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Benefits of Mobile ERP Apps

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ERPNEWS

CEO & PUBLISHER
Harun DOYURAN
harun@erpnews.com

MANAGING DIRECTOR
Pinar SENGUL
pinar@erpnews.com

EDITOR
Pinar SENGUL
pinar@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

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Pinar SENGUL

EDITOR'S NOTE

Operational inefficiencies, low productivity, and inabilities in streamlining the supply chain are some of the biggest challenges that businesses are facing today. Meanwhile, customers' expectations are growing and changing in all industries and companies need to keep up by offering transparent, easily accessible, and flexible solutions.

Mobile ERP is the solution to many of these problems by giving employees the tools they need to be able to increase the efficiency of business operations. Mobile ERP applications enable businesses to offer better quality service, increase productivity and become more competitive. Instant access to relevant information from all over the world is just one of the great benefits that mobile ERP offers.

In the August issue of ERPNews Magazine, we explored the reasons to implement mobile ERP and the benefits it can offer every enterprise. Thought leaders of the foremost ERP vendors and partners have shared their expertise about why mobile ERP is so beneficial to businesses in these strange times that we are going through.

Also do not forget to check out the special interview with Dustin Stephens, Vice President of Construction and Real Estate at Sage where we have discussed the current problems of the construction industry and their solutions.

The latest news on the ERP industry, customer studies, and much more are also awaiting you through the following pages.

Enjoy the issue!

Pinar Sengul

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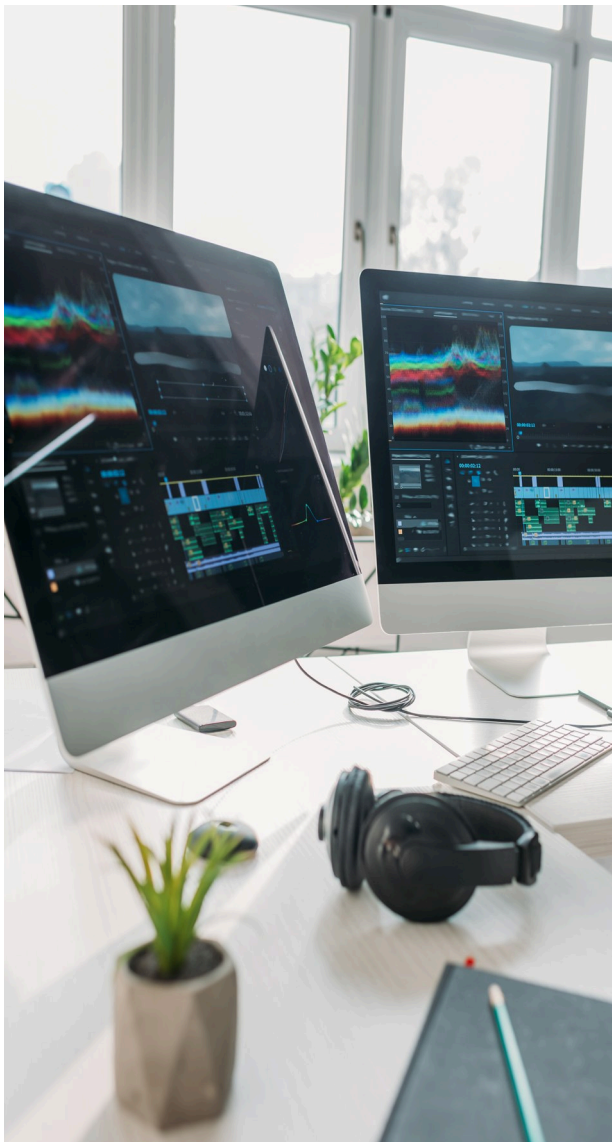

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infor

HOW MODERN, MOBILE ERP CAN HELP TO ADDRESS THE LABOR SHORTAGE

*Article By **Mona Patel,***
Director of Product Strategy , Infor

Industries are turning to enterprise software to increase productivity and automate business processes to address labor shortage. For example, mobile applications can enhance productivity, while artificial intelligence (AI) can automate manual processes. Combining the two technologies allow you to do more with existing resources so that the need to acquire more labor is minimized.

To reduce the demand for staff as your organization grows or loses headcount, Infor CloudSuite bakes AI capabilities into the solution and provides access via mobile devices like the iPhone®, iPad®, Android™, Android tablets, etc. This is enabled through Infor's platform technology that delivers integrated services for data integration and management, analytics, AI/ML, mobility, and more.

The Infor Coleman Digital Assistant provides an AI-conversational interface, or chatbot, to our applications so users can get current information through a simple voice command or text chat. Coleman Digital Assistant (DA) uses natural language processing (NLP) to chat, hear, and talk to help people work more efficiently. Paired with Infor Go, our mobile application, Coleman DA provides users fast ERP accessibility on the go and can be further configured for better productivity.

Together, Infor Go with Coleman DA saves users loads of time since they no longer must search for information in their mega-ERP, or go back and forth to a workstation for access. Users have easier and quicker access to the data they want to see.

> **"THE INFOR COLEMAN DIGITAL ASSISTANT PROVIDES AN AI-CONVERSATIONAL INTERFACE, OR CHATBOT, TO OUR APPLICATIONS SO USERS CAN GET CURRENT INFORMATION THROUGH A SIMPLE VOICE COMMAND OR TEXT CHAT.**

One of the industries hit hardest by a labor shortage in healthcare. The U.S. Department of Health and Human Services (HHS) reports that the COVID-19 pandemic has intensified healthcare workforce challenges, leading to significant staffing shortages, increased healthcare worker burnout, and other hurdles that will likely persist. Hospital staff is mobile, with the need for real-time information

at any moment to make decisions and save lives. Infor CloudSuite Healthcare, the modern ERP designed specifically for healthcare, provides mobile accessibility, along with a digital assistant to get fast answers to inquiries.

Confluence Health, an Infor CloudSuite Healthcare customer, is using mobile ERP to improve employee productivity and patient care. Confluence Health can now execute key supply management processes at least 90% faster with AI-infused in the ERP and accessible through mobile.

Retaining employees due to labor shortage is top of mind for Confluence Health. Therefore, another benefit of using mobile ERP has been improving employee satisfaction by alleviating the pain and anxiety the staff experiences when trying to locate supplies in a timely manner. Aja Rodriguez, a stat-certified nursing assistant (can) at Confluence Health, is a dedicated resource who floats from floor to floor and gets essential things for patients once certain departments are closed. She faces tremendous stress every time she walks into a storeroom, especially when a patient needs emergency care.

"During the night shift, there's not a lot of resources for me to contact, so there's a lot of pressure on me to get something immediately, especially if a patient is coding," explained Rodriguez. "I would say one of the most critical items we have in the storeroom is Belmont tubing for rapid transfusions. Before, if you do not know where that was located, it could cost a patient's life. With Coleman Digital Assistant, it is like Siri; I can search for that item with a voice command to my mobile phone on my way to the storeroom, know exactly where it is, and grab it quickly for the best outcome for the patient."

With Coleman DA, Rodriguez can now locate supplies in seconds where, previously, it could take up to 15 minutes. 15 minutes could be the difference for some patients surviving. "Before Coleman Digital Assistant, I would get a phone call from the floor needing an item," said Rodriguez. "I would walk to the storeroom and look up an item in a paper binder, and if you don't know those little tricks of what things are named exactly, it's impossible to find the item in the storeroom, and you can wander around the storeroom for sometimes 15 minutes trying to find the item."

Confluence supply manager Chad Hoffman moves around most of the day across multiple campuses and must stay connected with vendors and distributors as inventory levels and demand change throughout the day. As questions come up, the Infor mobile ERP provides a fast, user-friendly way to look up information quickly, especially critical items with how uncertain the supply chain is right now. For Hoffman, Infor Go, and Coleman DA have been game changers since they allow him to quickly make the decisions needed to meet supply management performance goals.

"If you're going to be within the warehousing or at least to the distribution side of inventory management, it's essential to have a mobile ERP system like Infor to be successful," Hoffman said. "For me, personally, it saves me a lot of time, energy, and frustration because sometimes you need information quickly at any given time to make decisions."

"IF YOU'RE GOING TO BE WITHIN THE WAREHOUSING OR AT LEAST TO THE DISTRIBUTION SIDE OF INVENTORY MANAGEMENT, IT'S ESSENTIAL TO HAVE A MOBILE ERP SYSTEM LIKE INFOR TO BE SUCCESSFUL. FOR ME, PERSONALLY, IT SAVES ME A LOT OF TIME, ENERGY, AND FRUSTRATION BECAUSE SOMETIMES YOU NEED INFORMATION QUICKLY AT ANY GIVEN TIME TO MAKE DECISIONS.

The combination of Infor Go and Infor Coleman Digital Assistant is available out-of-the-box with Infor CloudSuite Healthcare. That includes additional Coleman DA skills that can be deployed in a matter of weeks.
"Deployment was easy," Hofmann said. "We rolled it out to supply chain, distribution, and clinical staff. It doesn't take a ton of training and a lot of experience to learn how to use the software. I've received fewer phone calls and emails since having this software because they can now find the answers to their questions themselves."

To hear more on Confluence Health using AI and mobility to boost productivity and improve patient care, watch this customer testimonial video.

Mona Patel is Director of Product Strategy for Infor's Platform Technology. With more than 25 years of experience building analytic solutions at The Department of Water and Power, Air Touch Communications, Oracle, MicroStrategy, EMC and IBM, Mona is now growing her career at Infor. Mona received her Bachelor of Science degree in Electrical Engineering from UCLA.

About Infor

Infor is a global leader in business cloud software specialized by industry. Providing mission-critical enterprise applications to 65,000 customers in more than 175 countries, Infor software is designed to deliver more value and less risk, with more sustainable operational advantages. We empower our 17,000 employees to leverage their deep industry expertise and use data-driven insights to create, learn and adapt quickly to solve emerging business and industry challenges. Infor is committed to providing our customers with modern tools to transform their business and accelerate their own path to innovation. To learn more, please visit www.infor.com.

Sage

A POWERFUL INTEGRATION FROM SAGE

Interview With ***Dustin Stephens,***
Vice President of Construction and Real Estate , Sage

The construction industry has experienced a high degree of impact due to the Covid-19 pandemic. Labor shortages, rising material and labor costs, increased competition, and shrinking profit margins are some of the problems construction firms are still going through.

Sage has recently announced that Sage Field Operations is now available with Sage Intacct Construction. Dustin Stephens, Vice President of Construction and Real Estate at Sage shed a light on the major challenges that the construction companies are facing and how they can benefit from the integration of Sage Field Operations and Sage Intacct Construction.

1. Could you tell ERP News readers about yourself and your role at Sage?

I'm Vice President of Construction and Real Estate at Sage, responsible for go-to-market strategies and building partner and customer programs for Sage's construction business in North America. I have more than 25 years of experience in the industry and am passionate about helping construction businesses achieve their goals through the strategic use of technology.

> **"THIS NEW INTEGRATION FURTHER EXTENDS SAGE FIELD OPERATIONS FUNCTIONALITY BY LEVERAGING THE STRENGTH AND SCALABILITY OF SAGE INTACCT CONSTRUCTION, ENSURING TEAMS ARE CONNECTED TO CRUCIAL BUSINESS AND FINANCIAL DATA WHILE ON THE GO.**

2. Sage has recently announced Sage Field Operations integration with Sage Intacct Construction. Could you tell us about the functionalities of both the cloud accounting platform and the mobile management app?

Sage Intacct Construction is a best-in-class native cloud solution that enables proactive management of critical financial and operational metrics, increased efficiency, reduced time and cost of audits, and improved cash flow. Sage Field Operations is a mobile app that provides service contractors with real-time access to the critical information needed on the go and streamlines communication between the field and office.

WHEN A CONSTRUCTION BUSINESS INVESTS IN A CLOUD-BASED ERP SYSTEM THEY CAN HAVE PEACE OF MIND KNOWING THAT THEIR TEAMS WILL HAVE ANYTIME, ANYWHERE ACCESS TO BUSINESS-CRITICAL DATA AND THAT THE SOLUTION CAN SCALE WITH THE BUSINESS AS NEEDS CHANGE.

3. What are the biggest challenges that service-providing construction companies are facing today?

Service-providing construction companies face a number of challenges, including a qualified worker shortage, supply chain issues, and material shortages. Technology can help ease some of these problems through increased efficiency and greater business visibility, alerting service contractors of potential issues so they can take immediate action.

4. How will the construction companies benefit from this integration?

This new integration further extends Sage Field Operations functionality by leveraging the strength and scalability of Sage Intacct Construction, ensuring teams are connected to crucial business and financial data while on the go. It helps construction businesses to simplify field operations, improve communication, integrate workflows, optimize new business opportunities, create and manage service agreements, and reduce paperwork and administrative overhead.

5. What does the future hold for ERP? How do you think the industry is evolving?

Cloud-based ERP solutions will continue to gain traction in the industry. The cloud provides a host of benefits including mobility and scalability. When a construction business invests in a cloud-based ERP system they can have peace of mind knowing that their teams will have anytime, anywhere access to business-critical data and that the solution can scale with the business as needs change. Plus, solutions with an open API allow businesses to integrate their ERP with other solutions they are using, streamlining workflows, and eliminating time-consuming and error-prone double data entry.

6. Could you tell us about future growth strategies of Sage?

Sage is dedicated to providing technology solutions that make our customers' lives easier. For more than 50 years, Timberline has been leading the charge in the construction technology space and we will continue to invest in our products while working with other industry leaders to deliver seamless integrations to provide construction businesses with the power to choose the right mix of solutions that address their unique business needs.

Dustin Stephens is Vice President of Construction and Real Estate at Sage, responsible for go-to-market strategies and building partner and customer programs for Sage's construction business in North America. Dustin is a dynamic construction software executive with more than 25 years of experience serving the industry.

About Sage

Sage exists to knock down barriers so everyone can thrive, starting with the millions of small- and mid-sized businesses served by us, our partners, and accountants. Customers trust our finance, HR, and payroll software to make work and money flow. By digitizing business processes and relationships with customers, suppliers, employees, banks, and governments, our digital network connects SMBs, removing friction and delivering insights. Knocking down barriers also means we use our time, technology, and experience to tackle digital inequality, economic inequality, and the climate crisis. Learn more at www.sage.com/en-us/ and www.sageintacct.com.

"

When designed strategically, mobile ERP apps can drive increased efficiency and problem-solving capabilities for enterprises. Mobile ERP is most effective when it doesn't try to accomplish too much and instead prioritizes accessibility and targeted functionality.

When mobile apps first entered the space a decade ago, many ERP vendors tried to make their entire system available on a mobile device. This approach was destined to fail, though, because it overwhelmed the end-user.

Instead, a mobile ERP app should be designed to solve a single problem in the user's daily workflow. This focus and simplicity make employees more likely to adopt the app and integrate it into their day-to-day operations. This in turn benefits the enterprise in its ability to quickly respond to problems anytime, anywhere – which is increasingly important with the shift to remote work.

"

Claus Jepsen,
Chief Technology Officer at Unit4

UNIT4

FRANCISCO PARTNERS TO ACQUIRE LITMOS FROM SAP

SAP and Francisco Partners (FP) announced that FP has signed a definitive agreement with SAP America Inc. under which Francisco Partners will acquire SAP Litmos (Litmos) from SAP.

Litmos is an established leader in the learning management system market. FP is a leading global investment firm that specializes in partnering with technology businesses. SAP America Inc. is a wholly owned subsidiary of SAP SE.

The transaction is expected to close in the fourth quarter of 2022 and is subject to customary regulatory clearances. Financial terms of the transaction were not disclosed.

"SAP is committed to enabling every organization to become intelligent, networked and sustainable by bringing together data, technology and best practices," said Meg Bear, President and Chief Product Officer, SAP SuccessFactors. "As a result of SAP's ongoing company-wide portfolio review, we determined that the value propositions and functionalities of the SAP SuccessFactors Learning solution and SAP Litmos solutions overlap. We are confident that the best opportunity for Litmos to provide growth and innovation for its customers, employees and business is to operate as a stand-alone company. Francisco Partners will be able to provide Litmos the necessary investment, focus and experience to continue to realize its ongoing growth."

Since its launch over 20 years ago, Francisco Partners has invested in over 400 technology companies, making it one of the most active and long-standing investors in the technology industry. Francisco Partners has experience in the education and human capital technology market and its investments have focused on companies that provide the best possible products for its customers, partners and managers. Francisco Partners also has extensive experience partnering with corporations to execute divisional carve-outs with transactions such as IBM's Watson Health business (now Merative) and Discovery Inc.'s Discovery Education business.

"We are tremendously excited to partner with Litmos to further unlock its growth potential and deliver even more to its customers and partners," said Jason Brein and Christine Wang, Partners at Francisco Partners. "As an independent company partnering with FP, Litmos will have more flexibility to focus all of its investments and operations on customer success and increase its customer happiness by augmenting platform capabilities, proprietary content library and third-party integrations."

The current Litmos leadership team will continue in similar roles in the new stand-alone company, serving existing customers, such as corporations, OEMs and technology partners.

AVALARA TO BE ACQUIRED BY VISTA EQUITY PARTNERS FOR $8.4 BILLION

Avalara, Inc. (NYSE: AVLR), a leading provider of tax compliance automation for businesses of all sizes, announced it has entered into a definitive agreement to be acquired by Vista Equity Partners ("Vista"), a leading global investment firm focused exclusively on enterprise software, data, and technology-enabled businesses, in partnership with institutional co-investors.

Under the terms of the agreement, Vista will acquire all outstanding shares of Avalara common stock for $93.50 per share in an all-cash transaction valued at $8.4 billion, inclusive of Avalara's net debt. The per share purchase price represents a premium of 27 percent over the Company's closing share price as of July 6, 2022, the last trading day prior to media reports regarding a potential transaction.

Founded in 2004, Avalara's success is built up on an extensive partner network; large tax content data and repository to help customers stay up to date on dynamic tax rules and regulations; and its cloud-native, end-to-end multi-product tax compliance portfolio. In partnering with Vista, Avalara will look to build on its successful platform by refining its go-to-market strategy, expanding its international workforce, streamlining its systems architecture, and continuing to pursue value-accretive M&A opportunities.

