To learn more about the Stevie Awards for Sales & Customer Service and to review the list of Stevie winners in all categories, please visit www.StevieAwards.com/Sales.

About Epicor Software Corporation

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

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About the Stevie Awards

Stevie Awards are conferred in eight programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, the Middle East & North Africa Stevie Awards, The American Business Awards®, The International Business Awards®, the Stevie Awards for Great Employers, the Stevie Awards for Women in Business, and the Stevie Awards for Sales & Customer Service. Stevie Awards competitions receive more than 12,000 entries each year from organizations in more than 70 nations. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at http://www.StevieAwards.com.

Sponsors of the 15th annual Stevie Awards for Sales & Customer Service include Sales Partnerships, Inc., and ValueSelling Associates, Inc.

HOW IFS WILL HELP YOU TAKE ADVANTAGE OF THE NETWORK EFFECT

IFS announced a refresh of the IFS brand. It's a big milestone for the business, and there are many reasons motivating the change We're here to explain the rationale and why we've made the change now.

Let Us Explain

We get it. Not everyone likes change. However, we can all agree that change is inevitable.

Our business has massively grown and evolved over the last few years. Having 'worn' the same brand look for the last decade, this re-brand is somewhat a celebration of our progress as a business. And we have the success of our customers, partners and employees to thank for that.

The old brand served us well, but as a business it's important that our brand accurately represents who we are today, while also signaling where we're heading.

The launch of IFS Cloud on March 10 is a watershed moment for IFS. It's the biggest product launch in the company's history and it sets a benchmark for our peers in the industry in terms of the meaningful innovation that customers can leverage, as well as the great user experience if offers. It's a real advancement and something that warrants us representing IFS in the right light.

So what's changed? Well for starters, what's not changed is our name – IFS has a great reputation in the marketplace for our product's capabilities, our people and partner's industry expertise, and our commitment that customers always come first. And we're still #TeamPurple – when blues and reds are so commonplace in the software sector, it's important that we remain differentiated. That said, we've upped the vibrance and energy in the purple-led color pallet.

What's new is the addition of a new dynamic symbol. While the new symbol offers a great way to present IFS without using the company name it also perfectly represents how we position ourselves in the market.

Moment of Service

A key element of our re-brand is what we call the "moment of service".

Our customers have very complex businesses. That complexity cannot be removed, but how it is handled, architected, and configured is what makes our customers successful when it really matters to their own customers. And that's where IFS comes in. Organizations are looking for ways to effectively manage their customers, people and assets to deliver moments of service that delight their customers.

Our customers rely on IFS to help them manage the backbone of their businesses, and with the launch of IFS Cloud on March 10, we will offer an even more compelling proposition, that enables customers to deliver exceptional moments of service.

This is where the dynamic symbol in our new logo comes in. The center of the new symbol is a visual representation of the moment of service—the moment when everything comes together. The symbol reflects a point of convergence where customers are free to focus on their customers when it matters most.

Our brand is how we'll begin to evangelize this message and help people understand who we are and what we do.

Moving Forward

Over the next few weeks, months and years, you'll see more and more of IFS – and of course it will be in our new refreshed look. When you see the new logo and rebranding, remember it's still us. We're still IFS. We still live our values and remain committed to our customers. We're just doing it in a way that represents the company we have become and where we are going.

CANIAS4.0 TECHNOLOGIES PREPARING COMPANIES FOR THE FUTURE

Global technology company IAS, which exports its integrated software solutions to the whole world, continues to work with the vision of Industry 4.0 without slowing down. We interviewed with Yasar Hakan Karabiber, Chairman of the Board of IAS, about the company's activities and its goals for 2021. Karabiber talked about many technologies such as caniasERP, IoT, big data, cloud, iasDB, caniasIQ and their global market potential. Stating that they have successfully completed the year 2020, Karabiber says that they are also assertive in 2021: "In 2020, we increased the turnover of our company by 35 percent and our teams increased by 50 percent. We know that 2021 will be a busy, challenging but successful year as well. We will continue our progress in the new year and expand the volume of our operations. This year, we aim to grow at least 100 percent in all countries where we operate, and this goal is not far off for us! "

Can you tell us about your company?

IAS Holding was founded in 1989 as a software company producing enterprise resource planning solutions. In 1994, we started to produce our own technology at the R&D center in Istanbul. In 1997, we served Turkey's first TUBITAK supported, development platform TROIA the market. We developed our corporate resource planning product caniasERP on the TROIA platform and put it into service. Our company has always adopted the vision of producing its own technology and leading the digital transformation process. Since the day it was founded, we have always carried out our work by planning the future. In order to create the infrastructure of our future work, we also offered our own database, IAS Database (iasDB), to our customers at the beginning of 2019. At the point we have reached today, we are no longer just an ERP producer! We have turned into a global technology company that offers all the technologies our customers need in their Industry 4.0 journey with a single software. Under the framework of canias4.0, besides our enterprise resource planning solution caniasERP, we offer many innovative products such as IoT, big data, AI (artificial intelligence), cloud solutions, our own database iasDB, our business intelligence solution caniasIQ and e-Government integrations. We respond to all the needs of our customers with the consultancy and training services we offer along with our technological solutions. We deliver all over the world.

In which country / countries do you have investments? Can you summarize your work in the global arena?
We provide services in 16 languages in 31 countries with more than 1000 customers, more than 30 thousand users and more than 50 business partners worldwide. Germany, Turkey, India, United Arab Emirates, South Korea, Switzerland and in the United States a total of 12 offices, we are continuing our success with our partners around the world with the operation. In order to provide better quality service to our users, we continue our efforts all over the world without slowing down, and we are increasing our partner network and the number of our offices and employees in the global day by day.

In which sectors with which services or products do you operate?

We cannot talk about a single sector. We have customers from almost every sector in both the production industry and the service area. IAS is a company that offers technological solutions regardless of the sector. We always develop our products as flexible, customizable, developable, easy to integrate and user-friendly. Our biggest advantage in this regard is that we have our own software development platform TROIA and our own database iasDB. When we set out on this path, this was our main goal: we analyze the needs of our customers in the finest detail, and quickly adapt the necessary developments to their business processes. Thanks to the TROIA Platform, it is very easy to customize the standard modules of our ERP solution caniasERP, which are fully integrated with each other. Moreover, we free our customers during the development process. Privatization requests can be carried out by experts in the field of IAS, as well as companies can create their own IT teams and make the improvements they want proactively, thanks to TROIA, which is offered to customers with open source code. We continue to renew and improve our products and services every day in line with our experience of more than 30 years and the feedback and demands from our customers. I can say that we have always signed forward-looking projects to "prepare our customers for the future". On this road we set off with the vision of Industry 4.0, many of our products such as caniasERP, IoT, big data, cloud, AI, iasDB, canias IQ, web client, e-Government application integrations as well as consultancy and training services respond to all the needs of our customers, we guide them in their digital transformation journey.

> "
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> **WE HAVE CUSTOMERS FROM ALMOST EVERY SECTOR IN BOTH THE PRODUCTION INDUSTRY AND THE SERVICE AREA. IAS IS A COMPANY THAT OFFERS TECHNOLOGICAL SOLUTIONS REGARDLESS OF THE SECTOR.**

How many nationalities do you employ? What is the number of your global employment, what percentage of your total employment is it?

As I mentioned before, IAS is a multinational, global company. Our products are developed by engineers in our R&D center and exported all over the world. However, we employ employees of almost all nationalities in our offices in Germany, Switzerland, India, South Korea, the United Arab Emirates and the United States. Our global employees make up 40 percent of our total employment. Our global offices are mostly focused on sales and consulting services. Thanks to these offices and our business partners located all over the world, we successfully export our products and continue our projects successfully.

Firms Using Technology Well Will Profit From The Pandemic

How was the year 2020 for your company?

For years, IAS has been asking companies, business partners and even competitors operating in their own sector, "Are you ready for the future?" The pandemic that unexpectedly appeared in 2020 proved how important this problem is. Because the companies that have turned to the future, understood the technology well and made the necessary investments gained a great advantage in this process. Today, it is obvious that technologies that come to the fore with digitalization and Industry 4.0 gain more importance. Many companies have experienced this personally and have prioritized concentrating their investments in this direction with the pandemic process. As IAS, we did not slow down in our work despite the pandemic in 2020. We quickly adapted to new conditions and ways of doing business, and we successfully passed this challenging process thanks to correct planning, rapid adaptation and advanced technology products we have developed. In 2020, we increased the turnover of our company by 35 percent and our teams grew by 50 percent. We know that 2021 will be a busy, challenging but successful year as well. We will continue our progress in the new year and expand the volume of our operations. This year, we aim to grow at least 100 percent in all countries where we operate, and this goal is not far off for us!

Which subjects do you plan to focus on in 2021? What are your goals?

