ERP NEWS
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Developing A Strong ERP Strategy in 2022

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ERP NEWS

CEO & PUBLISHER
Harun DOYURAN
harun@erpnews.com

MANAGING DIRECTOR
Pinar SENGUL
pinar@erpnews.com

EDITOR
Yagmur SAHIN
yagmur@erpnews.com

ASSOCIATE EDITORS
Katie SLIMOV
katie@erpnews.com

Burcu Nihal DEMIRCI
burcu@erpnews.com

ART DIRECTOR
Sena Çarlık
sena@erpnews.com

FOR ADVERTISING
advertise@erpnews.com

VISIT US
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Yagmur Sahin

EDITOR'S NOTE

Dear Readers,

We are excited to be with you again in the first issue of the year!

While the pandemic is unlikely to fully end in 2022, we can hope to see some positive changes this year. Every business will pave a new path for itself with the lessons learned during the pandemic, but a common goal of all would be to get ready for the unexpected.

Undoubtedly, ERP is the key to post-pandemic business success and companies need to have a strong ERP strategy to survive in the post-pandemic world. That's why we have decided to focus on the critical steps to create a strong ERP strategy in this first issue and compiled a wide range of articles and interviews to guide you through your ERP journey in 2022.

Also do not forget to check out the special interview with Paul Burrin, VP of Sage People where we discussed how the role of HR has evolved through the pandemic.

See you in our next issue!

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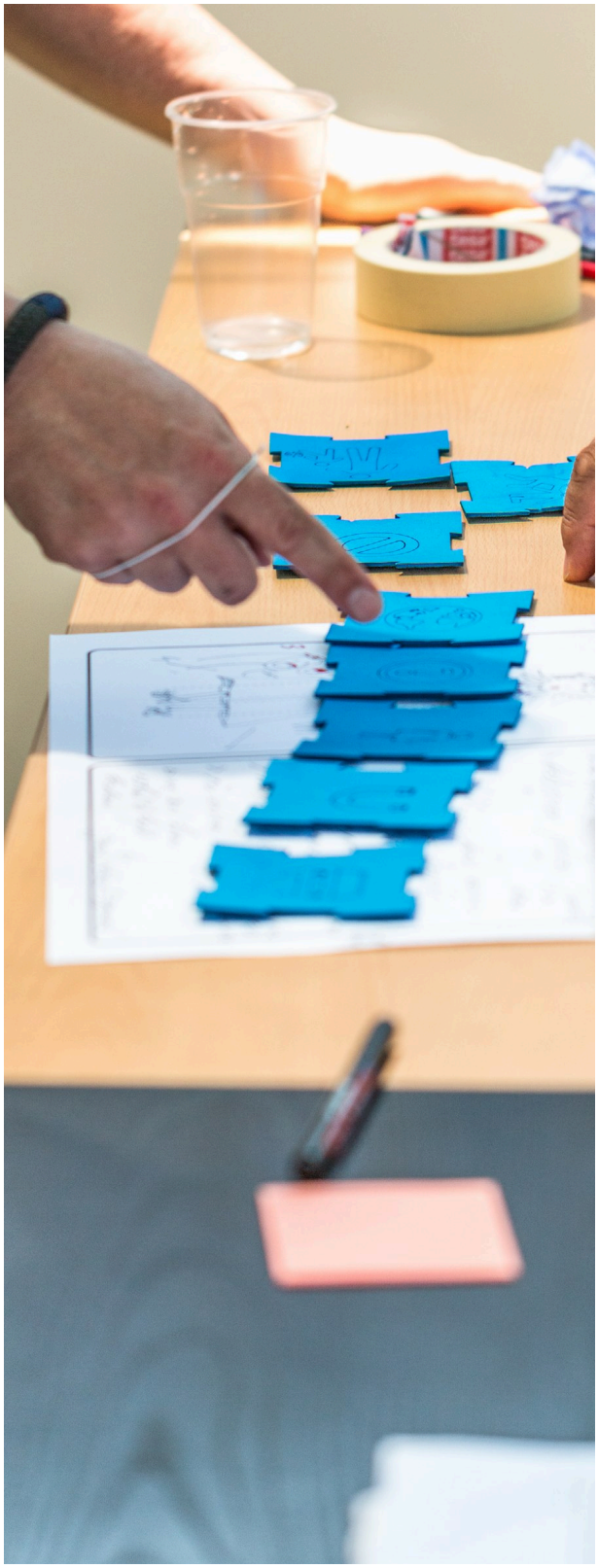

ORACLE BUYS CERNER

Oracle Corporation (NYSE: ORCL) and Cerner Corporation jointly announced an agreement for Oracle to acquire Cerner through an all-cash tender offer for $95.00 per share, or approximately $28.3 billion in equity value. Cerner is a leading provider of digital information systems used within hospitals and health systems to enable medical professionals to deliver better healthcare to individual patients and communities.

"Working together, Cerner and Oracle have the capacity to transform healthcare delivery by providing medical professionals with better information—enabling them to make better treatment decisions resulting in better patient outcomes," said Larry Ellison, Chairman and Chief Technology Officer, Oracle. "With this acquisition, Oracle's corporate mission expands to assume the responsibility to provide our overworked medical professionals with a new generation of easier-to-use digital tools that enable access to information via a hands-free voice interface to secure cloud applications. This new generation of medical information systems promises to lower the administrative workload burdening our medical professionals, improve patient privacy and outcomes, and lower overall healthcare costs."

"We expect this acquisition to be immediately accretive to Oracle's earnings on a non-GAAP basis in the first full fiscal year after closing—and contribute substantially more to earnings in the second fiscal year and thereafter," said Safra Catz, Chief Executive Officer, Oracle. "Healthcare is the largest and most important vertical market in the world—$3.8 trillion last year in the United States alone. Oracle's revenue growth rate has already been increasing this year—Cerner will be a huge additional revenue growth engine for years to come as we expand its business into many more countries throughout the world. That's exactly the growth strategy we adopted when we bought NetSuite—except the Cerner revenue opportunity is even larger."

"Cerner has been a leader in helping digitize medical care

and now it's time to realize the real promise of that work with the care delivery tools that get information to the right caregivers at the right time," said David Feinberg, President and Chief Executive Officer, Cerner. "Joining Oracle as a dedicated Industry Business Unit provides an unprecedented opportunity to accelerate our work modernizing electronic health records (EHR), improving the caregiver experience, and enabling more connected, high-quality and efficient patient care. We are also very excited that Oracle is committed to maintaining and growing our community presence, including in the Kansas City area."

"Oracle's Autonomous Database, low-code development tools, and Voice Digital Assistant user interface enables us to rapidly modernize Cerner's systems and move them to our Gen2 Cloud," said Mike Sicilia, Executive Vice President, Vertical Industries, Oracle. "This can be done very quickly because Cerner's largest business and most important clinical system already runs on the Oracle Database. No change required there. What will change is the user interface. We will make Cerner's systems much easier to learn and use by making Oracle's hands-free Voice Digital Assistant the primary interface to Cerner's clinical systems. This will allow medical professionals to spend less time typing on computer keyboards and more time caring for patients."

Highlights

All-cash tender offer for $95.00 per share, or approximately $28.3 billion, that is immediately accretive to Oracle's earnings.

Accretive to Oracle's earnings on a non-GAAP basis in the first full fiscal year after closing and will contribute substantially more to earnings in the second fiscal year and thereafter.

Cerner will be a huge additional revenue growth engine for Oracle for years to come as Oracle expands Cerner's business into many more countries throughout the world.

Transaction is expected to close in calendar year 2022. The closing of the transaction is subject to receiving certain regulatory approvals and satisfying other closing conditions including Cerner stockholders tendering a majority of Cerner's outstanding shares in the tender offer.

Oracle anticipates retaining an investment grade credit rating.

Oracle brings significant experience helping power the largest industries.

Oracle provides industry solutions that run the core operations for customers in the world's largest industries. Industries covered by Oracle today include, among others, Financial Services, Telecom, Utilities, Pharmaceuticals, Hospitality, Retail, Food & Beverage, Construction & Engineering, Manufacturing and Government.

Oracle also brings best in class cloud infrastructure to drive digital modernization, substantially lowering the total cost of IT in these critical industry sectors.

Cerner is a leader in the healthcare IT industry and a complementary business to Oracle.

Cerner is a leading provider of digital information systems used within hospitals to enable medical professionals to deliver better healthcare to individual patients and communities.

Cerner has over four decades of experience modernizing electronic health records, improving the caregiver experience, and streamlining and automating clinical and administrative workflows.

Together, Oracle and Cerner will protect customer investments and transform healthcare.

According to a recent study by the Mayo Clinic1, physicians spend 1 to 2 hours on EHRs and desk work for every hour spent in face-to-face contact with patients, as well as an additional 1 to 2 hours of personal time on EHR related activities.
Working together, Cerner and Oracle have the capacity to address these issues and transform healthcare delivery by providing medical professionals with better information—enabling them to make better treatment decisions resulting in better patient outcomes.

Customer investments in Cerner are also protected with this combination and will grow in value over time as more modern and connected technologies are made available.
With Oracle's resources, infrastructure and cloud capabilities, Cerner will accelerate the pace of product and technology development to enable more connected, high-quality, and efficient care.

Oracle's focus on usability and voice enabled user interfaces will dramatically reduce the amount of time that medical providers spend dealing with systems and increase the time they spend directly caring for patients.

Significant opportunity to help customers use Oracle's modern technologies such as cloud, AI, ML and other innovations to make care more accessible, secure, efficient and effective for patients and caregivers.

Cerner systems running on the Oracle Gen2 Cloud will be available 24 by 7 by 365. Goal is to deliver zero unplanned downtime in the medical environment.

With Cerner systems running on the Oracle database, only specifically authorized medical professionals can access patient data. IT professionals running the systems are unable to look at patient data.

Oracle and Cerner are committed to continued and enhanced stewardship of health information, which will be bolstered by Oracle's global operational infrastructure.

Cerner will be organized as a dedicated Industry Business Unit within Oracle.

Cerner will be Oracle's anchor asset to expand into healthcare and together we will improve medical care for individuals and communities around the world.

Oracle intends to maintain and grow Cerner's community presence, including in the Kansas City area, while utilizing Oracle's global footprint to reach new geographies faster.
More information about this announcement is available at the Oracle and Cerner corporate websites.

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.

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EVERYTHING A CFO NEEDS TO KNOW TO INCREASE DIGITAL ADOPTION IN 2022

Article By ***Chenthil Eswaran*** *,*
Practice Head of Enterprise Business Applications,
Aspire Systems

As we head into 2022, enterprises can be sure that the influx of digital technologies will continue to grow aggressively. Of course, the same could have been said a few years back too. However, what makes 2022 different from any other point in history is that there's more evidence than ever before that digital disruption is here to stay. More enterprises are advocating for a culture of open innovation to permeate across the organization - from glass cabins of experienced C-suite leaders to the induction rooms where young candidates wait to start their careers.

Finance transformation: Why is it a catch 22 situation?

At the front and center of these journeys is the finance function. Today, more enterprises feel the pressure of achieving finance transformation to the point of seeing measurable ROI. And they are in a catch 22 situation. On the one side, CFOs and their teams need digital firepower more than any other team, considering the sheer amount of daily paperwork. But, on the other side, their workflows require a high degree of accuracy and deep-dive due diligence, given the security and financial risks.

But every CFO has the same mindset while taking that first step towards digital transformation.

For many, automating key finance workflows to reduce manual efforts, increase process accuracy, and ensure compliance is a top priority. Others may need data-rich actionable insights to detect inefficiencies and unearth opportunities to grow the business. In some cases, it's all about uncomplicating a multi-vendor IT ecosystem to get a 360-degree view of the enterprise's financial health.

There's one goal, though, which they all CFOs have in common – to make technology more people-focused.

If it's not about the people, then what good is digital?

Digital tools have a major impact on enterprises because they are changing the way people work. In the late 90s or even the early 2000s, the business user took a backseat to technology. In several cases, innovation was a one-way street with rigid technology solutions to counter problems. But with 2022 around the corner, the narrative has been flipped. Now, the success of any modernization initiative depends on how easily and quickly people can become familiar with the tools that enable digitalization.

Also, digital tools have already engulfed the lives of the average business user. With more millennials and Gen-Z employees across the finance function, there's a lower tolerance towards poor UI or limited feature experiences.

For instance, finance professionals can use RPA workflows to automate compliance management to ensure adherence. But with intelligent AI-driven flexibility, they can also monitor and adapt to any changes in local regulations – giving them more control and confidence over the process. Or let's say that finance users have access to detailed reports but are left without an inbuilt mechanism to enable easy sharing with the right stakeholder. It's yet another case of a job half-done, which may demotivate finance teams from using new tools.

Tips to improve digital adoption in the finance team

- Recognize and resolve any cultural resistance through awareness programs
- Communicate benefits of new tool adoption in a streamlined and consistent manner
- Ensure top management buy-in to create a trickle effect
- Create robust support and maintenance workflows to quickly resolve user frustration

4 top-priority areas for CFOs to increase digital adoption in 2022

Budgeting

CFOs don't need to be told twice about the importance of budget planning when it concerns mission-critical imperatives. Historically, it has been a rigid annual strategy that doesn't leave any room for flexibility. But in 2022, this can be a blow to the enterprise's overall ability to adapt and evolve as per dynamic market dynamics. CFOs may want to look into a zero-based budgeting approach to deploy and measure new digital imperatives.

Digital-focused upskilling

Skill gaps inhibit the finance team from maximizing their potential – especially in hybrid work environments. So, a digital transformation-focused upskilling program is crucial to bring them up to speed. And since technology literacy isn't what it used to be, CFOs must also be on the lookout for talent who can be easily fast-tracked to learn new systems and workflows.

