ERP NEWS

MAGAZINE

ISSUE #20 • 10 / 2021

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EDITOR'S NOTE

We live in a time where everything keeps changing rapidly and it is entirely up to your organization to adopt or resist change. There are several ways to adapt to change, and even to take advantage of it, but you should be careful about one fact, that is Millenials!

Millennials (born 1981-1996) are often criticized for being obsessively addicted to the digital world. Speed is very important for them because they manage their daily life with technology in the center. Millennials always use the most updated and advanced devices in every aspect of their lives, so they have actually become the generation that determines the rules of today's business world. Therefore, their expectations are critical for today's organizations. Whether you belong to the Millennial generation or not, it is useful to consider the expectations of Millennials when it comes to choosing ERP.

If you are in the process of choosing a new ERP or moving from a legacy system to a cloud system, do not miss this issue of ERP News! We have compiled the latest articles, interviews, and much more, including the opinions of experts on the ERP expectations of Millennials which will enlighten the many facets of the digital era.

See you in November!

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ORACLE

BT AND ORACLE TO ACCELERATE DELIVERY OF NEW 5G SERVICES IN THE UK

BT Group—the UK's largest mobile and broadband provider—has selected Oracle Communications Cloud Native Converged Policy Management to optimize its network resources and bring new 5G offerings to market faster. The solution will enable BT to quickly and seamlessly test and implement 5G services—such as live streaming and zero-rated 5G content—across its EE mobile network.

Oracle Communications Cloud Native Converged Policy Management makes it easier for network engineers to design, test and deploy new services across both 4G and 5G networks. Oracle's easy-to-use policy design engine will enable BT to test and quickly implement new 5G service plans and experiences, such as live streaming and augmented reality (AR), reducing testing and implementation time to a matter of minutes, instead of months. Oracle's policy management will also give BT the flexibility to optimize network and subscriber resources to launch 5G-enabled Internet of Things (IoT) service offerings to consumer and enterprise customers.

Leveraging Oracle's built-in analytics function and support for edge-routing, BT will be able to make intelligent policy decisions using subscriber, class of service, quality of services (QoS) and network resource data in real-time to deliver the best, most reliable experience for customers.

"BT Group, and EE in particular, have a long-standing, successful track record with Oracle," said Howard Watson, Chief Technology Officer, BT. "As we move to this next evolution in networking, Oracle is helping us reduce complexity with solutions that ease the migration to 5G and provide the flexibility needed both to introduce innovative new services, and also ensure we're offering our customers the right levels of service according to their needs. Working with Oracle further supports our ambitions towards delivering a mobile network that continues to exceed customer expectations."

BT chose Oracle Communications for this initiative based on Oracle's decades of network infrastructure and security expertise in multivendor networks worldwide.

"Providing a reliable and unified customer experience during the 4G to 5G migration process is essential for ensuring long-term market uptake of 5G services," said Caroline Chappell, Analysis Mason. "Oracle provides a best-in-class converged policy solution that leverages the cloud native technologies needed to successfully deploy the next generation mobile network in the UK."

Oracle Communications Consulting (OCC) will support the policy solution implementation and the eventual migration of BT's 4G voice and data services services to 5G; assisting BT with policy design, optimization and 5G software testing using Oracle's Automated Testing Suite.

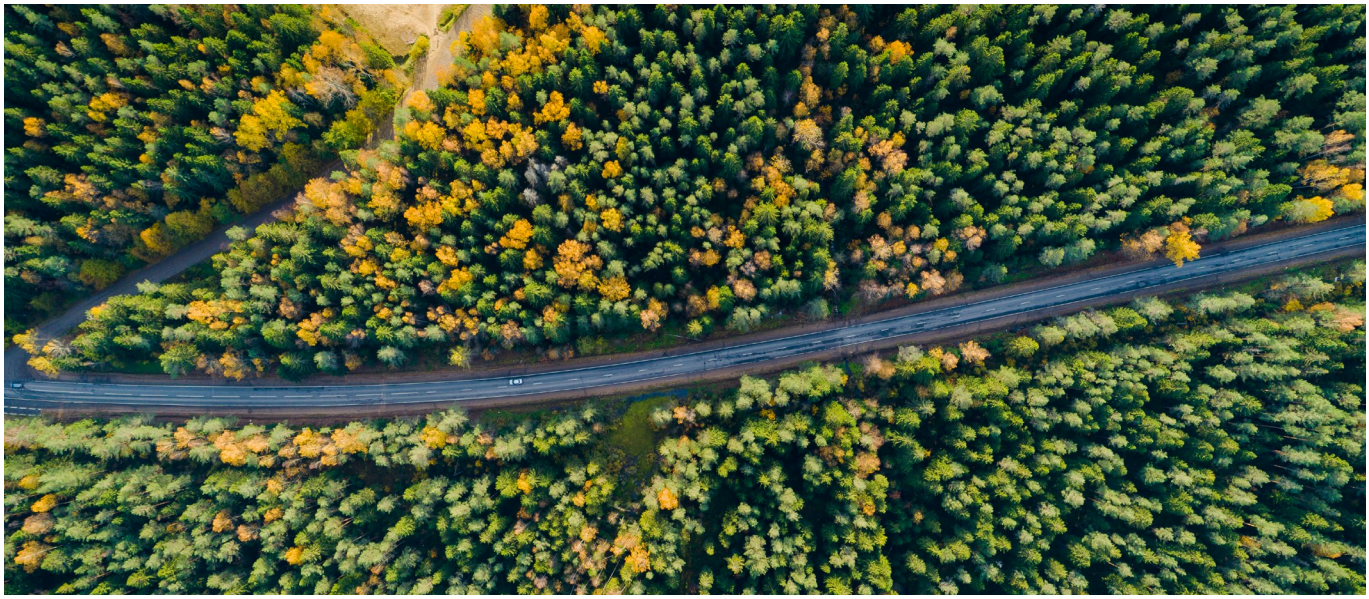
"Oracle Communications technology is helping forward-thinking operators such as BT, future-proof their 5G vision," said Andrew Morawski, senior vice president and general manager, Oracle Communications, Networks. "With a unified, future-ready policy management platform, BT can optimize network resources appropriately and bring new, innovative services and experiences to customers more quickly."

BT also leverages a variety of other Oracle Communications network products, for 3G and 4G SIP and Diameter Signaling solutions.

More information on the Oracle Converged Policy is available in the following eBook, video, report and infographic. To learn more about Oracle Communications industry solutions, visit: Oracle Communications LinkedIn, or join the conversation at Twitter @OracleComms.

About Oracle

Oracle offers suites of integrated applications plus secure, autonomous infrastructure in the Oracle Cloud. For more information about Oracle (NYSE: ORCL), please visit us at www.oracle.com.



SAP CARBON FOOTPRINT SOLUTION HELPS COMPANIES REDESIGN FOR SUSTAINABILITY

SAP SE (NYSE: SAP) announced the availability of SAP Product Footprint Management, a solution that lets companies calculate carbon footprints for their products and across the value chain. It considers the entire product lifecycle, helping companies disclose their products' environmental footprints to regulators and enabling them to make their products more sustainable.

SAP Product Footprint Management is part of a new portfolio of sustainability-specific business applications that deliver transparency and measurement capability across the supply chain, allowing companies to move toward lower carbon emissions and more sustainable operations.

"Customers want it, the world needs it. There is no time to waste for businesses to act more responsibly and sustainably. Sustainability goals are increasingly as important to business success as financial goals," said Thomas Saueressig, member of the Executive Board of SAP SE and responsible for SAP Product Engineering. "When companies embed emissions data into underlying business processes, leaders can drive real change by making conscious decisions across the entire value chain. That is what scales the transition to low emission pathways, and SAP is uniquely positioned to drive this change throughout collaborative, intelligent and sustainable business networks."

By integrating data across all solutions that govern production processes with master data from business applications such as SAP S/4HANA, SAP Product Footprint Management can calculate the environmental impact of various production scenarios. For example, a cookie company can choose its source for chocolate based both on the cost of the raw material as well as on its carbon footprint.

SAP's data-driven approach lets businesses embed sustainability comprehensively and gain actionable insights across the entire value chain to enable companies to transition to low-carbon business processes. Taking a differentiating approach, SAP enables businesses to proactively identify the carbon impact at the beginning of the product lifecycle instead of reactively after a product has been produced. Moreover, SAP Product Footprint Management not only equips companies with the insight to reduce carbon emissions across their value chains but can enable data exchange with customers, suppliers and business partners — driving transparency across a company's scope 1, scope 2 and scope 3 emissions.

SAP Product Footprint Management, a cloud-native solution built on SAP Business Technology Platform, is designed to measure and report greenhouse gas emissions. Proposed governmental regulations designed to combat the harmful effects of climate change could cost businesses up to $120 billion. A recent IDC survey showed linking financial and environmental indications in financial reporting, as well as reducing carbon emissions, are top topics for IT decision-makers.*

SAP's Commitment to Sustainability

SAP has been leading by example in sustainable business practices for more than a decade. In addition to being named the software industry leader in the Dow Jones Sustainability Indices (DJSI) for 14 consecutive years, SAP's membership in the Value Balancing Alliance and the SAP Integrated Report illustrates our commitment to integrating economic, environmental and social performance to drive business decisions.

"SAP has long had a strong, dedicated focus on its own sustainability operations. The launch of the SAP Product Footprint Management solution, combined with the WBCSD's Pathfinder Project, represents a unique opportunity to bring together companies to jointly drive decarbonization across value chains and industries," said Marta Muñoz, senior research director and Lead Technology & Sustainability Practice, IDC EME.

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.

FOUR TENETS OF A SUCCESSFUL AND MODERN OPEN ARCHITECTURE

Article By ***Vladimir Collak*** *,*
VP of Platform and Innovation, PDI Software

Wholesalers and fuel retailers want to know that the technology companies they choose to partner with are creating platforms that are easy to integrate with and are highly scalable. The use of advanced technologies and innovation is critical for the industry as organizations look to accelerate their digital transformation initiatives by moving processes towards more digital methods -- increasing accuracy, efficiency, and reliability for customers.

Other industries have leveraged new technologies and innovations to provide better support for their customers. Take a look at the quick service fast food industry. If that industry can track a pizza from order to delivery, we should be able to do the same with a load of fuel - right?

Just take a look at the difference. An average load of fuel in the U.S. is about 8500 gallons, worth over $25,000; Compare this with the average cost of a pizza order - $20.00. If they can innovate then isn't it time for the wholesale and retail fuel industry to have software solutions and platforms built on an open and modern architecture that can deliver on these kinds of innovations too? We think so.

When we think about a modern open architecture, it includes all of these things, but more! It includes utilizing new and advanced technologies, creating real-time visibility into data and providing insights. Below are four specific tenets of a successful and modern open architecture and the ways they are enabling innovation in the fuel supply chain.

Open architectures based on open standards enable developers and IT teams to innovate, or add, change, replace and integrate with new software components. On the other hand, closed architectures are fully proprietary, and can be complex and expensive to integrate with and maintain. Closed systems also often require specialized support and training only available from the system's provider.

1.API Integration: An API-driven architecture that is open and easy to plug into allows for innovation. Do you remember the old days of Apple versus Microsoft? Historically, everything was built by Apple; only a few close partners existed. Whereas Microsoft operating system was always more open to any kind of hardware, and any kind of software. Developers and IT leaders could write anything on top of it. Like operating systems, successful modern cloud platforms today are API driven because that is what consumers and businesses alike expect. It allows companies such as fuel retailers and wholesalers to leverage technology partnerships, create flexibility, drive integration, and innovate across many different vendors. In short, APIs foster innovation where established vendors, but also startups can innovate on top of an open platform.

2.Cloud Based: According to Flexera, 2020 will go down in history as the year most companies transformed their operations almost overnight. Last year, six out of 10 businesses moved their operations to the cloud. This trend

is likely to continue in the coming years, as companies are moving away from on-premise and are taking advantage of cloud infrastructure. That not only enables organizations to essentially outsource hardware procurement, deployment, and support, but also empowers them to leverage cloud-based services to accelerate the pace of innovation. Cloud-based solutions also enable organizations to focus on their core business instead of managing and maintaining large-scale infrastructure and home-grown solutions. Since COVID and largely thanks to cloud-based solutions, workforce around the world managed to to shift to work remotely. For example, cloud-based logistics solutions enable dispatchers to be located anywhere without the need to be in the office or in the same location as drivers. At the same time, both still have access to all of the order and dispatch information they need to do their jobs.