With Industry 4.0, we have focused on issues such as IoT, machine learning and big data, which are frequently brought to the agenda. Actually, these are the issues we have been working on for years. We believe that we will start to reap the results of our work in 2021. In 2020, despite the pandemic, we carried out very successful projects, especially in IoT. We will increase the scope and number of these projects significantly in 2021. On the other hand, one of our main goals while developing iasDB was to have the freedom of movement in our works in areas such as artificial intelligence, machine learning, and big data. We have already started to take advantage of this. Many will hear about our projects in these areas in the future.

We Offer Our Customers Freedom of Movement

Can we get information about your company's technological investment, R&D studies and new project investments?

R&D studies have always been one of the focal points for IAS. We are constantly growing our workforce and investments in this field. As a technology company, we continue our R&D studies in line with our goal of being a pioneer in Industry 4.0. As a company that produces its own technologies, we carry out conceptual studies. As I summarized before, one of the most important goals of 2021 is to experience what we have done in the fields of IoT, big data, artificial intelligence, business intelligence that we have been working on throughout 2020. We always promise our customers freedom of movement and flexibility. We took this one step further with our new licensing model that we developed in 2020. We reconstructed the modules of caniasERP, our corporate resource planning solution, in a more flexible structure by focusing on the needs and processes of our customers. With

this setup, we aimed that our customers can directly access the modules they need with more affordable costs. In 2021, we will work on the spread of new modules and their more use. In addition to our new licensing model, important work has been carried out on our new user-friendly interface. This year, our focus is on promoting this, collecting its outputs and feedback, and conducting the necessary training and documentation. In addition, we have works that will enable our customers who are just starting to use our system to quickly adapt online with our fast transition mechanisms. We have also made important improvements in terms of security. We are currently at an important point regarding data security, and we plan to expand our work on this subject in 2021. In addition to all these, we will experience our IoT-related projects, new developments and new IoT devices in the field in 2021. We will take our work on business intelligence one step further. We will also have projects regarding its integration with e-Signature procedures. Finally, the issue of archive mechanism is one of the 2021 agendas.

Could you tell us the difference of the products you produce as a result of R&D from their equivalents? What are the features that distinguish you from your competitors?

Our products are always ready for the future! We always have the freedom to develop and improve on our software development platform and our open source code, TROIA, our own database iasDB, our user-friendly interface and our new licensing model. We offer flexible, fully integrated holistic software solutions to our customers. Thanks to the technologies we offer under canias4.0, our customers can find solutions to all their needs in all business processes with a single software. Thanks to canias4.0, the need for third party software is eliminated. This provides a great advantage to our customers in terms of investment. In addition, our new licensing model has been designed so that our customers can get the highest efficiency with lower budgets. To summarize, canias4.0 technologies offer customers freedom of movement, speed, flexibility, customization, easy development and low cost advantages. Our full range of software solutions are our most important feature that sets us apart from our customers.

We are Expanding Our Area of Activity

What are your goals, will you have new investments?

We aim to increase our area of activity both in our own offices and in the projects we have started with our business partners. This year, we focused on our operations especially in the South Korean market. Here, we have an important project that we work with our business partner. We think that the scope of these projects will grow in 2021. Along with a large, global automobile manufacturer, the overseas production centers of many automobile sub-industry companies will be on our target in 2021. One of our other focus countries is Germany. We are operating there with three offices and our work will continue rapidly. On the other hand, as I mentioned before, England is one of the important countries for us this year. At the end of 2020, we got a new business partner here. We see that there is a great potential in terms of ERP especially in the production sector and we will increase our work. In addition to these, Lithuania, Pakistan, Spain and France are among the countries in our focus.

> **IAS IS A MULTINATIONAL, GLOBAL COMPANY. OUR PRODUCTS ARE DEVELOPED BY ENGINEERS IN OUR R&D CENTER AND EXPORTED ALL OVER THE WORLD.**

About caniasERP

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

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

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

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

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

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

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

infor

LEVONI GROUP CHOOSES INFOR FOR DIGITAL TRANSFORMATION

Infor announced that Gruppo Levoni, a historic Italian company specializing in cured meats production, has chosen to implement Infor CloudSuite Food & Beverage, an enterprise software solution designed specifically for the food sector. The Infor solution based on Infor M3 enterprise resource planning and Infor OS operating system will help create a digital transformation path for Levoni. The project will be entirely managed by Infor Gold partner Atlantic Technologies.

Learn more about Infor CloudSuite Food & Beverage: https://www.infor.com/en-gb/products/cloudsuite-food-and-beverage

Founded in 1911, Levoni is synonymous with high-quality cured meats. Quality comes from selected Italian raw materials and craftsmanship that is perfectly integrated with the guarantees and safety standards of industrial systems. Levoni distributes its 100% Italian products to more than 10,000 delicatessens in Italy and to 50 countries around the world. With 700 employees, Levoni is a group now in its fourth generation that has made excellence a distinctive character.

The strong evolution and competitiveness of the market and the need to satisfy consumers who are increasingly attentive to quality, transparency and sustainability, accentuated even more by the pandemic, have led Levoni to digitize production processes, responding to the new habits of buyers and new consumer trends, while ensuring a high level of efficiency.

Following a careful evaluation of the solutions available on the market, Levoni found Infor CloudSuite Food & Beverage the ideal platform to manage the complex processes of the food industry and respond to the needs of the group. Infor CloudSuite Food & Beverage is based on Infor M3, an international ERP system with industry-specific capabilities and predefined best practices to achieve results faster. The solution allows users to more accurately plan for demand and respond faster to changing demand throughout a global supply chain and in the factory. It provides operational excellence functions designed for the food and beverage industry, supporting the ever-increasing transparency, traceability, food safety and waste reduction requirements. Thanks to the solution, Levoni will be able to manage both the slaughterhouse and the cured meat production, which are very different processes, with a single tool that provides full traceability from farm to fork.

According to Levoni, the Infor Implementation Accelerator for Food & Beverage makes the solution unique by offering predefined and preconfigured processes based on high-value international experiences in the food and beverage industry. Infor Implementation Accelerator will allow Levoni to create new processes and modify existing ones, starting from worldwide proven industry best practices, providing the agility to respond immediately to the increasingly frequent changes in the market.

The implementation will allow Levoni to embrace the logic of an integrated ecosystem connected with employees, suppliers and collaborators, capable of managing the various aspects of

demand from an increasingly aware and demanding consumer. Thanks to the technology roadmap drawn by Atlantic Technologies, Levoni has laid out the foundations for effective process management and systems integration aimed at creating synergy between the different areas and insights of value for its business. The solution will be used by about 230 users, distributed between the Italian and American offices, and will allow the company to rely on a single system to manage all the group's activities and provide a holistic view of the business.

The implementation of the new ERP solution represents the first step in the transformation of the group's application landscape. In the future, the analysis of the various integrations with the production lines of the group sites and the specific issues of the new product development process are planned, as well as the choice of an enterprise asset management solution that meets the business needs.

"We believe the Infor M3 solution with the Implementation Accelerator for Food & Beverage will allow us to achieve our project goals. The choice of an enterprise solution will allow us to manage all the companies of the group with the same tool, and with the Implementation Accelerator, we will approach the analysis phase of the project starting from the best practices relating to the processes of our sector, and not from the typical 'blank sheet,' with the specific aim of maintaining the solution as standard as possible," stated Roberto Pigni, Levoni Group's information systems director.

"The Infor OS platform seemed to us a very powerful tool that will allow us to manage both the interfaces with other business applications and the automation of business processes. We also greatly appreciate the expandability of the Infor M3 application ecosystem, which contains product lifecycle management (PLM) capabilities dedicated to the food sector and a solution for enterprise asset management," concludes Pigni.

"Supporting a prestigious company such as Levoni, which represents 'Made in Italy' internationally, is a source of great pride for us," said Bruno Pagani, Infor sales director for Italy. "The food and beverage sector must adapt more and more to rapid changes in demand, and to respond to new customer requests, flexibility, agility, high safety and compliance with regulations are required. I am sure that our specific technology for the meat processing sector together with the great expertise of Atlantic Technologies will accelerate the innovation process of the Levoni Group, supporting its growth."

"We are very proud to collaborate with Levoni and lead its innovation process," declared Angela Colucci, Atlantic Technologies VP strategy & business development. "Atlantic has a consolidated experience with companies in the food sector all over the world, helping them to keep up with the evolution of demand and to satisfy the demands of a consumer increasingly attentive to the authenticity of the product. Thanks to the innovative technology of Infor and the specialized consultancy of Atlantic Technologies, Levoni will be able to manage the complex challenges of the sector and ensure profitability and resilience."

About Infor

Infor is a global leader in business cloud software specialized by industry. Providing mission-critical enterprise applications to 67,000 customers in more than 175 countries, Infor software is designed to deliver more value and less risk, with more sustainable operational advantages. We empower our 17,000 employees to leverage their deep industry expertise and use data-driven insights to create, learn and adapt quickly to solve emerging business and industry challenges. Infor is committed to providing our customers with modern tools to transform their business and accelerate their own path to innovation. To learn more, please visit www.infor.com.