Data analytics and beyond

Data plays multiple roles for the CFO and their teams. It's a journalist who reports on the facts as they are and a market analyst who gives intelligent predictions/ Plus, it's a finance whiz who can carry out error-free tasks in a matter of seconds! Data visualization has also come a long way to offer a precise 360-degree view of individual components of any finance process. With 2022 holding the promise of smarter self-learning algorithms, driven by AI, ML, and NLP technologies, data will keep rising in prominence for CFOs.

Performance monitoring

Much like the digital strategy, getting the finance team to maximize digital tools is a journey, as well. Making sure they move past the starting line in a unified manner is just step one. CFOs should then continuously monitor key processes like accounts payable/ receivable, cash flow, etc. to identify KPI improvements. They should also assess software usage trends in comparison to employee productivity metrics and check whether going digital is bearing dividends.

In conclusion

Accidentally (or indifferently) nurturing bad digital experiences is just as bad as delaying the transformation. CFOs should be mindful that employees are aware that choices are available to switch tools. So, even if enterprises have valid reasons for being unable to replace existing ones, that will not make a difference to employees. The modern user simply expects better from their device or application experiences.

Now, as future-ready as the finance teams ought to be, the current reality is that many are still facing spreadsheet blues. This function is yet to reach any semblance of digital maturity as we approach the end of 2021. But one thing's for sure – it's that 2022 will see a bigger uptick in finance transformation based on the fact that employees won't settle for anything less!

Chenthil leads go-to-market strategy , implementation , support for ERP,CRM,HCM at Aspire Systems. He joined Aspire in 2008 and is a Thought Leader in ERP,CX transformation. Has strong passion for AI.Prior to his current role, he held various ERP, CRM consulting,application development,application maintenance and managerial positions having overall 25 years experience. He also has experience in multiple ERP, CRM implementations across Australia, Middle East, Africa and North America.

About Aspire Systems

Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise.
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To learn more visit: https://www.aspiresys.com/
Read latest enterprise business application blogs

sage

MAKE REAL CHANGE FOR THE FUTURE

Interview with ***Paul Burrin,***
VP of Sage People

The pandemic has had different effects on every industry. However, perhaps HR units felt the most impact. Businesses that did not have ready knowledge to deal with a global crisis had to develop many methods to get rid of uncertainty. It is not easy to know yet how successful these methods are. However, we can make predictions about the future by asking the expert of the subject. As ERP News, we asked Paul Burrin, VP of Sage People, our questions about the subject, for our valuable readers. He answered for you too!

Could you tell us about yourself and your role in Sage?

I'm a work trends geek, fascinated by the way technology is shaping our lives and a Vice President at Sage focused on Sage People, a global cloud HR and People platform that helps organizations around the world to acquire, retain, manage and engage their workforce.

Sage has recently released the HR in 2030 report, which highlights expert perspectives on the future of HR. In the light of this report, could you evaluate the trends shaping the role of HR in businesses?

The pandemic has truly put a spotlight on HR in organizations. With no pre-existing playbook for dealing with a global crisis, businesses turned to People leaders to help steer them through the uncertainty – and these leaders successfully took up the mantle. Today, as we work to emerge from the heights of the COVID pandemic, the HR function continues to evolve as it is called on to help lead three mega trends:

- New ways of working – this includes hybrid working, wellbeing, sustainable performance, and hybrid workforce experiences
- Competing for talent – focused on skills-based hiring, retention of top talent, employer branding, culture, and DEI programs
- Business transformation -- including digital acceleration, AI, experimentation, agility, and resilience

The past two years have radically changed the way we do business. How does Sage People boost HR productivity as flexible and hybrid working becomes part of our lives?

Workers want more. Employees now have expectations that extend well beyond simply pay and compensation. Flexible and hybrid working styles, which flew to the top of the agenda as a result of the global pandemic, are pivotal to this and will continue to be so further into the future. Even before

“

WORKERS WANT MORE. EMPLOYEES NOW HAVE EXPECTATIONS THAT EXTEND WELL BEYOND SIMPLY PAY AND COMPENSATION. FLEXIBLE AND HYBRID WORKING STYLES, WHICH FLEW TO THE TOP OF THE AGENDA AS A RESULT OF THE GLOBAL PANDEMIC, ARE PIVOTAL TO THIS AND WILL CONTINUE TO BE SO FURTHER INTO THE FUTURE.

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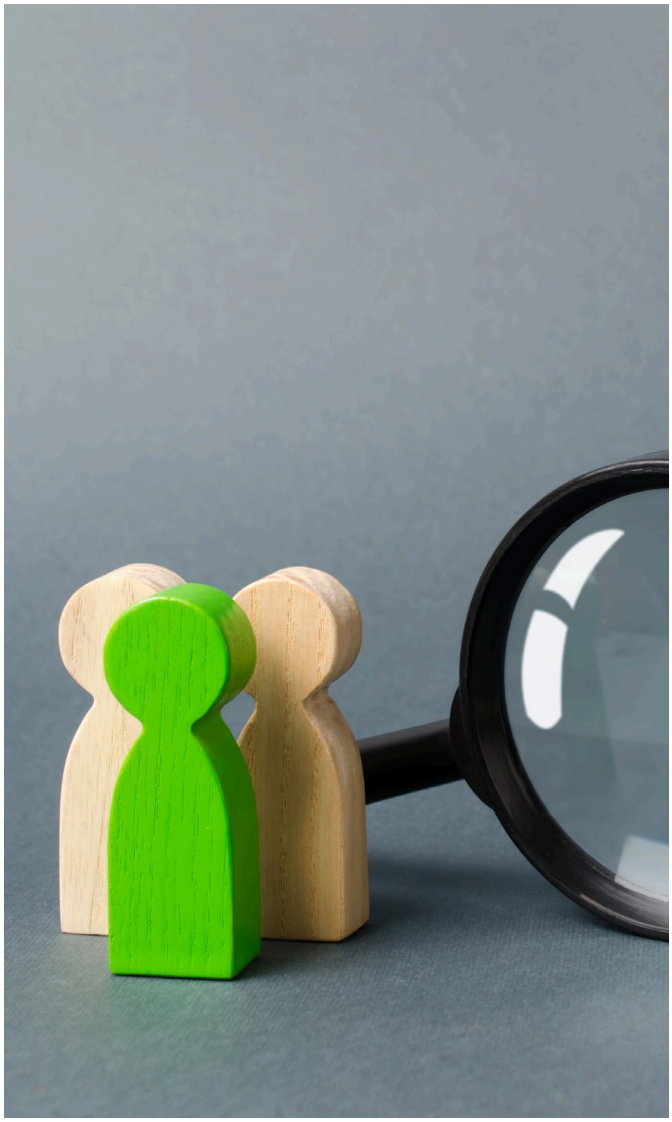
Paul Burrin
VP of Sage People



the recent crisis, 92% of millennials said flexible working was a top priority when job hunting and 70% of employees felt that flexible working made a job more attractive. Yet only 20% of advertised jobs were offering flexibility. Sage People's cloud software system is highly configurable and extensible, empowering mid-size organizations to effectively respond to these changing priorities on flexible and hybrid working. It is designed to foster a stronger connection between the company and employees to stay on top of changing requirements and priorities.

It is very important for today's businesses that HR departments have a more agile structure. How does Sage People contribute to the agility of HR departments?

If we've learned anything from the pandemic, it's that agility is key. Yet, just one year before the global pandemic, our research found that only 29% of HR leaders said they were organized for speed, adaptability, and agility. Today, and in the coming years, HR and People teams need to continue driving agility to create a truly adaptive, responsive, and resilient workforce that is fit to meet any unforeseen challenges in the future. Sage People can be modified quickly to support changing business needs by adding custom fields, capturing and reporting on changing employee sentiment, creating new dashboards and analytics to help make informed business decisions around emerging issues such as employee concerns regarding returning to work, while modifying business rules and changing workflows to both test and support new ways of doing things.

Diversity, equity, and inclusion (DEI) are of critical importance not only for HR departments but also for the whole business world. How does Sage People integrate DEI into everyday operations?

To support diversity and inclusion in the long run, it must be integrated into all HR and organizational processes until it becomes the norm. Currently, we still have a long way to go in most organizations. The DEI strategies of companies are today being put to the test – and rightly so. As many as 70% of job seekers say they want to work for a company that demonstrates a commitment to diversity and inclusion. Those that haven't put a robust and efficient DEI policy in place or don't act upon it, will struggle to survive in 2030.

Sage People's analytics software offers HR leaders tools with which to identify how big the problem currently is within their organizations today and put in place standardized processes, measures, and targets to make real change for the future. This means analyzing your data, not just by how many women or people of color you have, for example, but what jobs they do, how much they are paid, what opportunities for progression they have. Then having difficult conversations internally, being transparent, sharing your findings, and creating alignment of incentives and opportunities to create and monitor meaningful change.

A strong ERP strategy is the most important key to a successful ERP project today. What is the role of the HR management process in a successful ERP strategy?

A strong ERP system offers a rare opportunity to transform a company by increasing efficiency, enabling new capabilities, and improving business performance. HR management within a successful ERP strategy should be focused on having instant and complete visibility into your workforce data so that it's possible to make better business decisions, with smart analytics and actionable insights. With those insights,

"

SAGE PEOPLE'S ANALYTICS SOFTWARE OFFERS HR LEADERS TOOLS WITH WHICH TO IDENTIFY HOW BIG THE PROBLEM CURRENTLY IS WITHIN THEIR ORGANIZATIONS TODAY AND PUT IN PLACE STANDARDIZED PROCESSES, MEASURES, AND TARGETS TO MAKE REAL CHANGE FOR THE FUTURE.

HR can then streamline its process, automate key tasks, and create a single global policy for your organization, while also remaining compliant with local in-country regulations. It should also enable organizations to experiment and test alternative ways of solving problems using agile approaches which allow for incremental and iterative improvements to be made quickly. This enables organizations to be flexible while maintaining critical business velocity and momentum in a fast-changing economy.

Can you evaluate the year 2021 for Sage People? Did you reach your goals?

2021 was a very strong year for Sage People. One of our most important achievements was continuing to support our customers in their drive to successfully manage accelerated change, uncertainty, and ambiguity in a turbulent economy. We were able to ensure our colleagues' wellbeing, while remaining focused on our customers and driving productivity. We further helped customers by launching Sage People U.S. Benefits through a partnership and integration with PlanSource, a leader in cloud-based benefits in this region. This new capability enables mid-size organizations to better manage their wellness programs by automating their end-to-end benefits administration – from annual enrollment and monthly billing to seamless integration with benefits carriers, payroll, and other third parties, as part of a broader wellbeing strategy. We were also able to help customers exploit our highly configurable and extensible functionality to tackle new challenges in the workplace such as office reopening, vaccine management and hybrid working.

A strategic, visionary, global business, product and marketing executive with a track record of creating successful strategies, accelerating revenue growth and building market valuation for B2B SaaS and on premises companies. Proven success in developing category leadership positions and creating multimillion-dollar revenue streams for businesses in North America, Europe and Asia. Extensive experience across the entire marketing spectrum, with a history of leading diverse teams to execute with a sense of urgency and excellence, consistently outperforming the status quo. Sought after contributor, panellist and speaker on digital technology and the future of work.

About Sage

Sage is the global market leader for technology that helps small and medium businesses perform at their best. Sage is trusted by millions of customers worldwide to deliver the best cloud technology and support with our partners to manage finances, operations, and people. We believe in doing everything we can to help people be the best they can be, so the combined efforts of 13,000 Sage colleagues working with businesses and communities make a real difference to the world.

7 CRITICAL STEPS TO A STRONG ERP STRATEGY

Article By ***Bas van Nistelrooij,***
Vice President of Solutions and Vertical Marketing at QAD

Success is rarely an accident. Results are always better when you've laid the proper groundwork. And a major investment in infrastructure like an ERP system demands careful strategic planning. Going into an ERP decision without adequate preparation can mean budget overruns, missed targets or even a failed implementation.

The reality is that, despite best efforts, most ERP projects fail to deliver on the defined outcomes. As projects progress and get "managed," time and budget goals can push aside the central objectives.

We've identified seven critical factors to keep you on track and to ensure a successful ERP initiative.

1 Prioritize industry best practices

First, in order to drive the right outcomes, prioritize industry best practices and ensure compliance with all business and regulatory requirements.

You're the expert in your business and industry. Select the partner who knows ERP in your industry best. You don't want a jack-of-all-trades. You want a specialist who knows ERP and your industry requirements better than anybody, who will ensure that you're compliant, future-proofed and ready to succeed.

ERP has a long lifetime and your choice of partner will set the limits of your manufacturing operation for years to come. You need to work with an ERP firm who has seen all of the potential pitfalls and knows how to navigate around them.

2 Assemble a crack implementation team

Success demands the best and brightest. The selection and project teams need to be made up of people who not only have the right knowledge, vision and focus, but who are also willing and able to drive change. Every person in the group needs to bring value. The team also needs to be empowered to take ownership of decisions, managed through good project governance and controls.
Since ERP transitions are once-per-career events for most, don't count on your team members to have specific ERP implementation experience. To get to great, you have to bridge any knowledge gaps. Take advantage of the expertise of your ERP partner to fill in any gaps that can make a difference in the transformation of your business.

3 Start with compelling business drivers

Companies should only start an ERP project if there are critical business drivers – such as profit, assets or growth objectives – that support the change. If the project doesn't have a major impact on business performance, it will be at risk from day one. Over the course of the work, it's important to be very clear about what the business drivers are and to make every decision with them in mind.

When you have the business rationale documented properly, you can work on communicating the urgency of the mission within the project team. With continued, clear communication, it's more likely that the objectives of the ERP project will remain true from start to finish.

4 Focus on speed to benefit

With the current high level of disruption in the marketplace, implementations have to be as fast as they can. If you move too slowly, your project can get stale and lose momentum, and there is a high risk that your new ERP system is out-of-date before you go-live. Strong leadership and management support is essential to keep the implementation moving.
In a longer implementation, it gets harder to keep the right people involved in the project, which can lead to delayed, compromised or inaccurate decisions. Further, resource management within the company becomes more difficult and the running costs of the project increase rapidly, putting the quality of the end result at risk. When benefits are realized later than expected, the entire project can fail.