3.Data driven: Data is truly a main driver today for all organizations. Data, information, and real-time analytics help companies with visibility into their businesses in order to act. A successful open architecture will allow access to real-time data and help pull the data out of silos to capture it all in one place. For instance, data allows fuel wholesalers and retailers to make better, more well-informed decisions including what is the most optimal in-store product mix to drive best financial outcomes, what are the most optimal pricing strategies, or when fuel delivery should be made to minimize run outs.

4.AI and Machine Learning: Once organizations embrace collecting data in the cloud, they have an opportunity to not just glean insights from the data, but also create predictions. Using Machine Learning, organizations can train models that find patterns in the data and predict a probability of certain outcomes. Some of those predictions could result in more personalized and better offer recommendations in loyalty apps at the pump, better pricing strategies that increase margins, or higher customer satisfaction by predicting forecourt equipment failures. In fact, machine learning and AI can profoundly impact the way technology shapes the entire industry.

Organizations should consider moving to an open and modern architecture in order to drive positive business outcomes and continue to innovate. These four tenets are just the start. As open architectures that support reporting, business intelligence, and analytics have evolved dramatically over the past decade, it is time to consider the fundamental ways that the fuel supply chain can take advantage of all these advancements.

About PDI

PDI, the leader in enterprise management software for the convenience retail and petroleum wholesale markets, delivers solutions to connect to intelligent business. Our people-first approach, combined with over three decades of experience and best-in-class technology, helps you thrive in today's digital economy. We're passionate about your success and delivering exceptional customer experiences. It's time to reimagine enterprise management and connect to intelligent business.

When you choose PDI, you get more than software. We go beyond business and tirelessly dedicate ourselves to your success. Our reputation for first-rate customer service and long-lasting relationships reaffirm one thing: we're a people-first company. Yes, we build powerful software, but we also deliver exceptional service like you've never seen. That's the PDI difference.

AGILOFT EXPANDS LEADERSHIP IN RESPONSE TO RAPID COMPANY GROWTH AND INCREASED DEMAND FOR ENTERPRISE CLM SOFTWARE

Agiloft, the global standard in no-code contract lifecycle management (CLM), today announced the expansion of its leadership team amid extensive company growth so far in fiscal year 2021, including over 100% increase in customer bookings and more than 50% growth in annual recurring revenue (ARR). Along with adding three new strategic leadership positions, Agiloft's partner program doubled the number of its system integrators and certified implementers to further support its growing list of enterprise clients.

"2021 has been an incredible year at Agiloft so far—a reflection of both the momentum for CLM as well as our position as a leader within the industry," said Eric Laughlin, Agiloft CEO. "The business challenges presented over the last year and a half due to COVID—from adapting to remote work to focusing on value leakage and risk reduction—revealed the effectiveness of CLM as an enterprise software solution, with Agiloft standing out due to its no-code platform offering enhanced flexibility. Thanks to our strong team, our software continues to gain recognition for its ever-expanding capabilities as well as our implementation success and customer support. Building on this momentum, the latest additions to the team are integral to our current and future growth and support our vision for continued vertical and geographic market expansion as well as accelerated software development."

Expansion of Leadership Team

Three new roles—within three primary areas of the company including business, product, and sales–have been established to solidify management expertise and leadership to support continued growth at Agiloft:

Business: Angel Lange, VP of Finance. Financial professional Angel Lange has over twenty years of experience in accounting, management, and financial planning and analysis, with twelve in the software industry. Most recently, Lange was Executive VP of Finance at Protegrity USA.

Product: Anne McNulty, Senior Director of AI Success. With her decade-long experience in the legal industry, Anne McNulty is responsible for maximizing customers' return on investment through adopting Agiloft AI. Originally a corporate lawyer, McNulty most recently spent five years at Kira Systems where she built and led the team that trained AI to analyze contracts.

Sales: Dan Mosera, Senior Vice President, Strategic Accounts. A top performer in large, complex enterprise sales, Dan Mosera has a reputation for building strong executive relationships from the top down. Mosera most recently managed the top 20 strategic accounts for TIBCO Software with revenue in excess of $40M.

Product Release

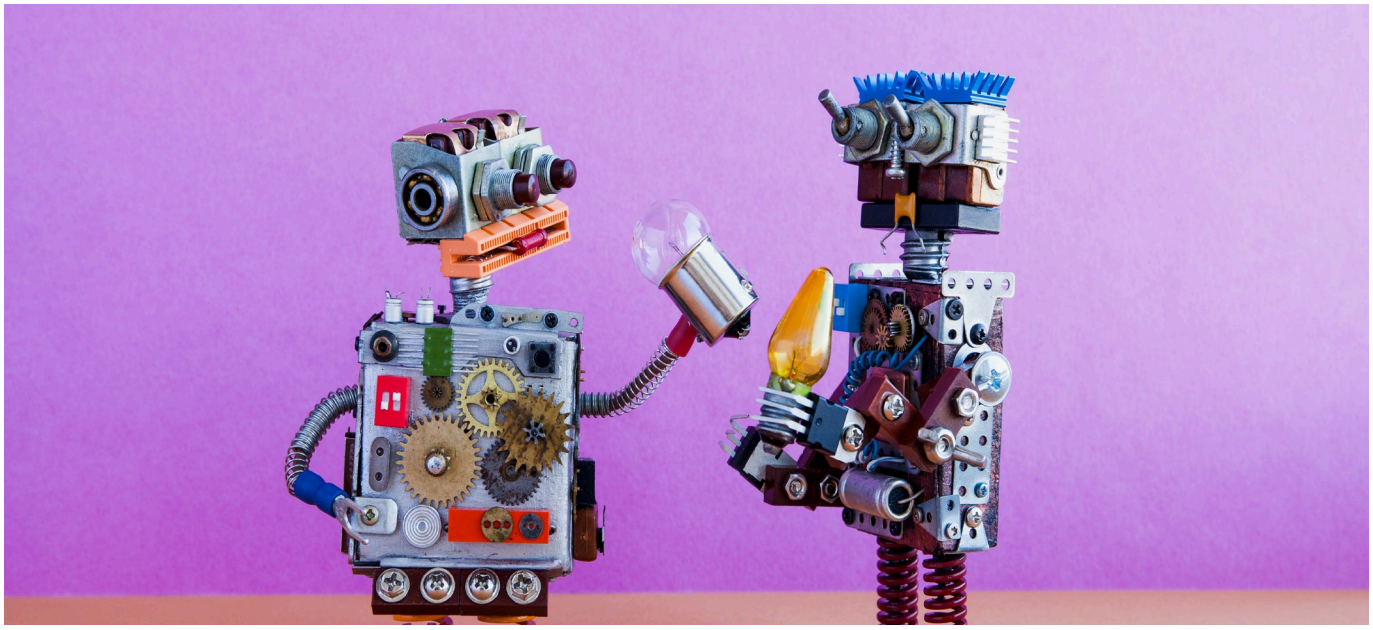
Agiloft's latest product release, Sourcing and Supplier Information Management, extends the value of Agiloft's CLM software by streamlining the source-to-contract process, enabling the automation of supplier information management, and providing access to a unified source-to-contract platform. Agiloft's upcoming fall release will continue this theme of platform extensibility and further enhance the connected experience by expanding Agiloft functionality in the enterprise applications customers are most familiar with, including Microsoft Word, Outlook, Dynamics, and others.

Expansion of Partners

Following the rollout of Agiloft's revamped partner program in 2020, Agiloft doubled the number of system integrator (SI) partners in the program as well as doubled the number of certified implementers in the partner ecosystem. The program also achieved a 130% increase in bookings from reseller partners over the last year. New technology partnerships with Tableau, AWS, and Adobe have further extended the ecosystem, and Agiloft continues to invest in strategic ecosystems such as Salesforce and Microsoft.

About Agiloft

As the global leader in agile contract lifecycle management software, Agiloft is trusted to provide significant savings in purchasing, enable more efficient legal operations, and accelerate sales cycles, all while drastically lowering compliance risk. Agiloft's adaptable no-code platform ensures rapid deployment and a fully extensible system. Using contracts as the core system of commercial record, Agiloft's CLM software leverages AI to improve contract management for legal departments, procurement, and sales operations. Visit www.agiloft.com for more.



AUDITORIA.AI NAMED A WINNER OF THE INAUGURAL PITCH EVENT BY CONSTELLATION RESEARCH

AUDITORIA.AI, a pioneer in AI-driven automation solutions for corporate finance teams, today announced it was named a first-place winner of The Pitch, a new competition for enterprise startups hosted by Constellation Research held earlier this week. The industry-wide two-day event brought together startup founders, enterprise technology decision-makers, venture capitalists, and system integrators to identify the next big player in enterprise technology innovation.

"We are honored to be recognized by the Constellation Research Academy for our innovative, purpose-built approach to cognitive automation for corporate finance teams," said Rohit Gupta, CEO and co-founder of Auditoria. "We have grown significantly since raising our $15.5 million Series A round earlier this year, and are pleased that the judges saw the impact we have made with our global client roster, investors, and strategic partners alike thanks to our powerful SmartBots and SmartFlow Platform."

To kick off the competition, more than 100 enterprise startups from around the world were evaluated. Preliminary qualified applicants submitted 7-minute pitch videos of their latest ideas. The Constellation Academy judges determined finalists in six different categories and invited these companies to a closed room event to be grilled for 90 minutes. The Pitch winners were chosen for having the most innovative solutions, the highest growth in stakeholder wealth, and the best transformative business models.

"The winners of The Pitch are arguably some of the best enterprise tech startups in their early stages of growth," said R "Ray" Wang, chairman and founder of Constellation Research. "The Constellation Academy judges found it hard to choose from so many impressive finalists, but this year's winner stood out from the rest based on their creative ideas and compelling pitch of growth and success. The Pitch was a hit with both the participants and judges, and we're already looking forward to next year."

This is the fifth award Auditoria has received in less than six months, solidifying the company as an innovative provider of cognitive automation solutions. Other recognition includes being named to the Constellation Research ShortList for AI-Driven Cognitive Applications for the second consecutive year, receiving the Hot Vendor designation by HFS Research, being hand-selected for the 2021 CRN Emerging Vendors List, and receiving the TiE50 Award.

Auditoria.AI increases finance teams' speed, accuracy, and efficiency using intelligent SmartBots to automate manual and time-consuming Accounts Payable and Receivable processes. Purpose-built for finance, with next-gen advanced technology, Auditoria SmartBots integrate with systems of record and email boxes to act as a system of engagement to streamline collections, add controls to procurement spend, optimize vendor management, and handle helpdesk inquiries using automation. Auditoria integrates with industry-leading ERP and Financial applications, including Bill.com, Oracle ERP Cloud, Oracle NetSuite, Sage Intacct, Workday, and collaboration tools such as Microsoft 365 and Google Workspace.

To see Auditoria SmartBots in action, schedule a demo today: https://info.auditoria.ai/request-a-demo

About Auditoria

Auditoria is an AI-driven SaaS automation provider for corporate finance that automates back-office business processes involving tasks, analytics, and responses in Vendor Management, Accounts Receivables, Planning, and Audit. By leveraging natural language processing, artificial intelligence, and machine learning, Auditoria's platform removes friction and repetition from mundane tasks while also automating complex functions, such as predictive analytical forecasting. Corporate finance and accounting teams use Auditoria to accelerate business value while minimizing heavy IT involvement, improving business resilience, lowering attrition, and accelerating business insights. Give your finance teams superpowers at Auditoria.ai.

5 CRITICAL ERP FEATURES TO ENTICE MILLENNIALS

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

Millennials are impacting the world on a large scale. The three most important characteristics that define this generation are speed, efficiency, and social connections. So, if an ERP system delivers on these three points, millennials wouldn't hesitate to deploy it at their workplace.

Gen Y is gradually taking over the C-level space in organizations across various industries. Their challenges are significantly different from their previous generation managers, who were more inclined to work with a specific group of clients and institutional investors over a long period. On the other hand, Gen Y managers need to form long-lasting relationships with new clients daily by executing loyalty-building exercises and giving discounts, tokens, and gifts.

Moreover, we live in the information age where customers are always on the lookout for vital data. They also send queries and expect to receive answers instantly through various mediums, including email, social media, phone calls, live chat, and much more.

So, business conditions have changed drastically over the last decade. But have business management solutions, such as ERP software, keeping pace with those changes?

Here are 5 must-have ERP features to entice millennials.