"For nearly two decades, Avalara has ambitiously pursued its vision to automate global compliance, making tax less taxing for businesses and governments around the world. As a leader in this category, we believe our continued investment in innovation and experience is exciting for our customers, partners, and employees. We are pleased to partner with Vista and will benefit from their expertise in enterprise software as we build and improve upon our cloud compliance platform," said Scott McFarlane, co-founder and CEO of Avalara.

"Vista has built a reputation as a preferred partner for founder-led, next-generation software companies," said Monti Saroya, Co-Head of Vista's Flagship Fund and Senior Managing Director. "We look forward to working with Scott and the entire Avalara team to advance their vision and continue delivering innovative solutions to customers."

"Avalara is a mission-critical platform serving customers in a variety of end-markets, including retail, manufacturing, hospitality, and software," said Adrian Alonso, Managing Director at Vista. "Avalara's solutions, its commitment to product innovation, and its network of extensive partner integrations, resellers, and accountants make it a true leader in the space."

Transaction Details

The transaction, which was unanimously approved by the Avalara Board of Directors, is expected to close in the second half of 2022, subject to customary closing conditions, including approval by Avalara shareholders and receipt of regulatory approval. Closing of the transaction is not subject to a financing condition.

Upon completion of the transaction, Avalara's shares will no longer trade on the New York Stock Exchange, and Avalara will become a private company. The company will continue to operate under the Avalara name and brand.

About Avalara

Avalara helps businesses of all sizes get tax compliance right. In partnership with leading ERP, accounting, ecommerce, and other financial management system providers, Avalara delivers cloud-based compliance solutions for various transaction taxes, including sales and use, VAT, GST, excise, communications, lodging, and other indirect tax types. Headquartered in Seattle, Avalara has offices across the U.S. and around the world in Brazil, Europe, and India. More information at avalara.com.

AUDITORIA TOPS THE CONSTELLATION SHORTLIST™ OF AI-DRIVEN COGNITIVE APPLICATION FOR THE THIRD YEAR IN A ROW

AUDITORIA.AI, the leader in natural language technologies for corporate finance automation, announced it was named to the Constellation ShortList™ for AI-Driven Cognitive Applications in Q3 2022. The technology vendors and service providers included in this program deliver critical transformation initiative requirements for early adopters and fast-follower organizations.

According to Constellation Research, a convergence of solutions from robotic process automation, process mining, and business process management, have attempted to address the growing need to automate and apply AI to enterprise-wide capabilities. However, a new class of best-of-breed applications has emerged to address the market deficit. Constellation predicts that the total market for this autonomous enterprise market, including cognitive applications, will reach $10.35 billion by 2030.

"We are thrilled to be included on Constellation's ShortList for AI-Driven Cognitive Applications for the third consecutive year," said Nick Ezzo, Vice President of Marketing, Auditoria. "This recognition truly underscores the future of the autonomous finance office. At Auditoria, we are making this future a reality with our proven approach to accelerate finance transformation."

As an AI-driven Cognitive Applications ShortList vendor, Auditoria runs mission-critical business systems and intelligently automates transactional systems and processes such as order-to-cash and procure-to-pay. Purpose-built for finance, with advanced next-gen technology, Auditoria SmartBots integrate with systems of record and email boxes to act as a system of engagement to streamline collections, add controls to procurement spend, optimize vendor management, and handle helpdesk inquiries using automation.

"Organizations must reconsider how they balance business models, work/life priorities, and new market conditions during the uncertain climate of the Great Refactoring," said R "Ray" Wang, chairman and founder at Constellation Research. "Constellation's ShortLists reflect the top vendors that matter most to our network of buy-side clients. We publish ShortLists to expedite the decision-making process for leaders making critical vendor selections, so they find the right partners to enable their business success."

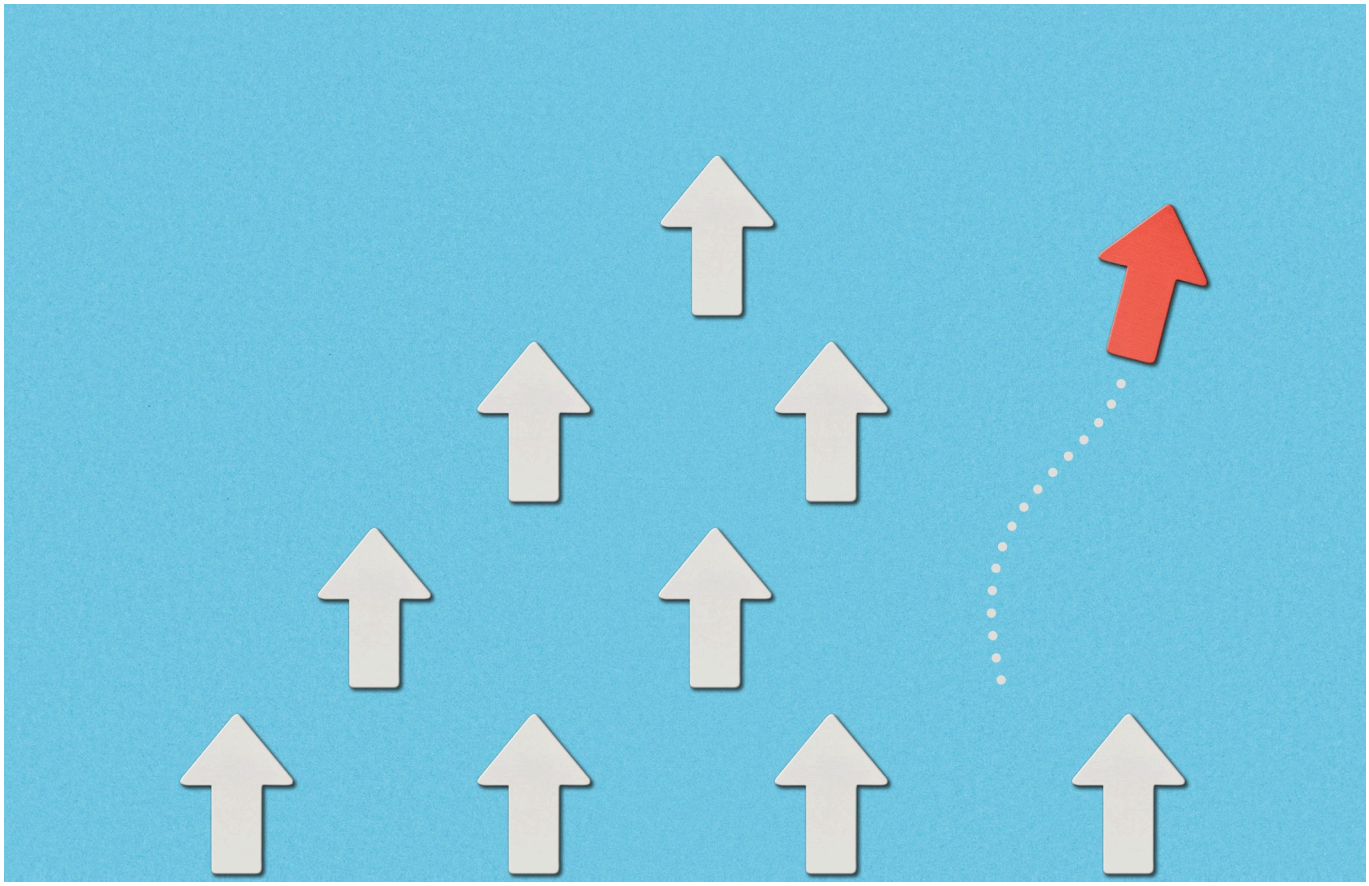
This follows the availability of Auditoria SmartCustomer, a suite of tools to improve cash flow, reduce days sales outstanding, minimize allowances for doubtful AR, and increase efficiency across the finance office. Using AI-enabled SmartBots, Auditoria's SmartCustomer tools automate redundant and manual accounts receivable processes to drive increased productivity and uncover greater cash position visibility. Auditoria integrates with industry-leading ERP and Financial applications, including Bill.com, Conga, Coupa, Oracle ERP Cloud, Oracle NetSuite, Sage Intacct, SAP, Workday, and collaboration tools such as Microsoft 365 and Google Workspace.

Constellation Research advises leaders on leveraging disruptive technologies to achieve business model transformation and streamline business processes. Products and services named to the Constellation ShortList™ meet the threshold criteria for this category as determined through client inquiries, partner conversations, customer references, vendor selection projects, market share, and internal research. The portfolio is updated at least once per year as the analyst team deems necessary based on market conditions.

To experience the power of Auditoria's cognitive automation capabilities, request a demo today: https://info.auditoria.ai/request-a-demo

About Auditoria

Auditoria is the leader in natural language technologies for corporate finance, helping finance teams automate business processes in AP, AR, GL, and Vendor Management to accelerate cash performance. By leveraging natural language processing, artificial intelligence, and machine learning, Auditoria removes friction and repetition from mundane tasks while automating complex functions, and providing real-time visibility into cash performance. Corporate finance and accounting teams at leading companies including Armanino, Arrive Logistics, FreshWorks, LiveRamp, UserTesting, and more use Auditoria to accelerate business value while minimizing heavy IT involvement, improving business resilience, lowering attrition, and accelerating business insights. Give your finance teams superpowers at Auditoria.ai.



Acumatica

ACUMATICA 2022 R2 IMPROVES USABILITY, BREAKS GEOGRAPHIC BOUNDARIES, AND ENHANCES VERTICAL TARGETING

Acumatica, the world's fastest-growing cloud ERP company, announced Acumatica 2022 R2, the second of its semiannual product updates. The release offers innovations in usability, includes the increased ability for businesses to target new geographic markets and segments, and sharpens the targeting of micro-markets and verticals.

"In today's digital economy, small and mid-sized businesses are competing with larger companies for market share," said John Case, CEO of Acumatica. "To be successful, these businesses must seize every opportunity to enhance and streamline operations and flex their financial muscles. The updates we've introduced in 2022 R2 will help organizations across industries elevate their processes, realize market share, and add value to their bottom lines."

Acumatica 2022 R2 minimizes restrictions caused by geographic location such as different languages, tax configurations, reports, banking interfaces, etc. With R2, customers can transcend local business opportunities and boundaries by utilizing robust localization, integration, and financial management capabilities.

Ranked number one in usability by G2, Acumatica has designed its R2 product updates to increase ease of navigation and flexible workflows. These features simplify the learning curve for new users and maximize adoption. The user-friendly interface is highly intuitive and customizable, and the mobile app empowers users to work on a smaller screen while on the go.

2022 R2 also considers the significance of micro-markets. Acumatica offers industry-centered solutions with features that align with specific requirements and business processes for vertical markets such as retail, commerce, manufacturing, and distribution. By aligning with micro-vertical markets, customers can sharpen their go-to-market strategy and precisely target market segments.

In 2022 R2, Acumatica delivers new features and enhancements to users, including:

Enhancements to Usability and Technology:

- Streamlined, accelerated workflows through automated mobile signature capture
- Tailor mobile Acumatica workspaces by hiding widgets, configuring screens, rearranging items, etc.
- Instantaneous access to wiki-help files by hovering over fields with intelligent tooltips
- Flexible software integrations at scale with enhancements to high-performing, contract-based REST APIs

Enhancements to Localization and Integration:

- Implement Canada-specific features at the company level to simplify setup, reporting, and management of companies with legal entities in multiple countries
- Experience painless tax calculations and enhanced global business via automatically assigned tax zones to new sales orders and invoices based on country, state, and zip code

Enhancements to Financials:

- Automate the general ledger approval process using the flexible approval engine to create rules for approving entries and assigning approvers
- Expedite and enhance the collection process by sending customers personalized dunning letters with all related attachments and fees
- Streamline bank data and processing by letting Acumatica automatically import bank feeds

Enhancements to CRM:

- Simplify data entry by modifying opportunities and quotes in business accounts
- Streamline sales and fulfillment processes and increase transparency by having Acumatica automatically link sales orders and quotes to opportunities
- Save time and gain transparency with predefined side panels that automatically display customer data for the corresponding case

Benefits for Distributors, Retailers, and Commerce Merchants:

- Enhance inventory management and warehouse operations by converting non-stock items to stock items and vice versa
- Stay on top of business operations with role-based dashboards
- Empower one-stop parcel shipping decisions, and input box dimensions on the fly
- Push offline orders to Shopify to track and manage all omnichannel sales orders within the Shopify platform

Benefits for Manufacturers:

- Shorten engineering cycles by creating or modifying multi-level bills of materials with drag-and-drop and copy-and-paste features
- Improve shop floor data collection and job cost accuracy with multi-job clock-in and clock-out activities
- Save time with manufacturing side panels, giving users direct access to production, bills of materials, items, inventory, projects, customers, engineering, and order details
- Balance supply and demand with Materials Requirement Planning for planned inbound and outbound transfer orders across warehouse locations

Benefits for Contractors and Service Organizations:

- Streamline change orders for construction projects with unit rate changes, custom retainage, and cost-only change requests
- Flexibly assign costs to projects when multiple items are processed
- Increase efficiency and lower costs by scheduling service technicians according to employee skills and the skills required for each service task
- Simplify service expense entry with scanned receipt image recognition in the Acumatica mobile app
- Improve the accuracy of profitability estimates by using Acumatica's advanced computational logic to perform profit margin and percentage calculations

Acumatica 2022 will be generally available on Wed., Aug. 31. To learn more about 2022 R2, visit https://www.acumatica.com/blog/acumatica-2022-r2-virtual-launch-event/.

About Acumatica

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

CLOUD INVENTORY® AND BOOMI™ PARTNERSHIP ACCELERATES INTEGRATION CAPABILITIES FOR ERP CUSTOMERS

Cloud Inventory®, a leader in mobile-first inventory solutions, and Boomi™, an intelligent connectivity and automation leader, announced an expanded partnership to provide faster, easier integration for customers. The partnership empowers companies using any ERP platform to quickly connect applications, data, people, and devices. This enables the optimization of key processes, including accounting, order management, inventory, and procurement.

"Using Boomi and Cloud Inventory together, companies can enable their employees, trading partners, and customers to engage everywhere across any channel, device, or platform," said Ed Macosky, Chief Innovation Officer, Boomi. "We're pleased to expand our offerings through this partnership with Cloud Inventory to provide an even better, more integrated experience to customers, helping them ensure alignment of their own customers, products, people, and critical financial data."

The partnership leverages integration capabilities from Boomi, a category-leading integration platform as a service (iPaaS) provider with more than 20,000 customers using its AtomSphere™ Platform worldwide. The technology integration enhances the overall Cloud Inventory to ERP experience by increasing transaction throughput, adding scale, and providing greater control over data orchestration.

"Companies are looking for effective ways to move faster with real-time connectivity without sacrificing sophistication in today's marketplace," said Mark Goode, President, Cloud Inventory. "We're excited that our integration with Boomi provides our customers the tools they need to take their operations to the next level, no matter their ERP.

About Cloud Inventory

Cloud Inventory® mobile-first applications empower organizations with real-time inventory visibility at all points in the supply chain, from the warehouse to the field. Based in Kansas City, our global team has the supply chain knowledge and mobile-first development expertise to deliver solutions that solve today's business challenges. Visit www.cloudinventory.com to learn more

"

AI and other intelligent technology are in the process of empowering business leaders across their organizations to make better data-driven decisions. When smart technology is integrated into your ERP system you are on the way to the next level of business efficiency.

It can help us to automate our routine processes and create better user experiences by learning and adapting to individual users, allowing systems to better understand and respond. And while AI is still developing you will undoubtedly be able to take advantage of these opportunities both now and as the technology matures.

"

Lucy Thorpe,
Head of Communications at Sapphire Systems

sapphire
frictionless digital

SAGE TO ACQUIRE LOCKSTEP

The Sage Group, the leader in accounting, financial, HR and payroll technology for small and mid-sized businesses (SMBs), announces that it has agreed to acquire Lockstep, a provider of cloud native technology that automates accounting workflows between companies. The acquisition of Lockstep accelerates Sage's strategy for growth by broadening its value proposition for SMBs and by expanding Sage's digital network.

Headquartered in Seattle, Washington (US) and employing over 130 colleagues, Lockstep develops products and services that streamline accounting processes, allowing customers to save time, eliminate human error and improve cash flows. Its solutions include applications to automate accounts receivable and accounts payable workflows, deepening Sage's capabilities in the office of the CFO, while its API platform expands the ecosystem by enabling third parties to develop connected services. Today the Lockstep platform enables network connections into more than 40 different accounting solutions, and over 26,000 businesses are already part of its ecosystem.

The acquisition is aligned with Sage's ambition to be the trusted network for SMBs. It accelerates the expansion of Sage's digital network by enabling and enhancing connections between businesses and their customers and suppliers. As part of the transaction, Lockstep's highly experienced management team will join Sage to help drive the development of Sage's digital network.

The acquisition does not affect Sage's previously communicated financial guidance and is expected to close by the end of September.

Aaron Harris, Chief Technology Officer of Sage, commented:

"The acquisition of Lockstep represents an important milestone in our growth strategy. Its complementary portfolio of products, resources, and know-how accelerates our ambition to be the trusted network for SMBs. Working together we will continue to knock down the barriers that limit CFOs and accounting teams by streamlining their workflows, improving productivity and efficiency, and enabling them to focus on more valuable, human work."

Peter Horadan, Chief Executive Officer of Lockstep, commented:

"Over the years it has become abundantly clear that Lockstep and Sage have the same vision for the future of the industry. Since inception, our mission has been to improve and transform the way companies do business with one another. Together with Sage, we look forward to accelerating the development of connected accounting which is imperative for accountants, finance teams and the companies they serve."

About Sage

Sage exists to knock down barriers so everyone can thrive, starting with the millions of small and mid-sized businesses served by us, our partners, and accountants. Customers trust our finance, HR, and payroll software to make work and money flow. By digitising business processes and relationships with customers, suppliers, employees, banks, and governments, our digital network connects SMBs, removing friction and delivering insights. Knocking down barriers also means we use our time, technology, and experience to tackle digital inequality, economic inequality, and the climate crisis.