5 Guard against "wish listing"

You know the scenario: you poll the departments and everybody has a request. Wish listing is one of the big risks in an ERP project. Expectations set during the selection process can endanger scope, time and budget. If you allow wish listing at the selection stage, you will push up costs and timelines. The last 20 percent of the wish list can easily cost 80 percent of the budget. Stick to the core objectives.

Also, a wish list mentality can become baked into the project team. The team can start demanding everything they want, regardless of cost, instead of the outcomes you really want.

Think through what's reasonable and realistic to aspire to, versus aiming for the stars. If you try to do everything at once, the project could balloon and the risk increases that you won't accomplish anything. Small incremental steps aligned to the business drivers and outcomes agreed upon are the most effective. Keep the process on track with clear and consistent communication.

6 Plan for future disruption

People often replace their ERP because the world has changed around them. But now change is more frequent than ever before. How do you factor in an ever-increasing level of disruption and change?

Building requirements based on current requirements means that you're obsolete before you start. Don't look at how you work now. Look at how you plan to work in 12-24 months, five years. How are you going to adapt to the wider changes? How do you build flexibility into your requirements?

You need to think about the technology capabilities of your ERP partner that will enable you to respond to change and build for the future, meeting requirements you don't even know about today.

Then, it's not just about the project, but also about what happens after you go-live. How will you support the onboarding of new hires or ongoing employee training? How do you ensure standardization and consistency across all plants? Evolution, change and disruption are the new normal. If your new system can't support those changes, you'll end up very quickly back in the same behind-the-eight-ball position. You need to think about ongoing, continuous improvement to future-proof and ensure scalability.

7 Enter into a partnership

Consider that you'll have a relationship with the ERP vendor for many, many years. You need to make sure that the provider has the right attributes, the right cultural fit to sustain an effective relationship over the lifetime of your entire ERP relationship.
Answer these questions as a team: Do you want a single relationship or the responsibility for managing multiple relationships? Does the ERP company have a reputation for caring, and do you have assurance that you'll have access to the people you need when you need them? Do you have a common culture and share the same values? What geographic scope and coverage do you need? Don't just think time zones and language, think local legislation and regulations.

In the end, a strong ERP strategy ensures a singular focus on one objective – improving the performance of your business, while not wasting your investment.

Bas van Nistelrooij is the Vice President of Solutions and Vertical Marketing at QAD, Inc. For 30+ years he has been helping manufacturers identify and realize business improvement opportunities by implementing ERP and supply chain technology and processes.

About QAD

In 1979, QAD was founded by Pamela Lopker, who was later joined by her husband Karl Lopker, as a small startup solution to address a large gap in complete, integrated business software for manufacturing companies.

We began with a few local customers, supporting them from our headquarters in Santa Barbara, California. But as our customers took their brands to the next level—international—we adapted quickly to keep up. Today we support customers in over 100 countries around the world. Our products have gone global, too, and we have spent years innovating and growing our offering as our customers expand their businesses overseas.

You'll often hear us say that at the heart of QAD is a strong and loyal customer community. We really believe that to create the best full-featured manufacturing ERP software for our customers we need to work together. We pride ourselves on our customer engagement and our commitment to continually evolve as the manufacturing industry changes.

It's been over four decades; we still focus solely on manufacturing—we live and breathe it every day alongside you. Together we are building an Adaptive Manufacturing Enterprise.

WHAT ARE THE CRITICAL STEPS TO CREATE A STRONG ERP STRATEGY?

Meeting the needs of a digital company today means leading the way with a new era of intelligent ERP. This shift in thinking will be THE critical step needed to create a really strong ERP strategy for the future.

Lucy Thorpe,
Head of Content, InCloud Solutions

INCLOUD SOLUTIONS

THE TAKE: OMICRON THREATENS TO HALT PROGRESS ON SUPPLY CHAIN ISSUES

Global supply chain issues blamed for disrupting the flow of goods and sparking higher inflation may have finally peaked, according to a new gauge from the Federal Reserve Bank of New York, but the rapid spread of the omicron variant of COVID-19 has already caused a new wave of labor and supply chain problems.

Background

As the New York Fed noted in a blog post published on Tuesday, supply chain disruptions have become a major challenge for the global economy since the start of the COVID-19 pandemic.

Factory shutdowns, particularly in Asia, along with widespread lockdowns and mobility restrictions have resulted in disruptions across logistics networks, increases in shipping costs and longer delivery times.

In the post, the New York Fed unveiled a new gauge, the Global Supply Chain Pressure Index (GSCPI), which integrates a number of commonly used metrics with an aim of providing a more comprehensive summary of potential disruptions affecting global supply chains.

Based on the new tool, the New York Fed notes that supply chain pressures surged at the beginning of the pandemic period, when China imposed lockdown measures, disrupting the flow of goods and sparking higher inflation.

More recently however, the authors note that the index "seems to suggest that global supply chain pressures, while still historically high, have peaked and might start to moderate somewhat going forward." Purchasing manager surveys in Europe and the U.S. also suggest that supply chain bottlenecks were easing in December and factories in China and the rest of Asia began to reopen following lockdowns.

But the spread of the highly transmissible omicron variant poses new challenges, exacerbating labor shortages in key sectors — including healthcare itself — and forcing governments to implement, or consider implementing, new lockdowns and quarantine requirements.

SAP's Take

"The harsh reality is that constant disruption is the new norm," says Darcy MacClaren, SAP's SVP for Digital Supply Chain and Manufacturing in North America. "It's now omicron, but it will be something else going forward. Companies just have to be prepared to be resilient and agile for whatever the next thing is that is coming."

At the moment, the biggest problem is that so many people are sick with the new variant that it is causing supply chain problems across the board. "It's really a people issue and it's global," she says. As a result, manufacturers cannot get the raw materials they need and even if they do get supplies, they don't have the people to do the manufacturing and the logistics.

What's Next?

Looking ahead, MacClaren says companies that have visibility into their entire ecosystem and the technology necessary to respond quickly and cost-effectively to the next supply chain issue will be in a much better position than those that are left scrambling from one disruption to the next.

In the meantime, in the U.S. in particular, a new round of omicron-fueled labor shortages have compounded problems caused by a lack of key components, ranging from semiconductors to lumber, and helped drive a spurt in consumer price inflation.

U.S. administration officials and central bankers have been left hoping that inflation will subside over the next few quarters as the omicron wave subsides and the immediate supply chain issues are resolved — averting the need to raise interest rates precipitously, which could stall the nascent global economic recovery.

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.

AGILOFT ANNOUNCES PARTNERSHIP WITH TCS TO HELP ENTERPRISES ACCELERATE THE AUTOMATION OF COMPLEX CONTRACTING PROCESSES

Agiloft, the global standard in no-code contract lifecycle management (CLM), announced the addition of Tata Consultancy Services (TCS) as a partner to empower customers with enterprise implementations of Agiloft contract lifecycle management (CLM) to automate their most complex contracting processes.

TCS, a leading global IT services, consulting, and business solutions organization, is partnering with Agiloft to provide agile solutions for organizations building on or transitioning to electronic document management and digital automation of their contract and commercial workflows.

"TCS is an excellent addition to our network of partners," said Elisabeth Bykoff, VP of Agiloft's Global Alliances. "Their level of experience with large scale and highly complex projects will help ensure client success, while their global scale of skilled professionals will help enable Agiloft to continue its aggressive growth and empower more customers with our CLM platform. Agiloft is fully committed to customer success and satisfaction, and we are confident that TCS will be a key partner in achieving results and value to help us fulfill that commitment."

Akhilesh Tiwari, VP and Global Head of Enterprise Application Services at TCS, said, "Paired with wide-reaching industry expertise, our deep technical knowledge, and global capability, this partnership will enable us to help clients transform their contracting processes faster with automation and greater agility. With its robust AI capabilities and configurability, Agiloft offers a clear path to a powerful and cost-effective business solution."

Agiloft's Global Partner Program serves companies across six continents and has been growing exponentially since its relaunch at the end of 2020. For more information, visit www.agiloft.com/agiloft-partners.htm.

About Tata Consultancy Services

Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world's largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India's largest multinational business group, TCS has over 528,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US $22.2 billion in the fiscal year ended March 31, 2021, and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS' proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit www.tcs.com

About Agiloft

Agiloft, Inc. is a trusted provider of agile software for contract and commerce lifecycle management. Our unique platform enables our pre-built and custom modules to be tailored to your exact needs without writing custom code, so deployment times and costs are a fraction of those required for other systems.

WHAT ARE THE CRITICAL STEPS TO CREATE A STRONG ERP STRATEGY?

You must remember the following crucial steps to create a strong ERP strategy:

Implement a headless ERP infrastructure

Rise of self-service ERPs and no-code software

Machine learning and AI will rule the roost.

Cloud-based ERP systems have become the norm

Integration with IoT devices ensure better business results.

Mobile ERP solutions are the future.

Two-tier ERP systems will become more common.

Nishant Joshi,
Technical Writer, Sage Software Solutions Pvt Ltd

DEVELOPING A STRONG ERP STRATEGY IN 2022

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

In 2022 our customers will be accelerating towards the future. The question is, will we be there with them or will we be presiding over an ERP proposition that looks hopelessly out of date?

Meeting the needs of a digital company today means leading the way with a new era of intelligent ERP. This shift in thinking will be THE critical step needed to create a really strong ERP strategy for the future.

Last year an article like this would have begun with a bunch of buzzwords like – Machine Learning, AI and Automation – we would have talked excitedly about the future technologies that would one day be here. Today they've arrived – and with certain forward-thinking vendors are already being embedded as an essential part of their offering. The future is here and without these technologies your ERP strategy fails. The old ERP is dying and the new era of intelligent ERP has arrived.

This is where we are heading; Intelligent tools that can think ahead on behalf of a business, algorithms which can spot problems before they hit. Having your ERP tell you which invoices are likely to cause issues or being alerted by automated e-mail that an asset or component out in the field is likely to fail. This is the new reality.

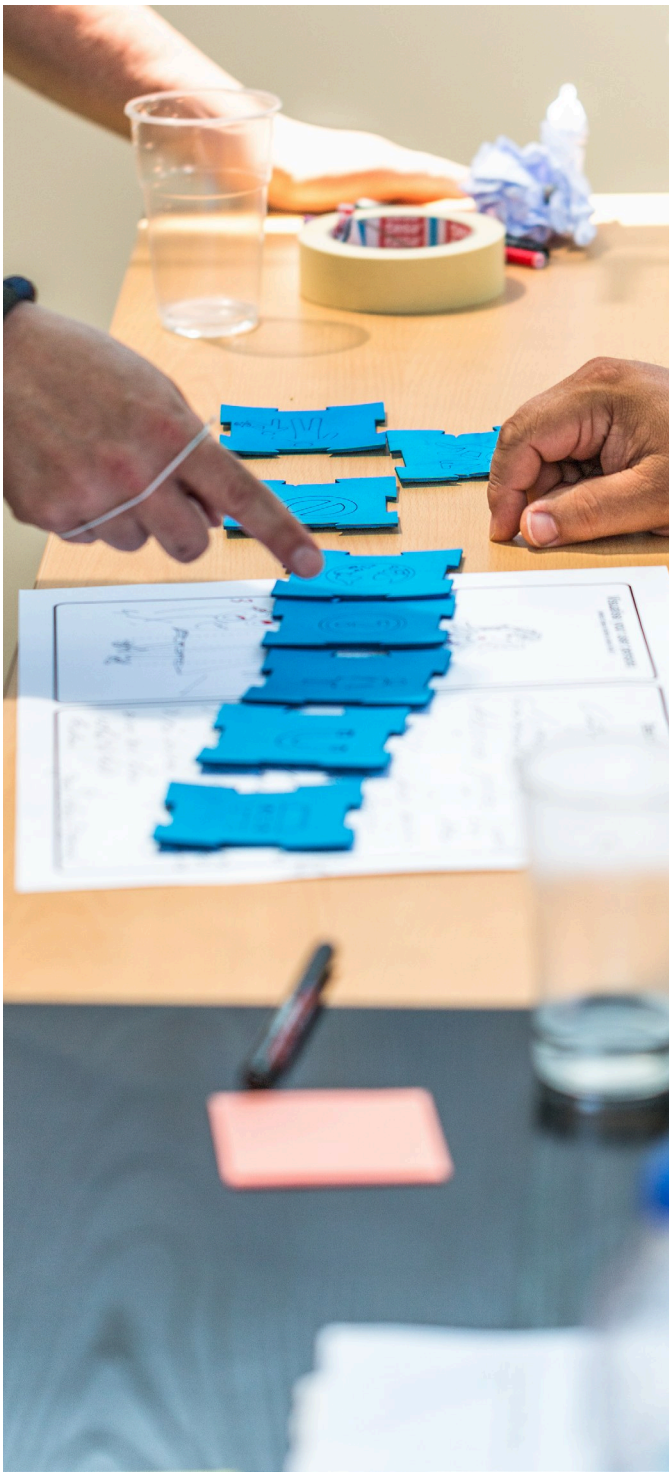
Intelligent automation is now a fundamental requirement for most customers and when you meet with them it is quite frequently the hottest topic in the room. This is how far we have come in a very short space of time.

So, in order to answer the question - what steps do I need to take towards creating a strong ERP strategy? Here are 4 to start with...

- STREAMLINE
- OPTIMISE
- INTEGRATE
- AUTOMATE

As we enter the new intelligent era we are going beyond back end processes to knit the entire organisation together. ERP becomes more than just the place where you store your data and carry out your accounting processes – it becomes the

> **OUR SPECIALISM, SAP BUSINESS BYDESIGN IS A VERY ROBUST STARTING POINT FOR ANY MIDSIZED CUSTOMER WITH GROWTH AMBITIONS.**



engine for creating seamless digital experiences delivering efficiency and agility and above all innovation – at speed. Our people will remain at the heart of everything we do, but they will be joined by our processes and our platforms.