ROMANCING THE STONE: MANUFACTURERS EMBED CUSTOMER EXPERIENCE INTO CLOUD ERP

*Article By **Zach Feige,***
Vice President of Professional Services at Rootstock Software

Customer experience is like a gemstone. It must be properly prepared—what jewelers call romanced—in order to shine brightly. Today, manufacturers are starting to view customer experience as the glimmering centerpiece around which to shape business strategy. This trend is changing how they train employees to engage with customers, as well as affecting their technology investments.

Today, customers expect a lot, and manufacturers who lag too far behind digitally savvy companies—like Amazon, Uber, or Door Dash—will pay the price in lost sales and revenue, if they can't similarly provide speed, transparency, and convenience.

In the past, legacy ERP systems were designed around departmental processes, rather than the customer as the center gem. Manufacturers attempted to bolt on solutions to enhance customer experience. This exacerbated the problem of disjointed processes and siloed information. But a modern ERP, with flexibility and connectivity, circumvents these issues. By sitting on an enterprise cloud platform, the latest ERP solutions streamline operations and enable seamless access to customer information.

As manufacturers upgrade to cutting-edge ERP systems, they must set customer experience like the focal jewel in a crown. Below is a list of ways to do this, starting with the implementation process. But if manufacturers have already deployed an ERP, they can still use this checklist to embed customer experience into current solutions.

1.Gain clarity with customer insights.

An ERP should enable a 360-degree view of the customer. With this visibility, manufacturers will be able to gain a competitive advantage, as they'll have a deeper understanding of customers, and they'll be better equipped to deliver a more tailored experience.

Many manufacturers are choosing ERP solutions that enable seamless connectivity to all their data. This can be done with a cloud enterprise platform, such as Salesforce. With access to complete customer information, service representatives can efficiently address customer issues, queries, and requests. In addition, manufacturers can track and analyze customer behavior and preferences to better serve future needs and interactions.

2.Optimize workflow and processes.

Delivering a winning customer experience requires the coordination of many moving parts. An ERP should be configured to facilitate service across the full spectrum of business processes, including orders, production, quality assurance, delivery, billing, payment, and service. The ERP should be configured to share data across these departments, so everyone is on the same page about a customer's needs and history.

Companies should also pay attention to the opportunities afforded by mobile capabilities. Many manufacturers are adopting mobile ERP apps to untether processes from

workstations. From the field and even the shop floor, staff can access up-to-date information and facilitate transactions.

3.Enhance inventory and supply chain management.

Manufacturers want to manage their inventory and supply chain to ensure customers receive orders on time, and products meet quality standards.

During the pandemic, we've all experienced how frustrating it can be when products are out of stock. When a business places an order, out-of-stock items could mean delays and/or downtime that could affect their bottom line. By properly configuring an ERP, manufacturers can spare their customers this experience. An ERP can be set up to anticipate demand and provide automated notifications when supplies and raw materials run low.

> **ERP, CRM, AND QUALITY MANAGEMENT SYSTEMS (QMS) HELPS MANUFACTURERS KEEP TRACK OF PRODUCT COMPLAINTS, SERVICE REQUESTS, THE STATUS OF TICKETS, AND OTHER CUSTOMER FEEDBACK.**

In terms of inventory, the ERP should help maintain an appropriate level of finished goods to meet ongoing, unexpected, and last-minute orders. With orders consistently fulfilled, manufacturers avoid scenarios where customers want to switch providers.

4.Ensure accurate production plans.

Manufacturers must be wary of over or under production, which could drain resources and impact cashflow. To avoid this, an ERP's planning engine must be configured to interact with CRM to create more precise production plans, aligned with sales forecasts. With connectivity between ERP and CRM, manufacturers can more easily monitor fluctuations in demand and reconcile them with production capacity and constraints.

As a result, when sales representatives are out in the field, they can access the most up-to-date information on inventory and production schedules. They can create quotes faster and more accurately. By setting competitive bids, they have a greater chance of getting customer orders placed, and in the process, they nurture customer relationships or make a good impression on new buyers.

5.Analyze customer feedback and resolve complaints.

Manufacturers want to transform customer input into improved customer experience. The interaction among ERP, CRM, and quality management systems (QMS) helps manufacturers keep track of product complaints, service requests, the status of tickets, and other customer feedback. When companies quickly resolve issues, they stand out from the competition. The ERP-CRM-QMS integration also ensures a record of past interactions, so companies can continually improve and evolve—both in terms of product and service. Customer complaints stored in these solutions create a knowledge base, making it easier to resolve similar situations in the future.

6.Embed excellent service into operations.

During ERP configuration, manufacturers should define key touchpoints at each stage of the customer journey, so companies can identify opportunities to improve service. For example, some manufacturers have deployed AI to recommend the next step that agents should take to better serve and satisfy customers. Other manufacturers have deployed chatbots to resolve frequently asked questions or frequent requests for information. Still others have set up alerts around pre-anticipated needs, such as regular servicing or preventive maintenance.

MANUFACTURERS MUST BE WARY OF OVER OR UNDER PRODUCTION, WHICH COULD DRAIN RESOURCES AND IMPACT CASHFLOW.

Manufacturers also invest time and resources to train staff on customer support, but chances are that these representatives spend a lot of time providing the same product information to different customers. If a company can track these requests and make information available via self-service, staff can then spend more time on complex queries and customer relationships.

7.Apply polish with online engagement. Traditionally, ERP was configured to serve the needs of internal employees. Today, a cloud-based ERP can facilitate external engagement with customers. For example, using low-code customization, manufacturers can deploy online communities and portals. Through these gateways, customers can create accounts, place orders, and make payments. Portals also provide customers with various ways to self-service their own needs. They can access product information, view their order history, and check on the status of recent orders. Manufacturers may also configure portals to provide customers with additional capabilities, such as inventory look-up, obtaining price quotes, and tracking product certifications.

A Shining Customer Experience

Diamonds are products of geological forces acting over millions of years, but surprisingly, they can also be produced in labs in just a few days. This shows that the right technology can streamlines processes, resulting in a precious product of the highest quality.

In today's competitive market, manufacturers are doing something similar, using cloud ERP to help them meet high customer expectations. The easier these companies can make it for customers to find product information, place orders, and receive the services they need, the more likely customers will return. And as manufacturers successfully put a shine on customer experience, they'll reap the glimmering gifts of brand loyalty, word-of-mouth referrals, and rave reviews—all of which contribute to continued growth and success.

About Rootstock

Rootstock Software is a worldwide provider of cloud ERP on the Salesforce Platform. When combined with Salesforce CRM, Rootstock Cloud ERP offers manufacturing, distribution, and supply chain organizations a single platform to grow and manage their businesses. Rootstock Cloud ERP is a flexible, modern, and digitally connected system that transforms companies to deliver a more personalized customer experience, efficiently scale operations, and out-service the competition. To learn more, please visit www.rootstock.com.

Zach Feige is vice president of professional services at Rootstock Software. On a daily basis, he focuses on enabling customer success. He and his team help customers to implement and configure cloud ERP so they can digitally transform their businesses. He has over 20 years of experience in manufacturing and distribution across different industries, including automotive, high-tech, and steel processing.

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WHY IS IT SO IMPORTANT TO PAY ATTENTION TO CUSTOMER EXPERIENCE?

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

Builds partnership and trust

Long term relationships are important in the world of ERP because this is not something that gets delivered in a package to your door. Technology partners have the potential to be valuable and trusted advisors whose worth lies as much in the expertise they can share as the software they install. Without that trust, projects can and do fail, particularly when a customer is reluctant to take the best advice offered. Word of mouth reputation.

Reputation matters more than ever today because in a world of fake news and sponsored content a recommendation from a trusted source is worth millions. Any company with a reputation for delivering a smooth implementation experience is on to a winner because customers often find it challenging.

Cloud changes everything

Unlike on-premise ERP, cloud contracts now give customers the option to leave after a short period. That means that retention is more important than ever to cloud ERP vendors. It's not hard to see why a good experience at all times has become so important in the cloud world. Customer satisfaction is key to renewal.

Integrity

The internet is filled with ERP horror stories which can be painful and even embarrassing to read. There is no doubt they have an impact across the whole industry and put hurdles in between vendors and potential customers. Like trust, it is vital to establish integrity from the outset. Then when things go well each partner is protecting the good reputation of the other and they have a collective stake in the project's success.

> "REPUTATION MATTERS MORE THAN EVER TODAY BECAUSE IN A WORLD OF FAKE NEWS AND SPONSORED CONTENT A RECOMMENDATION FROM A TRUSTED SOURCE IS WORTH MILLIONS.

Long term relationships

Companies who value long term relationships will make every effort to ensure the implementation goes well because they know their reputation is on the line. I would recommend that anyone selecting an ERP implementation partner asks specific questions around the issues of integrity and trust

and finds out whether they are working with a team for the long haul or if they simply vanish after the implementation is over.

A note about remote

As we enter the second year of Covid 19, a lot of projects have been carried out remotely. These have often been faster and just as successful as before but it undoubtedly makes it harder to forge those face to face relationships. We have all had to make a bit more effort but it is not impossible. Our team at In Cloud Solutions like to talk about "sprints" where interactions are regular but short. With a little bit of social chat and some concentrated work effort - you can achieve a lot and still make friends!