About Lockstep

Lockstep connects the world's accounting teams to help them work better together. The pioneer in Connected Accounting, Lockstep develops tools and platforms for fintech developers and accounting teams to automate workflows between the accounting systems that are at the heart of all businesses. For developers, Lockstep API is the easy, modern platform for building fintech applications that work with their customers' accounting systems. For accounting teams, Lockstep's applications automate accounts receivable and accounts payable workflows improving efficiency and cash flow. Based in Seattle, Lockstep has won numerous awards including the 2022 BIG Innovation Award and 2021 Top Cash Management Solution by CFO Outlook.

ROOTSTOCK SOFTWARE® SET TO ENGAGE WITH CUSTOMERS AND PARTNERS AT THREE KEY SEPTEMBER CONFERENCES

Rootstock Software, a worldwide provider of cloud Enterprise Resource Planning (ERP) solutions, will be participating in three key September events—Workday Rising, the International Manufacturing Technology Show (IMTS), and Dreamforce.

"Fall 2022 is anticipated to be a busy conference season, as in-person events have not only returned, but professionals in the manufacturing, distribution, and supply chain industries, which we serve, are also desiring these face-to-face interactions, conversations, and learning opportunities," said Praveena Khatri, Vice President of Marketing at Rootstock Software. "In addition to our breakdown of activities below, we'll also be hosting smaller and more intimate gatherings at these shows, so be sure to reach out to our account team in advance to find out more."

WORKDAY RISING

September 12 – 15, 2022, Orange County Convention Center, Orlando, Fla.

Booth Number: TBD

"We're excited to participate in the return of Workday's annual customer conference. We've forged a deep and strategic partnership with Workday to serve a growing number of mutual customers who need an enterprise solution that spans Human Capital Management (HCM), Financial Management, and ERP," said Caroline Santander, Vice President of Enablement and Partnerships.

In-person attendees are invited to visit the Rootstock team to learn more about the benefits of a combined Workday / Rootstock approach, and how it can help manufacturers and distributors accelerate digital innovation in today's dynamic business landscape.

International Manufacturing Technology Show (IMTS)

September 12 – 17, 2022, McCormick Place, Chicago Ill.

Booth Number: 121500 (East Building, Level 2)

"Rootstock will have a significant presence at IMTS, which is the premier manufacturing technology show in the U.S. This year, it's slated to showcase cutting-edge solutions, which manufacturers are using to address their toughest challenges. We're proud our Cloud ERP is among the systems being featured, and one of our customers—BACA Systems—was selected to present their ERP success story," said Chuck Stevenson, Director of Marketing.

In the session, "Making Hard Decisions Quickly in Our Fast-Changing Manufacturing Industry," on Monday, Sept. 12, 10:00 am CDT, Andrew Russo, CIO of BACA Systems, will explain how the demands of moving to a next-generation manufacturing methods coupled with the speed, mobility, and flexibility demands of the business environment forced the company to make some hard decisions. Russo will detail how his company justified the need to replace a relatively new ERP system, saw it as an opportunity to transform its entire business, and implemented a new platform in under six months.

DREAMFORCE

September 20 – 22, 2022, Moscone Convention Center, San Francisco, Calif.

Booth Number: 1301

"The Salesforce community is coming together for the first time in two years, and the conference is set to wow attendees with the types of experiences only Dreamforce can deliver," added Stevenson. "It's inspiring to see the line-up of thought leaders and experts who are scheduled to speak at the event. Among them is one of our own customers, Kelly Hamilton, Director of Operations at Blentech Corporation, who will speak at our theater session and share her success strategies in using Rootstock ERP."

About Rootstock

Rootstock is ranked in the leader category of Cloud ERP solutions, and it helps manufacturers, distributors, and supply chain organizations digitally transform their operations. Since it's built on the Salesforce Platform, companies gain the benefit of an enterprise cloud environment and an ERP system that is intuitive, flexible, and digitally connected. Our team has in-depth expertise in manufacturing, and we're dedicated to customer success. We offer the training, product knowledge, and support customers need to configure Rootstock Cloud ERP to meet their needs. With this comprehensive offering, clients are empowered to deliver a superior customer experience, streamline and scale operations, and out-service the competition. As we continue to grow, stay tuned to our latest customers, career opportunities, and LinkedIn posts.

NTT DATA LAUNCHES INNOVATION CENTER IN SIX COUNTRIES

NTT DATA, a global digital business and IT services leader, has launched Innovation Center in six locations worldwide in August 2022. These local centers, situated in countries where customers have high sensitivity to the latest trend, will focus on leading-edge technologies with the potential to become mainstream within five to ten years, aiming to generate new business through joint R&D with such customers.

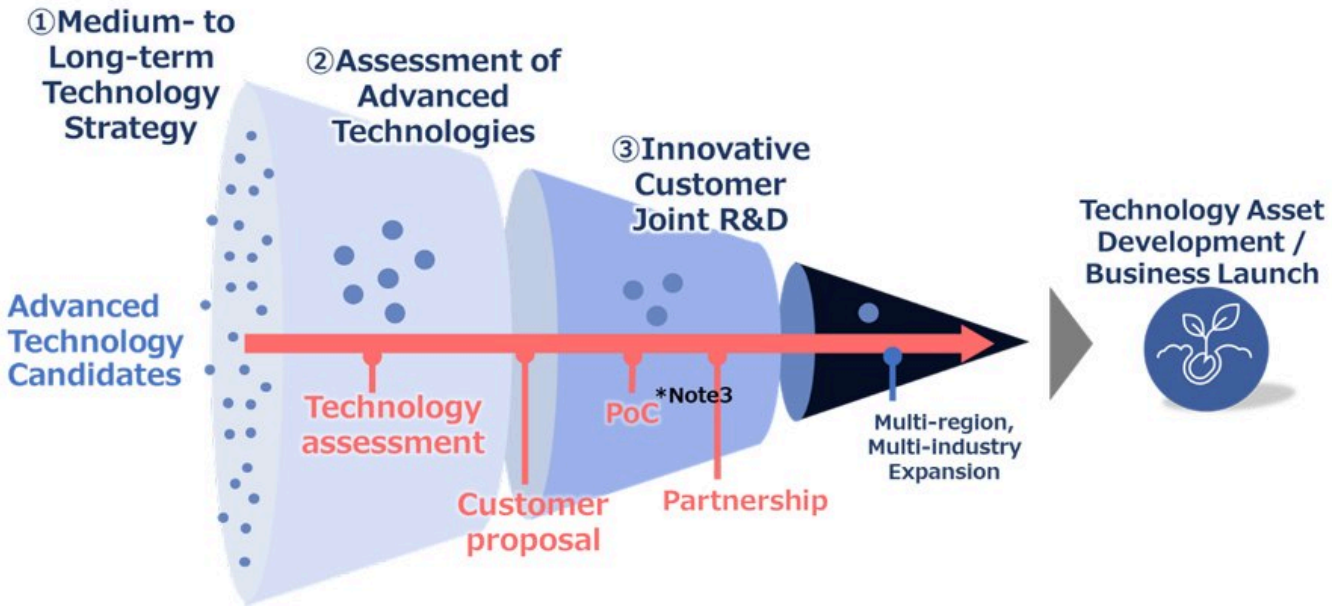
The initial organization structure will comprise Strategy Headquarters, which formulates the technology strategy, and local centers in six countries (Japan, United States, Italy, Germany, China, and India), which consist of around 100 experts, mainly researchers, consultants, and engineers. Technology themes will be established for each center based on the strategy from Strategy Headquarters. Through joint R&D with leading companies, as well as cooperation with universities and startups, these centers will be among the first to accumulate information on the advanced technologies in their regions. Such information will then become input for the next technology strategy.

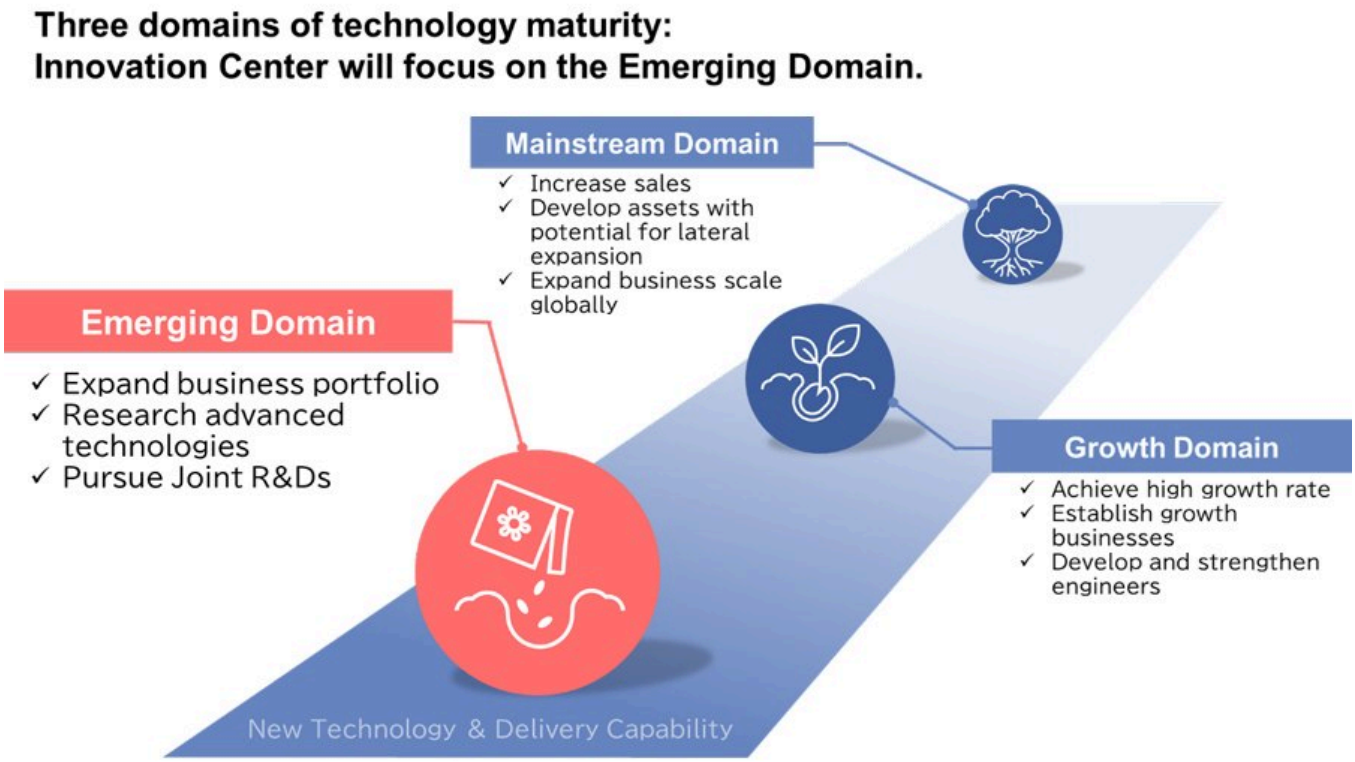
NTT DATA is currently pursuing initiatives for technology assessment and client proposals in cutting-edge areas such as quantum computing and metaverse. The center aims to expand its organization to 300 experts by the end of fiscal year 2025, to acquire world-leading capabilities for the utilization of advanced technology.

Background

Recently, social issues have become increasingly complicated, such as global pandemic, warfare, climate change, etc. At the same time, rapid advancements in technology have transformed the way people live. Digitalization has been embraced in all industries and continues to disrupt business models. Technological innovation is increasingly required to solve social and business challenges.

As the role of IT in society and business changes, value is being found and discovered in new forms of technology offerings. To enhance its competitiveness amid such fierce global rivalry, NTT DATA has included in its new Medium-Term Management Plan the strengthening of advanced technology utilization in order to generate new business value, which focuses on technologies expected to emerge within the next five to ten years.1 To achieve this goal, NTT DATA launched Innovation Center in August 2022 as an organization to bring together innovation professionals scattered throughout the world. Its main objectives are to acquire world-leading capabilities for utilization of advanced technologies and to pursue joint R&D with innovative customers.





Role of Innovation Center

Innovation Center will focus on advanced technologies of emerging domains, which are expected to become mainstream within the next five to ten years, aiming to establish world-leading research and development team. The center will present proposals, conduct joint R&Ds, and create use cases with innovative customers who desire to actively utilize advanced technologies at global locations worldwide.

Strategy Headquarters:

- Formulate medium- to long-term technology strategies for the corporate group, and coordinate with local centers to implement these strategies.
- Select target technology themes from numerous candidates accumulated by local centers, and promote R&D based on technology and market trends in each region.

Local Centers:

- Focus on technology assessment and customer proposals. Staffed with experts in R&D, prototype development, and various domains.
- Based on Strategy Headquarters' policy, explore the potential of advanced technologies, establish relationships with innovative customers worldwide, and pursue joint R&Ds.

Strengthen relationships with universities and startups to assess advanced technologies, and broadly accumulate information on leading technologies in each region.

Main Themes (as of August 2022)

Innovation Center will focus on the following technology themes.

*Themes may be added/modified as needed depending on the results of technology selection.

- Japan (NTT research lab technologies): Genomes, metaverse, quantum computing
- United States (customer contact or facing -related technologies): Digital humans, smart city planning
- Italy/Germany (data processing, simulation technologies): Quantum computing, metaverse
- China (hardware-related technologies): Remote sensing technology (LiDAR), metaverse
- India (*India will develop a framework as a center for prototype development)

The Future

For fiscal year 2022, Innovation Center will strengthen its network for global collaboration and accumulate expertise in advance technologies, aiming to establish partnerships for joint R&Ds with innovative customers. By 2025, NTT DATA aims to generate more than 50 medium- to long-term R&D project partnerships.

About NTT DATA

NTT DATA – a part of NTT Group – is a trusted global innovator of IT and business services headquartered in Tokyo. We help clients transform through consulting, industry solutions, business process services, IT modernization and managed services. NTT DATA enables clients, as well as society, to move confidently into the digital future. We are committed to our clients' long-term success and combine global reach with local client attention to serve them in over 50 countries. Visit us at nttdata.com.

QAD FTZ ACHIEVES VERACODE VERIFIED TEAM TIER STATUS

QAD Inc., a leading provider of next-generation manufacturing and supply chain solutions in the cloud, announced its achievement of Veracode Verified Team status for its Foreign-Trade Zone (FTZ) solution. The Veracode Verified program provides third-party validation of a company's secure software development processes from Veracode, a leading global provider of application security testing (AST) solutions.

As part of Veracode Verified, QAD can now demonstrate that its FTZ solution has undergone security testing as part of the development practice. Participation in the program ensures that QAD FTZ meets a high standard of application security while reducing risk for the customer.

"QAD is committed to delivering secure code to help organizations reduce the risk of a major security breach," said Brian Roche, chief product officer at Veracode. "Companies that invest in secure coding processes and follow our protocol for a mature application security program are able to deliver more confidence to customers who deploy their software. With validation that all requirements of Veracode Verified Team Tier status have been met, QAD FTZ meets high standards that promote fast and secure code deployments for customers."

Organizations that have had their secure development practice validated, and their application accepted into the Team Tier, have demonstrated the following security steps have been implemented into their software development practice:

- Assesses first-party code with static analysis.
- Document that an application doesn't include Very High or High flaws, and that you have a 60-day remediation grace period to remain in compliance.

- Establish a scanning cadence of at least every 90 days.
- Identify a security champion within the development team to serve as a peer resource to development team members, ensuring secure coding practices across the development lifecycle.
- Provide training or labs on secure coding for the identified security champion.
- Assess open-source components for improved security, and document that they don't contain any Very High or High vulnerabilities.
- Provide developers with remediation guidance for both first-party code flaws and open-source vulnerabilities.

With QAD FTZ, manufacturers and distributors can establish and successfully manage foreign-trade zones and bonded warehousing operations. Aligned with QAD's end-to-end global trade and transportation solutions, distributors and manufacturers can leverage an integrated approach to establishing and managing FTZ operations, lowering importing costs, enhancing inventory control, and improving supply chain velocity and flexibility.

QAD FTZ enables manufacturers and distributors to maximize the benefits of FTZs. In the United States, foreign-trade zones are considered to be outside the US Commerce and Customs territory. As a result, companies that utilize the FTZ program can defer and often reduce, or even eliminate, duty payments on goods until they enter into the US. Furthermore, if goods are imported into an FTZ and then re-exported from the FTZ, or destroyed or scrapped within the zone, companies pay no duties on those goods. By leveraging an FTZ, manufacturers and distributors benefit from significant cost savings, including:

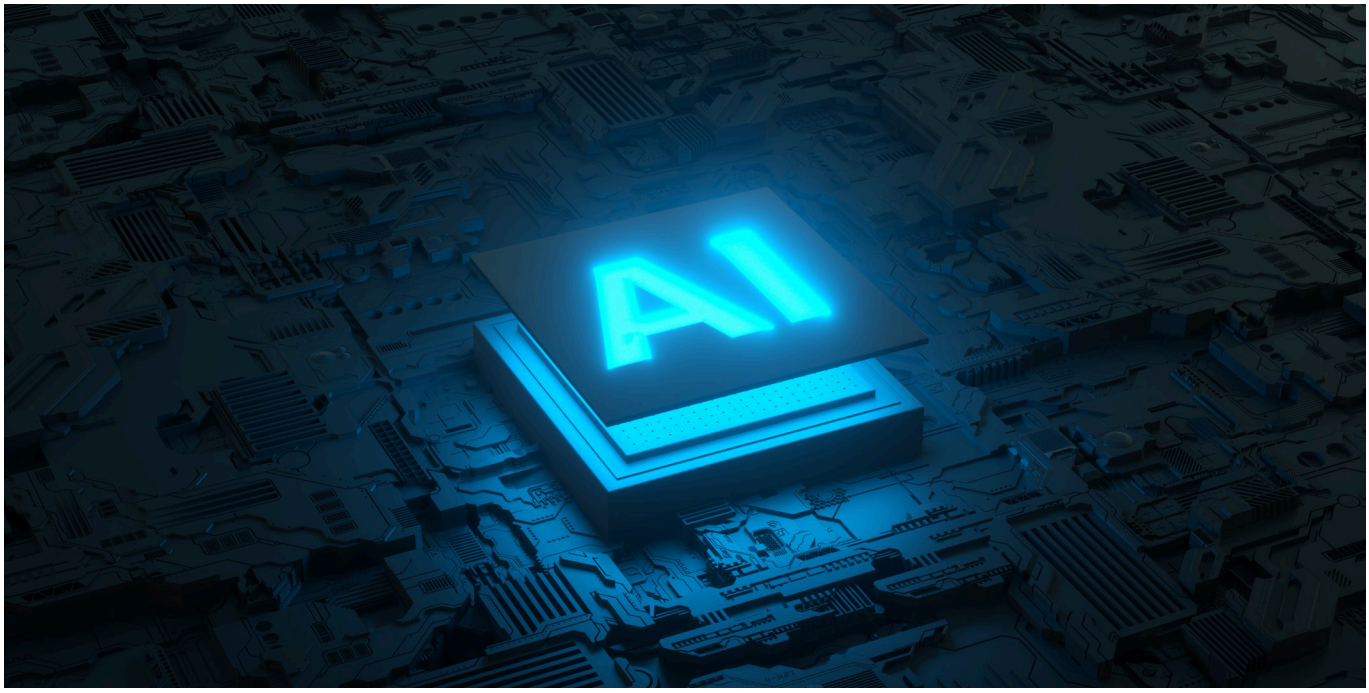
- Reduce or even eliminate duties on manufactured goods
- Reduce importing fees, such as Merchandise Processing fees
- Gain duty exemption on re-exports
- Eliminate need for Duty Drawback
- Eliminate duties on waste, scrap and production yield loss
- Avoid tariffs and certain PGA requirements while in the FTZ
- Improve on-time delivery performance
- Enhance supply chain performance

"We are thrilled to see our FTZ solution achieve Verified status recognition as it demonstrates our commitment to providing secure code to our customers," said Charles Sutherland, chief product officer at QAD. "Much is to the credit of our FTZ consultants and their far-reaching levels of expertise, having completed over 1,000 FTZ projects to date."