So we will look to go beyond the back office and the finance system to include IT and other digital systems – creating for example powerful e-commerce platforms which integrate back into the ERP. We want to join it all up and add in automated processes and workflows and business analytics so we can run faster, smoother and smarter.

Since InCloud Solutions became part of Sapphire Systems we have been privileged to become part of their vision – playing an integral part in offering customers an important starting point for this digital journey.

Our specialism, SAP Business ByDesign is a very robust starting point for any midsized customer with growth ambitions. It will support all your business processes while preparing you for the future. Bots out of the box are now standard with ByDesign and coming soon is a similar standard for smart analytics processes.

Sapphire Systems has designed a digital maturity curve resource which allows you to benchmark your current position and begin to imagine your future. You can find it here – digital maturity curve resource

We look forward to a bright future Beyond ERP.

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

Prophix®

PROPHIX CEO SHARES INSIGHTS ON THE FUTURE OF FINANCE; INDUSTRY AND BUSINESS EXPECTATIONS FOR 2022

MISSISSAUGA, Ontario – With issues ranging from supply chain disruptions to cybersecurity threats and continued business uncertainties due to the pandemic, 2021 was a difficult year for CFOs across the globe. These challenges were exacerbated by a significant shortfall in digital transformation, as determined through recent studies, that hindered the ability of finance teams to anticipate and respond to business changes. This next year, however, represents an exciting moment for finance executives who are now more than a calendar year removed from the uncertainty of the COVID-19 pandemic and are ready to meet challenges head-on.

Alok Ajmera, CEO of Prophix Software, reflects on the shortfalls of 2021 and identifies emerging industry t rends to watch for this year: "Last year, our 'Agility in Planning, Budgeting and Forecasting' survey findings done in conjunction with FSN Research identified most finance departments still face challenges in their digital transformation with sizable gaps in abilities and outcomes in nearly every survey category – ranging from speed to insight to forecasting accuracy, to the ability to conduct scenario planning. Our benchmark report underscored the need for digital transformation to help fundamentally change the role of finance from reactive to proactive, better anticipate change, and take a stronger role as a business advisor. By leveraging more advanced tools within corporate performance management software, including artificial intelligence capabilities and intelligent automation, finance executives can be better prepared for what comes next."

Ajmera shares 5 predictions for finance teams looking to close the digital transformation gap in 2022:

Dynamic Financial Planning Will Be The Antidote To Continued Business Disruption

From supply chain shortages to rising inflation, businesses most likely will continue to deal with various disruptions in 2022 – and dynamic financial planning tools such as cloud-based "if/then" scenario planning software will emerge as the sure proof solution for businesses to remain nimble and

"

OUR BENCHMARK REPORT UNDERSCORED THE NEED FOR DIGITAL TRANSFORMATION TO HELP FUNDAMENTALLY CHANGE THE ROLE OF FINANCE FROM REACTIVE TO PROACTIVE, BETTER ANTICIPATE CHANGE, AND TAKE A STRONGER ROLE AS A BUSINESS ADVISOR.

"

Alok Ajmera,
CEO and president of Prophix

quick footed in their strategic decision making.

Strategic Finance and Operational Planning Will Go Hand-in-Hand in 2022

To unite FP&A strategy with operational planning to meet long-term goals, companies will focus on obtainable financial and organizational targets, ensure their budget supports organizational plans, make use of financial planning software to optimize strategic planning, and more.
A focus on "Intelligent Automation," Not "Hyperautomation"
While a compelling concept, hyperautomation will not be the silver bullet for CFOs seeking to streamline their reporting processes in the year ahead. Instead, finance executives will apply "intelligent automation" technologies to specific areas of the business to reduce manual work, increase speed of decision making, and improve data accuracy for reporting processes.

Zero-Based Budgeting Makes A Comeback

Zero-based budgeting (ZBB) is gaining in popularity, and it is not the slash-and-burn tactic it once was. Instead, with the help of automation, cloud platforms and AI, ZBB allows businesses to roll out budget changes quickly while increasing a company's nimbleness in other aspects of FP&A – from capturing operational efficiencies and stimulating growth to boosting performance. Expect to see an increased adoption of ZBB in the coming year.

The Era of AI-Powered Corporate Finance Is Here

CFOs have been slow to adopt advanced technologies such as AI due to a number of factors, including tightened pandemic budgets, lagging digital transformation efforts, and a lack of prioritization. As businesses emerge from the volatile pandemic period, expect to see CFOs finally taking the plunge into AI-powered finance technologies, kickstarting the next era of super-charged corporate finance.
Looking beyond corporate finance tech functionality in 2022, Ajmera also shares predictions on key industry trends likely to take center stage:

ESG Will Make It On Businesses' General Ledgers In 2022

In 2022, there will be no escaping the growing importance of and business focus on ESG (environmental, social and governance). CFOs who fully commit to implementing sustainability strategies in 2022 – including creating a company-wide ESG task force, reporting best practices and tying compensation to sustainability goals – will be able to prevent financial loss and missed profit opportunities, while also boosting their corporate reputation.

Cybersecurity Takes Priority for CFOs

CFOs are recognizing the need for new solutions to protect private financial data. In 2022, CFOs will be looking for comprehensive security solutions — inclusive of people, processes, and technology — coupled with third party verification and certification to identify, review, and mitigate all risk, to keep their businesses and their budgets safe from cyber threats.

About Prophix Software

Your business is evolving. And the way you plan and report on your business should evolve too. Prophix helps mid-market companies achieve their goals more successfully with innovative, cloud-based Corporate Performance Management (CPM) software. With Prophix, finance leaders improve profitability and minimize risk by automating budgeting, forecasting, and reporting and puts the focus back on what matters most – uncovering business opportunities. Prophix supports your future with AI innovation that flexes to meet your strategic realities, today and tomorrow. Over 1,700 global companies rely on Prophix to transform the way they work. For more information, visit http://www.prophix.com.

THE TAKE: CORPORATE CLIMATE DISCLOSURES

The U.S. Securities and Exchange Commission (SEC) is working on new rules that will govern what companies disclose about the impact and risks related to climate change and how global warming could affect a company's future financial performance.

Investors are becoming increasingly sensitive to a company's "green line" – the impact a company's supply chain activities, operations, products and services have on the environment, particularly CO2 emissions.

More than 90% of companies already produce and publish sustainability reports, according to PwC. But the lack of agreed standards make it difficult for investors, consumers and potential employees to make direct comparisons.

In addition, voluntary disclosures are often delayed and are not fully integrated with financial metrics, making it hard to correlate the impact of climate-related initiatives on corporate operations and other variables such as capital expenditures.

U.S. regulators in particular are expected to address these issues by introducing mandatory reporting requirements, perhaps as soon as this year.

SAP's Take

"We need more standardized environmental, social, and governance (ESG) reporting frameworks as businesses are increasingly required to disclose their impacts," said Daniel Schmid, SAP's Chief Sustainability Officer. "It's clear that strong performance in these non-financial areas is a competitive advantage and supports long-term business value creation."

For years, companies have reported their ESG or non-financial performance. This kind of reporting is increasingly mandatory for listed companies, while private and smaller companies are increasingly reporting voluntarily.

The challenge for all of them, however, is the broad range of reporting frameworks and standards. More than 100 ESG reporting guidelines are in use — often conflicting and redundant — making it virtually impossible for executives, investors and other stakeholders to determine credible progress or compare impacts across different companies and industries. Ninety percent of corporations said that a set of universal ESG metrics and disclosures would be useful for financial markets and the economy.

Consolidation around a universal, comparable set of reporting standards is urgently needed.

About SAP

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priority™

ERP & BIZ MANAGEMENT SYSTEMS: TRENDS TO WATCH OUT FOR IN 2022

*Article by **Efrat Nakibly**,*
VP Marketing & Strategy, Priority

The tech innovations you can expect in 2022 will be a natural progression of digital transformation – the very processes that gained momentum at the start of the pandemic in early 2020. The business world had little choice but to adapt to the new normal and the next normal that called for more stringent business continuity and risk management strategies. While ERP was relatively slow to change, it became clear that connectivity, interoperability, and agility were must-haves for any organization intent on surviving a now dynamic and complex environment, where every business decision could potentially "make it or break it."

Now more than ever, companies are increasingly relying on ERP to manage their business operations, by integrating new technologies and supporting a broader range of front and back-end functionality. What's more, organizations are now required to quickly adapt the way they plan, execute, and measure their performance to meet the requirements of a fast-changing business landscape, and adopt new, critical operational methodologies to meet their strategic business goals.

Here are some of the ERP trends we'll continue to see in 2022, setting us on a path to greater flexibility in our now data-driven, dynamic and multi-dimensional business environment.

Self-Service & Low/No-Code Software

Borrowed from the consumer world, and fuelled by months of quarantine, "self-service" is making headlines again. Simply put, if we don't take care of ourselves, no one else will. As a result, the notion of self-service ERP is gaining popularity, as it offers the independence that was once considered unachievable. Self-service resource planning enables business users to create customized dashboards and configure data sets and processes, from dynamically defining field values to creating reports, even if they don't have tech skills, and without the help of developers.

The pandemic not only spurred digital transformation, but it also accelerated the adoption of low-code and no-code software, driven by organizations' desperate need to adjust

> **IN THE RACE TO BECOME MORE EFFICIENT AND REVOLUTIONIZE THE WAY BUSINESSES OPERATE AND INTERACT, ERP WILL CONTINUE TO EVOLVE, AND CREATE NEW TECHNOLOGIES AND OPERATIONAL WORKFLOWS TO ADAPT AND BEND TO THE WINDS OF CHANGE.**

their business models and add new customer services, especially in terms of remote working. Low-code (or no-code) allows you to choose from a menu of options or go through a plug & play configuration process to meet your specifications, rather than starting from scratch and having to rely on developers to get the job done. Compared to traditional legacy development/change management cycles, pre-configured building blocks that facilitate functionality components, make it easier and faster to modify, create and publish applications, without requiring IT support.

As the business management software ecosystem continues to evolve and remote working becomes the norm, the emphasis on using self-service capabilities, powered by low-code technology, is here to stay, to further ensure business insights and accurate decision making.

From Headless Commerce... to Headless ERP

Retail chains have always been at the forefront of innovation. Due to constant communication with consumers and the need to remain relevant, the retail industry frequently dictates future trends in both the physical and digital domains. It comes as no surprise, then, that retail was the first industry to embrace the integration of a headless infrastructure to create a unified customer experience across all channels.

Today, most users use only partial system functionality, such as shop floor tasks, inventory management or e-commerce sales. The idea of a headless architecture preaches for full separation between the business logic and data and the development of task-specific interfaces, independently designed and implemented from the back-end. In other words, the focus is on APIs, rather than UIs. By implementing a headless architecture, complex operations suddenly become simple and user experiences are tailored to provide each end-user with a personalized, cross-organization interface, from warehouse employees and sales teams to human resources, store managers, and customers.

Cloudy, with a chance of ERP

Cloud-based ERP is not the latest trend, but it still ranks as one of the most revolutionary. Cloud computing introduced a whole new world of ERP, enabling cloud-hosted options that drive more efficient work practices, save time, reduce total cost of ownership, and help companies to change the way they work. Despite the data security concerns that accompanied the industry's transition to the cloud, it was successfully adopted, thanks to the growing availability of mobile platforms and increased security.

Open, flexible and scalable cloud applications led the market to be dominated by SaaS ERP solutions. Many organizations that still use on-premise ERP are starting to understand how and why they're getting left behind. Highlighted by the pandemic, operational limitations, from inflexibility and costly scaling, to lack of innovation and partial collaboration, forced many businesses to operate remotely, deeming on-premise solutions obsolete. Cloud ERP in 2022? Yes, yes, and yes.

The Race to Automate: Machine Learning & AI

In a business world dominated by a culture of instant gratification, processes automation tips the scales in favor of those who use it to "achieve more with less." At the forefront in the race to automate almost every business management process, is the integration of AI in every consumer-driven domain, backed by AI's power to optimize data. Technologies such as face recognition combined with personal preferences data, allow the physical world to become a personalized experience, much like an e-commerce store, by becoming another data gathering channel instead of just an endpoint.

In 2022 and beyond, the growing AI trend will echo across all ERP features, including industry-specific solutions, such as manufacturing and distribution. AI technologies, including machine learning, are helping organizations draw additional value from the ever-growing volumes of collected data. AI continues to empower companies to gather new, actionable insights, enhance their operational processes, and best use their reams of business data.

Better Business Results with IoT Integration

Over the past few years, the Internet of Things (IoT), known as direct machine integration combined with vast amounts of data have shaken the ERP landscape, introducing new possibilities for operational excellence and workflow automation.

IoT integration plays a big part in the business automation revolution, both in terms of end-level computing, data centers, and customer experience. IoT integration allows ERP systems to gather, store, and process unprecedented amounts of data collected from new, external endpoints in real-time, without developing connectors to external sources. This data is used by industries to obtain accurate and relevant user information and address their unique requirements, and demands. As a result, we'll undoubtedly see the rapid advancement of IoT integration into the ERP ecosystem, as organizations continue to demand advanced asset management capabilities, greater efficiency, improved forecasting, real-time insights, and enhanced interoperability, all thanks to IoT.

Mobile = Stable

In a world where we can do (practically) everything on our mobile phones, from paying bills to turning on the lights before we get home, we've grown "attached" to instant information and functionality, literally, at our fingertips. Mobile and real-time communication are two driving forces powering the IT domain, prompting ERP systems to get on

board and offer the same convenience and flexibility to... carry your business with you.

Much like cloud ERP, mobile ERP apps gained popularity during the global lockdown, when businesses started to explore newer ways to leverage mobile tools as an extension of their ERP system. With mobile ERP, users have the convenience of accessing their ERP via their mobile device, with the same functionality as from their desktop. Today, with the surge in remote working, more and more organizations are onboarding mobile ERP, where it's fast becoming making a necessary operational tool. Mobile ERP solutions drive system visibility and accessibility companywide, accelerate business processes, boost productivity, and save time, resources, and costs across the board. Mobile ERP apps are designed to power operations "on the go," with apps including mobile sales force, service, proof of delivery, warehouse, point-of-sale (POS), purchase approval, employee attendance apps, and more.