Have fun!

One of my favourite customers makes me smile when he says that ERP implementations should be fun. It might not be the first word that springs to mind but why shouldn't everyone get on, have a laugh and tackle the task at the same time? I would love to hear from people who have had a good time with their customers on an implementation and whether that correlates to a great reputation for delivering a good customer experience.

In Cloud Solutions is a trusted SAP Platinum Partner and resller of the mid-market ERP solution SAP Business ByDesign

> **"COMPANIES WHO VALUE LONG TERM RELATIONSHIPS WILL MAKE EVERY EFFORT TO ENSURE THE IMPLEMENTATION GOES WELL BECAUSE THEY KNOW THEIR REPUTATION IS ON THE LINE.**

Lucy Thorpe is an in-house writer and content creator for cloud solutions consultancy In Cloud Solutions based in Reading & London in the UK - they are members of the worldwide United Vars network of SAP consultancies.

About InCloud Solutions

In Cloud Solutions is an SAP Platinum Partner offering ERP software solutions, training, and consultancy to SMEs. Based in the UK In Cloud Solutions are experts in the ERP solution SAP Business ByDesign, cloud-based ERP for mid-sized business. www.incloudsolutions.co.uk

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WHY IS CUSTOMER EXPERIENCE IMPORTANT FOR ERP SOFTWARE?

Build Partnerships:Build Trust

Long term relationships are important in the world of ERP because this is not something that gets delivered in a package to your door. Technology partners have the potential to be valuable and trusted advisors whose worth lies as much in the expertise they can share as the software they install. Without that trust, projects can and do fail, particularly when a customer is reluctant to take the best advice offered.

Lucy Thorpe,
Head of Content, InCloud Solutions

INCLOUD SOLUTIONS

COVID ENVIRONMENT ILLUSTRATES THE IMPORTANCE OF DIGITAL MANUFACTURING

*Article by **Brent Dawkins**,*
Director of Product Marketing, QAD

The impact of COVID-19 continues to challenge manufacturers with sudden work remote policies, extreme demand swings, unexpected supply disruptions, new health safety procedures and other factors. In this rapidly changing environment, the importance of digital manufacturing has increased as manufacturers scramble to maintain business continuity while anticipating and reacting to seemingly never-ending disruption to their businesses.

Digital manufacturing can be considered a fully integrated approach to planning, scheduling, quality, cost management, material movement and shop floor control. It allows manufacturers to leverage digital and advanced technologies to better communicate, analyze and use real-time information to meet cost, quality, production and other performance objectives. As manufacturers advance through digital transformation, many first look to ERP providers to leverage new technologies like robotic process automation (RPA), machine learning, digital twins and others to bring more actionable insights, more rapidly adapt to change and innovate for competitive advantages.

With the pace of change accelerating worldwide, speed and responsiveness is everything. The ability to recognize business disruption, pivot quickly and turn that disruption into a competitive advantage is crucial. The importance of digital capabilities in mitigating abrupt business change has been accepted for years. For example, manufacturers have relied on ERP solutions as a digital foundation for quite some time, and they know the extensive role ERP plays in addressing business changes like mergers, acquisitions, globalization, port strikes and other events. But, in today's pandemic environment, companies are realizing the extensive role ERP and digital transformation plays in maintaining global manufacturing operations,
The current pandemic-related spikes and shortages are a harsh reminder that when a market disruption occurs, connectivity with and visibility into customers, suppliers, carriers and other trading partners matter more than ever. While the coronavirus is the most widespread and impactful business disruption manufacturers have recently experienced, during the ordinary course of business, leaders consistently prepare for unplanned events like labor shortages, natural disasters, geopolitical issues and other events. Increasingly, we see manufacturers placing less emphasis on cost savings and more importance on digital connectivity, agility and collaboration. In fact, a BDO Industry 4.0 Benchmarking Survey found that optimizing business processes and driving operational efficiencies was cited as a top business objective, and has become essential in light of COVID-19. The survey goes on to cite Harvard Business Review research noting that "companies that focus on operational efficiencies over layoffs to manage costs are more likely to experience 'breakaway performance' coming out of a downturn."

In an era of constant disruption, manufacturers need to start thinking about ways to effectively boost digitalization and confidence that their ERP can meet next-generation requirements – if they have not already started. While the adoption of digital technologies varies from company to company, many manufacturers are implementing or reviewing new technologies they hope will boost operational connectivity, flexibility and responsiveness. Pragmatic manufacturers begin with smaller prototype projects like employing some form of machine learning to improve forecast accuracy, IoT techniques to increase shipment visibility or advanced analytics to enhance decision-making. Only to the extent that advanced technologies make a meaningful impact on performance, can manufacturers fully support the investment. As a result, manufacturers must decide which new technologies can provide competitive

advantages for their business. Let's consider just four areas where manufacturing ERP and digital transformation can stimulate operational efficiencies and business agility.

Boost Demand and Supply Chain Planning

Many situations other than COVID can affect future product demand and supply planning including seasonal trends, customer buying patterns, unexpected weather events and competitive product innovation. Historically, many manufacturing firms have created forecasting and planning processes that rely on information that includes outdated demand patterns. In the era of digital transformation, it's essential that firms can access real-time customer behavior, which can illuminate changing patterns and be used by management to adjust supply chain responses in accordance with customer expectations. With the digital technology available today and quicker access to real-time information, more precise demand tracking and monitoring allow for appropriate and timely supply chain adjustments to better meet customer demands and lower inventory levels.

Increase Supplier Collaboration

Improved connectivity and collaboration with raw materials, transportation, packaging and other suppliers can help to maximize supply chain performance. According to BDO's Benchmarking Survey, "Real-time transparency can help companies more proactively identify specific areas of risk early on, or more quickly notice and respond to disruption that occurs." Quicker access to possible supply chain disruptions can determine critical component availability for operations and product availability matching customer demand. Additionally, supplier relationships can be intelligently strengthened by digitally collecting and sharing information like inventory availability, quality standards, regulatory requirements and shipment status. Real-time data access and transparency allow supply trading partners to gain decision insights, collaboration and analytics resulting in greater agility to respond to uncertainties and disruptions involving suppliers.

Tighten Shop Floor Connectivity

Manufacturing organizations continuously complain about the lack of information between the shop floor and planning activities. Direct connections to production equipment and simplified shop floor data capture result in the influx of live production status for operators. As collaboration increases, manufacturers improve production decision-making, reduce inventory levels, increase customer responsiveness and boost enterprise agility.

With the business disruption of COVID, it is one type of challenge to have front-office personnel working from home, but it's an entirely different challenge trying to run a factory floor from home. For many manufacturers, it is not an option as machine operators and material handlers are required to maintain operations. The question for manufacturers now becomes one of how many personnel are needed to maintain production.

By leveraging digital and next-generation ERP capabilities, manufacturers gain the production insights required to meet customer expectations with the comprehensive collection of operational data. Employees gain quicker access to the information needed to cost-effectively manage shop floor operations. This specific and integrated information improves production efficiency, delivers actionable analytics and serves as a critical component for minimizing on-site workers while ensuring production continuity.

Gain Timely Business Insights

Business visibility is a hot topic for many manufacturers, especially those that currently rely on outdated processes or have overlooked the importance of rapid access to data for delivering performance improvements. Decision-makers require instant access to information in a personalized manner that allows manufacturers and their trading partners to make decisions based on the same set of data. This improves on the scenario where manufacturers rely on manually intensive efforts to access and share information, or where data resides across multiple technology systems. In both cases, more agile and effective collaboration strategies result in accessible and actionable intelligence across the business network. With greater access to real-time data, manufacturers and their trading partners are in a better position to deliver innovative products, drive critical supply chain processes and ensure a positive customer experience.
The short-term outlook promises to be an ever-changing environment for manufacturers as they regain their footing amid COVID and continued volatility. While uncertainties remain in the foreseeable future, manufacturers should increase their operational resiliency and take a hard look at their current digital manufacturing and next-generation ERP capabilities. This includes reviewing current supply chain networks and production operations to foster more agility throughout the business. It also includes adding digital manufacturing technology for intelligent insights and to drive increased ability to flex production and resources as needed. With a pragmatic approach, manufacturers can exit the COVID environment with a stronger organization that reaps financial benefits and improves market competitiveness.

Brent Dawkins is QAD's Director of Product Marketing with over 20 years of manufacturing and supply chain experience. In his spare time, you can find him hiking the Rocky Mountains of Colorado, coaching youth hockey or enjoying time with family.

About QAD

In 1979, QAD was founded by Pamela Lopker, who was later joined by her husband Karl Lopker, as a small startup solution to address a large gap in complete, integrated business software for manufacturing companies. We began with a few local customers, supporting them from our headquarters in Santa Barbara, California. But as our customers took their brands to the next level—international—we adapted quickly to keep up. Today we support customers in over 100 countries around the world. Our products have gone global, too, and we have spent years innovating and growing our offering as our customers expand their businesses overseas. You'll often hear us say that at the heart of QAD is a strong and loyal customer community. We really believe that to create the best full-featured manufacturing ERP software for our customers we need to work together. We pride ourselves on our customer engagement and our commitment to continually evolve as the manufacturing industry changes. It's been over four decades; we still focus solely on manufacturing—we live and breathe it every day alongside you. Together we are building an Adaptive Manufacturing Enterprise.

