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IMPACTS OF **ARTIFICIAL INTELLIGENCE** IN ERP

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Pinar SENGUL

EDITOR'S NOTE

Artificial Intelligence (AI) has been a trend in the ERP industry for so long now, but a fully-AI driven ERP system is something we thought we have to dig deeper into in this issue. Especially the manufacturing industry wants to take advantage of AI, machine learning, and other intelligent manufacturing technologies to improve efficiency and gain a competitive advantage. Whereas the retail industry can discover new opportunities in sales and marketing with an AI-enabled ERP system.

So, how do artificial intelligence and other intelligent technologies impact ERP? From automation of routine tasks to better decision-making, there are many benefits of using these technologies integrated with your ERP system. In this issue of ERP News magazine, thought leaders of the foremost ERP and Fintech vendors and partners have shared their ideas about why AI and other intelligent technologies are necessary to climb the ladder of success.

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

Sincerely,

Pinar Sengul

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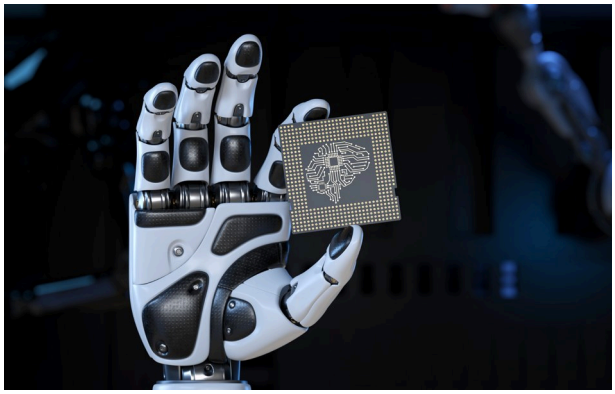

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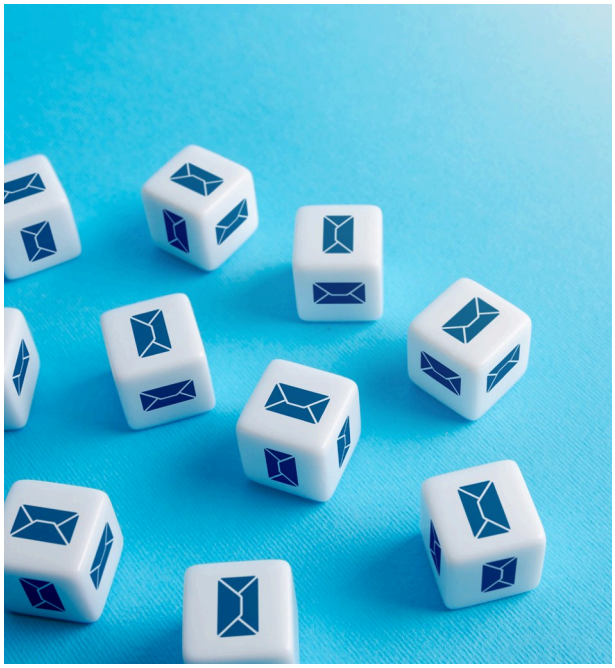