1. The all-pervading cloud solutions

Cloud technology has been at the forefront for quite some time now. The reasons why it plays a crucial role in enticing millennial C-level managers are:
- It allows multiple stakeholders to share business-critical information instantly.

- Only authorized stakeholders can open and edit critical data. No third parties are allowed.

- Stakeholders can access data from anywhere, through any device, and at any time.

- Cloud ERP systems are inexpensive and enjoy hassle-free deployment.

- They also provide real-time analytics that allows senior managers to brainstorm strategies effectively.

- The user interface of cloud systems is easy-to-learn and eye-catchy.

Forrester also suggests that 43% of millennials favor deploying cloud systems instead of on-premise or hybrid systems.

2. ERP systems should be easy to use.

Companies face various challenges while deploying On-premise cloud systems, such as:

- They are expensive.

- The implementation process requires anywhere between 9-24 months.

- Employees need to undergo technical training to understand how to operate On-Premise systems.

- Migrating data into On-Premise systems from other business management solutions take a lot of time.

On the other hand, millennial managers prefer cloud systems because of the following reasons:

- They are inexpensive and are ideal for small and medium enterprises (SMEs).

- The implementation process takes somewhere around 3-6 months.

- Employees require basic training to operate cloud ERP systems.

- Migrating business-critical data is a quick and convenient process.

3. ERP systems should be easy to maintain and upgrade.

On-premise ERP systems need regular maintenance, which requires an in-house IT team. Moreover, on-premise ERP

systems must be upgraded from time to time to keep pace with new developments and to ensure that the latest features are always available. Unfortunately, many companies, especially SMEs, lack the required funds to keep a separate team for maintaining and upgrading the ERP software.

On the contrary, cloud-enabled ERP systems are maintained and upgraded by third-party vendors. So you don't require to maintain a separate IT team. Moreover, your employees don't need to have the technical know-how of dealing with complex ERP functionalities. They can leave the technical stuff for the third-party vendor. Instead, they can focus on what they do the best — dealing with clients, understanding changing customer preferences and market trends, building long-lasting customer relationships, and solving their queries instantly.

4. ERP systems should protect against cybersecurity issues.

Cybersecurity threats are rising significantly. A recent report by PurpleSec reveals that cybercrime has increased by 600% due to the COVID-19 pandemic. In addition, email scams and phishing frauds are growing substantially. And do you know that you can lose up to USD 200,000 due to cyber threats?

Millennial managers are always on the lookout for ERP systems that are simple to manage and provide top-notch cybersecurity protection. Although On-Premise ERP systems offer better cybersecurity protection because an in-house IT team manages them, cloud systems are fast catching up. For example, third-party vendors use the newest cybersecurity algorithms and fraud detection tools that alert system managers if somebody tries trespassing the digital repository.

5. ERP software should provide critical information in an easy-to-read manner.

Easy online visualization holds an important place in a millennial's checklist. Millennial managers always search for a business management solution that condenses reports into interactive graphs and pie charts, making it simple to understand crucial data.

Today, managers don't want to waste time deciphering information from text. Instead, they like reading documents with built-in graphics and 3D animations that amplify the meaning of the primary text.

Unfortunately, legacy systems depend primarily on text-based reports that fail to understand the topic at hand comprehensively. So, ERP software that enriches text with valuable graphics and animations tops the list of millennial managers.

What are the features millennials want in an ERP solution?

Millennial managers want the following features in an ERP solution:

1. It should be quick to implement and easy to use.

2. It should have cloud-enabled technology that allows various stakeholders to share business-critical information quickly and conveniently.

3. It should be easy to maintain and upgrade.

4. It should protect against cybersecurity issues.

5. It should provide critical information in an easy-to-read manner.

Nishant Joshi likes to read and write on technologies that form the bedrock of 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.

About Sage

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.

WHAT DO MILLENNIALS WANT FROM ERP?

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

Think of the characteristics that define any generation and Millennials stand out for their use of technology. The first generation to grow up as digital natives – they tend to have an instinctive grasp for how technology works without having to refer to the "manual" (an outdated concept which only exists online anyway!)

Millennials are the NOW generation, scrolling and posting at speed, unaccustomed to waiting for anything. They demand super-fast connections, processing speeds, mobile apps and service now - they certainly won't be hanging around for you to get back to them 2 days later.

But when it comes to business technology, does being super-competent with smart phones and social media mean you will make a natural user of ERP and does the current look and feel of most ERP systems match the expectations of a millennial workforce?

Here are 5 areas to consider.

Access anywhere

Modern cloud-based ERP is accessed via an internet connection which means digital natives will love cloud native software. These days we all need to work away from the office a lot of the time, so access anywhere is vital. Anyone still using on-premise systems will look like a dinosaur to a millennial workforce – you have been warned!

> **"AN OUT OF THE BOX ERP LIKE SAP BUSINESS BYDESIGN IS A GREAT CHOICE FOR THE MILLENNIAL CROWD AS THE OFF-THE-PEG ETHOS WILL APPEAL. ANYTHING THAT TAKES MANY MONTHS TO SET UP MEANS YOU RISK LOSING YOUR AUDIENCE AND FRANKLY TESTS THE PATIENCE OF ALL AGE GROUPS.**

User friendly interface

Well designed and easy to navigate – millennials have been spoiled by Apple's enthusiasm for great design and this is now something they look for as standard in their technology. Personalised dashboards, with a choice of colours and day to night modes are plusses.

Simple to set up

An out of the box ERP like SAP Business ByDesign is a great choice for the millennial crowd as the off-the-peg ethos will appeal. Anything that takes many months to set up means you risk losing your audience and frankly tests the patience of all age groups. Look out for even quicker to implement, fast to value modular systems. These are the future and will allow for a world of almost continuous adaptation. No need to wait – which is great for millennials.

Ease of Use

A certain amount of native tech savvy will go a long way along with the "growth mindset" that is taught in schools. After that, with a business system like ERP, some training is going to be required. Millennials like the self-service bite sized chunks approach and vendor companies who supply that do well.

Collaboration Tools

We've all been through the pandemic and those who coped best were comfortable working from anywhere, using their favourite collaboration tools. Whether it's coffee shops and Slack or Teams from your bedroom, everyone from primary school kids to the chief executive knows how to do it now. An ERP which allows you to work together, across departments, avoiding siloed information is a winner.

Real-time Reporting

Most millennials would laugh at the idea that you once had to wait overnight for reports. The fact that the latest data is always available in real time will be a base level expectation for many people today.

The same goes for reporting and analytics. There is now an expectation that you will be able to drill-down into the detail via smart interfaces. Predictive technology still has the wow factor – so dig into technology like SAP Analytics Cloud for some clever predictive analytics!

Conclusion

So much of this stuff is basic common sense and without it, all the ping pong tables in the world won't make your workforce happy. When you track a deal across all departments or view your customer's transaction history to serve them better, then everyone benefits. What's more, with the new generation of bots bringing you easy to set up automation for the most routine and boring admin tasks, you can free your graduates to do more interesting work and give them a chance to use their brains – after all, that's why you hired them.

N.B. Don't forget to entertain them in the pub with tales of how companies used to run on entirely on Excel spreadsheets – that should give them a laugh.

As part of the Sapphire Systems group our vision is to be the leading Digital Operations Platform provider - creating digitally-cohesive organisations that accelerate your digital future. We provide a one-stop-shop for IoT and enterprise software integrations that fuels data into any type of ERP system.

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

ORACLE IS NOW ENCOURAGING ITS CUSTOMERS TO GO ALL-IN ON THE CLOUD

Interview with ***Allen Jacot,***
Solution Architect and Oracle expert at Syntax

Oracle is now encouraging its customers to go all-in on the cloud. So many of the thousands of organizations currently operating Oracle E-Business Suite (EBS) will soon be facing the end of premiere support for this on-premise ERP platform as the company pushes offerings like Oracle ERP Cloud. Specifically, Oracle premier support for EBS release 12.1 will be available through at least December 2021. This means that companies using Oracle EBS can continue to sustain their investments with minimal disruption for a few more months without losing access to new updates, security alerts, data fixes, certifications and critical patch updates. But when that deadline hits, where does this leave existing EBS customers?

We discussed how on-premise businesses should prepare for this new era with Allen Jacot, a Solution Architect and Oracle expert at Syntax.

Could you introduce yourself to our readers?

I have worked in information technology for over twenty-five years. I started with JD Edwards working on what ultimately became EnterpriseOne. My experience with EnterpriseOne has allowed me to contribute by writing several books on EnterpriseOne. Over my career, I have held a variety of different roles. These have spanned from running customer support teams for a software vendor to running professional services for consulting organizations, system architecture, and of course pre-sales support. I have been blessed to see the changes in the industry over the last twenty-five years. The move to client-server and ultimately to the sleek user interfaces and citizen developer tools we have today.

THE PANDEMIC REMINDED ALL COMPANIES THAT THE COST OF DOWNTIME IS ENORMOUS, NOT JUST TO THE BOTTOM LINE, BUT ALSO TO CUSTOMER SATISFACTION AND YOUR COMPANY'S REPUTATION. NOT ONLY DID COMPANIES NEED 24/7 AVAILABILITY, BUT THEY ALSO NEEDED TO ACCESS THE SYSTEMS REMOTELY, AND NEEDED MULTIPLE EMPLOYEES TO SEAMLESSLY COLLABORATE WITH TEAM MEMBERS IN UNISON.

The pandemic has accelerated cloud adoption over the past 2 years. However, many businesses continued to be on-premise, and that presented significant challenges during the pandemic. Do you think the On-Premises era is already over?

Although some companies may prefer to keep their systems on-premise no matter what, I feel the larger industry is moving to the cloud. The economies of scale, hyperscaling and the breadth of tools offered by cloud vendors make this the direction the majority of CIOs are turning their companies towards.

Oracle recently announced that Oracle premier support for Oracle E-Business Suite (EBS) release 12.1 will be terminated after December 2021, meaning many organizations will be facing the end of premiere support for the on-premise ERP platform. In this context, what is the next step for Oracle EBS customers?

As Oracle moves to sustaining support for these customers, EBS customers will not receive new fixes, updates or patches. This means that for many, upgrading to EBS 12.2 is a must. EBS 12.2 will provide regular updates to improve functionality and features. Those still using running Oracle EBS 12.1 will need to implement an upgrade plan if they have not already. This involves listing out the resources and team needed and the anticipated timeline. They'll also want to remove historical data from your production environment before starting the upgrade.

What would you recommend for the on-premise businesses that want to update and migrate their ERP systems, how should they prepare themselves?

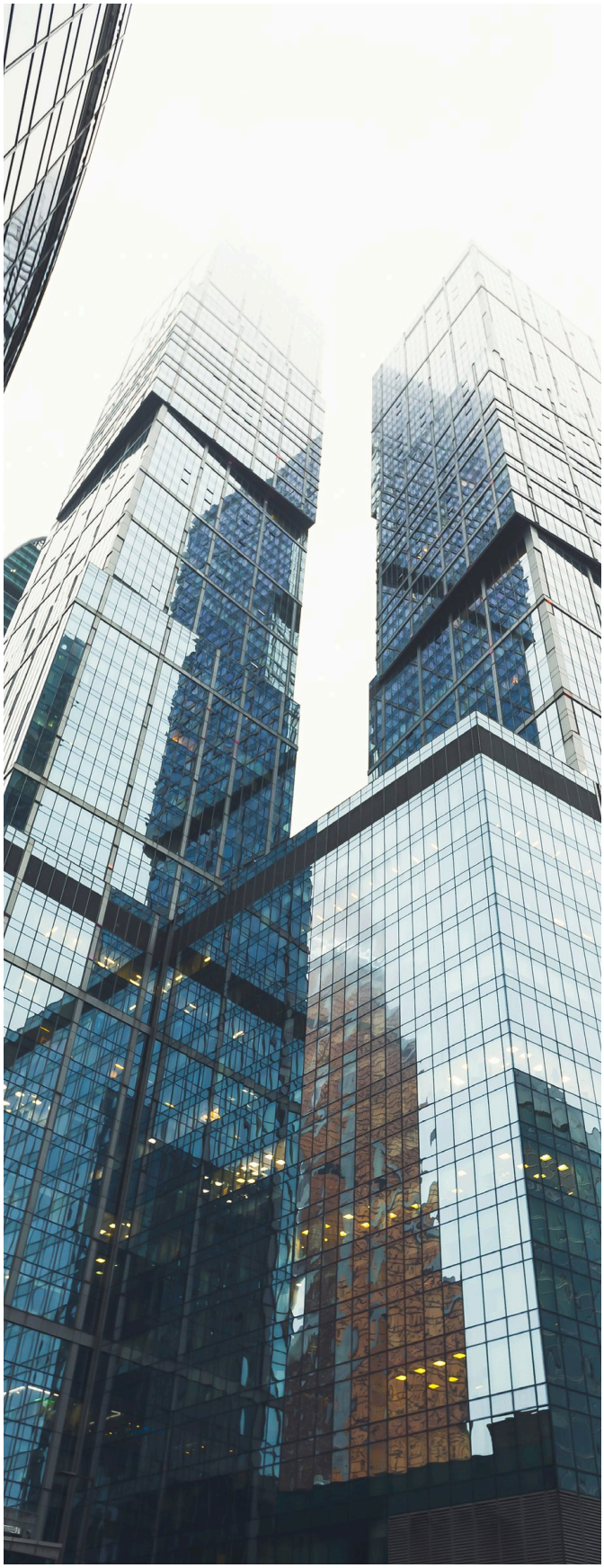
Map out your cloud journey. You don't have to do everything right away. However, you should have a targe of moving to more of an autonomous ERP solution. The cloud can help you get there. You can start with smaller systems and slowly move more to the Cloud. This will allow you to start utilizing tools, such as AWS lambdas, machine learning, and artificial intelligence to provide a solution to your organization that is more autonomous.