The Two-Tier ERP Imperative

The two-tier ERP approach essentially uses "two systems" to address the needs of large organizations with multiple locations and/or subsidiaries. This technology allows for master data management, or rather, a single source of accurate data for the entire enterprise. Large organizations that adopt a two-tier ERP strategy, maintain their corporate ERP solution to manage day to day operations, while their smaller or remote business units, use a second tier ERP solution to handle their unique requirements, such as location-specific regulations, compliance, and tax codes. This method allows organizations to achieve business flexibility, agility, and strategic alignment, at a lower cost. Two-tier ERP systems are gaining popularity, as global companies are beginning to understand, that contrary to the popular expression, more, is sometimes, well... more.

The bottom line? We will surely see an increase in the integration of enterprise ERP solutions with second-tier, web-based ERP tools that provide global subsidiaries or branches with specific regional and vertical industry tools and functionality.

Food for thought...

In the race to become more efficient and revolutionize the way businesses operate and interact, ERP will continue to evolve, and create new technologies and operational workflows to adapt and bend to the winds of change. We will certainly witness more emerging trends in 2022 and beyond, because evolution never stops, it accelerates. Perhaps here, it's fitting to remember the words of Charles Darwin, "It is not the strongest of the species that survives, nor the most intelligent; it is the one most adaptable to change."

About Priority

Priority is a leading provider of scalable, agile, and open cloud-based business management solutions for a wide range of industries and organizations of all sizes; from global enterprises to small and growing businesses. Recognized by top industry experts and analysts for its product innovation, Priority provides real-time access to business data and insights from any desktop or mobile device, enabling organizations to increase operational efficiency, improve the customer experience, identify new opportunities, and outpace the competition. With offices in the US, UK, Belgium, and Israel and a global network of business partners, Priority, owned by Fortissimo Capital and TA Associates, empowers 75,000 customers in 40 countries with smart and intuitive business management platforms that drive accelerated organizational growth

What does this mean for you and your business? Simply put, Priority improves business efficiency and the customer experience. We provide real time access to business data and insights in the cloud, on-premise, and on-the-go, easy, real time system access from any mobile device or tablet – anywhere, any time.

APTEAN EXPANDS IN AUSTRIA WITH ACQUISITION OF JET ERP

Aptean, a global provider of mission-critical enterprise software solutions, announced the acquisition of JET ERP Betriebsgesellschaft mbH, a leading provider of enterprise resource planning (ERP) software in Austria, operating under the brand "Data Systems - Solutions made in Austria" for more than half a century.

Based in Vienna, JET ERP is a developer of ERP and ancillary solutions for more than 350 customers in the manufacturing and construction industries. Its clients rely on the company's range of accounting, finance, and document management products to control costs, increase operational efficiency, and adapt to the evolving logistics industry.

Aptean has recently made a significant commitment to growth in the DACH region through its acquisitions of Modula, Agiles, Ramsauer & Stürmer, and JET ERP. These recent investments, which bring strong local focus and rich product features, combined with Aptean's scale and deep technical expertise, position Aptean to be a leading ERP provider in DACH where the demand for digital business solutions continues to rapidly increase.

"Aptean is pleased to announce the acquisition of JET ERP as we continue to expand our global presence. We are confident that this partnership will help us drive growth throughout the DACH region," said TVN Reddy, CEO of Aptean. "With its loyal customer base and established solutions, JET ERP will add to Aptean's presence in Austria. We are excited to welcome the talented JET ERP team to the Aptean family."

"JET ERP is eager to work with Aptean to serve the Austrian market" said Michal Rybovic, CEO of JET ERP. "With Aptean's global scale and broad solutions portfolio, we are now better positioned to serve Austrian manufacturers with additional offerings to help them grow their businesses."

About JET ERP

JET ERP is a leading developer of ERP and business management solutions in Austria. The company's portfolio includes its modular, highly integrated cross-process software for document management as well as business intelligence applications encompassing financial accounting, controlling, purchase, transport, planning and warehouse management. Learn more at http://www.jet-erp.at/jet/.

About Aptean

Aptean is one of the world's leading providers of purpose-built, industry-specific software that helps manufacturers and distributors effectively run and grow their businesses. With both cloud and on-premise deployment options, Aptean's products, services and unmatched expertise help businesses of all sizes to be Ready for What's Next, Now®. Aptean is headquartered in Alpharetta, Georgia, USA, and has offices in North America, Europe and Asia-Pacific. To learn more about Aptean and the markets we serve, visit www.aptean.com.

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SYNTAX

ERP IN THE HYBRID CLOUD: WHAT YOU SHOULD KNOW

The transformation of the enterprise resource planning (ERP) system as a driver of enterprise-wide digitization can be complex but critical to the success of many businesses.

Companies record and manage all business-critical data and information via their ERP system for material, people, processes, and products. As the basis for continuous process optimization, it plays an essential role in successful digital transformation.

ERP solutions must be able to adapt to future business models. In addition to legacy capabilities, customers today also want flexible bookable "services-as-a-service." They no longer buy machines, for example, but their uninterrupted runtime.

And any company that meets these requirements must be able to expand traditional ERP services to the cloud. Furthermore, each cloud model brings its advantages and challenges.

Public Cloud: Availability Meets Innovation

A significant advantage of the public cloud as an operating environment is its availability. In the case of internationally positioned companies, supply chain processes are often distributed across numerous global locations. The cloud is ideal for providing each with 24/7 access to the central ERP system.

In addition, workloads can be scaled quickly and flexibly. If a special billing run or another resource-intensive process occurs at short notice, additional capacity such as computing power or storage space can be scaled quickly. For example, since billing is based on usage, once a large order has been completed, the resources are cost-efficiently scaled back to normal operations.

Along with the infrastructure advantages, the public cloud drives innovation and efficiency. Hyperscalers offer numerous services, and some are tailored explicitly to ERP systems. Internet of Things (IoT) networks provide real-time data from end-user devices and increase the transparency of processes relevant to planning. And technologies such as data lakes, machine learning, or artificial intelligence (AI)-based analytics uncover inefficient processes and enable informed data-driven decisions.

For example, if a machine fails where the customer only pays when running, any downtime means a direct loss of revenue. Thanks to cloud-based solutions for IoT and intelligent data analytics, this situation can be avoided with the help of predictive maintenance and controlled efficiently by the ERP.

Private Cloud: Flexible and Individual

The infrastructure advantages of the public cloud are based on its high level of customization. However, ERP systems often reflect company-specific or industry-specific requirements and legal regulations. Sometimes these custom

processes cannot be squeezed into a predefined format. In addition, many companies still use legacy third-party systems that are not cloud compatible but support relevant business functions.

This is where the private cloud scores. It offers a high degree of scalability and availability. And it has a more flexible architecture. It can more easily manage custom processes.

Compliance and data protection are also essential factors. Sensitive personal and company information from all areas and departments converges within the ERP system. Industry-specific and company-specific rules and legal regulations can preclude the storage and processing of this data in the public cloud.

ERP in the Hybrid Cloud: An Ideal Combination

If you want to combine the advantages of public cloud and private cloud without restrictions, it is best to use both models in the form of a hybrid cloud. A hybrid cloud creates the ideal balance between flexibility and adaptability.

In a hybrid model, sensitive information can be stored and processed in the private cloud per compliance requirements. Less sensitive data like incoming and outgoing goods, orders, warehousing, and the like can be stored in the public cloud. This is where innovative cloud services add efficiency, such as linking ERP, IoT, and sensor data to map processes digitally or AI-learning and machine-learning supported analytics. This functionality can provide a clearer picture of the company-wide value chain, including untapped optimization potential.

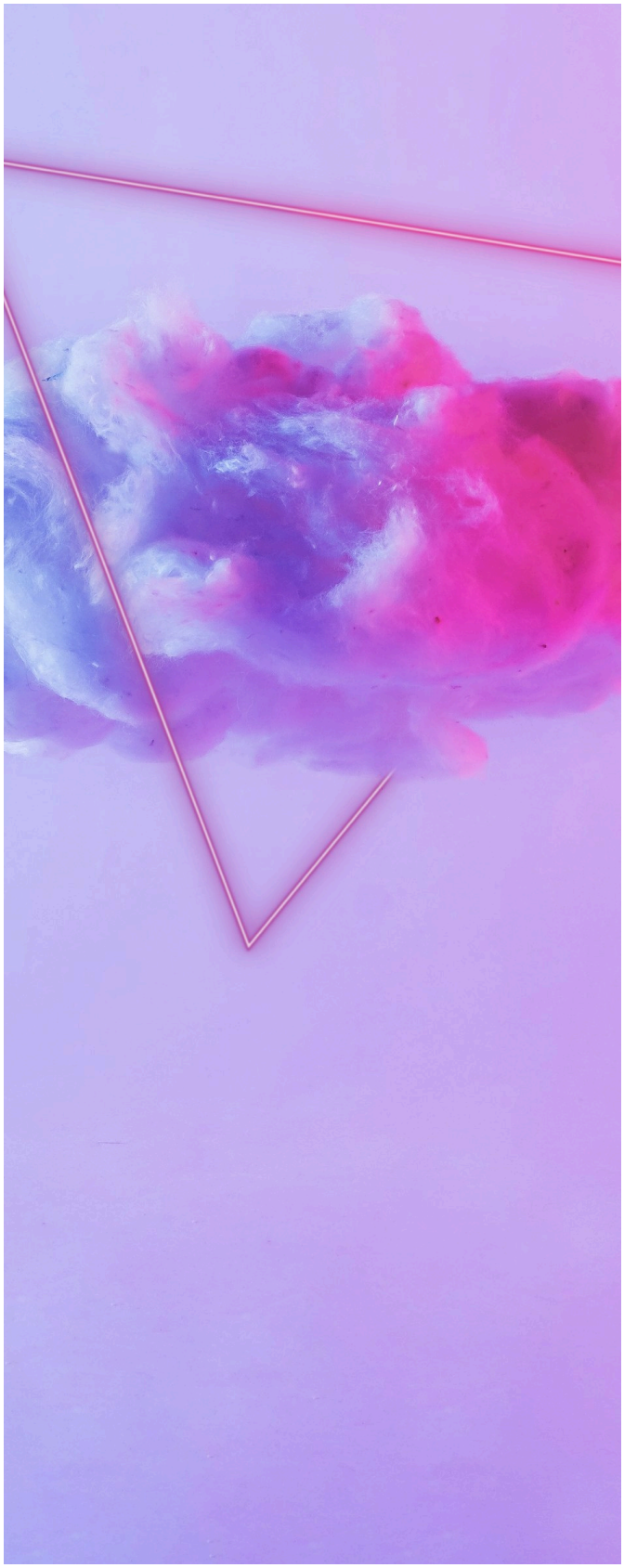
With the support of an experienced partner, the hybrid cloud can be expanded to include enterprise-relevant legacy systems that run on-premises. The relocation of these systems to a private cloud would be too time-consuming and costly. Still, a hybrid cloud solution offers an ideal combination of individual customization and dynamic provisioning.

Conclusion

ERP systems are at the heart of your internal company processes and therefore play a central role in successful digital transformation. Companies must migrate to the cloud to succeed, at least in part.

The public cloud scores with availability and value-adding services, while the private cloud can be adapted more closely to individual specifications. A one-size-fits-all approach does not work for all environments. In many cases, a tailored cloud solution is needed.

Those who rely on a hybrid cloud solution can align their ERP architecture according to industry and company-specific requirements. This creates the basis for continuous processes optimization and future-proof business operations. To learn more about ERP, visit our insights page, where you can access our whitepapers, webinars, data sheets, and much more.



About Syntax

Syntax provides comprehensive technology solutions to businesses of all sizes with over 800 customers trusting Syntax with their IT services and ERP needs. Syntax is a leading Managed Cloud Provider for Mission Critical Enterprise Applications. Syntax has undisputed strength to implement and manage ERP deployments (SAP, Oracle) in a secure, resilient, private, public or hybrid cloud. With strong technical and functional consulting services, and world-class monitoring and automation, Syntax serves corporations across a diverse range of industries and markets. Syntax has offices worldwide, and partners with SAP, Oracle, AWS, Microsoft, IBM, HPE, and other global technology leaders. Learn more about Syntax at www.syntax.com.

FINANCIALFORCE

5 PREDICTIONS FOR DIGITAL BUSINESSES IN 2022

*Article By **Joe Thomas** ,*

It's that time of year again – time for FinancialForce to break out the virtual crystal ball and provide our predictions for digital businesses for the upcoming 12 months.

Prediction #1: The new normal will be more new than normal.

There's no going back to 2019 — or to any pre-pandemic year, for that matter. 2022 will double down on 2021. COVID-era trends will continue to accelerate in unsettling ways. The supply chain is no longer a well-oiled global machine. The "Great Resignation" continues unimpeded. (Fact: September saw the highest rate of voluntary resignations in history), as does remote/hybrid work.
The upshot: We're not going back to pre-pandemic normalcy. The old ways of working are no longer sufficient. The future is up for grabs. Only the organizations that take bold action will survive and thrive in 2022. Across all industries, the winners in the new normal will use the crucibles of 2020 and 2021 to forge a path to an agile, innovative, intelligent, and resilient tomorrow, fueled by strong customer-centricity and smart tech investment.

Prediction #2: Supply chain volatility and disruption will require better demand and capacity forecasting.

Supply chain bottlenecks and other supply issues show no signs of slowing. Port bottlenecks persist, as does a shortage of truck drivers and shipping containers (4-week delays at Port of L.A., 25-mile train backups in Chicago). It's already affecting a vast range of products, spanning both direct goods (to manufacture products) and indirect goods (to run your business). Need items like toilet paper, delivery boxes, books and lumber to computer chips, chicken wings, wheat, coffee, graphics cards, household appliances, auto parts, chlorine tabs, drywall, and printer ink? Be prepared to wait for them...and pay inflated prices when you receive them.