WHY IS CUSTOMER EXPERIENCE IMPORTANT FOR ERP?

Article by ***Puneet Kakkar,***

A couple of decades ago, the word "customer experience" did not exist. Although organizations had placed the customer at the center of their business operations, many customer touchpoints throughout the product lifecycle were missing. In fact, it was not until the late nineties that businesses had a more honest opinion of what their customers were thinking about their brand and feedback about the end-to-end customer journey.

The ERP and Customer connection:

Your customers' perception of your company's brand and their buying behavior is directly tied to their end-to-end experience with your company's products and services, websites, mobile applications, customer support center, marketing & promotional materials and many more. Based on a Harvard business review - On average, the CEOs of U.S. corporations lose half their customers every five years. So, when you deliver a positive customer experience, you're contributing to the growth of your company by creating happy customers. With increase in customer satisfaction, you'll see increased customer loyalty, positive word-of-mouth referrals and thus all contributing to an increase in your bottom line. Whether you operate a small factory or a large-scale multinational organization, a vital part of improved customer experience is the ability to have visibility across your entire supply chain in order to offer customers quicker response time and access to products where and when required.

Today's customers have unlimited options for researching and purchasing products, with online sales and new digital channels providing not only transparency into pricing but the actual shopping experience for millions of shoppers around the world. The main culprit in this challenge is that traditionally ERP software was built to serve the needs of internal employees and not customers, let alone the trading partners that are a critical part of any modern enterprise. ERPs were designed more around the organization's business processes instead of customers. Even with the advent of new designs for old systems, they struggle to get away the legacy of their architectures and hence end up building integrations or scattered customer data across the enterprise. Your ERP's ability to effectively deliver on customer expectations is increasingly dependent on:

- Highly integrated and automated workflows between various departments of the organization
- 360-degree view of customer data
- Real time visibility across complete supply chain in order to provide quickest and accurate response to customers

Below are the various ways, an ERP can be used to provide improved and efficient customer service.

> **CUSTOMER EXPERIENCE IS NOT ONLY ABOUT JUST PROVIDING A QUALITY PRODUCT BUT ALSO, DELIVERING AT THE PROMISED DATE.**

Improved Customer Experience

Modern ERP applications is an integrated system and it has only one database for all the modules. For example, if your supplier is your customer as well, it can maintain both pieces of information instead of maintaining duplicate records. Since, the same data is shared across various departments (such as Inventory, Purchasing, Order Management, Payables and Receivables etc.), there is no disagreement or confusion related to data amongst the departments as everyone has access to same set of information. This helps in coordinating the workflow between various departments and there is lesser chance of miscommunication. The customers will receive the same information across all the channels and there will be no discrepancy regarding the products. Backed by ERP information, your customer support is better prepared to provide accurate, faster and more impactful customer service.

Order Management and Inventory Management

Customer experience is not only about just providing a quality product but also, delivering at the promised date. We all know, how frustrating it would be to find out the item, we ordered, is out of stock and could not be delivered. ERP tools can help you maintain stock levels by automatic reordering option, as soon as stocks drop below a threshold point and predicting customer demand. Another disappointing customer experience is the delayed delivery of customer goods. Even though, it is the last stage of the process, but as per the customers it is the most crucial one. ERP can help to make realistic commitments as it holds all the details about the product, inventory and the customer in the same database. These details can be used to display promise dates to customer during ordering process.

Competitive Pricing

Today's market is cluttered with competition, so it is very important to keep the prices competitive as customers have many options to research and choose from. ERP plays a great in keeping the prices competitive as it helps in reducing the inventory and work in process which means there will be a lesser cost associated with manufacturing. ERP can predict customer demand and based on your vendor's lead times and complex pricing algorithms, it can offer pricing in real time (an example is Airplane's ticketing system) . If you as a company can manage to provide the quality goods at a competitive price than you will not only retain the customers, but also attract more customers and give an edge over your competitors.

Customer retention

Customers are the primary assets for a business and hence it is very critical to treat them well and retain them. 70% of the customers leave as they believe that the company is indifferent to them. ERP maintains all the records of the customer and helps the company to understand the life cycle management of the customer's assets. With the help of Installed Base, they have all the access to the details of the customers become more accurate and can answer all the queries of the customers. For example, product warranties, its important to store the Install Date and locations in an ERP tool, so you can provide returns. Having accurate information about your customers' ownership allows increase in customer satisfaction and decrease in customer churn.

Effective resolution of customer's queries

With the help of CRM (Customer Relationship Management tools available as part of ERP), companies can monitor the behavior of the customers which enables the companies to understand the buying behavior of the customers and other important statistics. Answering the queries of the customers is the most crucial part of customer service and is very important for the business. More frequently than you would think, customers get frustrated when the agent does not provide the required information in one call and requires a follow-up call. ERP system makes data available from all modules in one place and enables customer call center to provide more efficient resolutions as they can access all the details about your previous interaction with the customers and hence, they can handle the queries of the customers more efficiently which makes the business highly responsive to the needs and demands of the customer.

Conclusions

Customer service is providing the best possible experience for customers at the point of sale. It is also about delivering quality product at a right price. If the customers are happy and satisfied than the revenues will multiply. ERP is the tool that can be used to augment the efficiency of your firms and empower them to provide better customer service.

Puneet Kakkar is a certified Enterprise Architect with 17+ years of IT experience in product development and is currently working as Oracle ERP Architect with Scientific Games Corporation, headquartered in USA. Puneet started his career with Oracle Corporation as part of their ERP development team and later on worked with IBM Inc., Citi Bank and many more to lead major Oracle ERP implementations.
Puneet has been a speaker at various Oracle OATUG platforms and has contributed scholarly articles at leading publications such as International Journal of Management and Engineering, American Journal of Computer Architecture etc. He frequently publishes professional articles on major publishing portals and is part of Judging committees for various prestigious IT awards.

CUSTOMER EXPERIENCE IN ERP IMPLEMENTATION

*Article by **Nishant Joshi**,*
Technical Writer, Sage Software Solutions Pvt Ltd

A few decades back, customer experience didn't exist in the corporate dictionary. It became a part of the corporate syllabus in the '90s when the Internet took the business ecosystem by storm. The Internet allowed businesses to monitor customer experience and brainstorm strategies to leverage it. Customer reviews and word-of-mouth had never been so crucial in the past as there were no means to measure it. But with the introduction of business management suites like Enterprise Resource Planning (ERP) software, it became easy to measure end-to-end customer buying journey.

The Tempkin Group's recent report tells that companies that earn USD 1 billion annually can expect to earn an additional USD 700 million within three years of investing in improved customer experience.

This article will shed light on how companies can increase customer loyalty by increasing their operational efficiency through ERP implementation.

1. AI-enabled ERP systems enable 24/7 communication.

Every company understands the importance of efficient business communication. It has various benefits:

a. To delegate work details to employees.

b. To retrieve real-time raw material prices from vendors.

c. To provide instant replies to customer inquiries.

d. To break information silos and enable different business departments to work as a cohesive force.

AI-enabled ERP software facilitates high-level communication between different parties. Intelligent chatbots play a significant role in this field in the following ways:

a. Collect critical information from customers and provide them instant replies 24/7.

b. Free-up human resources to focus on strategic tasks that require intelligence and creativity.

c. Monitor stocks and place purchase orders when the inventory goes below the set threshold.

d. Share essential documents with frontline executives at the client's place within seconds.

2. ERP software delivers quicker response time.

Today, customers expect to get everything at the click of a button. They log in to eCommerce portals, purchase the desired product and get it delivered within a day or two. But it requires substantial preparation and planning on the companies part. There are various ERP modules in the ERP software that enable companies to reduce their response time in the following ways:

a. Buy raw materials from the suppliers automatically when inventory stocks go below the set threshold.

b. Automate the manufacturing process to increase the speed of production.

c. Place the manufactured products ergonomically in the warehouse.

d. Coordinate with the distributor so that the finished products reach the market on-time.

e. Collect customer reviews, feedback, and recommendations to get a comprehensive overview of what customers think about its products.

3. ERP software enhances the human element in customer communication.

Chatbots provide numerous advantages, as discussed in the first point, but customers like engaging with humans more than machines. Thankfully, ERP software offers a solution:

a. Natural Language Processing (NLP) allows ERP software to add a human touch while conversing with the customer. The lines are intelligent and witty instead of prosaic. NLP-enabled ERP software understands the context of customer inquiries and provides adequate answers.

b. AI and machine learning (ML) algorithms allow ERP software to make quicker analysis, brainstorm error-free strategies, and formulate better decisions. ML algorithms combine historical and real-time data to search for patterns that reveal trends.

c. Data analytics allows ERP software to collect critical business statistics from various sources, including customers, competitors, government, and the market in general. It reveals actionable insights that help predict future outcomes.