What are the advantages of updating their ERP systems?

Staying current on your ERP system allows you to keep up with functionality in your industry. This may be enhancements for items such as real estate management or manufacturing. It also allows you to stay current on operating systems and database levels. This is critical in today's dangerous world with hackers trying to take advantage of any vulnerability.

What distinguishes Oracle ERP Cloud from other players in the software industry?

Oracle Cloud Infrastructure allows customers the ability to move to the cloud at a lower cost for virtual machines and storage. Customers can also roll database licensing costs into their monthly payments allowing for greater flexibility.



About Syntax

Since 1972, Syntax has been providing comprehensive technology solutions to businesses of all sizes with thousands of customers trusting Syntax with their IT services and ERP needs. Today, Syntax is a leading managed cloud provider for mission-critical applications. Syntax has undisputed strength to implement and manage multi-ERP deployments (SAP and Oracle) in a secure and resilient private, public, hybrid, or multi-cloud environment. Transform your investment in SAP, Oracle E-Business Suite, Oracle JD Edwards, PeopleSoft, Hyperion, OBIEE and Siebel into value by partnering with Syntax for Cloud Solutions, Managed Services and Consulting Services.

UX VISION – GEN Z AS DRIVERS OF NEW EXPECTATIONS

*Article By **Isabel Ostermeier** ,*
Head of SAP Cloud SME UX

Why accelerate?

For the past decade, SAP SME Cloud ERP products have built a satisfied partner and customer base. The SME user experience, is consistent and pattern-based, that was a key for success.

Now, the question is how the archaising natural digital generations can be impressed with outstanding SME ERP UX?

The children marked as Generation Z are born in an elusive time frame. Born between 1997 – 2010. This generation will be the leading consumer of technology for many years to come. Gen Z will soon make up over 40% of the market. That are the first generation to be born into a world where the immersive experience, the Internet of Things, the Bitcoin economy and Instagram are as natural as the rising sun. They have never known the joys of dial-up modems, landlines or Polaroid.

And already the new ERP customers, called the "I-Pad Generation", are the ones who make the ERP purchasing decisions. Members of Generation Y – those born between 1980 – 1997 – are blessed with entrepreneurial spirits, can rapidly adapt to changing business environments and are great at bringing new ideas and ways of getting things done to the table. But whether or not you like their free-thinking ways, your business isn't going to be able to survive without them – by 2025, Gen Y will comprise roughly 75% of the available workforce. They are also known as digital natives.

The expected user experience (UX) will be impacted from the latest artificial intelligence (AI), machine learning (ML) and Internet of things (IOT) that is transforming the currently the business software.

In this context it is crucial to understand and deliver UX expectations for the generation Y and Z, who are the "now an future" decision makers, buyers and users.

Millennial consumers as drivers of new EXPECTATIONS

On-demand and immediate satisfaction, wow moments and a smooth customer journey shape the new expectations of millennials consumers.

1. Instant Gratification

Wow moments and a smooth customer journey shape the new expectations of millennials consumers. Companies that don't take this approach will disappear.

What is the result of this new demand and how can it be met?

If When I read a book on Sundays I want to buy it, you look through the glasses of millennials consumers (representatives of generations Y and Z), you will discover a reality that brings with it new requirements: if you enter a search term on Google, you get 2 million in 0.3 seconds reply.

I have it on my Kindle with one click of the mouse.
Thanks to on-demand platforms like Netflix, Amazon Prime or iTunes, I don't wait for a movie to start at 8.15 p.m. With "Amazon Key", Amazon is working on delivering goods to our apartments without us having to be at home.
Google CEO Sundar Pichai introduced the artificial intelligence Google Duplex earlier this year. She can make appointments for hairdressers by phone or make reservations. We respond to tweets in near real time and are used to receiving instant feedback from our social followers. We live a phenomenon called Immediate Satisfaction: Immediate Satisfaction – our desires are granted instantly.

2. Friction is a negative emotion

Millennials in particular are extremely demanding and highly sensitive when they travel to customers.

Why do young people stop going to a bank branch?
Too Much Friction – Bankers are not well prepared for new needs, wants, questions, and the nature of Millennials.

Why don't young people really go to car dealerships anymore?
Aside from the fact that young people prefer mobility services, car dealerships are often lame and salespeople are trained in sales rates rather than product literacy.

Why do millennials prefer to visit Apple in stores than Saturn?

Because Apple offers a different experience.

Remove – from the Millennials glasses, all negative emotions on the journey of your customers

3. Personalization & Individualization

Especially Y Generation will have wow moments at the top, as many as possible and highly individualized. We are in a transition phase from the product and service economy to the experience economy.

According to a study from the IBM Institute for Business Value, Gen Z'ers find value provided at an individualized level — such as when it is delivered through promotions and offers that match individual Gen Z'ers specific needs and desires — as more important than personalized experiences shaped by the brand.

The study, done in collaboration with the National Retail Federation (NRF) and based on survey of 15,600 Gen Z'ers from 16 countries, said that while individualization and personalization are similar concepts, they are initiated differently:

Personalization: Driven by the brand to tailor consumer shopping experiences based on known customer segment preferences, behaviours and history.

Individualisation: Driven by consumers, enabling them to initialize and customize their own singular shopping experiences.

4. Flexibility

Due to their diverse array of device choices, Gen Z'ers expect tech to work on-demand across multiple platforms.They will certainly disregard anything that doesn't offer them the versatility they require.
As such, a UX/UI design that offers a seamless experience and responsiveness across multiple platforms is necessary to appeal to the delicate demands of Gen Z'ers.

5. Total Experience

"Total Experience is an integration of various other experience collections, including multi-experience (MX), customer experience (CX), employee experience (EX) and user experience (UX). The aim is to create a better overall experience for all, ..."
Gartner's Top Strategic Technology Trends for 2021

The millennials consumers expected user experience (UX) requires a holistic experience package. We are in a transition phase from the product and service economy to the experience economy. To serve the next gen expectations we need to reinvent the total experience.

Product Experience:
– technology is totally invisible
– modern digital experiences use technology to augment or expand our human experience.
– "no UI" interactions (leverage AI)

Service Experience:
– one-click subscription, one-click configuration, no friction

l enjoy accelerating UX @ SAP SE with passion, strength, humor and curiosity. I loves challenges in business and sports. In 2006 I moved to SAP Business ByDesign to become SCM UX team leader and then UX product owner. Since 2015, I worked as a UX project expert for SAP Fiori Cloud and as the owner of the Cloud Integration Automation Service leading global project teams. In 2018 I successfully completed the SAP Architecture Curriculum to add expertise on UX. In 2019, I took on the challenge of the Head of User Experience for SME Cloud Solutions and Central Business Configuration.

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.

OptiProERP MANUFACTURING

HOW MILLENNIALS ARE INFLUENCING ERP SOFTWARE

*Article By **Allan Lessing** ,*
Director of Customer Solutions, OptiProERP

Millennials make up the largest segment of the American workforce and are considered the first generation that was born into a 'connected world' where they grew up withthe internet, smartphones, electronic communication, social media, and other forms of technology. They are natives to mobile devices and expect to be able to access everything through them.

Who are millennials?

Born in the years from 1981 to 1996, millennials are also called Gen-Y and Gen-C (as defined by Google to stand for those caring about creation, curation, connection, and community). These digital natives are driving technological change in workplaces helping organizations to become more efficient andmore customer- and employee-centric.

Expectations of millennials

Millennials expect workplace technology to be intuitive and to help them do their jobs easier and faster.For example, millennials expect workplace technology to incorporate instant messaging so they can communicate in real-time. They alsowant to be able to work remotelyand look for companies to provide them with mobile technology.

Millennials have driven brands to be more customer-centric, where customer experience and satisfaction is a high priority. This also translatesto tech and software companies whose products are all about the user interface and ease of use. Millennials have no desire to put up with bad user experiences that get in the way of accomplishing tasks. They want technology to work quickly and efficiently and to not waste their time.

Industry 4.0 which includes cyber-physical systems, the Internet of Things (IoT), cloud computing, cognitive computing, and smart factories is technologymillennials don't feel prepared for even though they are tech-savvy.So, they expect employers to coach and mentor them on how to use these new systems.

How do millennials and their expectations impact ERP software?

It's important to consider what millennials want in an

ERP system since they are significant to the workforce and companies need to attract and retain them. Millennials are looking for companies that embrace digital innovation, that have a system that allows easy communication with coworkers, and that allows them towork from anywhere.
Beloware some of the key considerations millennials expect in an ERP system.

A user-friendly interface

Millenials have driven companies to focus more on customer experience. With software, customer experience is largely about how easy and intuitive is to use and navigate. When using software, millennials expect to be able toquickly navigate to the task at hand and experiencea smooth workflow. They want consistency between operations to work efficiently and multitask without having to open and close applications. Dashboards with nicely designed and clear visuals are important to them so they can quickly get to priorities and stay on top of important information.
Millennials expect to have information pushed to them, rather than having to search for it since other modern systems they use provide that functionality. They want information readily available so they can develop action plans and have insight into what is happening at any given time.

Intuitive to learn

Millennials want software that is easy to learn sincethey utilize other platforms that have simple user interfaces, and they expect the same with an ERP system. They also don't want to switch between multiple systems to do their work or be concerned with inefficiencies and inaccuracies. They want software that is user-friendly and effective, with less clicks,to help thembe productive.

Must be mobile friendly

In their connected world, millennials are accustomed to accessing applications from anywhere and they expect the same in their workplace. Many millennials want to work remotely so they can do their jobs from home and live wherever they want. They also want to be able to access information from their smartphones which are an integral part of their lives. This connectivity allows them to be more flexible and perform business tasks anywhere so if they have an appointment or are traveling they can still work on their tablets or cellphones.

Passion for speed and data

Millennials are passionate about analytics and they expect to have the tools available that will allow them to quickly gather the information that will help them produce reports and KPIs to their specifications. They expect business intelligence in real-time so they can proactively make decisions and easily provide reports to management.

Need for collaboration

Millennials are used to communicating across platforms like social media and they also expect that in their workplace. They believe in collaboration and transparency to understand what is going on around them. Being able to easily connect with other employees to share ideas, have access to information, and drill down to see what is happening within the organization is important to millennials.
ERP modules must be fully integrated and have strong functionality so millennials can have access to data across the organization to stay informed and communicate without difficulty. Millennials will not accept a siloed workplace and allowing them to work in a connected environment promotes greater efficiency and problem-solving.

Millennials are a positive force

Millennials provide a positive influence on the workplace so giving them the technology that will allow them to do their jobs as they expectcan only benefit an organization. Millennials have great skillsets so it makes sense to provide them with the tools that will attract and keep them. With millennials making up the major part of the workforce it's important to consider their technological needs.

Having a modern ERP system that allowsmillennials to collaborate, analyze, and access data in real-time from anywhere makes sense for an organization. ERP software that provides technological innovation so millennials can effectively use their skills can help companies be more productive, competitive, and profitable.

As the Director of Customer Solutions, Allan Lessing serves as OptiProERP's resident operational and business process advisor, ensuring that the global team from sales, implementation, and customer success, has a deep understanding of each customers' operations. Allan is also responsible for best practices to help customers optimize their business processes. Allan has more than 35 years of hands-on manufacturing operations and IT systems experience.