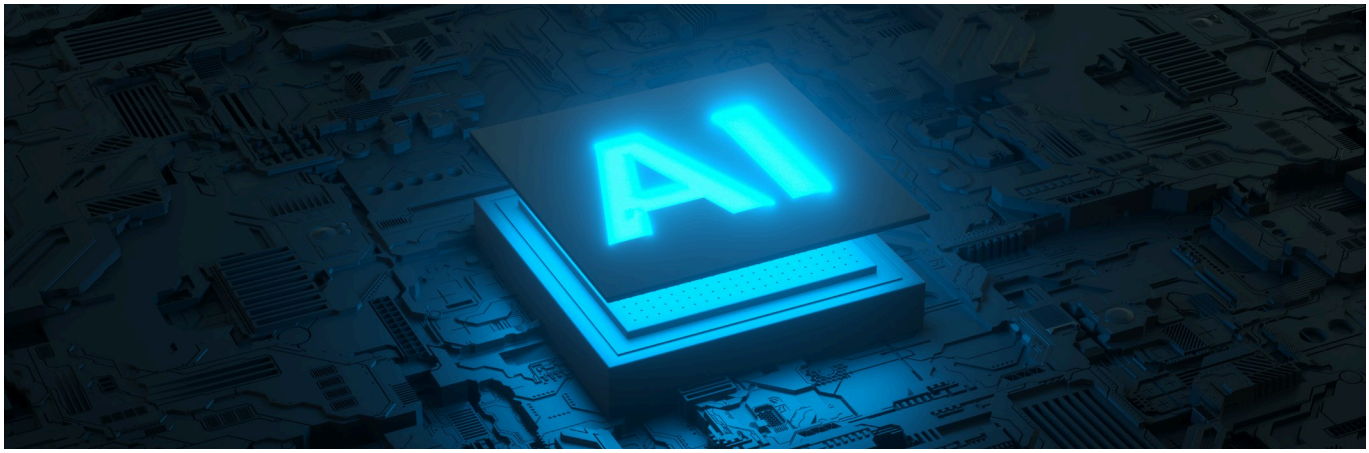

TIPS FOR INTEGRATING AI AND INTELLIGENT TECH

*Article By **Natalie M. Gibson,***
Sr. Director, Strategy & Go-to-Market, Infor

Artificial Intelligence (AI) and Machine Learning (ML) can meet you where you are, so long as you have your eye on where you want to go and are true to your organization's capabilities.

I recently heard a manufacturing executive exclaim, "If I could put AI everywhere in my business, I would!"

With the challenges companies face today, this executive probably dreams of self-healing supply chains, predictive demand for "just-right" inventory levels, optimized manufacturing runs, perfectly timed asset maintenance, attentive personal bots that delight customers, and gratified employees who have trustworthy decision-making support.

Now imagine this executive implements artificial intelligence (AI) like most companies do — with an array of point solutions built on current infrastructure, following the same execution plans as other software programs, and relying on current talent. Instead of leading to a serene business, this method often leads to organizational chaos, highly stressed employees, questionable AI recommendations, and unhappy customers.

Ironically, getting things right, especially with intelligent tech, often means facing organizational challenges we've not yet experienced, creating more tension than harmony. Sadly, poor integration is common and can explain why 64% of companies hoping to take advantage of AI never move beyond machine learning pilot programs (McKinsey (2021). Yet the potential value of AI is substantial, and those that figure it out can pull far ahead of their competition. So, it is no surprise that global revenues for AI are forecasted to grow 19.6% year-over-year in 2022 to $432.8 billion (IDC 2022). But, before jumping in, consider these suggestions to help you resolve the most common mistakes companies face when implementing AI/ML solutions.

Culture for change

Culture is one of the most talked about areas for transformation, yet also the most overlooked during implementation. Before starting another program, do a little corporate self-reflection. When was the last time you surveyed the organization about past innovation initiatives?

As you move into a program filled with data, why not start with data to self-guard against common pitfalls? Based on past challenges, following a few key actions can you help prevent recreating them during this implementation:

- If goals changed with the wind: Create an aligned vision or North Star as a center of gravity to guide employees as they make decisions.
- For initiatives confined by short-term financial shackles: Ensure the right long-term metrics, including leading indicators, are also being measured to breed confidence in your direction.
- If programs came with "cross your fingers" commentary: Develop a defined and measurable plan that supports the vision and ability to pivot with new learnings.
- When innovation caused internal disorder: Set proper boundaries from the core business allowing for nimbleness and structured experimentation but predefine the re-implementation milestones.
- For important programs that stalled: Design resourcing and governance to drive ownership and progression.

The good news, AI/ML can meet you where you are, so long as you have your eye on where you want to go and are true to your organization's capabilities.

Talent and capabilities

A common mistake is that IT professionals are tasked with integrating AI/ML initiatives in a silo. A core team with cross-functional representation is a must. This team should be comprised of a business counterpart who reinforces financial value, and users (shop floor, back-office, etc.) who are responsible for implementing the output decisions of AI models and inputting key data that fuels future decisions. Even top-down initiatives fail when they don't consider the users who must interface with the systems. Communicate with these users early and often.