The most agile forecasters and scenario planners will survive and thrive in this environment, while others will face increased costs, shrinking margins, and lower customer satisfaction. The action item: Take steps to better understand demand and deliver on it, by processing digital signals from both customers and suppliers. And find ways to do more collaborative planning so you can respond quickly to changing market conditions.

Prediction #3: Overwhelmed IT staffs will shift from offense to defense.

Let's face it: IT staffs have been operating in crisis mode since the pandemic began, implementing and maintaining collaboration software, hopefully installing security software on laptops and home computers, dealing with individual WiFi issues, and transitioning from on-premises software to cloud deployments.

Now, however, workflows and processes that were being held together by heroic manual efforts are showing their cracks, especially in the area of data security. The combination of mass resignations and remote work has been a lethal one in terms of data security, multiplying security risks exponentially, as confidential spreadsheets and other unsecured corporate data is walking out the door with alarming frequency. In response, in 2022 the most agile IT departments will shift from playing offense — putting data into employees' hands — to playing defense, in the form of bolstering information security and data segregation.

Prediction #4: Employees will collaborate around a shared purpose.

As remote/hybrid work and the Great Resignation continue into 2022, a small percentage of companies will fully commit to "Back to the Office".. It will not go well. In many cases, vaccine and mask mandates will lead to complications. But that won't be the cause of most return-to-office failures.

Companies that insist on a full back-to-the-office model will

find that employees aren't having it. Attrition at these firms will rise above their industry averages — monthly quit rates will rise to as high as 2.5% for much of 2022 until executives feel the pain and back off to a hybrid work model.

Even hybrid work is no panacea. Real pain will be felt at companies shifting to this model. Many initial attempts at "work anywhere" will fall short. Leaders will claim support for a hybrid model, but still design meetings, roles, and promotion opportunities around face-to-face experiences. The dichotomy will lead to declining productivity and continued employee attrition.

In such a period of labor disruption, the companies that are most successful in retaining their workforce will give their employees a higher-minded reason to get out of bed in the morning — that is, a real mission, based on an understanding of a "shared purpose" that links employees' efforts with organizational goals.

To help achieve that goal, organizations will embed collaboration and analytics technologies into workstreams, so people can understand how their day-to-day activities connect with their colleagues' efforts — and their customers' buying journey.

Prediction #5: Most DIY machine learning/AI efforts will fail.

To solve issues created by increased volatility and uncertainty, many companies are looking to AI analytics and machine learning as a silver bullet, trusting in the "machine" to give them answers that they've found to be elusive. In 2022, most of those DIY AI/ML projects will fail.

It's not actually that bold of a statement. Even in pre-pandemic 2019, only 53% of internal AI projects successfully made it from prototype to full production (source: Gartner). So, while many companies will attempt "science fair"-type digital business transformation projects based on open source AI technologies from Google, Amazon, or Microsoft, the hard part is taking prototypes into production. As such, we project that AI initiative success will drop into the low-40% range in 2022.

That's not an indictment of any organization. Employing AI to automate core business processes is, well, hard. It requires input from an organization's internal data governance team, financial and business modelers, and development staff. And if the initiative isn't part of the mainstream DevOps process, then that low-40% number will drop even further.

The best way to maximize the chance of success with AI and machine learning in 2022? In two words, outsource it, to AI experts. Rely on your core application platform vendors. They're already modeling many of your digital business processes, so adding AI/ML at key decision points or process handoffs should be their responsibility, not yours. If your vendor doesn't have an embedded AI platform, then you may want to evaluate new application platforms before disrupting existing business processes to bring an AI prototype into your legacy applications. Your CFO should appreciate it.

About FinancialForce

FinancialForce offers customer-centric business applications on the leading cloud platform from Salesforce. We accelerate business growth with the only modern ERP suite and the #1 professional services automation (PSA), enabling real-time insights and intelligent decision-making. Learn more about how to see your customers in full color with Salesforce and FinancialForce.

OptiProERP MANUFACTURING

WHY A SOLID ERP STRATEGY IS ESSENTIAL

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

If you search for ERP implementation tragedies, it isn't hard to find examples. There are lots of scary statistics on ERP failure rates too. It's enough to make you shy away from making the move to a new ERP system.

The good news is that ERP implementation doesn't have to turn tragic. If you look at ERP successes, you'll recognize the common denominator - a solid strategy.

How to Develop a Strong ERP Project Strategy

Implementing an ERP system is a major undertaking. You have to realize it isn't easy and it takes much time and effort to create a well-thought-out strategy. But in the end, your reward will be your own ERP implementation success story and tangible benefits for your business and employees.
Let's see some positive statistics and benefits that modern ERP solutions provide.

From the Aberdeen Group:

- ERP reduces operational costs by 23%
- ERP reduces administrative costs by 22%
- ERP increases on-time deliveries by 24%

From Panorama Consulting:

- The top 3 benefits gained from ERP software are:
  - Reduced process time
  - Increased collaboration
  - Centralized enterprise data

Step 1: Vision and Discovery

Assemble a Discovery Team
Here's where you begin the process to see what makes sense for an ERP system. First, assemble a Discovery team. It should consist of senior stakeholders, technical leads, and someone

from each department. If you will be using a consultant(s), include them too.

Define the Vision
The Discovery Team should set out to visualize where they would like the business to be in the future, projecting out 5 to 10 years. They should think big and focus on success, keeping in mind the company's goals and how they can be attained.

The team should take a good look at the present state of the company and what it will take to achieve their vision. By understanding where the organization is currently, and where they would like it to be, will help them to discover how an ERP system can get the business there.

Information Gathering/Identifying Pain Points

The Discovery Team will need to look at the organization's current systems and processes to understand what problems exist and what pain points need to be solved. There may be a lack of quality control, difficulties with tracking production costs, too much inventory on hand, or all of these and more. It's important to take each issue identified and list them in order of priority.

The Discovery Team should also determine what a successful implementation would be like, what functionality is needed, and whether the ERP system should be on-premise or cloud-based.

Step 2: Analysis

Determine the Business Case

This step takes the information from the Discovery phase to put together a business case. The business case describes the project objectives and how the ERP system solves them. It will include the following:

- **Benefits** – What gains will the company achieve with ERP software?
- **Risks** – What problems could be encountered by implementing an ERP system?
- **Costs** – What short- and long-term costs will there be with an ERP implementation?

Step 3: Planning

Develop a Project Management Team

You will need a strongteam that includes people from across the company to see this project through. Some of them should be technical, but all should be capable employees.

The project management team is comprised of stakeholders that care about finding the right solution and solving the pain points identified. Use staff from each department who understand the issues that the new system can resolve.

The ERP project should not be passed off to the IT department to figure out. ERP is essential to all business operations and needs a wider perspective than IT staff would be able to provide. They can be involved, but the Project Management Team needs to include people from across the company who can understand the vision for the project.

Create a Change Management Plan

The Project Management Team will need to create a change management plan. It should include milestones, and the tasks to reach those milestones. The change management plan should explain how to handle project communication, document and update standard operating procedures, track user adoption and comfortability, and manage change (updated roles and responsibilities, etc. as an ERP system can change processes, clarify roles, and tighten accountability). It should address how to escalate important issues and compare progress to milestones.

This ERP project will involve modernizing processes and the technology that will execute these processes. The team will need to communicate to staff why the changes are necessary to help both them and the company. Upper management will need to reinforce the importance of the process and employee role changes.

These changes will affect the company culture. The old ways of doing things will be adjusted to make room for new processes and technology. People are resistant to change. You'll need to help staff be ready to adapt to the new workflows. Shop floor employees will need to be prepared to handle the data and output once the new ERP system is implemented.

Forecast a Budget
Many implementations go over budget so it's important to work through all costs involved, both direct and indirect costs. Leave a buffer to take care of anything you may not have considered. Like a construction project, you can encounter unexpected delays or costs.

Keep an eye on the budget. If it looks like you may have to go over what you planned, adjust the budget. It's important to keep a close watch on the costs to ensure they stay on track and fit within your business case.

Step 4: Design

Determine, Document, and Map Processes

For this step, you will be using what you learned in Discovery and Planning. Show how the new workflows and processes will function for each department and end-user. This can involve developing process flows and data maps. The flows show a visual outline of the new processes to help users understand them.

Let the end-users, including those on the shop floor, provide feedback. Involving users helps them feel invested in the system instead of resistant to it. Their input is also very valuable since they understand the current workflows and the problems with them. They may point out issues that hadn't been considered. It's essential to make sure users feel comfortable with how the ERP system will manage processes in their areas.

As you develop processes, be sure to leverage your ERP system and the vendor to implement best practices during implementation. ERP systems are designed to incorporate procedures that have become known and accepted as the best way to do things. The vendor should be able to help you understand how these best practices can help your performance. Your workflows should be streamlined to have as few interruptions as possible.

Step 5: Development

This step is only applicable if you will need any customizations. Customizations are changes to the software's functionality. They need programming and are different from configurations.

Configurations are changes that don't need coding. You will need some configurations like setting security roles or making fields mandatory. You may also need some customization to fit a particular business need. Customization could be to change or enhance features, add new features, or add a process.

If possible, avoid customizations since it requires changes to the source code of the ERP software. Customization is expensive and could make it difficult for the system to update. It is only recommended if there is a clear business process that you need to accommodate.

Step 6: Data Migration

This process can be complex and requires a lot of effort to have data put into the format needed by your ERP vendor and new ERP system. Data will need to be cleaned up before being transferred to the new ERP software. Define clear methods for how to handle any data that is either incomplete or missing.

Step 7: Testing

Testing is necessary before the system goes live. You'll want to be sure there are no issues such as bugs or problems with the data. Check with users to be sure they feel good with how their processes work.

Step 8: Training

With training, users learn to use the system to take advantage of its functionality. Training is important to achieve the efficiencies the software and workflows provide.

People have different learning styles and skill levels. It is helpful to have a variety of approaches to training. Videos, written documentation, live classes, and peer support are some options. You'll want to make all users feel comfortable with the system and know how to use it to its full capacity.

Step 9: Deployment

The software go-live can happen all at once, in steps, or tandem with the old system. A phased approach is best so only one part of the software is up and running at a time. That way you can check to ensure it is operational, before moving on to another area. It involves less risk, but it does take longer.

It may also be helpful to have the old system still operate while the new one is getting tested, but only for a short period. Don't use the old system as a crutch and a reluctance to change. But, this method can help to avoid losing data or having any downtime. Of course, this option involves greater resources so it will be more expensive but, it may be worth it. The project team will need to make that determination.

> **"IMPLEMENTING AN ERP SYSTEM IS A MAJOR UNDERTAKING. YOU HAVE TO REALIZE IT ISN'T EASY AND IT TAKES MUCH TIME AND EFFORT TO CREATE A WELL-THOUGHT-OUT STRATEGY.**

Step 10: Support

You will need ongoing support and maintenance after you go live. Support ensures the software remains operational for its lifetime. Support will help resolve any glitches or if you need to adjust something later. It also keeps you current with the latest updates and upgrades.

Create a Strong Strategy and Stick to It!

Failed implementations show that not having a strong strategy causes major problems. Your business can lose money, waste employee time, and upset customers. You can also encounter process challenges and hurt your reputation. A successful ERP implementation optimizes your business operations for better competitive advantage. You'll achieve increased automation, greater business insight, and provide a superior customer experience. Be sure to put the effort into a strategy and do the homework needed to structure an effective plan.

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.

ORACLE

QATAR AIRWAYS GAINS BUSINESS ADVANTAGE IN MOVING FINANCIAL PLANNING TO ORACLE CLOUD

Oracle has announced that Qatar Airways has implemented Oracle Fusion Cloud Enterprise Performance Management (EPM) as the multiple award-winning airline transitions through the pandemic and embarks on a major global expansion. With Oracle Cloud EPM, Qatar Airways financial teams gain the transparency and flexibility needed for more accurate planning, budgeting, and forecasting. The improved processes are helping the airline increase agility, improve insights and enhance business decision-making across the organisation.

As one of the world's fastest-growing airlines Qatar Airways serves over 140 destinations, operating a fleet of more than 200 aircraft from its global hub at Hamad International Airport in Doha, and employing more than 40,000 people. As the airline embarked on a major global expansion in the last decade, its existing systems and manual processes could not scale to keep pace with the company's growth. The airline needed to automate and streamline its financial and planning processes to more effectively control and manage resources and investments, improve reporting capabilities, and align the organisation behind its ambitious expansion plans. As the commercial aviation sector recovers from the pandemic in the second half of 2021, Qatar Airways is quickly returning to its pre-pandemic network of 180 destinations and resuming its expansion program.

"While the pandemic had a significant impact on the aviation sector, the ability of Qatar Airways to remain resilient and reliable for its customers, and respond quickly to these unforeseen challenges, has been critical to maintaining our business competitiveness. The foundation we have built with Oracle Cloud EPM for our financial processes has enabled us to adapt quickly, especially as we plan for the transition out of the pandemic and the resumption of our growth plans. We have been able to model scenarios to increase efficiency, reduce risk, and provide our leaders with the correct information to allow them to make informed decisions," said Daniel Ho, Chief Financial Officer, Qatar Airways.

Oracle Cloud EPM enables Qatar Airways to better connect operational and financial data across HR, finance, supply chain and sales to improve management insights, accelerate decision-making, and enhance the company's business modelling and planning. Moving business processes to Oracle Cloud EPM has also enabled the company to eliminate manual processes in financial reporting to improve the speed, accuracy and insights of reports.