About OptiProERP

OptiProERP is an industry leading ERP solution for manufacturing and distribution. OptiProERP delivers best-in-class industry functionality embedded into SAP Business One, the market-leading business management platform for small and midsize enterprises. Customers gain an end-to-end business management solution, including financials, accounting, sales, CRM, and industry-specific functionality that fully leverages deep industry expertise of over 20 years dedicated to serving manufacturers and distributors.

OptiProERP is an eWorkplace Manufacturing solution. eWorkplace Manufacturing is SAP's strategic industry partner for manufacturing and distribution and its first OEM partner as part of SAP's global PartnerEdge Program. Serving manufacturers and distributors for over 20 years with OptiProERP and BatchMaster as its two ERP solutions, eWorkplace Manufacturing has gained the trust of over 3,000 customers globally.

sage

MILLENNIALS AND ERP: THE NEW HIT DUO

Look around your office and you can unarguably see that millennials (Gen-Y) have taken over the baby boomers and Gen-X workforce. Yes, millennials are outnumbering Gen X and baby boomers in a number of industry verticals, be it manufacturing, retail or IT.

Millennials, who are they?

Millennials are the very first breed of workers raised in the so-called 'connected' world. Their strong dependence and familiarity with smartphone, Internet, technology, electronic communication and digital technology is calling for changes in the way several industry verticals interact with the data. Millennials are said to be extremely tech-savvy and ambitious all geared up to change the world we live in.

Thus, businesses in order to attract Gen-Y workers are embracing advanced enterprise technology solutions that forego those frequent face-to-face meetings and telephonic calls.

So how exactly are millennials influencing the enterprise resource planning or ERP software landscape?

> "IN TODAY'S ERA OF MILLENNIALS, AN ERP SOLUTION THAT FAILS TO OFFER CUSTOMISED DASHBOARDS, PERSONALISED REPORTS AND REAL TIME KPIS IS A HUGE TURN-OFF.

Communication anytime, anywhere

Since millennials are the inventors of the 'Bring Your Own Device' (BYOD) concept, which means they prefer data to be readily available on the go. Communications happen on the run for millennials. In addition, the tech-savvy Gen-Y workforce favours live communications over the traditional emails or phone calls. This is the reason behind the rising demands for cloud based and flexible ERP solutions that offer unparalleled mobility and accessibility. Though the increasing popularity and adoption of BYOD concept might come as a nightmare for the IT departments, the reality is that we are fast shifting to more connected workplaces steered by none other than the millennials.

Millennials eat, sleep and breathe analytics

In today's era of millennials, an ERP solution that fails to offer customised dashboards, personalised reports and real time KPIs is a huge turn-off. Understand the fact that millennials are obsessed about analytics and expect to possess all the modern utilities and tools that would help them lay hands on valuable insights to make informed decisions. Access to business intelligence reports in real-time is a great turn-on for millennials. Being the most connected workforce, Gen-Y workers yearn for analytics. They expect customised reports, interactive and user-friendly dashboards at their fingertips.

Plug and play

Train less, run faster is the new normal for millennials. Since they engage on seamless and defect-free social media interfaces on a regular basis, they certainly wouldn't settle for something burdensome and unfriendly. A robust ERP system curbs the training time and is more like a plug-and-play application. It should support multitasking, which is the lifeblood for millennials to stay productive and competitive.

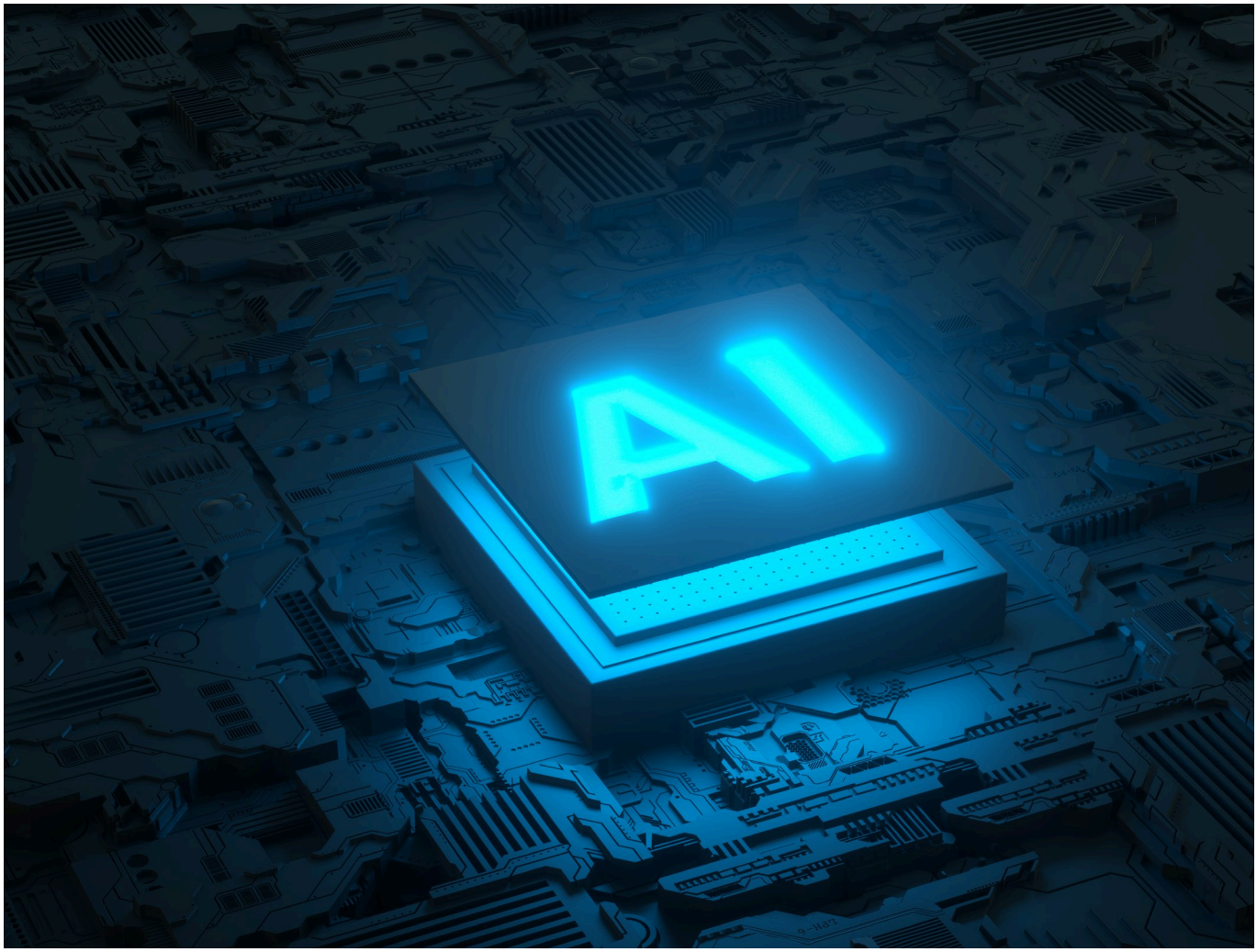
Takeaway

Good news is that ERP vendors and providers are realising the need for millennial-friendly ERP systems to meet the demands of the fast escalating Gen-Y workforce. Thus, ERP systems available today are mobile friendly, can provide real time business intelligence and flexible. Long story short, the rise of millennials is a good omen for the ERP landscape.

Is your ERP system millennial-friendly? If not, then make sure that your enterprise technology is up-to-date and supports as well as empowers the fast growing Gen-Y workforce. Reach out to an ERP expert at Sage Software Solutions here to discuss how a mobile-friendly ERP can empower millennials at your organisation. Simply SMS SAGE to 56767 or send us a mail at sales@sagesoftware.co.in

About Sage

Sage is the global market leader for technology that provides small and medium businesses with the visibility, flexibility and efficiency to manage finances, operations and people. With our partners, Sage is trusted by millions of customers worldwide to deliver the best cloud technology and support. Our years of experience mean that our colleagues and partners understand how to serve our customers and communities through the good, and more challenging times. We are here to help, with practical advice, solutions, expertise and insight.



ORACLE

GLOBAL STUDY: ADOPTION OF AI WILL FUNDAMENTALLY CHANGE THE NEXT GENERATION OF FINANCE LEADERS

*Article by **Juergen Lindner**,*
Senior Vice President of Global SaaS Marketing, Oracle

Employees have been under immense pressure over the past year to help their organizations navigate the crisis, and they're finding a new ally in robots to help them better manage their companies' finances.

To explore the impact of technology on the future of the finance profession, we partnered with finance expert Farnoosh Torabi to survey more than 9,000 consumers and business leaders across 14 countries.

The research found that younger employees are facing intense financial stress and anxiety caused by COVID-19. For example, 97 percent of Gen Z employees say that managing their organization's finances scares them, and more than half of younger employees (52 percent of Gen Z and 53 percent of Millennials) are losing sleep at night thinking about their business' budget.

To deal with the increased financial anxiety and pressure to perform at work, Gen Z and Millennials are turning to robots for help: a whopping 91 percent of Gen Z employees say they'd trust a robot to manage their organization's finances. And the majority of Gen Z (79 percent) and Millennials (83 percent) even say they'd trust a robot over their company's own finance team.

As AI and robots become more commonplace in business processes, the skills and competencies needed for a successful career in finance will inevitably change. Here's how the future leaders of finance can position themselves for a successful career:

Focus on new skills

With AI poised to handle most manual accounting tasks, the development and proficiency of higher-level skills will be imperative to success for the next generation of finance leaders. Finance professionals will still need to be proficient in the fundamentals of finance and accounting for the purpose of overseeing the algorithms and being able to spot anomalies. However, their day-to-day work will increasingly focus less on crunching the numbers and more on data interpretation, business analysis, and communication with key stakeholders. Skills such as business strategy, leadership, risk management, negotiation, and data-based communication and storytelling will help to complement the abilities of robots in finance.

Invest in ongoing education

The rate of technological change is only going to accelerate. As the finance function continues to evolve, a college degree

won't remain relevant for the length of an entire career, and today's basic training programs—many of which have used the same curriculum for years—will quickly become outdated. Instead, finance professionals will need to supplement traditional degrees and required annual training with additional certifications and upskilling opportunities that keep pace with the rate at which technology and the finance profession are progressing. On-the-job training from industry associations, technology vendors and systems integrators, and online courses will help keep finance professionals on the cutting edge. A commitment to continuous learning and a strong understanding of the intersection of technology and finance will become an important hiring criterion for the next generation of finance leaders.

Place emphasis on additional perspectives

Increased use of AI in finance will create opportunities for talent from non-accounting backgrounds to enter the field and will place new emphasis on additional perspectives. The fundamentals of finance can be learned, while characteristics that drive continuous learning are often picked up outside of formal institutions, through life experiences, and are ultimately harder to acquire. With machines increasingly carrying out the bulk of the day-to-day finance tasks, finance leaders and their recruiting teams should set their team up for ongoing success by seeking characteristics such as hustle and grit, collaboration, adaptability, creativity, and intellectual and technological curiosity amongst a broader pool of candidates than they traditionally have.

Embrace diversity

The confluence of new skills, ongoing education, and emphasis on additional perspectives will also create career paths for more diverse talent. Many under-represented ethnic groups haven't always had the same access to traditional entry points to careers in finance. New technologies like AI will provide an opportunity for employees of every background to learn new skills simultaneously, allowing diverse groups to become subject matter experts in an exciting new field and secure a seat at the table early-on. Additionally, AI algorithms are only accurate if they reflect and learn from a diverse set of data. Prioritizing diversity will ensure that an organization's AI algorithms are properly trained to mitigate bias. The coming era of AI will democratize access to careers in finance and place a much-needed focus on diversity and inclusion that will result in higher performing finance organizations.

Organizations that don't embrace AI in finance will miss out on the next generation of talent

Millennial and Gen Z employees expect companies to leverage the same technologies they're accustomed to using in their personal lives and will favor businesses taking advantage of AI in finance over those who don't. In fact, Millennial employees are 4X more likely than Baby Boomers to want to work for a company using AI in finance. And 95 percent of Gen Z employees believe that organizations that don't embrace technology will face risks, including falling behind competitors (51 percent), inadequate decision making (45 percent), and more stressed workers (41 percent).

To learn more about the Money & Machines research findings and how your organization can prepare for the next generation of finance talent, download the full report here.