The second issue is that most executives believe an effective IT team translates into a successful AI/ML team. This is the equivalent of substituting a high-rise structural engineer for one who builds undersea tunnels. Sure, there are some translatable skills, and given enough time, energy, and resources, the team could do well. But innovation is hard enough, so don't start by self-creating an uphill battle. Since building up a new team is costly, time consuming and risky,

don't be shy in hiring consultants or services. They usually pay off in the long run. But even if external services are hired, they don't make the core team and their mission less important.

Proper scope and dedication

While a cross-functional team is best, a variety of factors will influence its success.

First, the team requires dedicated time and clear accountability to the program. The best case is when this becomes their fulltime initiative, but easier said than done. When it's not feasible, setting clear timelines and metrics for success becomes even more critical. Furthermore, an executive sponsor should hold the team accountable to their milestones, help move internal roadblocks that delay progress and keep the team in scope.

> **BUILDING INTELLIGENT TECH CAPABILITIES INTO YOUR ENTERPRISE CAN SEEM DAUNTING, BUT WITH THE GROWTH OF AI, MORE OPTIONS THAN EVER ARE AVAILABLE TO HELP COMPANIES INCORPORATE THE TECHNOLOGY TO MEET THE NEEDS, CAPABILITIES, AND CULTURE OF THEIR INDIVIDUAL BUSINESSES.**

Second, the team needs to account for the full picture of the intelligent tech journey. Too often, we find numerous groups in an organization building out their own, isolated AI/ML initiatives. These data streams don't feed into one another to power the long-term success of the platform, which yields true digital transformation. This doesn't imply taking on many different sporadic programs. Instead, teams should concentrate on one initiative, prove success, and build the capabilities needed to expand. Where each company chooses to initially concentrate depend on its unique needs, but it should be where there's a large pain point, notable financial impact, and the ability to leverage "good-enough" data.

Data infrastructure

Think back to the executive that dreamt of the interconnected, self-correcting business. Achieving this requires data coming from all parts of the business integrated into a single-source-of-truth platform. While ERPs serve as a primary data source, data also needs to be fed from the shop floor, supply chains, etc., into a common data lake. Therefore, most organizations think about their AI/ML journey in conjunction with their cloud, IoT utilization, and supporting systems (PLM, MES, CRM, etc.) usage. Oftentimes, organizations see gaps between their EPR and supporting systems that limit the success or breadth of their AI/ML capabilities. Cloud-based, composable ERPs built on microservices can close that gap with the use of light-weight APIs, powering a self-learning engine.

Ongoing support

AI/ML programs typically undergo 4 phases of deployment:

1. Development: has clean data and easily modified models
2. Pilot: users conduct testing and systems not easily modified
3. Production: scaled deployment, utilizing "live" data, systems are not modified and are driving business decisions with trust
4. Maintenance: ongoing review, data cleansing and management

Smart (not lucky) companies make it to Phase 3, but few recognize that their initiative is not over. AI/ML should be thought of as a capability and needs to be actively supported long term. Consequently, designing the team, scope and vision early is critical. Companies that consider internal staffing verses managed services options upfront avoid inefficiencies down the line.

Building intelligent tech capabilities into your enterprise can seem daunting, but with the growth of AI, more options than ever are available to help companies incorporate the technology to meet the needs, capabilities, and culture of their individual businesses.

Soon dreams of seamless business operations will become reality.

Natalie has built her career on the implementation of transformative technologies and the change management practices that accompany them. Her experience comes from a wide range of roles, including but not limited to R&D, Sales, and startup investing. This has allowed her to deeply understand each capability and the motivations needed to drive organizational-wide change. Natalie has extended these practices across B2B and B2C organizations and across manufacturing and tech-based companies. Natalie holds an MBA from the University of North Carolina, a PhD and MS degree in Material Science & Engineering, and BS degree, concentrated in Medical Textiles, from North Carolina State University.