For a complete list of QAD applications achieving Veracode Verified status, visit the Veracode website.

About QAD

QAD Inc. is a leading provider of next-generation manufacturing and supply chain solutions in the cloud. Global manufacturers face ever-increasing disruption caused by technology-driven innovation and changing consumer preferences. In order to survive and thrive, manufacturers must be able to innovate and change business models at unprecedented rates of speed. QAD calls these companies Adaptive Manufacturing Enterprises. QAD solutions help customers in the automotive, life sciences, consumer products, food and beverage, high tech and industrial manufacturing industries rapidly adapt to change and innovate for competitive advantage.



ASPIRE SYSTEMS LAUNCHES AI DRIVEN – ORACLE CLOUD ERP IMPLEMENTATION METHODOLOGY

50% AI-Driven Automation increases Oracle Cloud ERP implementation ROI by 3x - Unique World Class Cloud ERP Implementation Methodology

A Premier Global Partner of Oracle, Aspire Systems launches the holistic approach to accelerate implementation. This innovation is powered by AI and drives implementation speeds. With this new autonomous application implementation methodology, Aspire Systems is geared to help businesses derive maximum value out of their Oracle Cloud ERP Application implementation. Innovations applied at the most critical stage aka implementation of oracle applications will free enterprise resources and time to focus on core strategic areas of the business. Aspire Systems certified Oracle solution experts tackle all implementations with this accelerated AI-driven implementation model. This in turn helps our clients boost productivity while accelerating the speed & Quality, Usefulness, Importance and ROI of all project activities.

As an Oracle Fusion Applications Managed Support Provider, Aspire brings niche talent and revolutionary ideas to keep enterprises on top of their game. Our support services are inclusive and range from Oracle Applications consulting, strategies, end-to-end implementation, deployment of new Oracle Cloud ERP HCM, SCM modules, process and custom enhancements, maintenance, offshore support, etc.

"Post pandemic, businesses are gearing for growth and a forecasted slow down. They want to strike the best chords to stay afloat. Partnering with Aspire Systems will be a game changer for any medium to large scale enterprise. Reason being the AI driven autonomous implementation methodology will usher in five areas of improvement i.e., Employee's productivity, Decision Making, Finance and Operations, and Business Technology. We are in a time and space where driverless cars, and trains are a reality. We have made Driverless Application Implementation closer to reality," says Chenthil Eswaran, Business Unit Head, Enterprise Solutions, Aspire Systems.

Aspire Systems' dynamic range of offerings include Oracle Applications Managed Services, Oracle Cloud Infrastructure, Oracle Applications Consulting, Support, and Implementation. As a global Oracle Applications solution service partner, we have completed 100+ Oracle Cloud ERP Implementations. We have a multi-skilled resource pool and 300+ Oracle certified solution consultants delivering measurable success and cost-effective solutions.

Arshad Imran, Solutions Head, Enterprise Solutions, Aspire Systems says, "We exult in providing intelligent AI-driven with a methodology-based approach consisting of a structured process to implement Oracle Applications tailored to our client's specific needs. Autonomous AI-Driven Oracle Implementation methodology comprises a three-stage approach between offshore and onsite locations to add value to the client. This approach makes our implementation task simple — support clients on the road to a multi-year progressive growth."

Contact us to discover more about Aspire's AI-driven Autonomous Applications Implementation Methodology.

About Aspire Systems

Aspire Systems is a global technology services firm and a trusted technology partner for its customers. The company provides an array of services including enterprise integration, digital services, software engineering, testing, and infrastructure support for enterprises across industries. The company currently has more than 4,500 employees and 200+ customers worldwide. Aspire Systems is located across the globe including the USA, Mexico, UK, India, Singapore, Middle East, Asia-Pacific, and Europe. For the twelfth time in a row, Aspire Systems has been selected as one of India's 'Best Companies to Work For by the Great Place to Work® Institute, in partnership with The Economic Times.

servicenow

SERVICENOW COMMITS TO TRAINING 1,000 AUSTRALIANS IN DIGITAL SKILLS BY END OF 2022

New program to help increase digital skills includes free 9-week intensive training course open to anyone wanting to enter the tech industry

ServiceNow Australia, the digital workflow company, has announced a commitment to train 1,000 people in digital skills by the end of 2022. Several initiatives have been launched to meet the target, including a free, 40-hour per week, 9-week digital bootcamp, with 100 places starting in August.

The digital-skills bootcamp is open to anyone interested in entering the tech industry, including recent graduates looking for their first job, those returning to work after career breaks, or people looking for a career-change.

Skills gaps

"The data is clear: Australia has a critical shortage of digital skills. Every day, I hear from our customers and partners that attracting skilled talent is a top priority. By broadening paths into the tech industry, this commitment will help build the nation's tech talent pool," says Eric Swift, Vice President and Managing Director, ServiceNow Australia and New Zealand.

Recent estimates from Australia's 2021 Digital Economy Strategy found that 87% of jobs now require digital skills. On top of this, a 2022 report from Hays found that 91% of the local technology industry is struggling with skills shortages, and in the next 12 months, 90% of employers believe the tech skills shortage will impact the effective operation or growth plans of their organisation.

To increase job prospects for participants, ServiceNow has worked with its customers and partners to line up potential employers. Several organisations have registered entry-level roles for bootcamp participants to apply to, some of which were created specifically to match the training provided. Currently, more than 70 percent of the ASX200 are customers of ServiceNow, in addition to more than 100 local, state, and federal government departments and agencies.

"We have designed this intensive 9-week program to be open to anyone, so it can kick-start your career. With more than 350 hours of free guided training in two months, it will give people all the tools they need to get started in the tech industry," says Mr Swift.

High-paid, high-skilled roles

The program includes instructor-led classes, hands-on projects, and careers skills training. Successful participants receive industry-recognised certifications as a ServiceNow Certified System Administrator and Certified Application Developer. In 2021-22 report by technology recruitment firm Nelson Frank, average Australian salaries for junior ServiceNow Administrators and ServiceNow Developers were AUD$90,000.

Applicants to the digital bootcamp do not need any previous tech experience or educational qualifications. The bootcamp program falls under ServiceNow's NextGen training program, which has a mandate to assist those traditionally marginalised from the field of tech to help them find employment within the ServiceNow job market.

The bootcamp is the third NextGen program launched in Australia, following a partnership with TAFE NSW, which includes on-the-job learning with TAFE education; and an initiative with Community Corporate, which will upskill 65 refugees through a digital skills training program run by ServiceNow, followed by industry job-placements at Woolworths, Accenture, and other ServiceNow customers and partners. ServiceNow is also currently offering the ServiceNow Fundamentals training course for free until 31 August 2022.

The next intake of ServiceNow digital bootcamp will launch in August 2022, with up to 100 positions available. This will be followed by one other intake in October, with more in 2023. To apply for the bootcamp, visit: apply.servicenow.com/apply

About ServiceNow

ServiceNow is making the world of work, work better for people. Our cloud-based platform and solutions deliver digital workflows that create great experiences and unlock productivity for employees and the enterprise. For more information, visit: www.servicenow.com.

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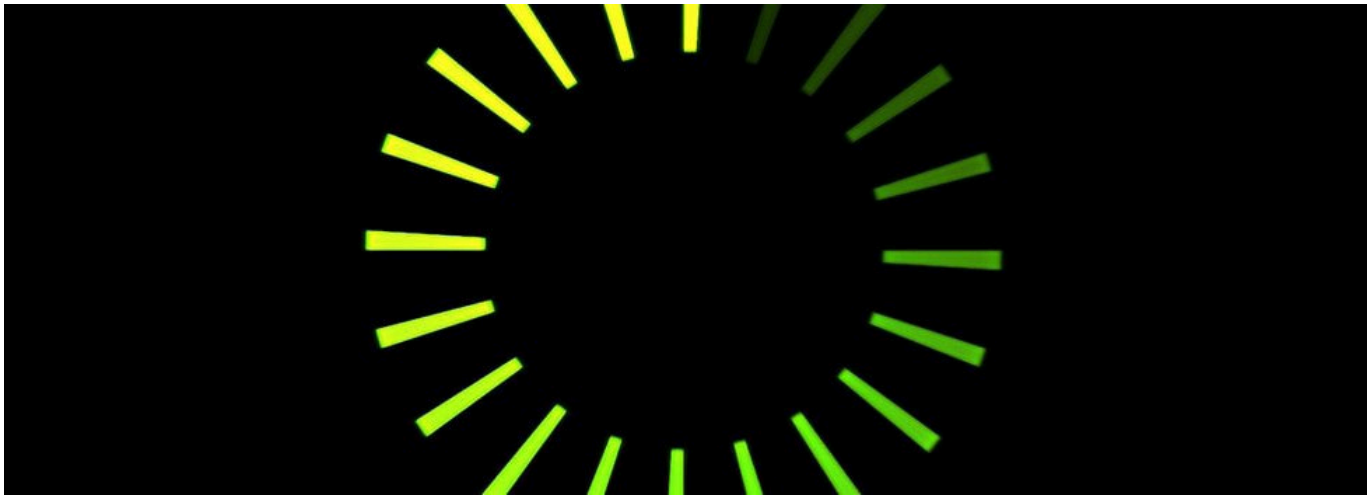


Deloitte.

DELOITTE CANADA ACQUIRES DIGITAL TRANSFORMATION CONSULTANCY, NUBIK INC., TO FORTIFY ITS MID-MARKET SALESFORCE CAPABILITIES

Deloitte Canada is acquiring Montreal-based digital transformation consultancy, Nubik Inc. ("Nubik"), to bolster its presence and leadership in the Salesforce practice and firm up its relationships and offerings for mid-market clients. Nubik's team, the only North American multi-cloud specialists in Salesforce, FinancialForce, and Rootstock Cloud ERP, will also provide clients with cutting-edge solutions in manufacturing and distribution, high technology, and professional services.

"The arrival of Nubik is sure to have an immediate impact on our clients, especially those seeking new tools and solutions to today's most pressing and complex business challenges from digital transformation to skills shortages," said Anthony Viel, CEO, Deloitte Canada. "Nubik's strong multi-cloud relationships, especially with Salesforce, and roster of seasoned senior professionals are going to greatly improve our ability to manage both the volume and scope of work the mid-market in Canada is demanding."

Leveraging two decades of experience and knowledge in the Salesforce ecosystem, including with FinancialForce and Rootstock ERP, Deloitte is gaining access to Nubik's key capabilities in the space. The addition of Nubik, which specializes in project management, sales engagement, supply chain, enterprise resource planning, and customer relationship management, also signals the firm's unwavering commitment to its mid-market clients.

Nubik's team of more than 100 employees will be joining Deloitte's Consulting practice in offices across Canada and North America. Also joining the firm as new partners are Camil Bourbeau, former chief commercial officer at Nubik, and Alexandre Boyer, former chief operations officer. Alongside the partners will be new directors, Dany Jacques, former vice president of sales, and Elie Rodrigue, co-founder and former chief technology officer. Katie Bussières, former president at Nubik will also join Deloitte.

"At Nubik, we're constantly striving to provide first-class solutions for those organizations seeking the tools to compete with outperforming business processes, across a variety of industries," said Katie Bussières, former president at Nubik. "By joining Deloitte, we're excited for the next phase of our 20-year long journey, and look forward to bringing our experience, relationships, and expertise to a new pool of organizations."

Deloitte Canada's Consulting practice focuses on innovation and transformation. By helping its clients imagine, and then deliver using the latest technologies and insights from strategy development through implementation to operations, its dedicated team is providing access to a host of digital solutions to navigate today's toughest challenges and market opportunities.

About Deloitte

Deloitte provides audit and assurance, consulting, financial advisory, risk advisory, tax, and related services to public and private clients spanning multiple industries. Deloitte serves four out of five Fortune Global 500® companies through a globally connected network of member firms in more than 150 countries and territories bringing world-class capabilities, insights, and service to address clients' most complex business challenges. Deloitte LLP, an Ontario limited liability partnership, is the Canadian member firm of Deloitte Touche Tohmatsu Limited. Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee, and its network of member firms, each of which is a legally separate and independent entity. Please see www.deloitte.com/about for a detailed description of the legal structure of Deloitte Touche Tohmatsu Limited and its member firms.

Our global Purpose is making an impact that matters. At Deloitte Canada, that translates into building a better future by accelerating and expanding access to knowledge. We believe we can achieve this Purpose by living our shared values to lead the way, serve with integrity, take care of each other, foster inclusion, and collaborate for measurable impact.

To learn more about Deloitte's approximately 330,000 professionals, over 11,000 of whom are part of the Canadian firm, please connect with us on LinkedIn, Twitter, Instagram, or Facebook.

THE NEW MOBILE SALES REP ACCESS MAKES PROCESSING ORDERS THAT MUCH EASIER FOR IMPORTERS AND DISTRIBUTORS

*Article By **Ken Weygand,***
Solutions Architect, Aptean

Any practiced salesperson knows that data input while you're out in the field can be challenging. Whether you're at a tradeshow, a site visit or a networking event, the ability to input and retrieve customer data from an organized and clean system is a game-changer. It means the customer data is available and accessible whenever you may need it.

Think about it: what does a sales rep need to know when trying to sell product at a tradeshow? Inventory availability is essential. At events like tradeshows, the sales rep typically has a limited amount of time with his/her potential customers. Additionally, potential customers are likely perusing many other companies that sell similar products at these events, so time is of the essence. Customers want to know if and when they can get the product they want, so having real-time inventory availability allows the rep to answer that question quickly and easily. And answer those follow-up questions the customer may have just as quickly.

The reps need to be able to determine whether or not they can give the customer what he/she wants when he/she wants it, and if not, the sales reps need to know which other options they can present and provide to the customer. If the customer wants 50 chairs, for example, and there aren't 50 available in inventory, the sales rep can determine when they'll be in stock again. With this new Mobile Sales Rep, there's visibility on inbound inventory—whether it's in production or on its way. All of this makes it easier to get that order and commitment from the customer.

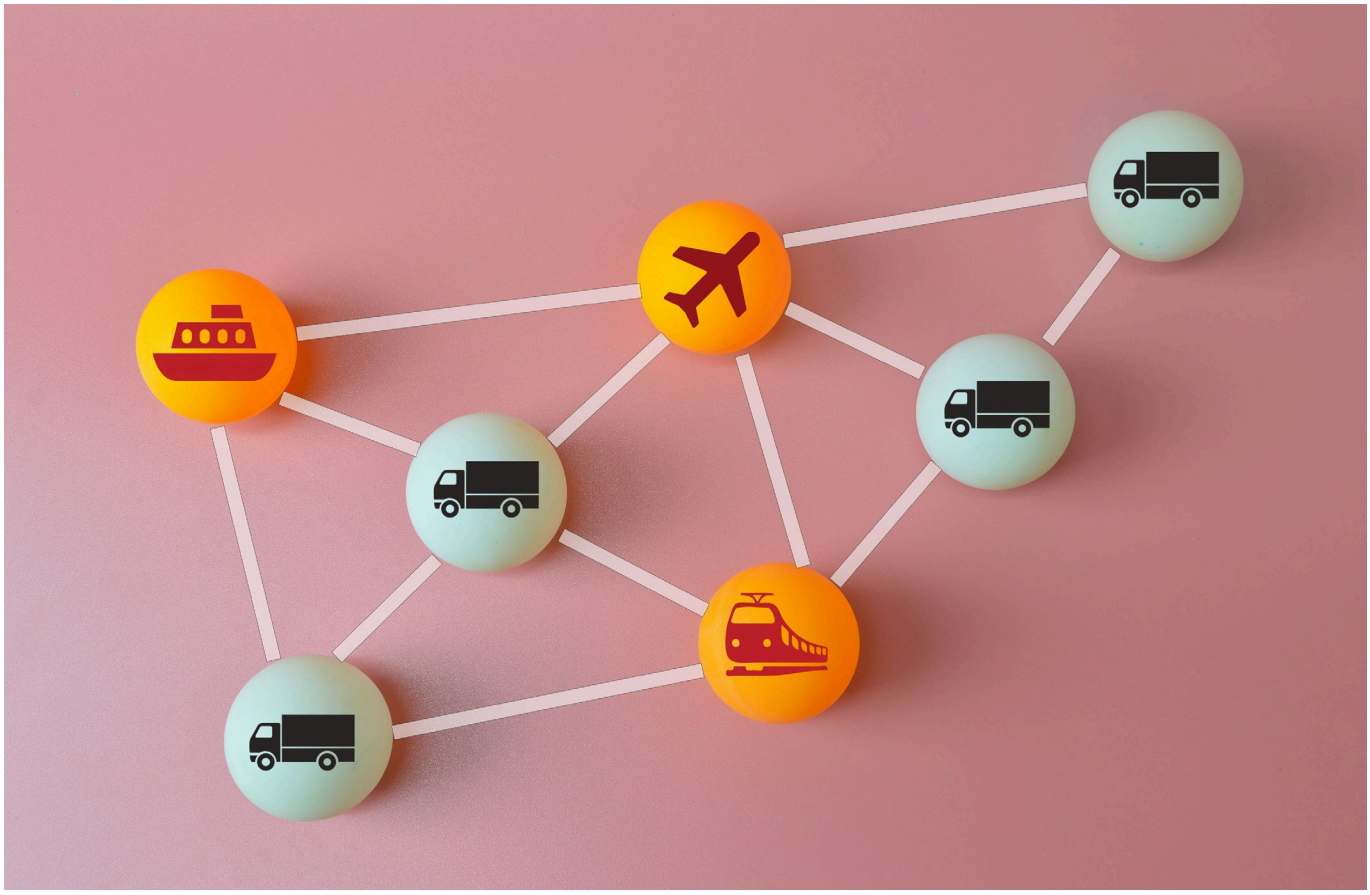
Aptean Distribution ERP launched a new application, the Aptean Mobile Sales Rep, that's made specifically for your salespeople who are out in the field. It makes it easier for these users to access the product catalog with relevant product information (availability, pricing, pictures and more), view customer orders, access invoice history and enter new orders. The last thing a salesperson wants is for their sale to be bogged down by a challenging interface or lengthy manual input. Apprise Mobile Sales Rep was made to eliminate all that hassle.