About Oracle

Oracle offers suites of integrated applications plus secure, autonomous infrastructure in the Oracle Cloud. For more information about Oracle (NYSE: ORCL), please visit us at www.oracle.com.

UNDERSTANDING NEW BUSINESS MODELS AND OPPORTUNITIES IN THE WAKE OF COVID-19

March of last year saw us publish the findings of a major study that, among other things, touched on the coronavirus' effect on business. In "Digital Transformation Investment in 2020 and Beyond: Factors in the Success or Failure of Technology Investments in the Post Pandemic Era" we revealed organizations' plans to invest in digital transformation technologies in automation, artificial intelligence, Internet of Things and more.

Since then, we've continued to analyze the impact of COVID-19 across a range of different sectors: from automotive and aviation to consulting and construction. And, we have summarized what was also one of our first key customer responses to the pandemic: the roll out of our remote assistance product to 200 staff within two weeks.

But this time, we've gone into a new level of depth and detail. Based on a global study of more than 1,700 executives and 12,500 consumers, our new report reveals the business opportunities to have emerged in the wake of COVID-19 and how the broad range of respondents have reacted to these opportunities so far. The results may surprise you.

What did we investigate in the study?
At the heart of the study lies our belief that to thrive in today's climate, shifting to outcome and service-based business models is key. Or, as German Chancellor, Angela Merkel, neatly put it in a 2020 interview with the Financial Times:

"It's no longer enough to merely sell a product. One also needs to develop new products from the data on these products."

Businesses need to use this data not just to develop new products, but to launch new services that enable them to extend the relationship with the customer, while simultaneously boosting revenues and enhancing the customer experience. In the study, we examine how a range of businesses have experienced moving to the service model. The customer experience is key to the new business landscape

and we discovered that companies generally do not hold back when investing in customer experience evaluations. But such evaluations are next to useless unless they are acted upon. So, the interesting question is: how successful are companies in addressing the problems they've gone to great lengths to identify? And what should a company do if they find they're struggling with this? In the report, we get to grips with important conundrums such as these.

Most would agree that any serious attempt to improve service delivery will look at the entire value chain of a company: from sourcing materials and packaging a product to delivering it to the customer. This is because it's when everything that goes on in your organization—the myriad decisions, processes, and people—comes together successfully that customers are enjoying the best of your business. The various inflection points that contribute to these moments of service are critical to business success. Our working hypothesis before the study was that problems with these inflection points are all too frequently ignored. The report reveals the extent to which we found this to be true and some of the steps that can be taken.

Learn more
Our CEO, Darren Roos recently noted:

"The past year has been a time of reckoning for businesses. In the wake of unprecedented turbulence, companies across the world have accelerated transformation strategies and developed new business models. But as enterprises look to the future, they must evolve further to meet new customer demands. Business models focused on products are no longer fit for the digital economy. Instead, organizations need to shift to selling outcomes and services."

This post has provided a brief snapshot of our investigation into that phenomenon. In the full report, we dive further into results of the study and suggest measures that businesses can take to adapt and thrive in these turbulent times.

To learn more, download the full report today.

About IFS

IFS develops and delivers enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. Within our single platform, our industry specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers—at the Moment of Service. The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 4,000 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers. Learn more about how our enterprise software solutions can help your business today at ifs.com.

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LESSONS FROM THE PANDEMIC FOR PROFESSIONAL SERVICES FIRMS – SERVICE EXECUTION IS KEY

*Article by **Juergen Utess***

SPI Research's annual Professional Services Maturity Benchmark report provides one of the most comprehensive views into service organizations and the common benchmarks that drive them. This year's survey presents a first detailed view of the pandemic's impact and provides clues for how professional services firms have adapted to changing priorities in the wake of Covid-19.

Effects of the pandemic on business

Unsurprisingly, the pandemic prompted many clients to hold or cancel projects. For example, marketing and advertising agencies saw a 37% drop in client projects, with 282 delivered on average in 2020 versus 445 in 2019. With their customers putting strategic projects on hold, management consulting firms were hit even worse and saw their delivered projects decrease by more than 90%. Engineering firms reported a 47% drop in projects delivered in 2020 over 2019.

Project margins, however, increased 2.2% (Marketing and Advertising agencies) and 4.7% (Management Consulting), respectively. Engineering firms increased project margins by 11.8%. However, Engineering firms have the lowest margins in the SPI benchmark report and, as Deloitte points out in a recent industry study, profit margins for Engineering firms have been thinner than in other areas of professional services for many years.

Additionally, high material costs are slimming margins in residential projects, and the weakness in the commercial space, as a result of the pandemic, is likely to continue through 2021. Still, 68% of the executives surveyed in that same study characterized the business outlook for their industry as somewhat or very positive.

IT Consulting firms marked a 7.9% increase in delivered projects and marked a margin increase of 4.7%. For them, the pandemic accelerated their business with the shift to virtual and remote work environments – a trend that had been underway for several years and is likely to continue in 2021 and beyond as more and more business leaders expect that their workforce to work from home at least multiple days a week.
For the broader professional services space, the forced move to virtual operations has been relatively friction-free, with higher productivity and lower operating costs. SPI reports that nearly 59% of all services were delivered remotely in 2020, up 7% from the prior year.

To sum up, while project deliveries are down significantly, margins are slightly increasing. The shift to virtual delivery has certainly helped with that. But at least some clients will expect their service providers back in the office, so relying on virtual delivery to increase margins can only be a short-term strategy.

Standardizing delivery methods

SPI finds in its benchmark report that standardized delivery methodologies help service organizations improve project forecasting and resource management, improving profitability. PSOs who can accurately plan and execute

services in a structured way are more productive and more likely to deliver with quality.

Even before the pandemic, service-driven organizations have become more focused. As a result, project overrun went down as the use of standardized delivery methodologies increased.

Across the board, the use of standardized delivery methods ranges from 63% (marketing/advertising firms) to 66% (IT Consulting firms). While standardizing delivery methods is, without a doubt, critical to delivering with quality, its impact on margin is minimal, especially in firms offering specialized services.

As organizations focus on reducing the cost-to-service, which requires lean relationship strategies (e.g., online self-help tools instead of on-site tech support), they will increasingly be at the risk of losing clients to lower-cost competitors due to the increased commoditization of the service provided.

Increasing visibility and management controls

Service organizations already make extensive use of standardized delivery methods, but they are not always feasible or a healthy long-term strategy for the firm. In the end, it is operational excellence that determines success in an increasingly competitive marketplace. To fight off competition, organizations should look to use best-in-class tools and business applications to support the goal of efficient, consistent, high-quality service delivery.

As example of how such tools help, SPI found that a centrally managed resource management strategy led to the lowest project overrun, 81% on-time delivery, and the highest revenue per consultant and project margin.

Leveraging technology to solve business-level efficiency problems

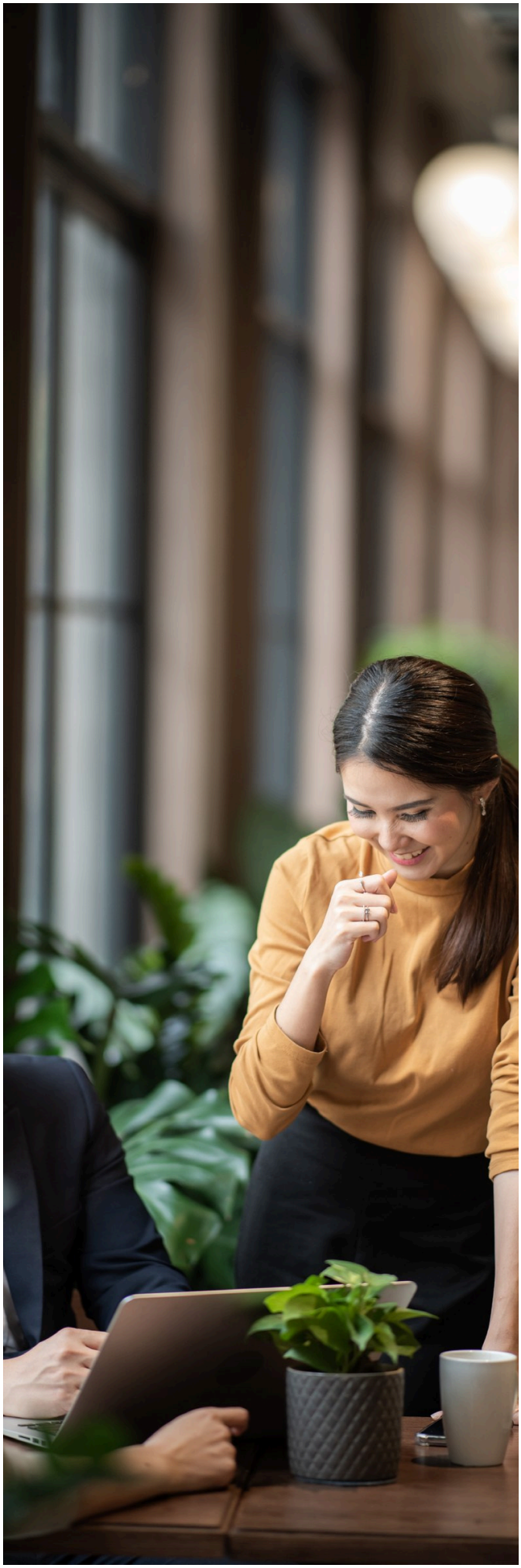
PSOs could start changing the focus of technology investments from stand-alone project-related issues to integrated, company-level initiatives, for example by adopting software that enables central resource management. Technology applications ensure that such a strategy can be executed against. In time, the tools and the data they generate will also help firms identify other areas for potential improvement.

A more comprehensive approach includes the use of intelligent financial management applications that allow professional services organizations to make use of real-time project-level data and proactively manage all aspects of their projects, issue accurate invoices quicker, and ultimately improve cash flow, customer satisfaction and margins.

Next-generation technologies like AI and machine learning can provide accurate and complete insights to profitably manage a service business. Intelligent timesheets and expense reports can save time for the professional staff, while advanced technology like outlier detection can help project managers and finance teams spot errors quickly.

By taking a holistic perspective of optimizing processes with the help of integrated software, that allows teams to use the best-in-class solutions for their needs, organizations will be able to reduce operational friction and ultimately improve overall service execution in a meaningful way.

By doing so, professional service firms can improve execution and margins in the short term. And as the impact of the pandemic wanes, firms can make use of the same principles and technologies to identify and prioritize engagements that make the most sense for their business in the long term.



NTT DATA

NTT DATA RANKS NO. 6 ON IDC FINTECH RANKINGS ENTERPRISE 25

2021 IDC FinTech Rankings Qualify IT Enterprise Vendors Based on Revenues Generated in Financial Services Sector

NTT DATA, a digital business and IT services leader, today announced it has placed No. 6 on the 2021 IDC FinTech Rankings Enterprise 25 list. The high ranking on the elite list of enterprise service providers showcases NTT DATA's record of innovation and continued strong performance across the financial services, insurance, payments and capital markets.

IDC's 18th annual FinTech Ranking showcases the top hardware, software and service providers to the financial services industry from around the world. The Top 25 Enterprise list features enterprise technology firms that serve multiple industries and have revenue in the financial services industry, but less than one-third of revenue from financial institutions. These providers supply the technological backbone of the financial services industry, an industry IDC Financial Insights forecasts will exceed $590 billion (USD) in worldwide spending on IT by 2025.

To thrive in a digital economy, financial services organizations must embrace innovation and integrate cutting-edge technology effectively to enhance the customer experience and achieve operational excellence. NTT DATA and the enterprises featured on the IDC FinTech Rankings Top 25 Enterprise represent those organizations committed to helping financial services companies successfully execute their digital transformation initiatives for the betterment of their customers around the world.

"This ranking is a testament to our five decades of IT leadership and the momentum we've generated delivering innovative financial services across the financial institutions," said Kaz Nishihata, Senior Executive Vice President & Representative Director, NTT DATA Corporation. "We continue to show, year after year, that we have the experience and the solutions to help customers reduce IT complexity, increase customer centricity and drive new revenue streams through creative business models."

Data for the annual IDC FinTech Rankings is gathered from surveys completed by vendors, as well as original research and market analysis conducted by IDC Financial Insights.

"Being named in the IDC FinTech Rankings is a significant accomplishment, demonstrating a provider's

commitment to the success of its financial institution clients," states Marc DeCastro, Research Director at IDC Financial Insights. "The IDC Fintech Rankings, now in its 18th year, is the global standard list of fintech providers to the industry, and we congratulate the 2021 winners."