4. ERP software enables businesses to become eco-friendly.

According to Nielsen's global sustainability report, 81% of respondents feel that companies should work to better the environment by implementing sustainable policies. ERP software allows companies to adopt eco-friendly practices by entering the circular economy. Circular economy refers to the cycle in which a discarded product re-enters the manufacturing supply chain instead of being thrown out. This cycle identifies the various ways in which waste items can be reused or repurposed for different manufacturing activities. It significantly decreases waste in the environment and promotes the reuse of resources.

Sustainable practices have gained substantial importance in the last few years due to awareness programs run by governments and institutes of international repute like the United Nations Environment Program (UNEP) and Earth System Governance Project (ESGP). Experts advise companies to go green to circulate a positive image in the customer's mind.

ERP software will enable companies to store and analyze operational data and provide critical insights on what green initiatives they can take.

Conclusion

The core functions of ERP software include:

a. Increasing the efficiency of business operations.

b. Decreasing the operational cost.

c. Facilitating customer interactions.

d. Incrementing profits.

But apart from these features, the ERP systems also offer a seamless customer experience.

Customer experience and business processes have undergone a drastic change in the last few years. Still, on the brighter side, modern-day business management suites (Like ERP and CRM systems) provide solutions to address such unique needs.

Why is customer experience important for ERP software?

Providing excellent customer experience has become a differentiating point for companies across industries. Research suggests that acquiring new customers is approximately 5 times more expensive than retaining the existing ones. ERP software allows companies to provide a top-notch customer experience that helps expand the customer base. It also enhances customer loyalty that increases profits.

Nishant Joshi likes to read and write on technologies that form the bedrock of the modern-day and age like ERP, CRM, Web Apps, machine learning, data science, AI, and robotics. His expertise in content marketing has helped grow countless business opportunities. Nishant works for Sage Software Solutions Pvt. Ltd., a leading provider of CRM and ERP solutions to small and mid-sized businesses in India.
You can learn more about him on 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.

ORACLE

HOW TO MASTER CX IN MANUFACTURING: TRADITION MEETS TRANSFORMATION

Tradition runs deep in the manufacturing industry, especially for companies that have been around for a long time. Whether it's a family-owned business or a corporate manufacturer, relationships with wholesalers, distributors, and partners are an important part of the equation. Over time, these relationships and other traditional business practices cultivate cultural identity and become simply the norm, and "the way you do business."

A strong corporate heritage is a great thing, especially when you can tie it to your brand—but it can also make or break a company. If you're not careful, this legacy way of thinking can hold you back and prevent you from making change. And as we saw at the beginning of 2020, embracing changing times and digitizing initiatives can never take a back seat.

Join us April 15 for Manufacturing Insights: Enterprise Service Management to see how manufacturing leaders have broken traditional barriers to reinvent their business models within customer experience.

Cutting away from the ordinary customer experience

In the past, manufacturers focused on transactions to sell equipment and goods. It was more of a "one and done" mentality. Over the past few years, however, even before the events of 2020, heightened customer demands and increasing market maturity encouraged many manufacturers to begin shifting to a model of relationship-based selling.

The events around the global pandemic only amplified this focus on customers during a very difficult year. Like many of their peers in other industries, CX leaders in manufacturing had to examine every aspect of their business to operate in a new digital world. In that short time, they have expedited new ways of doing business, including:

Recurring subscriptions: Agreeing to provide regular payments for uninterrupted access to a good or service.
Direct-to-customer: Shipping products directly to buyers without relying on a traditional store.
Product customization: Using computer-aided manufacturing systems to produce a custom good or service.
And if that's not enough, cloud natives are reimagining and creating new tactical paths to growth that drive competition in a mature market. Think 3D printing, better supply chain management, or building heightened experiences through predictive maintenance.

Pivoting to a path of recurring revenue

Especially as the pandemic has hurt the manufacturing industry in everything from supply chain shortages to declining product revenue, the popularity of subscription-based pricing has increased. Businesses are accelerating their transformation from one-time sales and service contracts, finding that long-term relationship-based models add greater value to their business than simple transaction-based methods.

This shift requires significant investment in digital technologies to support and services customers in this new business model, but it directly correlates with the seamless, friction-free interactions customers prefer and expect with their service providers in all facets of their life, whether that customer is a consumer interacting with a music streaming service or a manufacturer charging a hospital to use an MRI machine with the latest software.

And the benefits go both ways. In the case of the hospital, a monthly use charge relieves them of footing a large one-time payment and includes funds for service should something go awry. The manufacturer avoids some of the financial uncertainties that have riddled the manufacturing industry over the past year, such as deferments or cancellation of equipment deliveries.

Manufacturers who can successfully pivot to a new business model, such as subscription-based selling, also positively influence their brand equity by keeping themselves top of mind as solution providers for business challenges. Given the various unknowns brought about by the pandemic and ever-changing customer expectations, leveraging service transformation to get closer to customers and delivering high-value interactions is critical—and very possible given today's digital-led innovations.

Unlocking the value of data

The most valuable, but quite often the most underutilized asset a manufacturer has at their disposal, is data. Connecting and unlocking the value of data in real time to fully understand the customer is the foundation for delivering frictionless services. A connected platform surfaces trends and needs as they become visible, which is critical to delivering exceptional experiences.

This valuable data can help you take an anticipatory path and build a competitive advantage by developing better, more idealized solutions. Investing in digital technologies driven by a data-first approach allows you to move from a reactive state of operation to an agile, adaptable, proactive one.
Taking a data-first approach is instrumental in building long-term relationships with customers, which then extends profits through customer loyalty, increased service revenue, and improved field service productivity. Moreover, customer self-care initiatives, such as guided selling and improved partner channels, help them resolve issues efficiently while positively engaging with you.

Mastering CX within manufacturing

Manufacturing is heavily based on tradition, but globalization, competition, market maturity, and heightened customer expectations have begun to redefine the industry and present never-before-seen challenges—challenges that can only be solved by consistently driving customer engagement and satisfaction through frictionless service that anticipates and meets "in the moment" needs.

Want to hear how others are overcoming these challenges and transforming their enterprise service? Join us April 15 for Manufacturing Insights: Enterprise Service Management to see how manufacturing leaders have broken traditional barriers to reinvent their business models within customer experience.

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 IFS WILL HELP YOU TAKE ADVANTAGE OF THE NETWORK EFFECT

Most of us have felt the sudden application of G forces to our body from an amusement park ride, only to be whipped back in the opposite direction just as quickly.

That is what is about to happen to global businesses.

After shrinking 3 percent in 2020, the World Bank projects the global economy to grow by 4 percent in 2021. To prepare for this, progressive, smart businesses have been quietly investing in technology, not just to optimize their own operations, but to become 'platform businesses' by becoming so easy or attractive to work with that they can leverage a 'network effect' for competitive advantage.

Will you be one of them? Join us for this special premiere of the next major release from IFS on March 10 to see how IFS will help you get there.

We will discuss how IFS's new product offering will provide a competitive advantage of the network effect and deliver more intuitive, valuable products or services, drastically lower price or cost and shorten response times. It will also help companies eliminate gaps that lead to supply shocks, which may be a factor periodically for some time to come as the world recovers from the pandemic in fits and starts.

What is the network effect? And how will IFS prepare you to ride the wave?

Network effect through reduced friction

A network effect occurs when a system becomes so easy to use that it drives greater adoption.
A third-party logistics provider (3PL), for instance, might have a software system that makes it easy for them to partner with multiple trading partners with automated, frictionless environments for trade. That frictionless environment, supported by proprietary software products, leads to greater adoption and more users. More users leads to greater utility for the platform.
The president of one 3PL, upon acquiring another, said that combining one company's port-centric operations with the other's fulfillment centers in gateway markets, the acquisition will unlock substantial efficiencies and "create a network effect of other streamlined processes."

But achieving this network effect is becoming more important to every industry that has to balance supply, demand, capacity and other real-time dynamics critical to delivering successful customer experiences.

Even construction companies are becoming platform businesses that leverage technology to enable their business. Construction companies with systems that deliver greater utility when it comes to enabling collaboration, connecting demand signals from job sites and project planning to suppliers and subcontractors will be more attractive to work with and will therefore grow.

Manufacturers are getting in on the action as well, hoping to realize network effect benefits in areas like sustainability, or one-click manufacturing where ease and frictionless commerce could make winners and losers. Software must provide group utility

While enterprise software for decades sought to reduce the friction of transactions within a company, we must now deliver software applications that do the same for ecosystems of trading partners, enabling our customers to become true platform businesses.

A 3PL may be able to grow by packaging up standard transactional systems shippers and customers find more useful than their competitors—in part because of the number of other trading partners the network gives them access to. But really any other manufacturer, a construction company, a service provider, must now also become platform businesses—easier to work with, driving more value, by virtue of their enterprise system.

Some manufacturers may be able to use their own systems to disrupt the market by providing greater value than competitors. Others, however, will need to work within another company's platform, adding value to it in ways that again lets them disrupt the market by providing more value than other platform participants.