If you're a salesperson in the consumer goods industry—whether that's furniture, hardware, gift and home, or anything in between—each vertical has its markets or tradeshows. And for those sales reps attending the same tradeshows year after year, they likely have steady customers coming to those shows to see their new product launch, new upgrades, or new features. And this is when a Mobile Sales Rep application is particularly useful; you can input a customer order then and there. It's that simple and that reliable.

With the sales rep user application, you're working right within the ERP— all of that data is available at your fingertips, and the best part of all: you can access it from any web-enabled browser device. Many salespeople who track new customer data and orders through a third-party or add-on program then have to go back and input all this data into the ERP solution; it's an important, time-consuming extra step. But with Apprise, the Mobile Sales Rep is simply a part of the ERP. There are no additional integrations to manage, and no manual data to transfer.

For current users of Aptean Distribution ERP, the new Mobile Sales Rep was created as a replacement for the mobile app. This new Aptean Mobile Sales Rep eliminates the mapping and syncing of data between your ERP and app, and to add on this, the roll-out is just minutes long and straightforward. The interface is friendly and configurable. You can focus on how to cultivate business as opposed to data entry and input.

Ken has worked with the Aptean Distribution ERP solution for over 20 years. He has spent the last 18 years consulting with consumer goods importers and distributors to define best practices that cater to their unique requirements.



SYSPRO™

USING CLOUD ERP TO MITIGATE SOURCING CHALLENGES IN PROCUREMENT

*Article By **Paulo De Matos,***
Chief Product Officer, SYSPRO

Manufacturers continue to face challenges like increased demand, enduring labor shortages and rising direct material costs. Buying better is also simply not enough and manufacturers will now need to answer the call for sustainability in ethical sourcing and focus on investing in supplier partnerships and innovation by accelerating the adoption of digital and analytics.

Previously procurement strategies were driven by cost-reduction, low-cost sourcing and relied on single-sourced suppliers, with limited risk management. Now manufacturers have had to reset and focus on digitalization for strategic sourcing to improve operations and ensure profitability.

As industries are working towards rebuilding their supply chains to be more robust, collaborative, and accessible, some procurement strategies are likely to include:

- The diversification of supply chains by collaborating with local suppliers, developing new delivery strategies, and sourcing from multiple vendors
- Improved systems for automated procurement and traceability to ensure ethical sourcing
- Focusing on supplier relationship management strategies

Here's how manufacturers can use Cloud ERP to manage current sourcing challenges and maintain competitive advantage:

1. Repositioning the supply chain for strategic sourcing

Manufacturers are now having to balance the trade-offs around cost vs risk. Is it still best to capture cheaper prices by sourcing overseas and accept the heightened risk of non-delivery? Reports also show the cost of shipping increased by 600% in 2021 and the impacts in shipping delays and bottlenecks are widespread globally.

Manufacturers should consider repositioning their supply bases and shorten supply chains and consider dual sourcing strategies to mitigate risk. Through a supply chain portal enabled by a Cloud ERP system, manufacturers can obtain increased connectivity and visibility across the supply chain which allows you to identify alternative sources of supply more easily. With Cloud ERP analytics can be used to improve, classify, and analyze data by supplier and category. This improves item-level visibility across the organization, which is crucial not only for cost-cutting opportunities but for managing inventory and ethical sourcing. With technology, manufacturers can accurately monitor suppliers to ensure the right choices are made to meet profitability and resources goals.

2. Managing supplier monopolies and rising costs

Supply chain shocks have reduced supply availability and increased raw material prices. Major players stockpile to cover their demand for extended periods which means competition for already low levels of supply has increased. Sourcing strategies are affected as suppliers allocate their scarce supply to their strategic partners who are willing to pay the highest margins which not only affects manufacturers bottom-line but result in lost sales and decreased customer satisfaction. The cost of energy is also a huge issue, the regional instabilities and the consequential impact on global energy supply has made a significant and long-term impact. Procurement strategies should now ensure profitability by guaranteeing supply security and proactively optimizing costs.

To counter crisis-induced margin pressures and increased volatility, analytics enabled by your Cloud ERP system can provide a rich source of new insights and opportunities. For example, in the procurement of selected resources, predictive analytics can be used to integrate information including industry activity, shipping data and economic indicators. Traceability across the whole supply chain helps you improve product compliance and quality. This enables you to make better informed decisions to maintain competitive advantage and save costs.

3. Digitizing procurement for collaboration

The rapid adoption of new ways of working that the pandemic necessitated has forced companies to accelerate the shift to digital. SYSPRO research also shows that 70% of manufacturing businesses experienced supply chain disruptions in the last year and 60% of businesses were unable to engage and collaborate with customers and suppliers in real-time. The shift to digital has become an important enabler of effective collaboration across the procurement function.

Using Cloud ERP, you can manage all supplier and distribution channels in one cohesive system with visibility across your entire network. Companies can create better transparency by working with suppliers to gain information about their next-tier suppliers and their value chains. A scalable ERP system gives you the choice and flexibility to engage on any device or platform. This enables businesses to manage software costs as an operational or capital expense dependent on unique business requirements and budget.

An ERP system provides manufacturers the procurement tools to improve collaboration, order accuracy and to streamline order fulfilment processes and performance. The result of this is improved on-time delivery, a reduction of inventory level costs and enhanced profitability to thrive into the factory of the future.

With more than 24 year's experience at SYSPRO, Paulo has made a tangible impact in the areas of sales and product development. Paulo is an industry expert who is passionate about developing the right ERP product solution for customers within the manufacturing and distribution sectors. In his role, Paulo is responsible for ensuring that maximum business value is achieved from SYSPRO's offerings in the market. He and his team determine this through ongoing research and identifying industry trends to anticipate users' aspirations and industry-specific requirements. Through his contribution to product proficiency, SYSPRO customers experience improved productivity, bottom-line results and accelerate time to value. Added to his industry experience, Paulo achieved an MBA (Cum Laude) in Business Administration and Management at the Nelson Mandela Metropolitan University in 2016.

About SYSPRO

SYSPRO specializes in key manufacturing and distribution industries. Established in 1978 by CEO Phil Duff, SYSPRO remains one of the longest standing privately owned vendors of ERP software in the world. With a strong commitment to channel partner growth and offices in the United States, Canada, Africa, the UK, Asia and Australasia, SYSPRO customers are backed by a team of global experts that drive maximum value out of IT systems and business solutions.

INNOVATIONS IN DEEP ANALYTICS ARE CRITICAL TO THE FUTURE OF SUPPLY CHAINS

*Article By **Brian Winters,***
Chief Technology Officer, ECI Software Solutions

Digital transformation accelerated very quickly during the global pandemic, leading to 10 years of innovation in just three months. The abrupt changes came mere weeks after the rules of the California Consumer Privacy Act (CCPA) went into effect and just a few months before they were enforced. As the risk of new fines piled up – at a cost of up to $750 per person, per incident – businesses also endured an increase in cybersecurity incidents and expenses. On top of that, CIOs had to reconsider their strategy for digitization. For example, it wasn't uncommon for accounts receivable and accounts payable to be mostly digitized while still relying on some aspect of physical paper. Many ERP providers had to catch up quickly and were forced to prioritize eliminating gaps in fully digitizing these processes.

As black swan events increased in frequency – including the Suez Canal blockage, delays at the Port of LA, and the Texas polar vortex – economic pressures continued to mount. Some businesses responded by taking their digital investments one step further and by implementing advanced automation capabilities to reduce ongoing operational costs. Amid the Great Resignation, businesses inevitably focused on how they could use artificial intelligence (AI) and machine learning (ML) to do the same amount of work with fewer people.

Both technologies could drastically transform the future of business and the future of work, but the reality is that AI might not be immediately beneficial to the end user. However, you can expect to see more investment and innovation in using AI and ML with the goal of surfacing better data to help inform business decisions. Neither technology will serve as an auxiliary brain or an automated set of hands to solve all problems, but it can – and will – contribute to more educated voices in the room.

The Promise and Potential of AI and ML

Businesses are looking toward AI and ML to drive efficiency in their supply chain. Their goal is to gain complete visibility to build in redundant suppliers, eliminate common choke points, and ultimately avoid delays. The promise and potential cannot be denied – according to a report by

McKinsey, AI-enabled supply chain management has allowed early adopters to improve logistics costs by 15%. Better still, inventory levels improved by 35% and service levels by 65%.

Other businesses are taking notice. MHI's 2022 Annual Report shows that 73% of supply chain and manufacturing leaders plan to use AI in the next five years, up from just 14% today. That's a massive increase, but supply chain AI is still largely in its infancy, so there aren't many case studies to prove or disprove its effectiveness.

Agility and Resilience Depend on Deep Analytics

While AI and automation show promise, businesses cannot pin their hopes on one innovation alone, especially one that is still being refined. And even if they could, AI wouldn't help manufacturers if they still couldn't get the parts they need to finish assembly. The same could be said for the talent shortage, though many organizations hope automation can solve at least some of those problems. In both cases, they want software to do more than it's ever done before to help propel the business forward.

These efforts are leading businesses down a path of intelligent decision-making, but there is still work to be done. As new technologies are developed to serve our evolving needs, innovations in both automation and deep analytics will be instrumental to any business looking to build a more agile and resilient supply chain.

The True Value of AI Is Still to Come

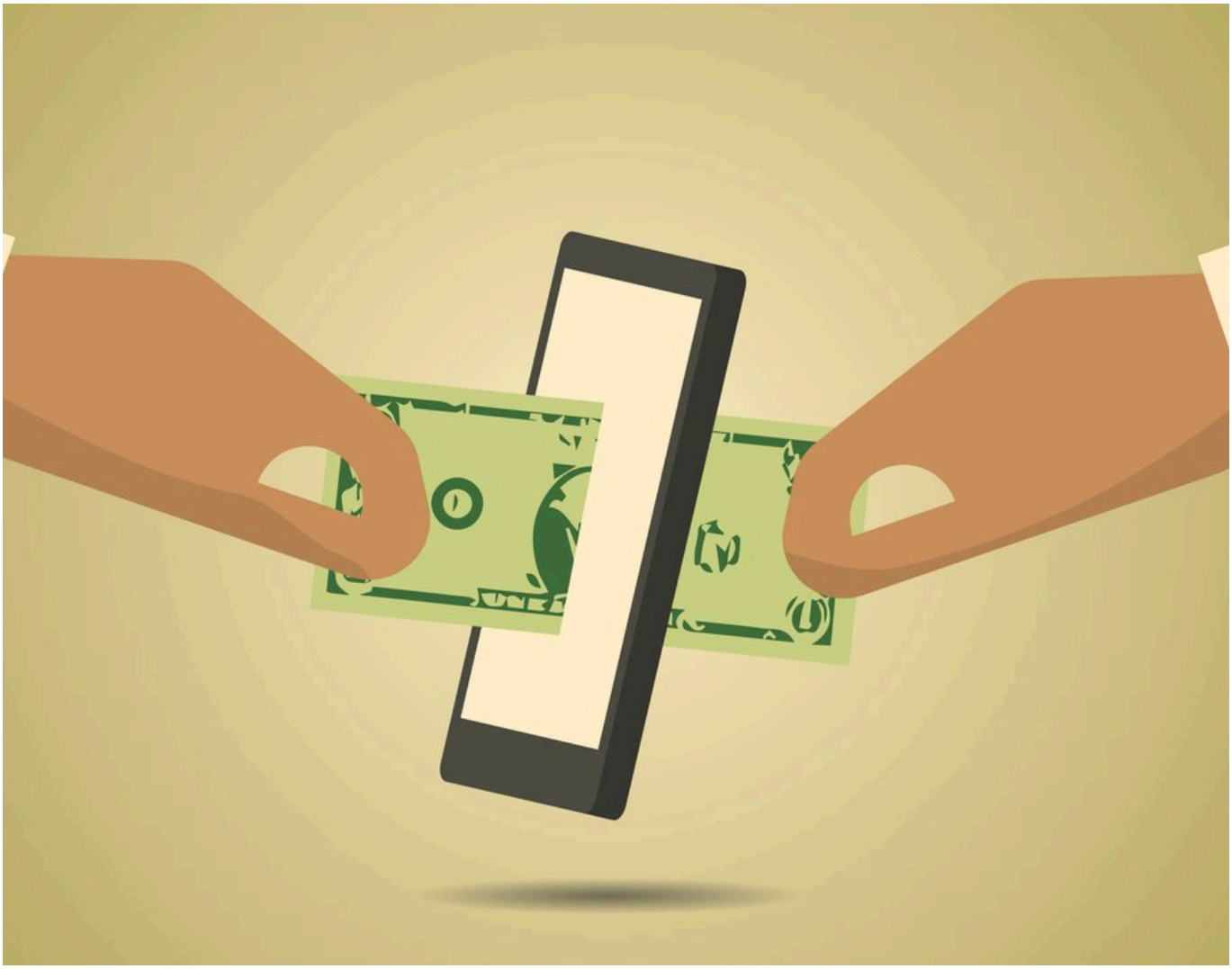
AI holds a lot of promise – according to a report by IDC, AI investments will reach $120 billion by 2025. This highlights the support that businesses have thrown behind the technology, which could (per PwC) contribute $15.7 trillion to the global economy by 2030.

But AI and ML are not a magical solution that will instantly solve all problems out of the gate. That's why these investments are so important – to unearth the innovations that can reveal better, more actionable data and inform smarter decisions. These investments stand to reveal the true value of AI and drive business results.

As Chief Technology Officer, Brian Winters leads the delivery of ECI Software Solutions' cloud-based SaaS solutions, the constant evolution of its cybersecurity stance, and the management of corporate information technology operations. Brian is a seasoned technology executive with a passion for customer delivery. Along with his customer-first mentality, he brings more than 15 years of leadership experience. He has held senior technology positions at companies including Solera Holdings, Top Image Systems, and eGistics. Brian specializes in building and managing the infrastructure and operations necessary to deliver business-critical services securely via the cloud and in positioning PE companies to maximize value. Brian holds a bachelor's degree in CIS from the State University of New York and a CISSP certification from ISC2.

About ECI

ECI Software Solutions provides industry-specific business software solutions and services, focusing on cloud-based technologies. For 30+ years, ECI has served small to medium-sized manufacturing, wholesale/retail distribution, building and construction and field service organizations. Privately held, ECI is headquartered in Fort Worth, Texas, USA, with offices throughout the U.S., Canada, Mexico, England, the Netherlands and Australia. For information, email info@ecisolutions.com, visit www.ECISolutions.com or call (800) 959-3367.



Versa Cloud ERP

MOBILE ERP AND THE CLOUD – A LOOK AT THE BENEFITS

Mobile ERP and the Cloud

A mobile ERP is an ERP solution accessible anytime, anywhere on the go via a smart mobile device.

The modern workforce is in the field especially in the case of SMB's. Accessing your ERP from mobile devices is thus the new normal. More businesses are realizing the untapped potential of enterprise mobility and more ERP vendors are providing mobile-ready ERP solutions.

Enterprise Mobility and the Cloud

Multiple standalone business systems are now being seen as a drain on resources due to duplication of effort, time wastage, etc. This standalone solutions approach is expensive in terms of time and cost.

A cloud ERP by its very nature is a Mobile ERP. The need for multiple standalone solutions is negated in the case of a comprehensive ERP solution.

Enterprise mobility is must-have and more businesses are moving to the cloud for better process optimization at a lower cost. Mobile business solutions help enterprises enhance operational performance productivity and better collaboration.

Benefits of a Cloud ERP solution

Mobile ERP allows managers to easily review most business operations and financial statements on the move.

Management tasks can be optimized with reports, queries, and data accessed from permitted devices with a Mobile ready ERP. Businesses will grow with the capability of real-time transactions & data, reporting, forecasts, and data-driven decision making.

What can a Mobile ERP do for manufacturing?

Mobile integration brings a level of collaboration to manufacturing operations that were unheard of earlier.

Shop floor workers can get real-time access to data that could identify potential problems. Supply Chain Management, Scheduling, Part/Order tracking is faster, more accurate, and in real-time.

Manufacturing supply chains are global in nature, with plants and customers located in different locations. Mobility is the key piece of technology that integrates the workforce and leadership together at all times. Mobile ERP is moving from solutions designed just for running the shop floor to being enabled to running the enterprises across functions, geographies, and entities.