"The airline sector is facing a unique challenge as it navigates recent disruptions and rapidly changing recovery," said Leopoldo Boado Lama, Senior Vice President, Business Applications, ECEMEA, Oracle. "With Oracle Cloud EPM, Qatar Airways will gain a competitive edge by always having access to the latest innovations and emerging technologies. With Oracle, Qatar Airways will be able to gain real-time business insights and accurately forecast revenues to make better business decisions in a dynamic market. While highly relevant in the current business context, these capabilities will also improve productivity and ensure the airline can respond to future challenges in what is a continually evolving business environment."

Oracle Consulting is the implementation partner for this initiative.

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.

DEVELOPING A COMPREHENSIVE ERP STRATEGY IN 2022

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

We live in a post-pandemic world where digital transformation happens at a lightning-fast speed. Software companies are launching new apps with upgraded features that enable organizations across industries to achieve milestones that appeared unachievable a few decades ago. Business management solutions such as Enterprise Resource Planning (ERP) solutions support critical business functions through automaticity, helping companies comply with stringent government regulations and enabling businesses to survive in a complex and dynamic environment. Recent developments in ERP systems would allow organizations to increase interoperability, connectivity, and agility and achieve more with fewer resources in less time.

Today, the business landscape is changing rapidly. As a result, companies need to quickly brainstorm new strategies to adapt to changing market trends and customer preferences. ERP software allows companies to implement crucial operational methodologies to meet their strategic business goals.

Here are a few ERP trends that will continue to dominate in 2022 and provide greater flexibility in our dynamic, data-driven, and multi-dimensional business environment.

1. The rise of headless ERP.

Industries have undergone a rampant technological transformation in the recent past. 24/7 customer communication, maintaining excellent vendor relationships, and being relevant in the market are a few factors why industries are implementing the headless infrastructure. This infrastructure helps create a unified customer experience across various channels.

Most organizations use partial system functionality, such as inventory management, shop floor tasks, and e-commerce sales. A headless infrastructure calls for a complete separation between business logic and data. It also encourages the development of interfaces for specific functions that are independently designed. Therefore, the primary focus is on APIs instead of UIs.

Headless architecture simplifies complicated business operations and provides user experiences tailored to specific users' needs. It also creates a cross-functional interface that allows store managers, warehouse employees, the human resource department, sales teams, and customers to work

together.

2. Rise of Self-service ERPs and no-code software.

The notion of self-service gained popularity during the coronavirus pandemic. It essentially means that you need to take care of yourself because no one else will. And this principle applies to ERP software as well.

Self-service ERPs allow users to configure data sets & business processes and create customized dashboards based on their specific needs, wants, and challenges. The most significant advantage is that users require low or no prior code experience to operate such systems. Therefore, the reliance on developers is substantially reduced.

The pandemic accelerated the adoption of low/no-code ERP software. It allows companies to adjust to new business models, improve customer service, and quickly and efficiently implement remote working infrastructure without programming knowledge. Businesses can meet their specifications using plug & play configuration instead of relying on developers to get the job done. Pre-configured building blocks allow enterprises to create, modify, and publish top-notch applications without IT support.

As more organizations become a part of the remote working ecosystem and business management solutions gain more abilities, the significance of self-service ERPs will only increase. Moreover, low/no-code technologies will reveal hidden insights and help businesses improve their decision-making capabilities.

3. Industry 4.0 solutions are here to stay!

Today, we live in a world where people want instant gratification. People want the best products and services instantly. Therefore, businesses that understand and implement industry 4.0 solutions, including Artificial Intelligence (AI), Machine Learning, IoT, Data analytics, will outperform others in the market.

Out of all the technologies mentioned above, integration of AI with the existing ERP software promises the best results. AI's inbuilt power to optimize data from multiple sources and find patterns oblivious to the human eye is remarkable. Moreover, technologies such as face recognition have evolved as new touchpoints for collecting added data about the existing customer database. These new data points assist companies in brainstorming effective marketing strategies that ultimately improve the sales graph over a particular period.

In 2022 and beyond, AI-enabled ERP systems will help create new and improved financial, marketing & sales, manufacturing, distribution, and customer service operations to help businesses draw additional value from the enormous data collected across multiple touchpoints.

4. Cloud-based ERP systems have become the norm.

Cloud-based ERP software isn't a new concept. But with significant developments in this technology, companies across industries are subscribing to cloud-based technology, primarily because of three crucial reasons:

It allows business stakeholders to create, edit, access, and share critical business information anywhere, anytime, and through any device.

Companies don't need to spend on establishing a separate IT team. The third-party vendor maintains, repairs, and upgrades the ERP system remotely.

> "IOT INTEGRATION PLAYS AN ESSENTIAL ROLE IN THE BUSINESS AUTOMATION REVOLUTION BY BLENDING DATA CENTERS, END-LEVEL COMPUTING, AND CUSTOMER EXPERIENCE.

Employees need not have hardcore coding experience to operate a cloud-based ERP system.

SaaS ERP solutions are gradually becoming the backbone across industries because of their openness, scalability, flexibility, and agility. Businesses have also understood that cloud systems provide them the much-needed cost-scaling benefits, reduce operational limitations, and collaborate with business stakeholders across multiple geographies quickly and efficiently.

5. Integration with IoT devices ensures better business results.

IoT technology allows companies to quickly receive and process vast quantities of data from numerous devices distributed across multiple geographies. As a result, it has opened new possibilities for workflow automation and operational excellence.

IoT integration plays an essential role in the business automation revolution by blending data centers, end-level computing, and customer experience. Businesses are using IoT devices to get relevant customer data that helps understand the customers' requirements.

One of the most significant benefits of integrating IoT technology with ERP software is forecasting ability. For example, consider you are a washing machine manufacturer. A customer purchases your washing machine from a retail store, and after a few weeks, the motor develops a problem. Immediately, an alert signal will be transmitted to the customer support team stationed at the head office. After that, a support executive will forward all the details to a service engineer who will visit the customer's location and repair the machine. This feature is popularly known as predictive maintenance, which means that companies can provide the best quality repair services to customers even

before the device becomes entirely dysfunctional.

6. Mobile ERP solutions are the future.

Today, smartphones significantly impact our everyday lives. They have transformed the way we communicate, transact, and interact with electronic devices in our homes. In addition, mobile devices provide real-time data and allow companies to flexibly and conveniently operate their business.

Mobile ERP solutions, much like cloud-based ERP systems, gained wide popularity during the COVID-induced lockdowns. Mobile ERP solutions provide users the convenience of operating ERP using their smartphones, with the same functionalities as the desktop. As the remote working ecosystem grows, several organizations are implementing mobile ERP solutions.

The following reasons further explain why mobile solutions are essential for companies across industries:

Improve system visibility
Accelerate business processes
Reduce operational costs
Save time
Drive productivity

Mobile ERP apps are finding massive use in the following domains:

Employee attendance
Point-of-sale (POS)
Proof of delivery
Salesforce
Purchase approval

7. Two-tier ERP systems will become more common.

Big organizations typically use two-tier ERP systems with multiple branches spread across vast geographies. It's divided into tier 1 and tier 2 systems. The tier 1 ERP software manages the operations of the head office, typically looking after critical functions like finance & accounting, procurement, and supply chain & logistics. On the other hand, tier 2 ERP software is customized to provide solutions for small branch offices, including tax-related issues, sales & marketing, and manufacturing processes.

Tier 2 ERP software automatically relays information to tier 1, allowing for master data management. It helps create a single source of truth that helps relevant business stakeholders to access data from multiple touchpoints.

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.

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3I INFOTECH WINS A MULTI-YEAR CONTRACT WITH A MAJOR US BASED SUPPLY CHAIN AND ENTERPRISE PRODUCT COMPANY

3i Infotech Limited (BSE: 532628, NSE: 3IINFOTECH), a global Information Technology company, committed to accelerating business transformation, is now providing cloud and managed services to Bamboo Rose, a US based industry-leading Multi-Enterprise Product and Supply Chain Platform. As part of this multi-year contract, 3i Infotech will be the preferred infrastructure managed services provider (MSP) as well as Microsoft cloud service provider (CSP) for Bamboo Rose globally. Additionally, both the companies are committed to working on a joint go-to-market in select geographies.

Bamboo Rose connects members of the retail business community to streamline product innovation, development, sourcing, and supply chain operations helping clients bring great products to market faster and at higher margins. It serves 85+ major retailers and 400 brands connecting 50,000 suppliers and 150,000 user members globally.

Commenting on the new client win, Mr. Thompson Gnanam, Managing Director & Global CEO, 3i Infotech Limited said, "New 3i Infotech is a one stop technology orchestrator who plays the role of a cloud transformation specialist, managed services provider and cloud services provider taking end-to-end business KPI, partner of choice to scale and accelerate business of our next generation cloud native, digital first clients like Bamboo Rose."

Mr. Kamal Anand, CTO at Bamboo Rose said, "With 3i Infotech, we will achieve our goal of a centralized, rationalized and optimized cloud operations center with embedded industry best practices. The complete cloud infrastructure backend support provided by 3i Infotech helped us monitor the key activities and the managed services accelerated our business operations. We would like to thank the team for their continuous assistance."

About 3i Infotech

Headquartered in Mumbai, India, since inception in 1993, 3i Infotech has been committed to driving business value across multiple industry verticals. 3i Infotech, today, has emerged as a leading name in propelling the current wave of digital transformation initiatives, with deep domain expertise across BFSI, Healthcare, Manufacturing, Retail and Government sectors. The Company has over 4500 employees in 30 offices, 15 countries and across 4 continents. With a wide range of IT services, 3i Infotech has successfully transformed business operations of customers globally. The Company has a very strong foothold and client base in geographies like North America, India, Asia Pacific, Middle East and Kingdom of Saudi Arabia.
Website: https://www.3i-infotech.com/

Acumatica

ACUMATICA'S YEAR IN REVIEW: TOP HIGHLIGHTS OF 2021

Article by ***Jon Roskill***
CEO, Acumatica

It seems like just yesterday I was reviewing highlights from 2020. Now, 2021 is almost in our rearview mirror. Though another challenging year, Acumatica and our partners again grew significantly as we helped customers on their digital transformation journeys. Our growth demonstrates that Acumatica's award-winning cloud ERP solution is in high demand, and I'm excited to get it into the hands of every business looking for success in today's digital economy.

I'm also excited to share some of Acumatica's top highlights of the year.

Acumatica's Top Highlights of 2021

1. Acumatica Summit 2021

Acumatica was one of the first cloud ERP companies to plan and execute an in-person, post-pandemic event. By doing so, we were able to re-establish the face-to-face connection so critical to strengthening personal and professional relationships.

In his Acumatica Summit 2021 recap, our CMO Todd Wells writes that it was a successful event focused on the resiliency of the Acumatica community and the reliability of Acumatica Cloud ERP. "It's a winning combination, and we will continue focusing on innovation and our customers as we meet the future head-on."

The Day One press release and Day Two press release offer more Acumatica Summit 2021 details.

2. New Product Releases

Twice a year, Acumatica provides a new product release based on customer feedback. Comprehensive ERP usability and functionality enhancements help customers manage their business needs effectively and gain a competitive edge. Though the pandemic continued in 2021, Acumatica was able to release Acumatica 2021 R1 and Acumatica 2021 R2 to the community on time and with quality.

See here for further information on our latest release.

3. Global Expansion

Acumatica continues to be the world's fastest growing cloud ERP. We have offices throughout North America, Europe, and Asia and customers worldwide. In July 2021, we opened a London office and hired a new country manager to manage partner and customer-facing operations in the U.K. and Ireland.

As noted in the announcement press release, "Companies are evolving rapidly, and we want to help our customers and partners across EMEA advance their digital transformation efforts and solve complex business challenges."

Growing demand in the Asia-Pacific (APAC) region meant bolstering our reseller network, which was announced in an August 2021 press release. "Through Acumatica's strong partner ecosystem and its international workforce, customers across South Asia will benefit from increased

regional support for deployment and product feature updates, as time-sensitive issue resolution."

The press release also revealed that Acumatica was named a Major Player in the APAC market by IDC in its IDC MarketScape: Asia/Pacific Software-As-A-Service and Cloud-Enabled Manufacturing Enterprise Resource Planning Applications 2021 Vendor Assessment.

4. Awards, Recognitions, and Analyst Reviews

The many awards, reviews, and recognitions we received in 2021 encourage us to keep creating the best cloud ERP solution on the market. It also spurs us to do bigger and better things.

Here are some of the awards, reviews, and recognitions earned by Acumatica in 2021:

Best ERP Solution, 2021 SIIA CODiE Award
Cloud Integrator Award, 2021 Stratus Awards
Standout Tech Company, Construction Executive, The Top Construction Technology Firms™, 2021
Leader and Gold Medalist, SoftwareReviews' 2021 ERP Data Quadrant
#1 for Mid-Market Relationship, G2 Mid-Market Relationship Index for ERP Systems, Fall 2021
Leader, G2 Grid® Report for ERP Systems, Fall 2021
Leader, G2 Momentum Grid® Report for ERP Systems, Fall 2021
Facilitator, CRM Technology Value Matrix 2021
Niche Player, 2021 Magic Quadrant for Cloud ERP for Product-Centric Enterprises
Visit our Awards and User Reviews page for more information on these and other Acumatica Cloud ERP acknowledgments.

5. New Partnerships

Acumatica relies on our global network of Value Added Resellers (VARs) to sell, implement, and support our cloud-based ERP solution. We offer them the highest level of training and support along with generous margins and terms through our industry-leading Acumatica Partner Program. We also offer them a no-compete partnership.

In 2021, we grew our VAR community, joining forces with some notable partners. Synergy Resources, LLC, a leading ERP manufacturing software reseller, is one such partner. The partnership was announced in August. "Synergy Resources' sole focus of providing total client satisfaction meshes perfectly with Acumatica's drive to achieve customer success—a strong foundation for the new partnership."

Soon after, the Acumatica 2021 R2 release revealed new integrations with Microsoft Teams and Adobe Document Cloud. The press release explains further.