Sometimes that value can be as simple as direct visibility into the supply chain. Think of how Amazon.com customers can see how many of a given stock-keeping unit (SKU) are in stock, and how that influenced other e-tailers to ensure real-time visibility of inventory. Ensuring visibility across company boundaries, though drives greater utility than just giving your customer visibility into what is in your warehouse at a given moment, particularly with long lead time items.

"In fact, with an information feed from suppliers in China and visibility from the ocean carrier, the broker, and the intermodal carrier, this visibility combined with reliability reduces the need for speed," Scott Szwast, international freight marketing manager with UPS Supply Chain Solutions told Materials Handling & Logistics.

Easy interoperability and automation

IFS has long helped many of our customers become true platform businesses, from defense contractors to field service organizations. Our new product will be all about driving this type of utility for any company, any business model, in the various industries we serve.

Join us March 10 to see how IFS will help you become a platform business and take advantage of the network effect by:

Providing complete flexibility integrating with external parties at exactly the right point in a process flow to blow away barriers that would keep external stakeholders from seamlessly collaborating

Facilitating, in a low-code environment, intelligent process automation not only within your business but with customers, vendors and other stakeholders.

See you there!

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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ORACLE NETSUITE

4 REASONS WHY YOUR SERVICES PROJECTS MAY NOT BE PROFITABLE

*Article by **Joseph Clancey**,*
Product Marketing Specialist, Oracle Netsuite

Project managers in services businesses have a clear goal: deliver projects as efficiently as possible while increasing their company's profitability. But completing projects on time and staying within all the constraints set by the contract isn't easy.

Moreover, managers are often forced to rely on manual processes to track these projects, which can become overwhelming. From project setup to budgeting and allocating recourses, this manual work makes it difficult to deliver on-time projects within budget to happy customers.

There are some common problems that interfere with services projects meeting their goals.

Why Project Run Over Budget and Miss Deadlines

Poor project visibility. One of the primary causes of projects running over budget is that managers don't have a clear understanding of the status of the project. Oftentimes, different teams are using different tools to update project status, creating incomplete status reports and a fragmented picture of the project. Those different tools, whether spreadsheets or dedicated project management software, can lead to a lack of standardization when monitoring KPIs and updating dashboards. This lack of cohesion creates further uncertainty when you need to align project status and financials.

Services teams need a central repository to access the right data. Otherwise, managers will waste time trying to correct and fill in the missing pieces, leading to wasted resources, unbilled hours and more risk. For example, when a project manager adds a project update to a project management tool but fails to make changes to the separate tool that manages project financials, then that missing financial information can snowball. Finance and operational teams that may be tracking the project budget see unreliable information, leading to an unrealistic view of project health.

Lack of collaboration. Project managers often have to deal with poor communication between team members. Using email or company chat tools means it's difficult to track updates. For example, when project statuses and timesheet approvals are given verbally instead of tracked in a system,

it can introduce the possibility of mismatched information between reports and impact profits near the end of the project. With inaccurate communication, projects are delayed and go over budget, decreasing profitability.

Misaligned resources. In services organizations, maximizing the number of billable hours per employee is critical to maintaining cash flow and increasing profits. If a business can't identify the right employees to work on specific projects, it isn't properly utilizing its resources. Also, in a fast-paced working environment, manual or administrative work slows and diminishes the work that could be spent on completing the project on time. For example, when an employee has to rely on manually inputting data into the project management system and manually update the project financials, they are spending a significant time on nonbillable hours, which impacts revenue.

Accounting and billing accuracy. Spreadsheets and disconnected financial management systems can contribute to inaccurate accounting and billing errors that affect revenue recognition and the services team's performance during a project. For example, a project team may input the wrong cost code for hours worked into a spreadsheet they are operating from, creating data that does not accurately represent the work completed. Similarly, working from separate systems and spreadsheets limits the ability to automate certain areas of a project. If the team can't implement billing rules during the initial project setup, they can't auto generate invoices when certain triggers are met.

The Key is a Unified Solution

With a professional services automation (PSA) solution that connects to the customer relationship management (CRM), financial and HR systems, companies can gain better control over the project lifecycle and automate cumbersome tasks. That can deliver:

More accurate reporting by providing a standard system and process allowing teams to monitor details down to the project level, including project profitability and other KPIs.
Improved collaboration by eliminating the need to access separate systems to communicate approvals or statuses.
Optimized resource utilization by integrating PSA and HR systems to ensure the right resources are working on the right task by using skills searching tools to maximize the skill sets and resource allocation. For example, employee PTO and vacation requests can automatically tie into the project to show the impact of project schedules/timelines and the business performance during the project.
Automated billing and invoicing with billing rules to link projects to financials and manage pending charges and invoices, as well as control when the organization recognizes the revenue from the project being worked for improved performance.

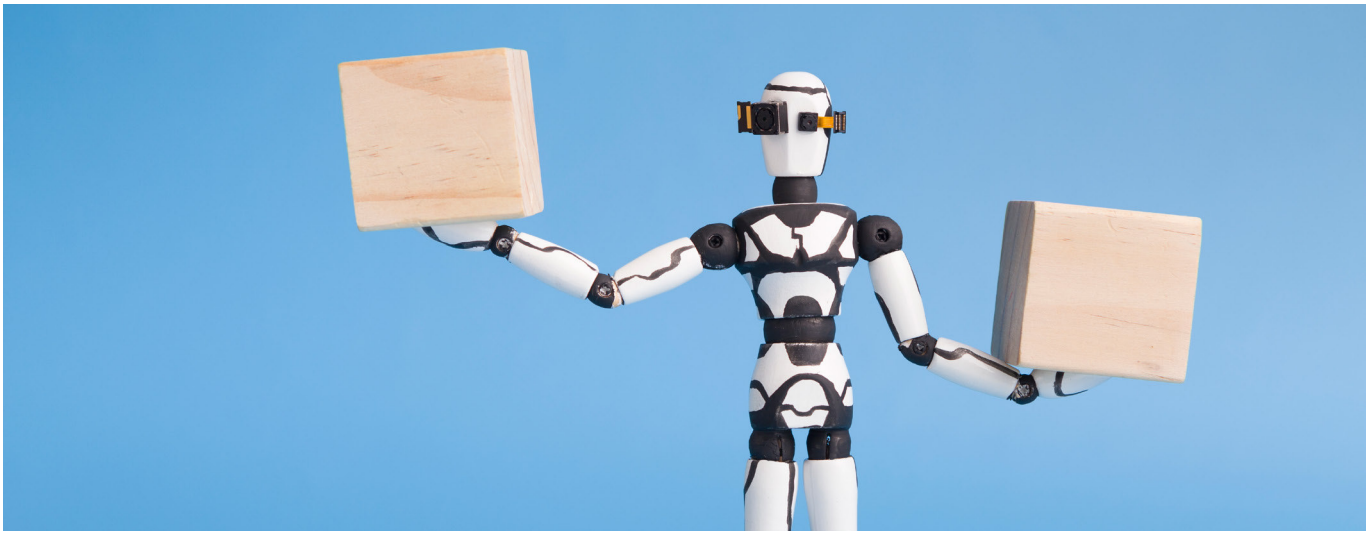
SuiteProjects Unifies Project Management with the Rest of the Business

NetSuite SuiteProjects is designed to help services-based businesses simplify and standardize operations so that team collaboration, resource utilization tracking and reporting as well as project accounting, billing and invoicing are easier to manage. SuiteProjects brings together all these elements in a single solution so that organizations ultimately can operate more efficiently and deliver projects on time and within budget.

To learn more about how SuiteProjects, watch this Suite Fundamentals SuiteProjects product demo webinar.

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.



software AG

2020 IOT TRENDS THAT RING TRUE IN 2021

Article by ***Bernd Gross,***
CEO Cumulocity / CTO, Software AG

When you think of 2020, what springs to mind? Lockdowns, social distancing, empty shelves, online shopping, companies going out of business?
It seems that 2021 will not be radically different and some of the business trends that resonated last year are still going strong.

Our top trend from last year:

#1 Safety at work

The Covid-19 pandemic dominated Board agendas, as companies raced to protect employees, their businesses, and their profits. Safety at work, be it an office, a factory or in the field, was – and remains - paramount. And the Internet of Things underpins the solutions.

Here are some of our top posts from last year:

Go to work but keep your distance
Factory floors are crowded with equipment as well as people. A smart social distancing app can alert you when you are too close to a colleague, and help your employer prevent an outbreak of Covid-19.

IoT can get you back to work

What would it take to get you back on the tube or train during – and after - this pandemic? What if you had an app that could tell you, before you left home, whether the carriages were full or not? Then you could go immediately to the station and travel to work in relative safety.

Remote monitoring keeps mine workers safe

At one phosphate mine deep in the Utah desert, getting there—or getting emergency help and replacement parts if something goes wrong—is a Herculean task. Using IoT, you can monitor the mines remotely from your headquarters - no snowcats or workers required.