The future for the Mobile ERP

In the future, mobile ERP will have huge implications for field staff & decision-makers in any function and just about any business domain worth its salt.

Companies that have already implemented some kind of mobile software in their workplace have seen an over 40% increase in operational efficiency, as per the Aberdeen Group. According to Tech Target's Annual IT Priorities Survey, nearly 40% of manufacturers are planning to leverage the use of mobile devices for their businesses.

These solutions bring cloud ERP and mobile technology together to deliver the productivity and efficiency so critical for today's manufacturers. Some of them can also tackle multi-entity accounting across different geographies in one solution.

Real-time benefits

Sales executives need to communicate instantly with plant managers and shop floor managers need to access real-time business intelligence in order to resolve issues/confirm orders in real-time and on the move.

Mobile ERP can also improve business sales closures. According to Tech Target, when sales reps take prospective customers on a site visit, they can also instantly retrieve statistics and data on their mobile devices. Closing deals is easier with more accurate data and they can create better sales commitments.

Production firms of all sizes can realize these benefits according to the Aberdeen Group.

In a 2012 Gartner research report, "Accelerate ERP Value through Mobility," analyst Sunil Padmanabh said, "Mobility in ERP will increase end-user productivity by at least 15%...". The capability of the mobility-ready cloud has grown by leaps and bounds since then.

By 2020, mobile devices should be able to transact fully on ERP software and will become the norm.

Why the Versa Cloud ERP

Every successful business eventually outgrows Excel spreadsheets and old software. If you are looking for new software that eliminates post-it notes, spreadsheets, and add-ons consider Versa Cloud ERP.

Versa ERP formerly VersAccounts is a modern all-in-one software created for fast-growing inventory-heavy manufacturing, distribution, and e-commerce businesses moving to the next level. It is more powerful than old software used by your larger competitors, yet simple and affordable enough for use in businesses like yours.

Yearly fees start at USD $1,800 per year for all of the capabilities included in the Versa software including financials, AR/AP, manufacturing, inventory, warehouse, shipping/receiving, logistics, projects, CRM, B2B/B2C e-Commerce, and more.

Setup is self-service with guidance provided by Versa making it quick and inexpensive.

Deloitte.

MOBILE ENTERPRISE RESOURCES PLANNING (ERP) FOR HIGHER EDUCATION

Article By ***Gurdhanpreet Sohi*** and ***Aaron Williams***

Post-secondary students are demanding greater access to their school's information systems. Learn how mobile ERP applications can help.

By Aaron Williams and Gurdhanpreet Sohi

Mobile adoption has accelerated in the past five years, achieving several milestones in the mobile space in 2012:

- Apple sold more mobile devices in 2012 than they had sold computers in their entire history
- Mobile data usage increased by 100%, with over 50% of mobile data being consumed by video
- The 2012 presidential election became the most tweeted event in history, with 31 million tweets sent
- Christmas Day 2012 saw more mobile device activations than any other day in history

From a higher education perspective, students are demanding an ever-increasing amount of access to their school's student information systems.

This trend is validated at Educause — an annual higher education conference held in November 2012 — where a survey showed the #2 IT issue for institutions is supporting the trend towards "bring your own device" among students.

In addition, mobile requirements are evolving from read-only services (data is viewed but not edited) to those which allow the user to update or insert data in the destination system. Some examples of these services include the following:

Read-Only services:
- Course search
- Academic calendar
- School directory

Add/Update data services:

- Class registration
- Mobile payments
- Assignment tracking and submission

To meet these requirements, organizations can consider several solutions when developing mobile applications for ERP, including the following platforms, apps or mobile websites:

Native Apps:
- Platform-specific apps custom-developed by the institution for a particular platform, such as iOS or Android.
- Using tools that are native to the platform, so the apps cannot be easily shared between differing devices, i.e., an app native to Android will not run on an iOS device.

Mobile web sites:
- Browser-based apps written in HTML5 that can be accessed by any device in the same manner
- Portable across platforms (since any modern device can render HTML5), but does not offer the same level of functionality as native apps.

Hybrid apps:
- Web app (as above) wrapped in a platform-specific program that allows the same app to run natively on multiple devices.
- Many open-source frameworks available, such as Oracle ADF.

However, before your institution can start executing your mobile strategy to extend existing ERP applications, you'll first need to define your mobile strategy with these key steps:

- ***Assess the current situation.*** Understand the institution's desire to adopt mobile ERP access (e.g., PeopleSoft Campus Solutions). One of the methodologies to do this is by conducting face-to-face workshops or online surveys targeting the faculty, staff and students.
- ***Know your capacity.*** Understand the skillset of the institution's ERP and mobile developers (what they can and cannot do, etc.).
- ***Identify the key stakeholders*** and obtain their support to ensure there is a "top-down" approach.
- ***Start small and be selective.*** Determine which areas will make an incremental impact amongst the students and/or faculty.
- ***Keep your options open.*** Explore and evaluate different technologies available to you (e.g., Saas).

We will be presenting Deloitte's ERP applications for student information systems at the Higher Education User Group Alliance conference in Indianapolis, Indiana from March 17 to March 20.

Our presentation ***"Portable PeopleSoft – Addressing the need to access mobile PeopleSoft applications in higher education"*** will focus on how institutions, currently using PeopleSoft Campus Solutions, can leverage Oracle Application Development Framework Mobile to extend their ERP applications towards mobile devices and provide students the ability to access both "push" and "pull" services at their institution.

For a copy of the presentation, please contact, Gurdhanpreet Sohi or Aaron Williams.

Aaron Williams, Lead, is an Oracle Certified technical resource for full-suite PeopleSoft implementations for the higher education and public sectors. Aaron has participated in several major implementations for Oracle Campus Solutions.

Gurdhanpreet Sohi, Business Technology Analyst, is also a member of the higher education practice based in Halifax and has a vast experience in developing cross-platform mobile applications using different web technologies.

About Deloitte

Deloitte provides audit and assurance, consulting, financial advisory, risk advisory, tax, and related services to public and private clients spanning multiple industries. Deloitte serves four out of five Fortune Global 500® companies through a globally connected network of member firms in more than 150 countries and territories bringing world-class capabilities, insights, and service to address clients' most complex business challenges. Deloitte LLP, an Ontario limited liability partnership, is the Canadian member firm of Deloitte Touche Tohmatsu Limited. Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee, and its network of member firms, each of which is a legally separate and independent entity. Please see www.deloitte.com/about for a detailed description of the legal structure of Deloitte Touche Tohmatsu Limited and its member firms.

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To learn more about Deloitte's approximately 330,000 professionals, over 11,000 of whom are part of the Canadian firm, please connect with us on LinkedIn, Twitter, Instagram, or Facebook.

ORACLE NETSUITE

TOVALA SELECTS NETSUITE TO HEAT UP THE MEAL SUBSCRIPTION SERVICE MARKET

*Article By **Sam Levy**,*
Senior Vice President Sales, Oracle NetSuite

Founded in 2017, Tovala is the product of a graduate student looking to make eating healthy work with his busy schedule. To bring the idea to life, Co-Founders David Rabie and Bryan Wilcox ran a successful Kickstarter campaign, and today Tovala is a multimillion-dollar business.

Tovala is a first-of-its-kind fresh meal subscription service paired with a smart oven. When you scan a meal's QR code, the Tovala Smart Oven identifies each meal, then uses an automated multi-mode cooking sequence (including steam, bake, and broil) to cook your food perfectly in 20 minutes or less. In the last two years, the service has grown rapidly as consumers increasingly turn their attention to how and what they eat. It has now surpassed 10 million meals cooked and to meet growing demand it opened a second, 230,000 square foot production facility to serve more geographies in the United States.

Serving Up a Simplified View of the Business

As Tovala expanded its business, managing its staffing and operations became increasingly difficult. Manual business processes took the Tovala team away from high priority customer-facing development work and it was clear Tovala had outgrown its legacy business systems.

After careful review, Tovala decided to make the move to Oracle NetSuite to streamline and automate its financial processes and establish a scalable foundation for the future. Tovala chose Bryant Park as its implementation partner.

Subscribing to a Proven Approach

"Our Tovala ecosystem presents unique challenges. From the application and packaging, to the oven and fresh food, each component is a key part of the Tovala customer journey. Specifically, we needed help with visibility and lag time between financial metric changes and decision making. Inventory management is also a critical challenge because our product is perishable and we differentiate through our ability to deliver fresh food," said David Barrent, director, Operations Engineering, Tovala.

With NetSuite, Tovala will be able to make more informed decisions, scale its operations, and adjust to supply chain changes as it explores in-house and external production and fulfillment at scale. This will help increase the speed and accuracy of business processes and help Tovala manage costs and improve visibility into cash flow. To further increase efficiencies, NetSuite will also help Tovala automate previously manual processes.

Accelerating the Path to Profitability

"We are mapping out a phased approach where NetSuite first becomes our repository of our accounting and finance data, then later becomes the engine that will run our end-to-end supply chain operations," said Barrent. "NetSuite will help free up valuable internal resources so we can pivot our focus to tactics that will further business differentiation."

NetSuite will also help support the introduction of new offerings and efficiently manage all Tovala operations, enabling the organization room to focus on new markets, new types of food, and partnerships as it adapts and scales its business.

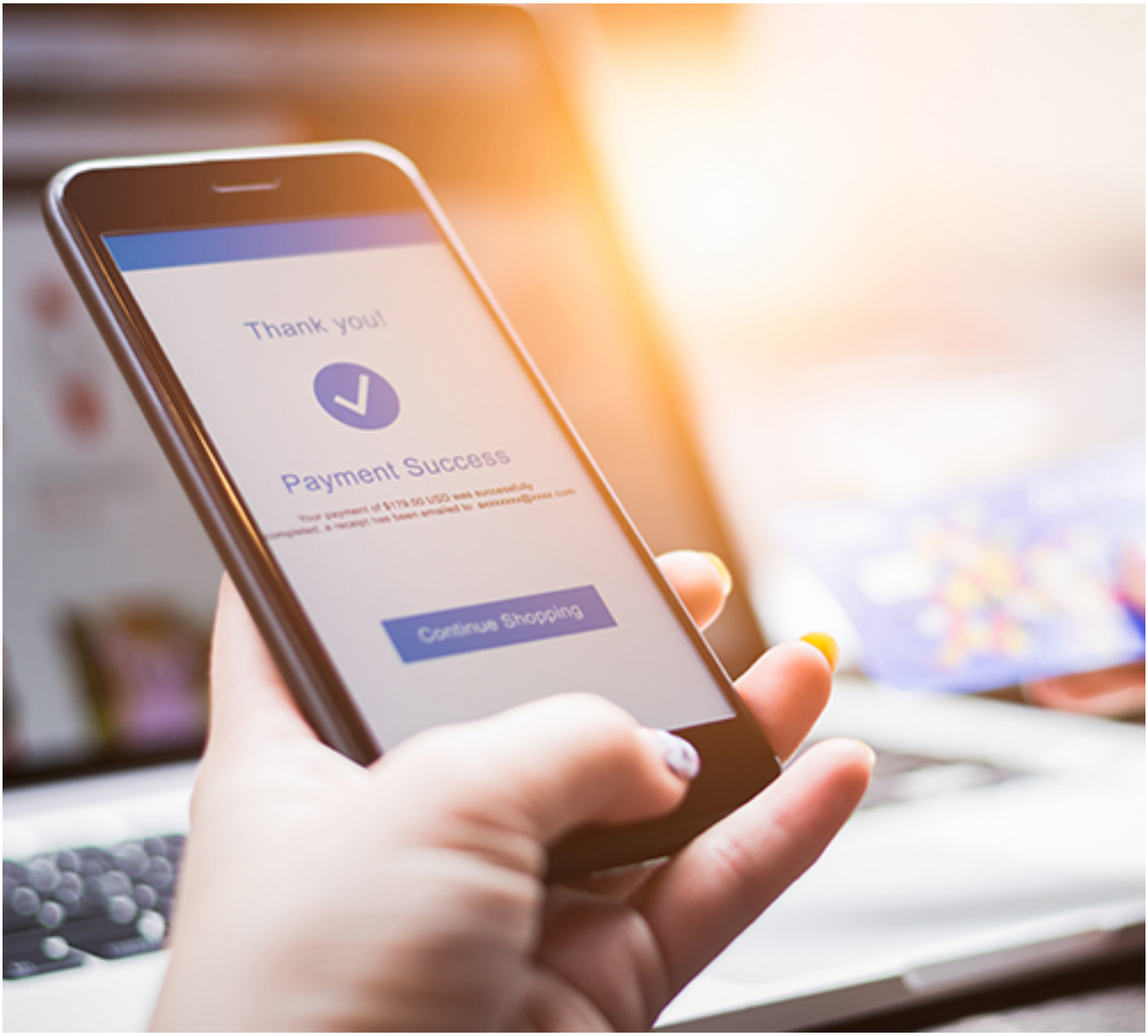
"NetSuite will help us expand our food supply, fulfillment strategy, and reach, by providing both the core capabilities and workflow customizations that we will need to quickly deliver a scalable solution for wherever the market takes us. We plan to use the efficiencies and insights to innovate our platform and expand our facilities and offerings," said Barrent

Sam has more than 20 years of experience in Enterprise Applications Companies building Sales and Service Organizations, developing Product Strategy and executing Sales enablement programs. Grounded Sales Leader that understands Sales Process, Leadership and building winning cultures amongst high growth Technology Organizations.

About Oracle Netsuite

For more than 20 years, Oracle NetSuite has helped organizations grow, scale and adapt to change. NetSuite provides an integrated system that includes financials / Enterprise Resource Planning (ERP), inventory management, HR, professional services automation and omnichannel commerce, used by more than 27,000 customers in 215 countries and dependent territories.

Learn more at https://www.netsuite.com. Like us on Facebook, and follow us on LinkedIn, Instagram, and Twitter.



FOUR SEASONS GENERAL MERCHANDISE UPGRADES TO QAD DIGITAL COMMERCE

*Article By **Monique Guzz**,*
Global Customer References Program Manager, QAD

LA-based Four Seasons General Merchandise, a wholesale distributor of more than 10,000 items in at least 50 categories, including housewares, health and beauty, stationery, toys, and baby items, ships hundreds of orders out to customers every day. Company management sought to improve its B2B e-commerce platform to meet growing B2B buyer expectations.

Its outdated legacy platform couldn't keep up with today's customer requirements.

Manufacturers and distributors are experiencing a tidal wave of change in how they satisfy customer needs. Many are moving from a transactional, product-focused relationship to a longer-term relationship based on a subscription offering — coined as Anything as a Service or Everything as a Service, XaaS.

What is XaaS?

XaaS is another one of those buzz words we're hearing more about lately and it makes sense. A research article in TechTarget defines XaaS:

"XaaS is a general, collective term that refers to the delivery of anything as a service. It recognizes the vast number of products, tools and technologies that vendors now deliver to users as a service over a network ... rather than provide locally or on-site within an enterprise."

"There are countless examples of XaaS, but the most common encompass the three general cloud computing models: Software as a Service (SaaS), Platform as a Service (PaaS) and Infrastructure as a Service (IaaS)."

With XaaS options, companies can pay to use software offerings and scale them up and down rather than making high-cost investments in hosted infrastructure.

QAD WebJaguar Digital Commerce is a critical component for facilitating XaaS. The best-in-class solution, a part of the QAD Complete Customer Management capabilities, delivers tools to increase sales, reduce upfront and ongoing costs and respond to rapidly changing supply and demand signals. It promotes an omnichannel strategy for B2B and B2C sales.

The leading e-commerce solution delivers order management, migration tools, Google Analytics support, a content management system (CMS), administration management including a business rule builder, integration via APIs, and SEO management — which all appealed to Four Seasons General Merchandise.

e-Commerce Challenges

Four Seasons General Merchandise faced challenges common to distributors reacting to the seismic changes the industry has seen in e-commerce and customer demands in recent years. Most of all, management needed seamless B2B e-commerce, optimized for mobile devices.

Before leveraging QAD WebJaguar Digital Commerce, Four Seasons General Merchandise couldn't offer the mobile device shopping experience customers now expect and demand. It needed better inventory visibility, the ability to customize product fields/attributes/prices/deals, and a means to expand its payment options. In addition, the company desired website upgrades and improved website security, all in a solution that would integrate with its ERP and financial software. Finally, Four Seasons General Merchandise sought a business rule builder tool to deliver flexibility and an extensive library of APIs to customize its capabilities.

"Two things attracted us most to QAD WebJaguar at the outset: the out-of-the-box solution that would allow us to launch quickly and affordably, and the human capital — that is, the knowledge, experience and support the QAD WebJaguar team brought to this project," said Four Seasons General Merchandise Vice President, eCommerce and information systems, Mahmoud Paridehpour.

QAD WebJaguar Digital Commerce Delivered

Four Seasons General Merchandise now operates its e-commerce and website with QAD WebJaguar Digital Commerce. Among the various results, the company gained:

- Mobile optimization enabling online shopping
- Improved website security
- A bundle feature that allowed the company to offer package deals
- Unlimited product fields and attributes for complex products and product configurations
- The ability to build a kit and sell by unit and case
- Business rule builder tools that automated business workflows
- Simplified data import and export to CSV or Excel capabilities
- Inventory visibility technology and notifications/alerts
- Quick order and re-order forms

"It was clear right away that QAD WebJaguar was the best fit for our needs," added Paridehpour.

The platform now fully integrates with the company's ERP and financial software. In addition, QAD guided the needed website upgrades and expansions, adding multi store capabilities, advanced sales and promotion tools, marketing automation and more. Workflows and processes are streamlined, saving time and resources. The fast launch of QAD WebJaguar Digital Commerce using its out-of-the-box capabilities gave the company the ability to offer its customers an optimal online shopping experience, plus the flexibility to customize options as the company grows.

"The QAD WebJaguar platform is great for any company that's looking for out-of-the-box features and wants to go live fast," added Paridehpour.

Read the full Four Seasons General Merchandise customer success story. Learn more about QAD WebJaguar Digital Commerce and its more than 100 features that support B2B companies and retailers in maximizing sales and reducing costs.