About Infor

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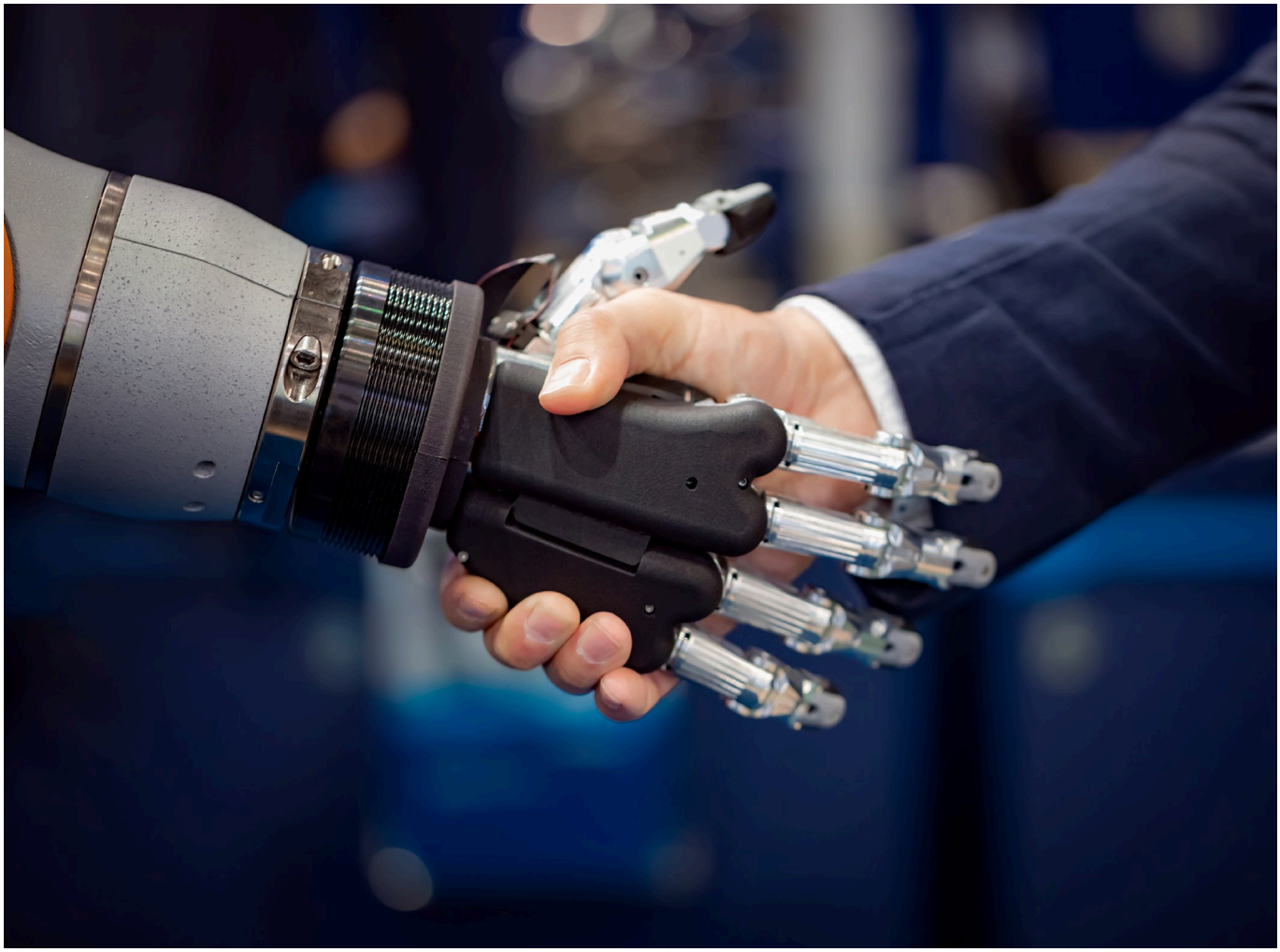


ON THE WAY TO THE NEXT LEVEL

Article By ***Lucy Thorpe,***
Head of Communications, *Sapphire Systems*

AI and other intelligent technology are in the process of empowering business leaders across their organizations to make better data-driven decisions. Yet AI remains one of the most overhyped technologies of the past 50 years - yes, it really has been up and coming for that long.