Because safety and continuity are everything

Onsite visits to industrial or commercial building projects can endanger employees, workers and management during a pandemic. With a remote monitoring solution from Cumulocity IoT and our partner autosen, you can track your equipment safely, remotely, from anywhere. No more on-site visits. No disruption to your business.

Other themes dominating 2020, and now 2021, include business resilience, the reinvention of retail, and the supercharged increase in API adoption. We will cover these in detail in future posts.

Meanwhile, read how IoT can help your business survive and thrive during this difficult time.

CEO Cumulocity/ CTO Software AG

About Software AG

Software AG began its journey in 1969, the year that technology helped put a man on the moon and the software industry was born. Today our platform makes a world of living connections possible. Every day, millions of lives around the world are connected by our technologies. A fluid flow of data fuels hybrid integration and the Industrial Internet of Things. By connecting applications on the ground and in cloud, businesses, governments and humanity can instantly see opportunities, make decisions and act immediately. Software AG connects the world to keep it living and thriving.

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ABAS ERP 20 - NEW PRODUCT RELEASE

Announcing the most extensive upgrade in abas 40-year company history - abas ERP 20. Feature rich with customer-specific updates made possible thanks to the unique architecture. The new release focuses on more process security with enhanced controls, offering a new dashboard technology and integrating previously chargeable add-ons into an overall ERP package, while being highly customizable.

abas ERP 20 - Most extensive ABAS ERP upgrade to date

With the release of abas ERP 20, abas Software is expanding the range of functions of its ERP software, which has over 120,000 users in small and medium-sized manufacturing and distribution businesses around the world. The focus of the updated version is on increasing process security while maximizing flexibility in order to adapt processes to individual company needs. In addition, over a dozen functions that were previously subject to a surcharge are now included in the standard scope of delivery. These functions include mobile applications for warehouse management and shop floor for production data acquisition (BDE).

The electronic invoice function is now also integrated in the bundle - optionally in the now supported e-invoice format ZUGFeRD 2.1, which enables the automatic transfer of invoices to the document management system. Plus the abas Dashboard technology, which in addition to preconfigured standard overviews and cockpits, allows you to build views according to individual requirements in the dashboard editor - without any programming.

Another unique feature of the abas upgrade is that all customer-specific adaptations are retained during the update. This is not the case with most ERP manufacturers. With abas, the individual programming in the installed version does not have to be carried out again after the update is in place. This lowers the total cost of ownership.
Improved process security

For the upgrade, abas defined new standard processes, expanded plausibility checks and sharpened existing process guidelines. Seven new transaction types were developed for this functionality, which ensures maximum clarity. They are easy to use, reduce the possibility of incorrect entries, and simplify day-to-day business in purchasing, sales, service, warehousing, manufacturing, and financial accounting. Users not only benefit from improvements in everyday business visibility, but abas ERP 20 prevents incorrect entries in the ERP system and the resulting errors with regard to inventory, warehouse values, and calculations.

The integration of the previous add-on abas BPM Toolkit in abas ERP 20 also strengthens process security. BPM stands for Business Process Management, a tool for workflow and process automation that helps businesses adapt processes quickly to changing market requirements. According to the established BPMN 2.0 standard, company-specific business processes are graphically mapped, automated, and rolled out throughout the company and systematically monitored.

Quality management and connectivity

Quality Management and the two tools abas Connect and abas PDM Documents are now also included. Quality management is based on DIN EN ISO 9001:2015. Users now carry out quality planning, assurance, and control as well as reporting without an additional add-on. abas Connect and abas PDM Documents ensure more connectivity: The integration platform abas Connect simplifies the exchange of messages between abas ERP and third-party systems in the IoT environment. A quick connection of machines is possible without any programming. For manufacturers, the smooth communication between PDM and ERP systems contributes to a considerable acceleration and improvement of construction-intensive processes. Reason enough for abas to also integrate the PDM Connector, because it ensures the continuous flow of information from work preparation to construction through purchasing and sales.

New dashboard technology

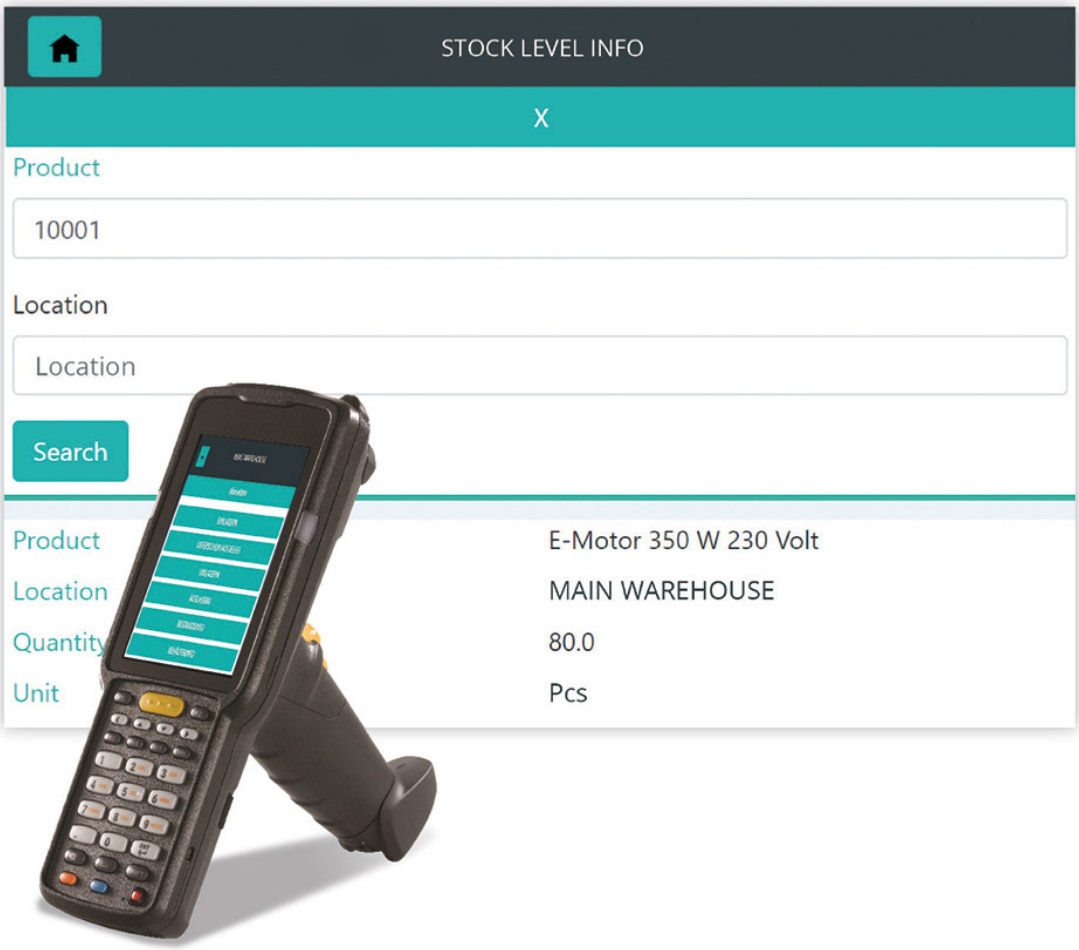
The new release offers the user a self-service editor tool to create their own information dashboards and design them specifically according to the requirements of individual departments, users, or functions. Data and key figures can be prepared graphically with the help of various widgets and supplemented with external information. abas ERP 20 contains 20 standard dashboards which include a production overview and process chain view.

Licensing and Authentication

The new abas license server ensures fully automated licensing of all components of the ERP installation and automatically updates them to the latest versions. This means that third-party access to the system is no longer required. Also new in this context is the integration of the Identity and Access Management component Keycloak in abas ERP 20. This is a single sign-on solution that enables secure authentication and thus the transfer of the ERP login to all connected components. Advantage: The user can, for example, log into abas ERP automatically at his workstation using the Windows login.

The complete ERP solution

abas ERP 20 is a comprehensive solution featuring the optimal combination of tailor-made manufacturing functionality and flexibility that is required for the implementation of the unique business processes of small and medium-sized manufacturers. “This is how we help our customers master their challenges as a manufacturing company on a daily basis,” summarizes Patrick Markowski, Vice President Product Management, abas Software.



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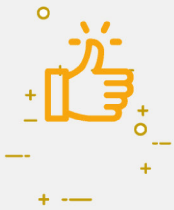
We have been in the heart of the ERP industry for the last decade. Our readers trust us and prefer us to learn the latest news in an unbiased way.

DIFFERENCE

We listen to numerous success stories around the world and share them with our readers. ERP News is the correct address for all companies that wish to create their own success stories.



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The team is composed of engineers, consultants and marketing professionals with a deep technical knowledge and years of experience.

ERP News is a leading global news portal that provides the latest news from all around the world about ERP software solutions serving ERP professionals and IT decision makers. ERP News is an innovative global media company whose mission is to enlighten IT decision makers about the evolving world of ERP.

BRAND ENGAGEMENT

We provide comprehensive content to respond to the ERP industry needs of our readers. This way, we connect ERP providers and customers at the right time and in the right platform.

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