"With the Acumatica for Microsoft Teams integration, customers can access the communication and collaboration features of Teams from directly within Acumatica, without switching between platforms. Similarly, Acumatica customers can use the Adobe Document Cloud integration to annotate, highlight, comment on PDF documents, and save updated versions with an audit trail and version control – all without leaving Acumatica."

In October, we were proud to announce that Acumatica became one of Shopify's eCommerce ERP partners for their new ERP program. Shopify launched their Global ERP Program to meet the needs of larger merchants, allowing them to connect their ERP solutions and their stores on Shopify into a single eCommerce ERP solution.

6. Sustainability Goals

Sustainable business practices are a priority for Acumatica. We celebrate Earth Day every day, and AcumatiCares, our sustainability program, is focused on making our product, our operational footprint, and the Acumatica Summit as sustainable as possible. Excitingly, we were Climate Neutral Certified this year, an achievement based on measuring, offsetting, and reducing our entire carbon footprint. We plan on retaining the certification while continuing to invest in new, meaningful climate solutions.

Good-bye 2021. Hello 2022.

After reviewing 2021, I'm reminded again of the importance of resiliency and of being a connected business in uncertain times. Investing in a flexible and scalable business management solution helps companies maintain business continuity regardless of the circumstances.

Over 8,000 customers trust Acumatica's cloud ERP software and team of 500+ employees (by EOY) to lead them into the future. Industrial Specialty Services (ISS) is a perfect example.

ISS provides integrated mechanical services and solutions to the refining, petrochemical, gas, power, pulp & paper, offshore, and subsea markets. Before choosing Acumatica and being named Acumatica's 2021 Customer of the Year, CEO James Craig says they looked for a product and vendor they could trust.

"The primary idea was to create a solution that was designed around the cloud. It was a critical element because we wanted to get away from maintaining servers or being responsible for them. We wanted to limit as much network infrastructure as possible, so we can stay focused on what we do best, which is servicing businesses in their plants and not running an overdone IT show."

James, working with BDO Digital and NexTec Group, decided Acumatica was the right ERP solution. He and his team proceeded to implement Acumatica in a short timeframe under stressful circumstances. Their reward has been a multitude of benefits, including a flexible cloud-based ERP platform, access to data in real time, an intuitive interface, and much more.

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.

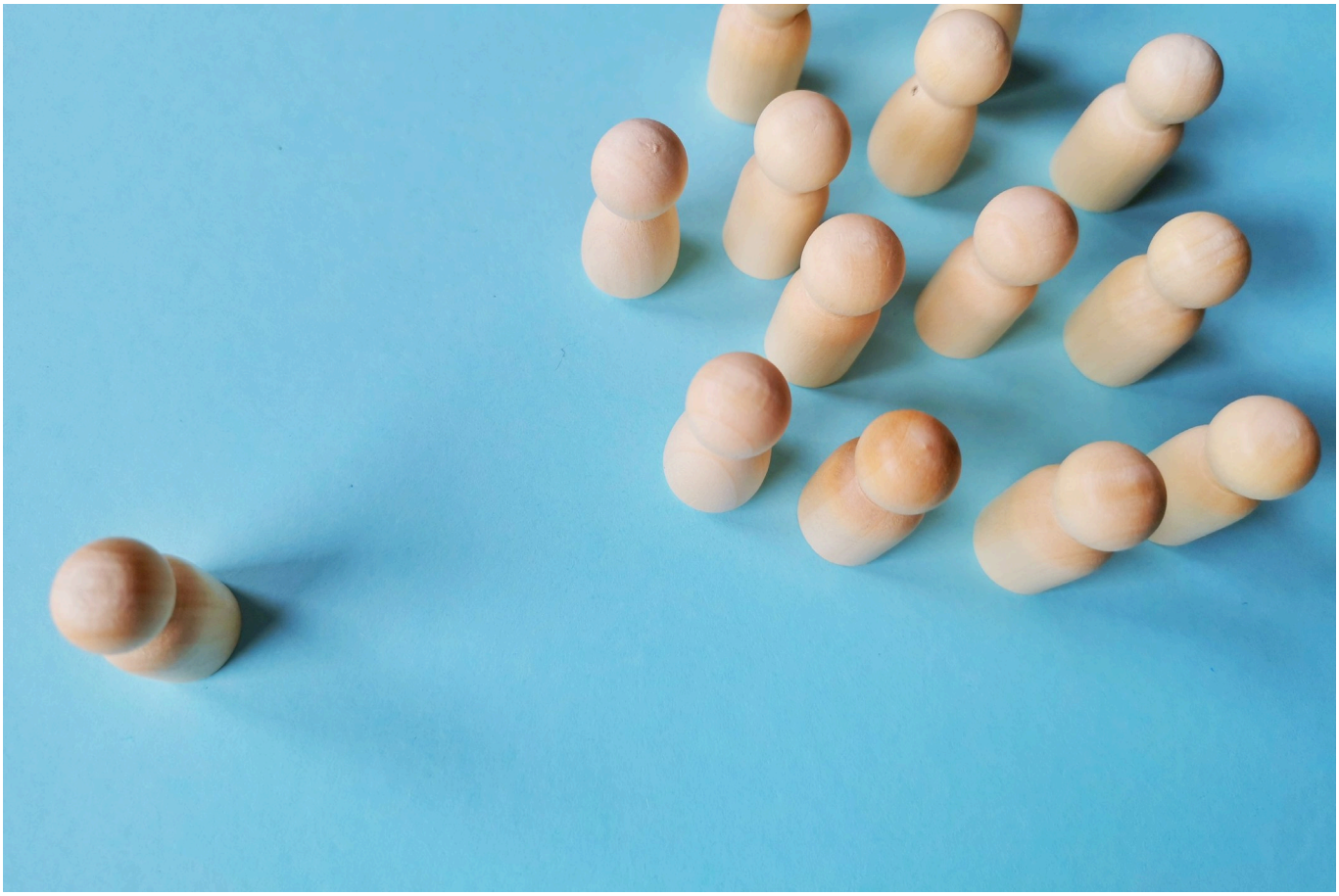
WHAT ARE THE CRITICAL STEPS TO CREATE A STRONG ERP STRATEGY?

In creating a strong ERP strategy, the first step is for vendors and customers alike is to re-evaluate their relationships. This is a two-way process: vendors must meet the demand of their customers in delivering instant value, while critically evaluating whether all customers fit into their long-term plans.

The second step is adopting modular approaches to technology which creates distributed business processes. This requires the use of low-code tools and open APIs to enable integration and the user the best experience at the edges of an organization. In a distributed landscape, individual units or business processes will move out to the edge of the network to get closer to the customer and avoid latency, but it will be important to maintain the highest levels of data quality in the centralized enterprise software architecture. ERP strategies should capitalize on data cleansing and validation, using automation at the edge before the data finds its way into the core system.

The third step is redefining ERP. ERP vendors must fully embrace the composable model to keep customers interested. ERP strategies must account for the customer's needs, as they want an easy approach in extending the system and adding new applications, while maintaining the processes and data from the core ERP system.

Claus Jepsen,
Chief Technology Officer, Unit4



UNIT4

WHAT MAKES PROJECT-BASED ERP DIFFERENT?

Services firms are uniquely people-focused organizations. They depend on the knowledge and skills of a talented workforce to sell, staff, and deliver a range of products and services - typically on a project or contract basis.

In an environment where the most valuable part of the organization goes home at the end of every day, fundamental financial requirements for service-based businesses are very different from classic manufacturing and supply-chain focused companies. Rather than focusing on managing people an adjunct to physical resources and plant, they must include functionality for managing resources (people) and projects (tasks).

However, traditional ERP systems are firmly rooted in the world of physical resource management for manufacturing industries – making them unsuited to a world where resources are often far less tangible and management is contingent on a completely different system of dependencies.

Project-based ERP is designed with the organizational logic of project-focused service businesses in mind – focusing on people and tasks over hard-and-fast physical manufacturing resources and processes.

A project-based ERP system is an integrated information management system that manages the capture and flow of information across departments and functions to manage and integrate a company's financials, supply chain, operations and human resource activities.

It includes a common enterprise-wide database and various application modules to support fundamental business activities, such as accounting, finance, sales, marketing, resource and project management and human capital management. An ERP system is used to standardize business processes and provide reports, insight and control for revenue, costs and billing. The value of such a system is to enable critical information to be analyzed and shared across the organization for more insightful and timely decision-making.

Increasingly, project-based ERP application providers also add rich talent management capabilities to support recruiting, on-boarding, compensating and rewarding the employees who are the core asset of service-based businesses. The more recent incorporation of machine learning and artificial intelligence aims to improve data accuracy and provide fresh insights. Mobile-first is a key requirement for today's hybrid, project-based businesses with secure access from anywhere to support virtual work styles and organizations.

Over the past twenty years, project accounting, resource management and time capture, and billing modules have been added to many ERP applications. Now most project-based ERP providers also include Human Capital Management (HCM) or talent management extensions to accentuate the important role that recruitment and engagement of a talented workforce has in today's economy. Support for specialized billing methods and complex revenue recognition rules for time and materials, work-in-process, deliverables-based, percentage completion and subscription-based contracts are also important project-based ERP extensions. Artificial intelligence, machine learning and robotic process automation are exciting new capabilities that ERP suppliers are adding to streamline account reconciliations and provide invoice and purchase order analysis, cash management and predictive analytics.

Do you need to make the switch?

Although "modern, cloud-based" finance and accounting applications have been available – and affordable – for almost 20 years, 3% of organizations still run their operations entirely through spreadsheets. Another 3% use homegrown apps, and a further 20% are relying on a combination of legacy on-prem apps and spreadsheets.

This is a troubling situation – especially as firms face an environment of unprecedented change. Relying on a hodgepodge of outdated systems and processes exposes your company to considerable risk:

Outdated systems are very costly to update and maintain – often carrying high costs in programmer and consulting fees to deal with complex customizations and one-off integrations. They are often several years out of date due to the complexity involved in upgrading to new releases.

Legacy systems prevent global consolidation and integration of acquired businesses. This results in redundant finance and operations teams, and makes a global view of operations impossible – meaning individual business units and regions lack the support they need to succeed.

They can also result in a systemic inability to support growth by causing difficulty in developing new business models and lines of business, or personnel or revenue types.

They may require excessive manual workarounds and consulting fees to modify, making it difficult or impossible to adopt new reporting and accounting standards or support multi-entry/multi-currency operations.

Lack of data visibility can have significant impact on business performance. Leaders at all levels must have a good idea of performance to predict future staffing needs and identify problems before they become unmanageable.

If this sounds familiar, it might be time to consider replacing your legacy systems with a modern cloud-based ERP system that can help integrate your operational data, automate core processes, and create a more engaging and positive environment for your newly hybrid workforce. (And to free yourselves of some of the headaches we've just described.)

If you think it might be time to make the jump to a modern ERP system that's right for the needs of your people-centric organization, download Service Performance Insight's latest Buyer's Guide for project-based ERP solutions. In it, you'll also learn more about what type of modules a Project Based ERP should include, what solutions are on the market, and how to create a selection process that ensures full stakeholder buy-in and the right solution for your needs.

About Unit4

Unit4's next-generation enterprise solutions power many of the world's most people-centric mid-market organizations. Our state-of-the-art cloud platform, ERPx, brings together the capabilities of Financials, Procurement, Project Management, HR and FP&A onto a unified cloud platform that shares real-time information and is designed with a powerful, people-centric approach, so employees can benefit from better insight and become more effective and increasingly engaged. It supports rapid and continuous change while delivering individualized fit for customers at scale, delivering the right tools to unify the processes across their organization, and connect their people. Unit4 serves more than 6,000 customers globally including, Bravida, Havas, Migros Aare, Americares, Save the Children International, Action against Hunger, Metro Vancouver, Forest Research, Southampton City Council, Habitat for Humanity, Selkirk College, FTI Consulting, and Surrey County Council.

For more information please visit https://www.unit4.com/, follow us on Twitter @Unit4global, or visit our LinkedIn page

KATE BISHOP APPOINTED CHIEF HUMAN RESOURCES OFFICER AT IFS

IFS, the global cloud enterprise software company, today announces the appointment of Kate Bishop as Chief Human Resources Officer. In her role, Bishop will ensure that all aspects of IFS's HR strategy are future-focused and support the company's growth plans. Bishop joins the IFS Executive Leadership Team in a period of strong organic and inorganic growth and will continue to drive alignment of the HR function to the global business strategy.

As well as focusing on all aspects of the employee lifecycle and shaping the company's vision for diversity and inclusion, Bishop will steer the people strategy to support Merger and Acquisition activities and ensure that IFS continues to deliver amazing Moments of Service™ to its current and future employees and, ultimately, to customers.

IFS has created momentum as an employer of choice, earning multiple Employer of the Year accolades over the years and earning strong ratings on the employee advocacy portal Glassdoor; combined with its twice-yearly employee Heartbeat survey, this evidences IFS's ongoing commitment to employee engagement, a key strategic goal and metric.

Commenting on the appointment, Darren Roos, CEO at IFS, said: "I'm excited to have Kate join us as we continue to grow and evolve IFS. Her experience will be invaluable as we continue to assert ourselves as the leader in asset and service centric software and the war for talent intensifies."

Kate Bishop, Chief Human Resources Officer at IFS, added: "IFS has been through an amazing journey over the last three and half years; what has been achieved is inspirational. It also means there is an opportunity for us to keep building on how IFS team members can contribute to and influence the culture. Together, we can raise this bar even further and make IFS the company everyone wants to join and stay with to grow, learn and further their careers. This goes beyond job roles and salaries and is about listening to our people, encouraging a growth mindset and showing the IFS will invest to help people grow and thrive."

Bishop joins from global wealth management platform FNZ where she was Group CHRO, HR and Marketing, during a period of significant change and high growth. During her tenure, the company successfully managed organic and inorganic expansion and grew the global employee base by over 150%. Bishop also previously held senior HR leadership roles at Pearson and Dell.

Find out more about IFS's leadership team here.

About IFS

IFS develops and delivers cloud 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 4,500 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.

ERPNEWS