NTT DATA's Financial Service practice leverages deep industry expertise to provide the insights, solutions and outcomes customers need to succeed across all lines of financial services.

About NTT Data Business Solutions

NTT DATA is your Innovation Partner anywhere around the world. Headquartered in Tokyo, with business operations in more than 50 countries and regions, we emphasize long-term commitment and combine global reach and local intimacy to provide premier professional services from consulting, system development to business IT outsourcing.
Since 1967, NTT DATA has played an instrumental role in establishing and advancing IT infrastructure. Originally part of Nippon Telegraph and Telephone Public Corporation, its heritage contributed to social benefits with a quality-first mindset. A public company since 1995, the company builds on this proven track record of innovation by providing novel IT solutions to bring results in a greater quality of life for people, communities, and societies around the world.

MANUFACTURER IMPROVES EFFICIENCY BY INTEGRATING SYSPRO, SHOPIFY, AMAZON AND RESELLER WEBSITE

Codeless Platforms today revealed that Filtra Systems, a manufacturer and supplier of custom-engineered industrial filtration and separation solutions for multinational businesses, has saved a large number of resources by integrating a reseller partner's website with its SYSPRO ERP system to automate order processing, as well as integrating its own online Amazon and Shopify stores with SYSPRO.

"Before we implemented our own project, we actually ended up acquiring a new reseller customer that was like an 'Amazon on steroids'. They went from zero orders to around 300 orders a day, and there was no way we were going to keep up with that by processing the orders manually," explained Richard Lamey, Chief Information Officer, Filtra Systems.

Having carried out an internet search for SYSPRO, Shopify and Amazon integration, Codeless Platforms' BPA Platform was returned in both searches. Filtra Systems quickly realised that it was the perfect solution for both projects, especially as they needed to turn the customer project around quickly and cost effectively.

"Our IT department here is quite small so we couldn't spend a whole lot of time configuring the integration for our customer. However, we had just purchased BPA Platform and so we decided to use it. BPA Platform is really easy to use, and the integration worked out really well," said Richard Lamey.

"BPA Platform is now automating the taking of orders from the customer, acknowledging them, sending the tracking ID number from the shipper, and then sending the invoices after everything is shipped. We pull data every six minutes, get the orders processed really quickly and the customer gets feedback in that six-minute window."

"If we were processing all those orders manually it would take ten people a whole day to process them – just getting them into SYSPRO – much less all the tracking information that we had to do. So, we have saved a lot of manpower."

With the customer project up and running, Richard was able to return his attention back to the original project of integrating SYSPRO with Amazon and Shopify.

"I never would have thought that I'd use the Web API tool. However, that turned out to be the first one that I used when we bought BPA Platform. I intended to go straight into Shopify, then Amazon from there, and then stop. However, we used the Web API first and got it up and running," said Richard Lamey.

"BPA Platform is more useful than we thought it was going to be when we first looked into it. It's a great tool, so I think we'll use it for other projects, especially for any customer that has an API that wants to use it. My next project is to use BPA Platform to integrate SYSPRO with my time clock software, to get job costing out of it as things happen, instead of waiting for the batches to run at night. So that's coming up too. We're definitely exploring our options and finding places to use it."

About Codeless Platforms

Founded in 1999, Codeless Platforms is at the forefront of business process automation and rapid application development. We have a proven track record of developing and delivering agile, flexible and robust next generation software solutions, empowering businesses to get the most from their data as well as the ability to respond to the rapidly changing business demands of today. Our knowledge of the marketplace and channel has grown in line with this development and established us as a highly experienced and reputable software company, working closely with partners and software vendors, such as Access, Epicor, Infor, Microsoft, Sage, SAP and SYSPRO. With over 450 global partners, more than 8500 customers use Codeless Platforms' software solutions, ranging from diverse global organisations to the small local enterprise. The company is headquartered in Poole, UK, with representative offices throughout the world.

About Filtra Systems

Filtra Systems is a manufacturer and supplier of custom-engineered industrial filtration and separation solutions for multinational businesses in metalworking, water and wastewater, PFAS removal, oil and gas, chemical, industrial minerals, steel industries and much more. Founded in 1979, Filtra Systems has installed over 19,000 filtration systems in 37 countries.

ORACLE NETSUITE

7 TOP FINANCIAL SERVICES TRENDS TO WATCH

*Article by **Hayley Null,***
Alliance Marketing Manager

As financial technology or "fintech" continues to transform the financial services industry, finance itself has evolved from being a largely back-office function to one deserving of a front-row seat in an organization's strategic mission.

In a recent webinar, The Future of Canadian Financial Services: Are You Ready?, Deloitte and NetSuite teamed up to discuss the top trends that are impacting the financial services industry this year. Here are seven top trends to watch:

Mobile finance applications.

Self-service financial applications focused on risk management, international payments, analytics and other services have helped finance companies serve a more mobile, on-the-go customer base. Self-service applications, once a "nice to have" concept, have become mandatory to ensure that finance operations move quickly and efficiently from the desktop to the laptop to the mobile device. "Wherever you go," said Rakesh Shetty, partner with Deloitte Canada, "your applications, systems and processes will follow you."

Improved employee experience.

"Our experience at work is very important, especially when it comes to motivating talent," said Shetty, who recommends companies give incoming finance talent the "Amazon experience" with the technology they use. The focus should be on ensuring ease of use, flexibility and scalability .

Real-time analytics and decision making.

In the finance function, it's no longer enough to just "close the books and have an effective month-end cycle," Shetty said. With a centralized data source (like one that NetSuite provides with its unified cloud-based enterprise resource planning platform), companies can bring together data from finance and other departments to gain an end-to-end view of real-time data. This, in turn, can support better decision making.

More automation.

Shetty sees more tools and solutions that automate processes to help improve the user experience coming into play in the finance sector, where many organizations have moved from the proof of concept/pilot project phase into real-life applications. Deloitte recently worked with a financial institution that automated its entire request intake process. It's now using automation to manage 100 reports with 85 requests each week. "That automated intake process allowed the bank to free up its resources to do more value-driven work," Shetty explained.

Global operations.

The financial services sector is spreading its wings and tapping into international networks. "Our client base is from all over the globe, so we want to make sure that the technology that supports our finance functions is also geared towards globalization," Shetty pointed out. "That includes multi-GAAP and regulatory requirements for those [specific] countries."

Predictive modeling.

"I see a lot of Fintechs moving towards prediction-based models to actually [handle] some of the decision making when it comes to cash flow," said Shetty, who identifies weekly profit and loss (P&L) reports and weekly forecasting as two areas where predictive forecasting can be applied successfully in the financial sector. This will allow companies in the financial services sector to use historical data for better decision making, planning and forecasting.

Finance in the cloud.

Thanks to the cloud, Shetty said the focus on applications has shifted away from the implementation itself and been put on operationalization, modernization and continuous evolution. "The beauty of cloud technology is that it's built for speed-to-value," Shetty said. It also pares down an implementation process that used to take 12 to 18 months to a shorter 20-24 weeks (on average). NetSuite's average SuiteSuccess implementation time is 100 days, for example. Going forward, he said embracing future software releases and ensuring that finance teams are as nimble as possible will both become even more critical. "This will drive end-to-end operations," Shetty concluded. "As you continuously grow and scale, you'll have a solid foundation that will sustain that growth."

Cloud ERP that Checks all of the Boxes

As a leading ERP provider with a robust suite of cloud-based financial management solutions, NetSuite gives companies the tools they need to address these trends. From real-time metrics and reporting to automation and self-service capabilities to an access-from-anywhere platform, the ERP system expedites daily financial transactions, accelerates the financial close process and ensures compliance.

NetSuite also puts financial data into the hands of the people who need it, without making them ask the finance department for that information. "Users can see everything on their screens and use that data to do their jobs more effectively," said David Silver, master principal solution consultant at Oracle NetSuite. If someone needs a specific report on a monthly basis, for instance, he or she can run that report themselves when they need it.

NetSuite also provides "access from anywhere"— a capability that's become increasingly important for remote workforces. And, the platform includes native mobile applications for both iOS and Android. And because it offers multi-entity accounting, NetSuite also helps organizations manage the increasingly-global operations that Shetty highlighted in the webinar. "Whether someone is in Canada, the US, the UK or Tokyo, they can select one entity and view all of the data related specifically to that entity," Silver said. With a just a few clicks, the same users can switch to a full view of their entire company.

About Oracle Netsuite

NetSuite is the world's leading provider of cloud-based business management software. NetSuite helps companies manage core business processes with a single, fully integrated system covering ERP/financials, CRM, ecommerce, inventory and more.

EFFICIENCY INCREASED IN PRODUCTION WITH CANIAS4.0 IOT

Alpar Metal's IT Manager Serpil Altas who takes canias4.0 technologies as a guide in her digital transformation journey, explained her company's Industry 4.0 vision, the work they carry out with canias4.0 and their future goals. Altas said, "With its flexible structure and parametric management, caniasERP, which we include all our processes, forms the center of our business process management like a core. We integrated the production data we collected with canias4.0 IoT around this center. Afterwards, we made a connection to the same center with the business intelligence module, and gained the ability to analyze the data we have and to look at our strategic decisions from different angles. canias4.0 Technologies provided a great advantage to our company in terms of both creating big data with a single tool and managing the system by interpreting this data!"

Can we learn briefly about the establishment story of Alpar Metal? What is the size and place it has reached in the sector since its establishment?

Alpar Metal is a company that has completely changed since its establishment in 1998. When it was founded in 1998, its main production was firefighting equipment, while its high-pressure casting and machining activities were only production processes. Especially in the change process that started after 2005 and accelerated after 2012, these processes became Alpar's area of expertise. The production of firefighting equipment has almost turned into a side line of business. Alpar has become a company with a high level of expertise, technology and automation in casting and machining, with the technology move that continued after 2015, on the basis of automation and digitalization laid in 2012. Thin-walled structural parts and kinematic parts make up the majority of the product range in the automotive industry. Aiming for the best quality and the most challenging projects since its establishment, Alpar does not aim to be the biggest today as it was the first day. It is not included in the group of large foundries in terms of tonnage and number of castings. The aim of the company is to exist in projects with high added value, such as high precision, special alloys, multiple processes, which many competitors are unlikely to achieve. As a result of the planned development and marketing activities carried out in 2008 and after in line with these targets, Alpar is a sought-after supplier in the super sports cars and convertible cars market, and is rapidly developing in the field of e-mobility. Today, it is a company that exports around 90 percent, serves the automotive industry at a rate of 65 percent, and the machinery and automation parts industries that require high precision with its remaining capacity. While there are all Europe, China, USA and Mexico among the shipping points of the company, almost all of the companies that company work with are western European based companies, especially in Germany.

What were the most important turning points in your growth?

The most important turning point in the growth and strategy change of our company was the global economic crisis in 2008. The continuation of highly specialized works without any interruption during this crisis showed how stable the market for this type of product was and developed the idea that such products should not be part of the product range, but almost all. Again in the same period, the rapid recovery of international markets led to the conclusion that more importance should be given to the exported products. The development and transformation move that was initiated with this strategy change started to show its effect in 2015 and after. In this development and transformation process, it has been understood that automation, digitalization and Industry 4.0 are not a luxury but a necessity. Especially in the last two years, thanks to the uninterrupted transfer of data to the ERP system of the production area with canias4.0 technologies and the interpretation of the data with the application of business intelligence, quality, customer ppm and of course our internal efficiencies have moved to a different point at a very high speed. This not only brought the value of Alpar to the next level in terms of our customer point, but also provided a significant improvement in the profitability data, which is the most important goal of a business.

We Manage Big Data with a Single Tool Thanks to canias4.0

Can you tell us about your company's digital transformation vision? What steps have you taken towards Industry 4.0?

Digital transformation is one of our priorities, which is among our company goals and supported by the management. We have a roadmap to increase our digital maturity level. In the triangle of Human - Process - Technology, we are trying to prevent the negative impact of the human factor on processes with technology. In this context, we benefit from technology in important areas such as robotic automation applications and error-free production processes, quality

control applications with our production systems in live interaction with our ERP software, productivity monitoring of operations by monitoring the process data of production work centers live with our ERP software, live information flow in emergencies such as breakdowns/stops, monitoring and linking production and shipment, and stock management applications.