According to the online community Diginomica, we often get AI wrong because we think of it as replicating the human brain. In actual fact, machine-based AI is rooted in statistics, not neuroscience or psychology, so it is super helpful in carrying out specific business tasks but it is not going to be running the company on its own just yet – for which your c-suite will probably be grateful.

AI – what is it good for?

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.

> **"WHEN SMART TECHNOLOGY IS INTEGRATED INTO YOUR ERP SYSTEM YOU ARE ON THE WAY TO THE NEXT LEVEL OF BUSINESS EFFICIENCY.**

> **AI IS SET TO HAVE A HUGE IMPACT ON THE TRADITIONAL WORLD OF ERP. AI CAN SUPERCHARGE YOUR ERP CAPABILITIES BY ANALYZING BIGGER DATA SETS THAN EVER BEFORE – CREATING THE OPPORTUNITY FOR REAL-TIME DECISION-MAKING.**

Will AI solve the productivity puzzle?

UK productivity was pretty poor before the pandemic, and while we all congratulated ourselves on the idea that working from home was making a big difference, we still have a huge productivity gap. When Sapphire conducted some research last year our survey suggested that 90% of businesses were either investigating, considering, or actively doing automation. This is an AI-enhanced lever that is definitely worth grabbing onto.

Automating routine tasks

When you automate business processes you start saving time and money for example, by speeding up the month-end close or streamlining the time-consuming business of invoicing. The RPA technology replicates the repetitive processes we must carry out – for example, opening an e-mail or matching documents. But with AI capabilities it can also learn to predict how you personally want to do things and start to suggest a more efficient way based on those patterns. This is what experts refer to as hyper-automation – where everything starts to join up and learn – closer perhaps to what purists would like to see from something going under the name of AI. This leaves much more time to simply pick up the exceptions and work on the things that don't fit the pattern.

Predictive maintenance

As business looks to smart technologies to give them the edge we are already seeing smart sensors working on predictive maintenance tasks. AI can analyze huge amounts of data in real-time to predict asset failure. This allows businesses to keep mission-critical machinery and infrastructure performing at their peak. With these capabilities on board manufacturers, for example, can look at various inputs directly, like temperature or vibrations, and then compare them to previous events – this allows them to forecast when a mechanical failure is likely to occur.

Using data to make better decisions

When Sapphire carried out some independent research last year half of the businesses surveyed said they didn't have the information they needed to make good business decisions and 15% said they were struggling to get the answers they needed. Yet with AI-enhanced Enterprise Performance Management, Business Intelligence, and Data Analytics the information could be freely available.

There are many scenarios, for example, forecasting business costs in finance or predicting contract renewal rates, or maybe in the supply chain, making sure that containers are perfectly optimized for your customers' needs and don't end up sitting in a warehouse burning cash.

AI for the win

So AI is set to have a huge impact on the traditional world of ERP. AI can supercharge your ERP capabilities by analyzing bigger data sets than ever before – creating the opportunity for real-time decision-making. There is no sector of business or industry that won't see the benefits.

So don't put up with clunky workflows misaligned with how your business actually works today. Help your teams get their heads out of Excel and equip them with the AI-enhanced technology that will actually help them to do their jobs.

Lucy Thorpe is head of communications for Sapphire Systems and a former BBC journalist.

About Sapphire Systems

Sapphire is the largest digital operating transformation provider to mid-market and mid-enterprise clients. Our mission is to turn operating friction into digital business momentum. We are globally significant partners for SAP, ServiceNow, Automation Anywhere, Infor, HxGN, and AWS with over 1,250 clients in the UK and US. Our portfolio includes consulting, design, delivery, lifecycle service, and cloud services

Acumatica

THE EVOLVING IMPACTS OF AI IN ERP

*Article By **Ali Jani,***
Chief Product Officer, Acumatica

After more than a decade of ongoing development and integration, the transformative potential of artificially intelligent (AI) technologies for businesses continues to expand rapidly. Through its utilization of increasingly sophisticated and accurate processes such as machine learning (ML) and automation, businesses leverage AI to solve several complex challenges. Many of these challenges have risen from widespread digitalization, specifically from an influx of industry-specific data management obligations.