Monique Guzzi, MBA, is a member of the QAD marketing communications team responsible for managing the global reference program. She provides customers with opportunities to showcase their innovative strategies and share their success stories through activities such as case studies and videos. In her free time, Monique enjoys visiting National Parks and hiking with her family.

About QAD

QAD Inc. is a leading provider of next-generation manufacturing and supply chain solutions in the cloud. Global manufacturers face ever-increasing disruption caused by technology-driven innovation and changing consumer preferences. In order to survive and thrive, manufacturers must be able to innovate and change business models at unprecedented rates of speed. QAD calls these companies Adaptive Manufacturing Enterprises. QAD solutions help customers in the automotive, life sciences, consumer products, food and beverage, high tech and industrial manufacturing industries rapidly adapt to change and innovate for competitive advantage.

AMERICAN TIRE DEPOT & ODOO: AN OMNICHANNEL AUTOMOTIVE EXPERIENCE

Using a centralized Magento admin panel, Brainvire created (and continues to operate) three websites for American Tire Depot - two are B2C, and one is B2B - with Odoo ERP connected throughout. The Brainvire team quickly developed a successful method for selling a wide range of wheels and tires online. They were able to accomplish that goal with the help of the Adobe Commerce cloud, which played a pivotal role in the building of these prominent online storefronts.

American Tire wanted to improve their ERP system, so it could always adapt to meet their company's ever-changing needs. To handle their internal backend operations, they needed an ERP system closely connected with their Magento eCommerce website.

To connect with Odoo ERP backend, they needed to redesign their current Magento website with B2C and B2B functionality. As part of this digital transformation project, members of the Brainvire team worked with the client to automate their operations and improve business processes, mainly in regards to enhancing overall transparency and standardization.

Their websites exist only to facilitate the online distribution of automobile components, such as tires and wheels. In addition to purchasing these products online, customers may pick an installer to have them fitted on their vehicle.

They also offer multiple payment methods, such as PayPal and Authorize.net, which are directly linked to their website, allowing customers to pay for their purchases in a number of different ways.

An omnichannel automotive experience, like the one Brainvire created for American Tire Depot, enables enterprises to break down the borders between channels and integrate with the digital world easier than ever before.

Automobile Industry + Odoo Implementation

With a proper Odoo implementation in place, American Tire Depot made it possible to shop by car, size, and brand on their websites. Now, customers may use the Make, Model, and/or Year to narrow their search in the 'Shop by Vehicle' section.

In the 'Shop by Size' section, they can use Tire Width, Tire Ratio, and Tire Rim to narrow their search. Selecting a brand on the website also allows customers to search for tires and wheels from a particular company or manufacturer.

Tire and wheel bundles are also searchable by particular choices (year, make, model, and style). To get the tire and wheel search results, Brainvire used the Ridestyler API.

Zendesk live chat was also integrated with their website, so customers can quickly get assistance online, if needed. In addition, Brainvire used Klevu Search to help customers search for any goods using keywords.

For a B2B website, it required advanced features, like Proof of Delivery, Load Builder, Quote to Cart, Multiple Warehouse Setup, and other various algorithms. Mounted (and Unmounted) Choices, Trustpilot, and Ratings are all available in the 'Pay from My Account' portion of a prior transaction.

The Magento admin panel integrated with various marketplaces, including Walmart, Amazon, eBay, Sears, Newegg, Zebit, and Discount Bandit.

Now, let's take a closer look at how Odoo's many modules have contributed to the success of the company's brand.

Management Of Sales

With Odoo now as the backbone of their business model, a new sales order may be placed without any issues, thanks to excellent sales management. In the document master, any document (or list of documents) with their expiration dates may be entered.

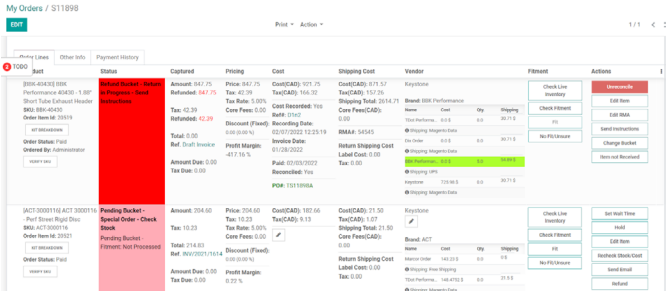
The new Odoo-based system can quickly (and easily) handle the following:

- Description of the product/item found in the Inventory section.
- In the Purchase section, you will get a detailed vendor description.
- Create a price list for the product depending on numerous

factors, such as the product, the client, the customer group, or the quantity.

- When a customer is given a price list, Odoo will retrieve the master price list every time the client places an order, and the price list can be modified during manual order processing, if necessary.

- Odoo captures all of Magento's promotional activity, including discounts, coupons, and special offers.



'Year, Make, Model' Search Improves Website Customization

When it comes to cars, the body, style, and trim level of automobiles of the same make and model may differ substantially. The car model alone simply isn't enough to garner an accurate search result.

That's why Odoo provides a custom search feature that allows you to narrow down your search for a new automobile in great detail.

For instance, if you want an Audi A3 2020, all that is required is some filtering on your part.

Using the customized option, customers may buy a product online, and choose the location of the professional who will conduct the installation. As a result, the product would not be delivered to the customer's home, but rather to the location of the installer - so as to create the most efficient process possible.

Management Of Purchases

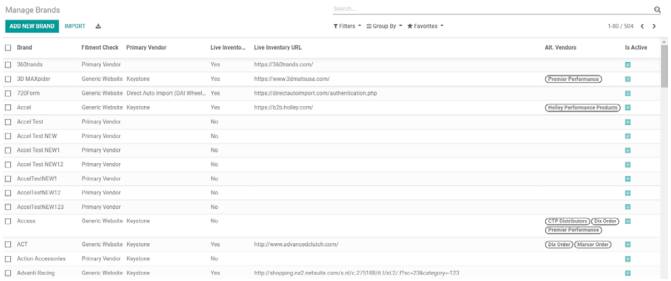
Odoo helped American Tire create an efficient buy process - selecting debt on stock levels/dimensions, sales orders, and anticipated production orders - all of which were greatly improved through Odoo's impeccable purchasing management methods.

- Vendor/Supplier — Manage supplier data using Vendor Manager. The system will keep track of the supplier's name, address, phone number, and other relevant information.

- Each vendor will have a unique local item/product code, which will be mapped. Mapping can be done with vendors and their brands, to the ATV code, for each vendor item.

- To fill the sales order line automatically, use the 'Vendor to Brand Mapping' feature.

The vendor pricing list is updated regularly. Odoo also provides you with the ability to upload a file to manage your price list.



The folks at American Tire Depot are also very pleased with Odoo's automated product inventory management.

The automated packaging of items is based on the locations and the closest location.

For example, let's say, there are three products in one location, and one in a close location. Location B has three items, and Location A has one. In that case, we can shift from Location A to a neighboring site (if location A has some storage capacity).

Keeping Track Of Inventory

Products acquired from vendors must be distinguished from those purchased on a one-time basis. This is the responsibility of the product master. Whether these items are special purchases (or not), they should be able to share the same component number in the system.

- Information about the product as a whole
- Product Specifications and Pricing Information
- Information on Buying and Configuration Options
- Specifications for a product
- The Price of the item

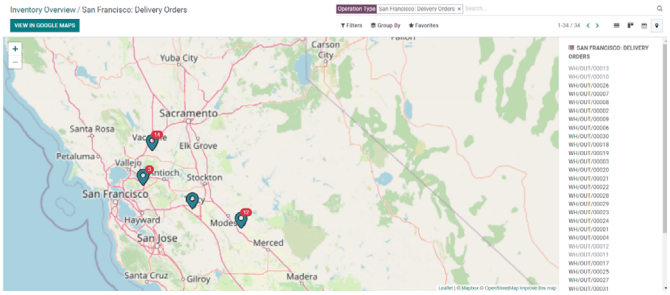
Custom fields, such as brand code, season, variant, and size range, are included in the product master. Cost fields, such as RRP, special price, cost price, and brand, are included, too. It will also have FET (Federal Excise Tax, which is the add-on tax imposed on certain products) in the product master, as well, in addition to other pertinent information.

A warehouse may be created by logging into the system. Configuration for a 360-degree view of the warehouse is also made possible through Odoo.

Odoo makes it easy to set up as many places as you need. Not only that, but the location name, parent location, location type, and removal approach are all recorded for each site. Defining and managing a put-away rule is also possible, thanks to Odoo. Now, the American Tire team can design a put-away rule, depending on the products or categories of products they're storing and executing. Picking rules were a necessary addition, as well. With Odoo, they can quickly pick the location with the nearest and smallest number of items first.

Delivery and Route Management

One or more rules can be established for each route within Odoo. American Tire Depot employees can now configure operations for Warehouse Management based on Warehouse Locations, Rules for Stocking in the Warehouse, Product Routes, and Configuration. The action, source, and destination locations are recorded for each rule.



ATV Fleet schedules deliveries and assigns a driver (or fleet), depending on the job. The user picks, packages, and loads items into a vehicle, then generates a unique package number.

Drivers then deliver consumer orders, per the usual routine. Drivers collect the client's e-signature after they get their purchase. The driver can now receive cash-on-delivery, and input the amount into the system right away.

API will be utilized to receive an e-signature, if a third-party service provider (or vendor) supplies items.

Type of Transaction

Users have access to a list of transaction types to execute transactions (or movements) in the system. The timestamp is seen on just about every form of movement or marketing. It's now necessary to have the user account that made a change visible at all times.

The authorized user may make an inventory adjustment, if there is a discrepancy between the theoretical and counted items. Because of its direct effect on inventories, an inventory adjustment will be made based on the location, product, lot or serial number, and other relevant factors.

Stock transfer orders are used to move inventory from one place to another. Transfer orders may be sent from (or to) a specific place, and can be executed immediately or on a future date and time, specified by the user.

Management Of Stock Locations

It is essential to maintain a record of the sites that are now inhabited, in addition to those that are currently vacant.

This is extremely useful for the following reasons:

- The location's maximum available space will be shown
- Locating or tracking down a particular spot
- Need to categorize containers

It's now possible for users to build their location categorization type. For example, they can classify them in the following ways:

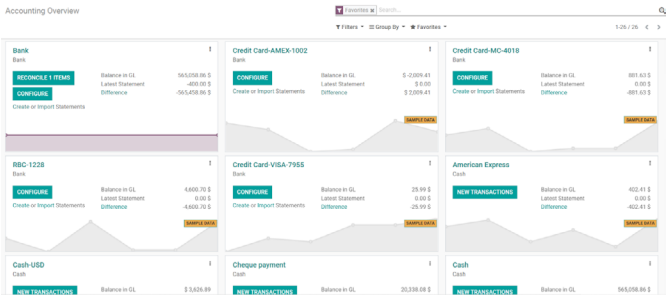
- Slow moving/fast moving locations
- Untouchable locations
- Helps with the handling of "pull-and-put-away" strategies

The location master will provide a dropdown menu, from which the user can pick the categorization of the place.

The Financial Reporting Tool

Bank Accounts, Customer Invoices, Vendor Bills, and Payment Acquirers are some of the primary categories that can now be found on the Odoo-powered accounting dashboard for American Tire Depot.

Data about a company's overall income earned (via invoices), and the number of invoices that have not yet been confirmed (or paid), can be clearly seen on the dashboard's information screen.



In-depth details, such as total balance in GL, latest statement balance, new statement link, reconciliation item count, and link, are included in accounting dashboards, as well as balances for accounts receivable and payable, sales gross price, inventory, and cash position.

Integration of Odoo and Adobe Commerce

By providing clients with a uniform shopping experience throughout the automotive sector, physical shops, and online, Brainvire developed an Odoo-Magento connection for American Tire Depot.

Thus, omnichannel retail solutions (and solution providers) were subsequently needed by their organization.

Brainvire developed Magento commerce and Odoo ERP, since it's the most suitable solution for their unique company needs. In addition, Magento's connection with Odoo makes business activities throughout the organization run more smoothly and seamlessly than ever before.

About Brainvire Infotech, Inc.

Brainvire Infotech is a prominent Odoo Gold Partner, having executed Odoo implementations in jewelry, manufacturing, retail, transportation, automotive, and real estate. Thanks to a strong workforce of in-house experts, Brainvire's growth strategy has effectively expedited project deployment for over two decades. Brainvire provides Odoo implementation services, such as: Complete Migration, Customized Core Odoo Modules, Retail Omnichannel ERP Solutions, Industry-Specific Solutions, GAP Analysis & Consultation, 3rd App Integration, Quality Assurance, Deployment & Rollout, as well as Training. For more information, visit brainvire.com.

About Odoo

Odoo is a leading provider of all-in-one, open source business software for small and medium sized businesses worldwide. Founded in 2005, Odoo thrives in a unique and fully open ecosystem combining the resources of its community and partners to deliver a full range of easy-to-use, integrated and scalable business applications. Odoo has offices in the U.S., Belgium, Luxembourg, India, Hong Kong and Dubai. For more information, please visit: www.odoo.com.

lumenia

MOBILE ERP SOFTWARE SOLUTIONS

Article By ***John Donagher,***
Principal Consultant, Lumenia

Mobility: the evolution

The world of mobile business solutions has evolved dramatically over the past fifteen to twenty years. We've moved on a long way from the days where certain users – usually warehouse operatives, sales reps and drivers making deliveries – used handheld devices to record their activities and uploaded their data to the main system every so often.

The typical ERP user in 2015 has very high expectations of enterprise software. They're very familiar with the internet and regularly use tablets and smartphones: consequently they expect an ERP system to provide them with a similar user experience. It's fair to say that ERP systems haven't traditionally been easy to use but leading ERP software providers are reacting to the change in user expectations by improving user interfaces and delivering mobile solutions that support the modern worker.

Mobility: current trends

Workers are now increasingly likely to spend time away from their desks or out of the office, but still need to be connected to the rest of the organisation. They expect access to email and the internet on various devices and expect to access the ERP system using the same devices - regardless of their location. They expect the convenience of dealing with purchase order approvals, holiday requests and other tasks while on a train, in a taxi or at an airport. Even while in the office they expect access to the ERP system on phones and tablets during meetings. Most ERP vendors now provide either mobile apps (on at least one of the main mobile platforms: iOS, Windows Phone and Android) or browser-based access to support common activities and reporting.

Some workers may spend all their time working away from the office yet need access to the system to do their jobs. Users delivering services to customers (such as field service engineers) or recording data for tracking or billing purposes will need to record data as they work and have instant access to the information they need.

Of course mobile solutions of various kinds have been available for years, but the new generation of mobile solutions from ERP vendors have the advantage of delivering tightly-integrated solutions from a single vendor. Best of breed mobile solution providers will still have their place of course, especially where highly-tailored solutions are required.

Mobility: the benefits

Enterprises adopting mobile solutions typically see benefits in terms of improved access to data, more efficient processes and reduced costs. Opportunities to reduce costs are particularly relevant where mobile solutions remove paper-based processes and eliminate the need for staff to re-enter data collected on a paper form by someone else. Giving users faster access to the data they need and providing users with the ability to get things done while on the move (rather than having to wait until they're back at the desk) can translate into slicker processes, faster reaction times and improved levels of service.

About SYSPRO

Lumenia Consulting is an independent ERP consulting organisation, specialising in business transformation through the implementation of Enterprise Resource Planning and related enterprise software applications.

EUREKA SOLUTIONS
Developing for Business in the Cloud

CLOUD SOFTWARE PROVIDES THE DRIVE FOR CHANGE AT HOME OF GOLF

St Andrews Links Trust gets rub of the green with hi-tech business makeover

THE HOME of golf has engaged one of Scotland's most exciting tech firms to create software that will help keep St Andrews Links at the forefront of the global game.

St Andrews Links Trust, the organisation which manages the world-famous Old Course and the other Links courses at St Andrews, say the introduction of vital business software has already proved transformative and will continue to improve its operations.

The move is part of a digital transformation across the Trust, which has also included a recently relaunched website, to modernise its digital operations and provide customers, suppliers and staff with a world-class service both on the ground and online.

The impetus for the digital overhaul came following the introduction of a new CEO, Neil Coulson, in December and the Trust preparing to welcome The 150th Open in July, which delivered record numbers through retail, social media and website traffic.

Paul Cree, Head of Finance at St Andrews Links Trust, was involved in the institution's move to embrace powerful tech known as Enterprise Resource Planning (ERP) software and said: "There have been lots of positives for us and we have taken massive steps forward already."

He praised the team at Scottish-based Eureka Solutions, which tailored and rolled out the Oracle NetSuite system that is transforming the way the Trust operates its seven courses, three clubhouses and restaurants, four shops and its far-reaching ecommerce website.

Mr Cree added: "I think the possibilities look endless at this stage and that's quite an exciting thing to see and appreciate, having come from having a finance system that was previously pretty static and inflexible."

Eureka Solutions was ideally placed to work with the Trust, since the firm, headquartered in East Kilbride, has built up an enviable reputation developing software for the business arms of major sporting organisations, including Wasps, Hampshire Cricket and Luton Town FC.

St Andrews Links Trust faced common problems for many such organisations, where varied commercial enterprises developed over many years, involve multiple legacy systems covering finance, accounting and other business applications.

Typically, the various platforms do not integrate or communicate, causing complexity that creates huge amounts of unnecessary and unprofitable work for staff across the business.

Mr Cree said that was exactly the problem at St Andrews Links Trust, where the operation encompasses four wholly

owned subsidiaries delivering across a range of services and facilities. That meant ongoing growth placed strain on the finance team, managing multiple cost centres and revenue streams via manual processes and outdated software.

He said: "We needed to step up to a more modern platform. We knew we wanted a cloud-based option and that transforming our purchase-to-pay cycle was a priority. Now, we are able to dissect our data in ways that is meaningful to us, building the reports we need centrally, but also allowing departments and sites to access their information and only their information. The time and effort this will save at our month end is a big win."

It has been such a runaway success, the Trust is already planning the next phase of the rollout, likely to involve further integrations across retail, the Golf Academy and the Trust's hospitality ventures.