What were your reasons for choosing IAS and canias4.0? Did IAS's offering of integrated solutions such as ERP, IoT and cloud with canias4.0 have an impact on your choice?
We met IAS and canias4.0 Technologies during the ERP selection phase, as a result of our research. Considering that IAS and canias 4.0 are capable of meeting our business needs, we carried out studies to establish and disseminate the ERP culture as a first step. We started working for ERP with canias4.0 but later it became a tool that we also use for IoT and business intelligence solutions. ERP, in which we included all processes with its flexible structure and parametric management, remained as a center like a core, and we integrated the production data we collected with IoT around this center. Afterwards, we made a connection to the same center with the business intelligence module, and gained the ability to analyze the data we have and to look at our strategic decisions from different angles. Both creating big data and interpreting this data with a single tool provide great advantages for the management of the system.

What are your sectoral needs and what kind of solutions were offered to you? Did canias4.0 technologies respond to your sectoral needs as you expected?

We can find answers to all processes in canias4.0 in accordance with our current quality system, IATF 16949 standard. We manage our customer orders with EDI, we can present quality data to our customers instantly, and we see concretely that this increases customer satisfaction.

We Increased Efficiency in Production with canias4.0 IoT Can you tell us about your canias4.0 IoT project?

In the IoT project, we aimed to achieve full automation by obtaining automatic data from the machines and combining these data in the production management we currently follow. For this, we started to take the data instantly in all of our machining and casting machines and process it integratedly in our production processes. In this way, we focused on measuring production efficiency in a healthy way and improving our failing aspects. In the project, we continue to develop automation studies in our manual work centers.

Have you made any special developments for your company in your caniasERP and IoT projects? What has been done?
Almost all of our products that we produce for automotive are produced as right and left, and they are produced at the same time in our machines. In fact, in some of our business centers, different products are produced at the same time. For these scenarios, improvements were made that serve our production efficiency calculations. We also carried out product defect-free studies by integrating process quality control and production.

canias4.0 Provided Advantage to Our Company in the Pandemic

How did you spend 2020? How was the first 5 months of 2021? What contribution has canias4.0 made in managing your business processes during the pandemic process?
Due to the pandemic that affected the whole world in April in 2020, we experienced the fluctuation in the automotive industry in parallel with the general. We started this year with a very active but very pleasant business volume due to the high demand from Europe to our country. We did not have any difficulties in terms of business processes during the pandemic process. Managing the processes digitally enabled rapid action to be taken, especially in remote works. canias4.0 is a location independent management tool that can also be used on mobile devices. For this reason, it was easy for us to adapt to the remote working system during the pandemic process.

What will your new projects and investments be this year? Do you have any projects that you target with canias4.0?
By using canias4.0, we aim to take finite capacity planning and scheduling studies one level higher. We are preparing an infrastructure that will instantly point the right decision in our investment plans and possible production projects.

We Recommend canias4.0

Would you recommend canias4.0? Why is that?
Of course, our main hero in our digital transformation story is caniasERP. canias4.0 technologies are a companion that strengthens our hand in this journey. canias4.0 provides a fast adaptation to the needs of the time. It follows the trends and is ready when you need it. It allows us to raise our digital maturity level as much as we want.

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.

ORTEC GROUP SELECTS IFS CLOUD TO HARMONIZE BUSINESS PROCESSES AND FUEL GROWTH

Major French engineering and construction group chooses IFS to increase the visibility and management of its key activities, projects, and purchases at the Group level and for all its agencies

IFS, the global cloud enterprise applications company, announces that Ortec Group, full-service provider and integrator of high added-value construction and engineering solutions, has selected IFS Cloud™ for enterprise resource planning (ERP) to support its growth and provide its employees with an unequalled quality of user experience.

Structured around four divisions—Engineering, Global Services, Contracting France and International Contracting—Ortec supports its industrial clients throughout the life cycle of their projects. Its activities cover more than 50 complementary areas of expertise and its fields of activity include project and works engineering, new construction and revamping, and services to the environment, industry and the service sector. Its clients operate in a wide range of sectors, from energy to chemicals and pharmaceuticals, from aeronautics to food processing, including industry and local authorities.

To optimize the operation of its 229 agencies and the activity of its 11,500 employees, the Ortec Group chose IFS in order to obtain an end-to-end solution capable of handling many of its structuring processes, such as financial planning and budget management, accounting, project control and management monitoring, and purchasing.

After a deep evaluation of the vendor market, IFS Cloud was found to provide more powerful support for Ortec Group's multi-site, multi-country operations. IFS Cloud will introduce full visibility into key areas such as asset investment budgeting, risk assessment, materials management, maintenance contract management, project execution and quality assurance.

"Ortec continues to expand its business, both in France and internationally. We must therefore ensure that our internal processes are flexible and efficient to guarantee complete interoperability between each of our Group entities. This is a major challenge for us," said André Einaudi, Chairman and CEO of the Ortec Group. "One of our challenges is to best meet the functional needs of each of our subsidiaries - which operate in very diverse markets and modalities - with a single, centralized management solution. We chose IFS Cloud for its powerful ERP capabilities, with the goals of gaining efficiencies, improving decision making and providing a premium user experience for our teams."

Marc Genevois, President, IFS Southern & Western Europe, added, "Remaining productive and profitable is becoming increasingly challenging in the global engineering, construction and infrastructure sector. Enterprise software has an important role to play to mitigate downturns and disruptions, which is why technology investment should be top of mind of any CIO in this sector. Working with leading lights such as Ortec is how we are able to design enterprise software that helps companies maneuver during challenging times and scale rapidly during upturns. We look forward to a long and mutually beneficial collaboration with Ortec."

Learn more about IFS Cloud at www.ifs.com/ifs-cloud/ifs-cloud-overview/.

About IFS

IFS develops and delivers enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. Within our single platform, our industry specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers—at the Moment of Service. The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 4,000 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers. Learn more about how our enterprise software solutions can help your business today at ifs.com.

"WHAT ARE THE FEATURES MILLENNIALS WANT IN AN ERP SOLUTION?"

The NOW generation wants everything at speed and that includes business technology. Companies benefit the entire workforce when they offer modern intelligent ERP with great user experience, in depth predictive analytics and collaboration tools. Plus how about automating repetitive boring tasks so your millennials can spend more time using their phenomenal brains to solve your business problems? It's a win for everyone!

Lucy Thorpe,
Head of Content, InCloud Solutions

INCLOUD SOLUTIONS

Acumatica

HOW ACUMATICA CLOUD ERP ASSISTS WITH MANUFACTURING RESHORING

*Article By **James Mallory** ,*
Product Marketing Manager, Manufacturing, Distribution, Field Service at Acumatica

After the global disruptions of 2020 and 2021, more businesses than ever are planning for manufacturing reshoring. Learn how Acumatica Cloud ERP can help.

How Disruption Drives Domestic Growth

The COVID-19 pandemic, while wreaking havoc on the health and wellness of the global population, also unleashed a global chip shortage and supply chain challenges that disrupted businesses around the world. Manufacturing reshoring, or the bringing back of manufacturing jobs and operations to local regions (as well as the buying of materials domestically), is on the minds of 97% of executives.

Add in rising foreign labor costs, taxes, and international tariffs along with increased automation and efficiencies in the U.S., and the thought is quickly turning into action.

Reducing Risk with Manufacturing Reshoring

The pandemic hasn't been the only barrier for businesses in getting the supplies they need to manufacture their products and to get them into the hands of their customers. Severe weather and trade wars contributed to the chaos. With manufacturing reshoring, businesses can mitigate the risks that have plagued them throughout 2020 and 2021. By diversifying their suppliers and bringing their manufacturing, investments, and resources closer to home, businesses are able to protect themselves from all but regional disruptions. And this shift to reshoring signals a potential—and very welcome—economic recovery for North America.

How Reshoring Helps Manufacturing and Local Economies

According to a Supply Chain Management Review article, tracking and verifying the number of jobs returned to the U.S. or the actual increase in revenue is not officially possible, but the evidence of a "reshoring trend" is viable. The author uses a Thomasnet survey as an example.

"Thomasnet surveyed over 500 industrial buyers—83% of

these buyers said they intended to find and place 10-12% more orders with domestic suppliers this year than last," she writes. "Based on Thomasnet's collected buying data from past years as compared with next year, this simple change—buying 10%-12% more U.S.-made products—could inject $443 Billion into the US economy. WOW!"

If true, this return to domestic buying and this type of financial injection into the U.S. economy (as well as the resulting job growth) would be huge. It's also a tangible argument for manufacturing reshoring.

Facilitating Manufacturing Reshoring with Cloud ERP and Automation

Logistically speaking, manufacturing reshoring brings with it some complications. How do businesses facilitate this change from a global to a local supply chain model? The answer is with a cloud ERP solution.

Manufacturers will need to choose a cloud-based ERP system that provides industry-specific software, including manufacturing management software, inventory management software, order management software, and distribution management software. In addition, the right cloud ERP software should integrate the company's financial, sales, and CRM activities within a single solution and allow users access to updated, synchronized data at any time and from anywhere.

When they do, they will experience automated efficiency, increased flexibility, reduced freight/shipping costs, and accurate planning and forecasting.

How Acumatica Can Help

The idea of returning manufacturing to the U.S. is supported by our manufacturing history. As noted in a Forbes article on manufacturing reshoring, the U.S. became a major manufacturing hub after the Revolution and manufactured much of WWII's industrial output. At the time, "Americans realized the strategic benefit of onshore manufacturing—especially during a global crisis when there is limited access to foreign goods, services, and materials—so that we, as a country with vast resources, can be self-reliant and not have to shut down our industries."

Sounds familiar. However, the transition back to onshore manufacturing will not be simple. Acumatica Cloud ERP, a leader in Usability by Nucleus Research in their new CRM Technology Value Matrix and the Best ERP Software winner by the 2021 SIIA CODiE Awards, can help.

By becoming an Acumatica customer and utilizing industry-specific cloud ERP software, companies have the assistance they need to shift from a global to a local supply chain model. To learn more, contact our team.

About Acumatica

Acumatica is a company on a mission. We are a leading innovator in cloud ERP with customers located around the world. But don't take our word for it — read what analysts like Gartner and Nucleus Research have to say about us.

Acumatica ERP delivers adaptable cloud and mobile technology with a unique all-inclusive user licensing model, enabling a complete, real time view of your business anytime, anywhere. Through our worldwide network of partners, Acumatica provides the full suite of integrated business management applications, including Financials, Distribution, Manufacturing, Project Accounting, Field Service, Retail-Commerce, Construction, and CRM. There is only one true Cloud ERP platform designed for mid-sized customers – Acumatica.

infor

IS IT TIME TO REPLACE YOUR LEGACY ERP WITH A MODERN, CLOUD SOLUTION?

Article by ***Pam Washbon,***

A legacy is something you should leave your family or community, not a software solution. We understand that the cost of an Enterprise Resource Planning (ERP) solution is a large investment, but it is just that – any investment in your business. ERP systems are the central hub that runs your business, and it is critical to your success to have one that is based on current technology that makes it easier to share data across your organization and that also encourages high user adoption and use of the system.

Historically, ERP solutions have carried a large cost in the software, hardware, implementation, and training expenses. Years ago, it was commonplace to hear horror stories about ERP Projects that were very over budget, crippled business and took double the time to implement. If you have ever talked to someone about replacing their ERP system, many were not happy with their current ERP but were too heavily invested in time and money to consider replacing it for a very long time. It was customary for companies and IT departments to be very gun shy of making any changes, thus, they kept their ERP systems beyond their usefulness and are still running their legacy software.

Today, with the many advantages of moving to the cloud and the recent pandemic that forced many companies to work remotely, the efficiency and the availability of Enterprise Resource Planning has brought a renewed interest in replacing legacy ERP systems. Many companies using legacy solutions, also have several disparate programs, including a large collection of Excel spreadsheets that they use outside of the system. These external processes create inefficiencies, increase chance of human error and still need to be integrated into the ERP in a timely manner.

The pandemic reminded all companies that the cost of downtime is enormous, not just to the bottom line, but also to customer satisfaction and your company's reputation. Not only did companies need 24/7 availability, but they also needed to access the systems remotely, and needed multiple employees to seamlessly collaborate with team members in unison. Many companies also needed to be able to adapt

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quickly – by creating new products, retrofitting their current equipment to make new products and by adding additional production lines and shifts. Time was a critical factor in both designing, production and distribution.

By replacing your legacy ERP Solution with Infor CloudSuite Industrial (SyteLine), business processes can be re-evaluated and adjusted to increase productivity, costly server hardware is no longer needed, and upgrades are rolled out to the entire organization quickly and easily. Overbudget and long implementations are no longer the "norm" of an ERP Project.

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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.

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