He added: "We were struck by the ability of NetSuite to react to the often complex scenarios our business presented and by the fact that – to a person – the Eureka Solutions team had excellent in-depth knowledge of the product, delivered in an exceptionally professional and engaging way."

The Trust carried out extensive research and due diligence, before appointing Eureka Solutions to deploy a tailored version of NetSuite, which allows any business to ensure crucial business processes and data are within one system – and easily accessible from anywhere with an internet connection.

David Lindores, CEO at Eureka Solutions, said: "It's been a privilege to work with such a globally renowned sporting institution – and to see the software we have rolled out making such an instant and positive impact.

"We have an excellent track record in delivering for sporting organisations. I'm delighted that we have continued that by coming in under budget on this project for the St Andrews Links Trust."

Eureka Solutions spent five months tailoring and deploying the solution, which now allows the Trust's finance team to drill into data at the touch of a button. Key staff across all areas of the business can get instant access to reports and financial information relevant to them.

The system also offers advanced planning and budgeting, generates real time forecasts, reduces planning time and supports quick and effective business decision-making.

Eureka Solutions is a £5m-a-year business with 70 staff and clients across tech, hospitality, non-profit, wholesale distribution, ecommerce and other sectors. Having operated for more than 16 years, Eureka Solutions is widely recognised as a leader in unifying the business systems of growing organisations – www.eurekasolutions.co.uk

About Eureka Solutions

Eureka Solutions has been successfully implementing business software solutions for over fifteen years and is widely recognised as a leader in unifying the business systems of growing organisations, ensuring our clients have the information they need to run their business more profitably. With over 20 awards distinguishing our technical expertise in both Oracle NetSuite and Sage, as well as in recognition of our outstanding customer service, our team is passionate about providing secure, robust and long-term solutions to our clients, providing them with systems that exceed their expectations.

UNLOCKING HEIGHTENED BUSINESS CENTRICITY, FLEXIBILITY, AND INNOVATION IN MANUFACTURING

Utilizing ADMnext for SAP Solutions, Capgemini brings an SLA- and automation-driven delivery model for improved customer satisfaction, innovation, and agility

Client Challenge: The company wanted to improve upon its common ERP landscape and better control the volume and impact of incidents in relation to support around fluctuating user demand, customer experience, business hygiene, and user adoption

Solution: Capgemini partnered with the business to introduce a comprehensive SAP application maintenance program, which provided greater operational flexibility, the diversification of global business processes, and an enhanced customer workflow
Benefits:

- Simplified user experience and more streamlined user adoption
- Increased agility within rapidly changing business environments
- Improved ease of data and asset management
- Greater customer satisfaction
- Effective and transparent problem management and bug fixes
- Substantial ticket volume reductions
- More efficient and streamlined reporting, monitoring, and auditing
-

Continuing the pursuit of manufacturing innovation

This global manufacturing leader has well over 100 years of experience in sustainable productivity, energy efficiency, and safety innovations across more than 180 countries. It has spent the entirety of its history looking for new ways to push the envelope and continue to grow within its fields. In line with this tradition of innovation, the company initiated a common, simplified global business management program, which covers the core ERP functionality of its 30 product entities. The organization's goal was to have a consolidated solution for every program across all markets, countries, business areas, brands, and customer centers.

With its common ERP landscape, the program reduced complexity, as all its services could be tracked and managed from a single place. However, the ripple effects of COVID-19 made data migration and problem management execution quite costly and cumbersome for the vast user geography within the company. Additionally, the system only allowed for changes on a country level, which caused issues from legal and statutory requirement standpoints.

Ultimately, in an environment of economic uncertainty and changing regulatory frameworks, the business was looking to consolidate and improve upon fragmented asset management, inventory management, and business operations. The far-reaching impacts and volume of tickets meant that the company was looking for a strategic SAP partner who could help in solving these issues while driving heightened customer satisfaction and operational excellence.

Employing ADMnext for SAP Solutions to craft a roadmap for dynamic transformation

In applying ADMnext for SAP Solutions tools, Capgemini's dedicated team of more than 100 consultants developed a comprehensive SAP application maintenance program consisting of three dedicated problem manager toolkits, which served to streamline key focus areas and business processes and included:

- Monitoring and reporting activities, problem management, and bug fixes
- Incident management and analytics
- Multiple transformation initiatives
- Service to Close (STC), Hire to Retire (HTR), Finance to Manage (FTM), Project to Realize (PTR), Order to Cash (OTC), Procure to Pay (PTP), and Analytics (BI/BO) services.

Overall, Capgemini specialists designed and deployed an SLA- and automation-driven model based on tools like SAP Solution Manager (SolMan), SharePoint, and JIRA.

As a result of this partnership, the business' customer experience flow grew more robust and user-friendly. The problem manager toolkit instilled flexibility and autonomy within local business units and helped drive smooth processes and workflow changes with different legal requirements. This greatly reduced the turnaround time for each challenge, along with creating a marginal drop in ticket volume.

Additionally, the Capgemini team helped the company achieve higher productivity and customer satisfaction with the help of user profiling and ticket analytics. Overall, the partnership resulted in the following benefits:

- Minimal disruption to daily business processes
- Heightened flexibility and autonomy provided to local BUs to better suit their size and differing complexities
- Simplified user experience and better user adoption
- Increased agility and response ability to rapidly changing business environments
- Improved ease of data and asset management and hassle-free information retrieval from systems
- Greater customer satisfaction and business value
- Effective and transparent problem management and bug fixes
- Substantial reduction in ticket volumes
- More efficient and streamlined reporting, monitoring, and auditing activities
- Quicker SLA response and resolution times.

Assembling a host of future opportunities

Thanks to the Capgemini team's problem manager toolkits, the company is now better prepared to restructure and scale its whole IT system landscape without interrupting business across all geographies. The organization is now looking forward to collaborating in order to develop and support new applications enabled by Capgemini's SAP application maintenance platform. Together, the partners will continue to pursue a future based on innovation and sustainable manufacturing.

To learn more about ADMnext for SAP Solutions, click here.

Group Offer Leader for Digital Core and Global Head of SAP – Expert in Enterprise Applications, Applied Innovation, Digital Transformation, and SAP technologies

ADMnext GTM and Europe Offer Lead – Expert in Application Management Services and Automation

About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of over 340,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion. Get The Future You Want | www.capgemini.com

Rimini Street®

UNIVERSITY OF TECHNOLOGY SYDNEY GETS BETTER SUPPORT AND SECURITY FOR ORACLE DATABASE BY SWITCHING TO RIMINI STREET

Rimini Street support and security enables university to slash support wait times, improve security, reduce support costs and improve its service delivery as tertiary education sector adopts hybrid learning and navigates labor shortages

Rimini Street, Inc. (Nasdaq: RMNI), a global provider of enterprise software products and services, the leading third-party support provider for Oracle and SAP software products and a Salesforce partner, today announced that the University of Technology Sydney (UTS) has switched from Oracle to Rimini Street for improved support and security of its Oracle database and technology platforms. In doing so, the University has slashed wait times for support requests, enjoyed improved service quality and innovative, advanced security to protect its database and application middleware. Rimini Street is also helping the University manage through the ongoing IT skills shortage by reducing the amount of IT labor required for support and instead, allowing resources to focus on the rapid transition to hybrid learning.

UTS is one of Australia's leading universities, with around 45,000 students and 4,000 staff. The IT department employs around 300 staff and is responsible for the digital experiences supporting the people, processes, and culture at the university. The University faced challenges during the pandemic including a massive shift to online learning and remote work, and a growing IT skills shortage. The large decline in the number of international students enrolling in Australia has also seen IT budgets shrink. Because of these limitations, UTS needed to refocus its strategic resources more efficiently.

"UTS, like all universities in Australia, has had to rapidly transition to a hybrid learning model that includes classroom and online service delivery. There are many innovations and technologies needed for the transition to hybrid learnings, budgets are tightening across the board and the quality-of-service delivery expectations remain the same or higher," said Daniel Benad, group vice president and regional general manager, Australia, New Zealand and Oceania, Rimini Street. "Students can now log into their online classes from almost anywhere in the world which adds a new layer of complexity for the IT team. Fast, reliable, and secure systems are needed to keep up with the changing world and to remain a leading provider in the education market."

Focusing on the big issues with more time and money to spare

Maintaining their Oracle database landscape was draining on the university's IT budget and internal resources. Support tickets were often slow to be resolved by the software vendor, preventing IT staff from completing other system

maintenance and responding quickly to new IT challenges. Staff were preoccupied with keeping databases operating properly in a rapidly scaling up environment and had little time to focus on university initiatives to support growth and innovation.

"Skilled staff are only getting more expensive to hire and retaining these employees just to work on support and operational tasks for our enterprise software is no longer sustainable," said Brian Kelly, Head of IT Operations at UTS "We've had to really maximize the resources we have to keep our IT services growing, improving and meeting the needs of the university."

In addition, as UTS increasingly moved towards a hybrid learning model for its students, and a remote working environment for its staff, cost, capability, supportability, and flexibility were key to guaranteeing robust and reliable IT services. The rapid move into the remote workspace also opened new avenues and risks for cybersecurity attacks and breaches. As the number and location of users increased, so too did opportunities for unauthorized access. As such, the University was conscious it needed to increase the security of its Oracle software, particularly as routine patching was a costly and time-consuming endeavour for its IT team that did not necessarily provide the fastest protection model in the case of a discovered vulnerability.

"UTS is relatively new to the hybrid working and learning space, and it's important to be mindful of risks from such a rapid transformation," said Kelly.

The University began to look at ways to get improved support, better security and reduced operating costs for its Oracle Database landscape while also reducing the resource drain on its IT team. UTS turned to Rimini Street's enterprise software support and security solutions.

Lowering Costs and Response Times

Each Rimini Street client benefits from the Company's flexible, premium-level enterprise software support model, including its industry-leading Service Level Agreement of 10-minute response times for all critical Priority 1 cases. All clients are also assigned a Primary Support Engineer with an average of 20 years' experience in enterprise software and backed by a team of functional and technical engineers.

In addition, Rimini Street's Database Management Services provide UTS with new expert skills from skilled and responsive engineers. Since partnering with Rimini Street, resolving support tickets is easier and quicker, with expert engineers available to respond to challenges at any time.

"Being able to shrink how much time is spent on routine work has really allowed us to prioritise the bigger picture, and Rimini Street gives us time back in our day," said Kelly. "The team is no longer worried about how long a patch or upgrade will take, how long it'll take to get issues resolved, or how many hours they'll have to dedicate to something routine. Rimini Street has taken care of that for us, and having such a quick turnaround for support has really eased up our workload."

"Rimini Street gives us high-quality support for these business-as-usual activities without breaking our budget. Being able to be flexible with what senior ICT staff we hire means we're putting a microscope on what our team actually needs, rather than allowing necessity to dictate it.".

Rimini Street Protect – Proactive Security

Having the time and resource availability enabled UTS to develop and deploy additional enterprise security enhancements. Further, Rimini Street's security solutions gave UTS peace of mind that it would be secure and remain live while it implemented the additional security enhancements.

"Completed security enhancements include secure identity management and access controls," said Kelly. "Thanks to Rimini Street, we now have time and budget to spare and we are now looking at developing and deploying additional security measures utilizing a cloud-first strategy. We're also working on automating service management and migrating to the cloud anything that improves the quality of user experience." said Kelly.

"UTS is yet another example of an institution that has benefited from Rimini Street's comprehensive and effective database support and security," said Benad. "As international borders continue to open and students choose Australia as an education destination, UTS' improved service delivery and flexibility supporting a hybrid education model will play a huge part in improving the student learning experience."

About Rimini Street, Inc.

Rimini Street, Inc. (Nasdaq: RMNI), a Russell 2000® Company, is a global provider of enterprise software products and services, the leading third-party support provider for Oracle and SAP software products and a Salesforce partner. The Company offers premium, ultra-responsive and integrated application management and support services that enable enterprise software licensees to save significant costs, free up resources for innovation and achieve better business outcomes. To date, more than 4,200 Fortune 500, Fortune Global 100, midmarket, public sector and other organizations from a broad range of industries have relied on Rimini Street as their trusted application enterprise software products and services provider. To learn more, please visit http://www.riministreet.com, follow @riministreet on Twitter and find Rimini Street on Facebook and LinkedIn.

infor

CITY OF CALGARY SIMPLIFIES ASSET MANAGEMENT WITH INFOR

Infor Provides Simple Migration to Newest Iteration of Infor Public Sector Applications

Infor, the industry cloud company, announced today the successful upgrade of Infor Public Sector (IPS) asset and work management software at The City of Calgary, based in Alberta, Canada, has successfully upgraded to the latest iteration. This upgrade will allow The City of Calgary, Mobility business unit, to capitalize on newer functionalities, including mobile applications, GIS data integration, overhauled user interface and enhanced performance. The upgrade was implemented by Infor's Consulting Services (ICS) and will assist The City of Calgary to mitigate risk on its critical assets, leading to improved outcomes for the citizens of Calgary.

"Infor has continued to work as a partner with The City of Calgary for many years, and we've been looking forward to update our software for asset and work management to take advantage of new modern features that will enable more autonomy over our assets," said Miles Dyck, Service Design Manager. "We trust that these applications will continue to help us further streamline processes and improve operations, management, maintenance and customer service."

Working alongside Infor ICS, which provides organizations with a clear, simple path for upgrading or migrating an existing Infor solution, The City of Calgary gained a completely new version of their Infor solutions - which provides the public sector-specific functionality needed to ensure efficient business operations. With this software, The City of Calgary can potentially make faster, better-informed decisions related to asset tracking and valuation, work management, preventive maintenance scheduling, work order management, and advanced asset analysis.

"Infor has a deep understanding of the very specific needs of our public sector clients, and our applications are exactly what they're looking for to excel," said Matt Breslin, executive vice president and general manager, Infor. "Knowing the vast range of challenges our clients face, including intense cost pressures and constantly shifting regulations, we've designed a simple and efficient solution with a proven track record of success. It's exciting to consider the lasting impact our solutions can have for our public sector clients far into the future."

Infor Public Sector is an industry-specific software platform that encompasses a comprehensive suite of solutions unique to federal, state and local government organizations.

About Infor

Infor is a global leader in business cloud software specialized by industry. Providing mission-critical enterprise applications to 65,000 customers in more than 175 countries, Infor software is designed to deliver more value and less risk, with more sustainable operational advantages. We empower our 17,000 employees to leverage their deep industry expertise and use data-driven insights to create, learn and adapt quickly to solve emerging business and industry challenges. Infor is committed to providing our customers with modern tools to transform their business and accelerate their own path to innovation. To learn more, please visit www.infor.com.

RESIDENTIAL STEEL FRAME SUPPLIER AUS STEEL SELECTS SYSPRO CLOUD TO DRIVE EFFICIENCIES IN ITS PRODUCTION AND SCHEDULING PROCESSES

Australia's number one residential steel frame supplier, Aus Steel has selected global Enterprise Resource Planning (ERP) specialist, SYSPRO, to help the company drive efficiencies in its build process and improve the scheduling of its precision engineered frames.

Headquartered in Cameron Park in Newcastle, Aus Steel has been an innovator in the residential steel frame and truss industry since 1992. The company produces custom frames with cutting edge technology using the highest quality G550 steel on its roll form machines. Aus Steel has seen unprecedented growth due to the residential property boom. The increased demand has resulted in two new production sites in Crestmead in Brisbane and Goulburn in New South Wales, with more sites planned along the east coast.

"We've spent years perfecting our steel frame system and we're constantly looking for ways to evolve and improve the total build process to make it more efficient. We have ambitious plans to grow the business further, so we've looked at innovative ways to improve our manufacturing and achieve our vision of challenging the way Australia builds," said Lewis Onley, Chief Operating Officer at Aus Steel.

Aus Steel took the decision to implement a cloud-based ERP system to replace its manual systems which are currently based on unlinked databases and Excel spreadsheets. The company looked at several options in the market and then shortlisted three ERP systems.

"We ultimately selected SYSPRO Cloud ERP due to its superior manufacturing capabilities complete with advanced planning and scheduling through the SYSPRO MOM (Manufacturing Operations Management) system as well as the team's deep understanding of manufacturing and Aus Steel's specific needs," said Onley.

SYSPRO will be implemented across Aus Steel's core business processes including **Manufacturing, Distribution** and **Finance** and will enable the Aus Steel team to **efficiently schedule production processes**, provide more **accurate costing** information to clients and be able to **respond quickly to future changes and disruptions** in the market through real-time information.

"Implementing SYSPRO Cloud ERP and SYSPRO MOM will enable Aus Steel to manage the entire lifecycle of our steel frame products, drive operational efficiencies amidst rising costs and supply chain challenges whilst supporting our ambitious growth plans," said Onley.

"We're excited to be working with the leading residential steel frame supplier in Australia on their digitalisation journey and are looking forward to a fulfilling partnership that will enable Aus Steel to achieve its projected growth targets whilst driving operational efficiencies," said Rob Stummer, Asia Pacific Chief Executive Officer at SYSPRO.

About Aus Steel

Aus Steel is Australia's leading residential steel frame supplier on a mission to challenge the way Australia builds. Aus Steel was founded on a be better philosophy. Our belief is that every stage in the build process can be better, by making the process more efficient and easier for everyone involved. Aus Steel has been an innovator in the Steel Frame and Truss industry since 1992. We've spent years perfecting our steel frame system and we're constantly looking for ways to evolve and improve the total build process.
For more information, please visit AusSteel.net.au

About SYSPRO

SYSPRO is a leading, global Enterprise Resource Planning (ERP) software provider specializing in key manufacturing and distribution industries. For over 40 years, SYSPRO's team of specialists have continued to address unique industry needs and enable customers to easily adapt and grow. The solution is scalable and can be deployed in the cloud, on-premise, or both, and accessed via the web on any device to provide customers with choice and flexibility. SYSPRO remains focused on the success of partners and customers. Our evolving solutions are aligned with industry trends to leverage emerging technology that will enable partners and customers in securing a digital future.
With more than 15,000 licensed companies in over 60 countries across six continents –SYSPRO offers guidance and support every step of the way as a trusted advisor. For more information, visit au.syspro.com

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