While the possible benefits are undoubtedly applicable to various tools in the broader Software-as-a-Service space, almost no modern software solution is currently better positioned to leverage AI than Enterprise Resource Planning (ERP). The primary reason for this is relatively straightforward: ERP platforms, by their very nature, capture more data than virtually any other type of software, and this is becoming increasingly true as ERP platforms migrate to the cloud.

Let's take a closer look at the existing advantages of AI in ERP, how industries are leveraging the technology, and what to expect going forward.

Existing and Evolving Benefits

ERP is unique in the realm of modern software solutions in that its wide variety of functions requires processing higher volumes of complex data than most other specialized tools.

But how, more specifically, does AI impact and enhance ERP processes? Here are just a few high-level advantages:

1. ***Enhanced decision-making.*** Big data provides businesses with insights that weren't previously available. However, having access to more data doesn't guarantee that companies can convert it into actionable insights. AI solves this problem by allowing businesses to automatically extract and sort relevant information based on customized inquiries, saving time and resources while enhancing analytics capabilities.

2. ***Streamlined processes.*** Manually updating spreadsheets or scanning lengthy contracts is incredibly time-consuming, and these tasks become more prone to human error as the volume of data rises. AI-powered ERP solutions can replace the need for manual intervention through automation. Automation reduces errors and increases efficiency related to mundane or complex tasks.

3. ***Increased predictability.*** Finally, accurately predicting trends within one's own organization or in a specific industry can present a huge advantage for any business. And as ERP platforms increase their utilization of AI-powered ML technologies, trend prediction grows from a possibility to an accessible capability. This capability will only become more reliable as the software processes data over time.

> **HAVING ACCESS TO MORE DATA DOESN'T GUARANTEE THAT COMPANIES CAN CONVERT IT INTO ACTIONABLE INSIGHTS. AI SOLVES THIS PROBLEM BY ALLOWING BUSINESSES TO AUTOMATICALLY EXTRACT AND SORT RELEVANT INFORMATION BASED ON CUSTOMIZED INQUIRIES, SAVING TIME AND RESOURCES WHILE ENHANCING ANALYTICS CAPABILITIES.**

The Three Domains of AI in ERP

Because the term AI describes a diverse array of technological capabilities, its relation to ERP can be more clearly understood by breaking down its functionality into three unique domains: Interactive advisor, intelligent advisor, and zero-touch automation.

1. ***Interactive advisor.*** An ERP system uses an interactive advisor function to proactively improve processes in real-time. For example, a construction contractor tracking costs across multiple projects can program an ERP to catch errors or provide suggestions throughout the process. In a way, the interactive advisor function can be compared to a coach or personal trainer, guiding you through document management initiatives to optimize your performance.

2. ***Intelligent advisor.*** The intelligent advisor function serves a similar purpose, but rather than guiding actions in real-time, it analyzes data and performance after the fact and reports back with any issues. The AI-supported function can also suggest how to eliminate those issues in the future. For example, continuous risk assessment is a critical aspect for all manufacturers. Introducing an intelligent advisor adds a layer of oversight to the process, gradually improving risk management efforts along the way.

3. ***Zero-touch automation.*** In simple terms, zero-touch automation capabilities remove the need to maintain time-consuming, error-prone manual processes. Companies can use this function to eliminate the need for employees to spend hours working through mundane tasks. In retail or eCommerce, this might mean automating drawn-out processes like bank reconciliation or the more tedious aspects of inventory management.

Going Forward

While AI has been around for quite some time, it remains very much in its early stages relative to adoption and capabilities. Often, businesses mistakenly believe that AI will inherently outperform humans at any given task, but this is not yet the case. In fact, as a general rule, developers working on 20 different AI-powered ERP solutions can expect only one of those tools to perform as intended.

If this sounds discouraging, it needn't be. Consider some of the earliest AI tools developed for ERP use cases, such as expense management or accounts payable automation. Both functions have taken years to get precisely right but have now become features many organizations use daily.

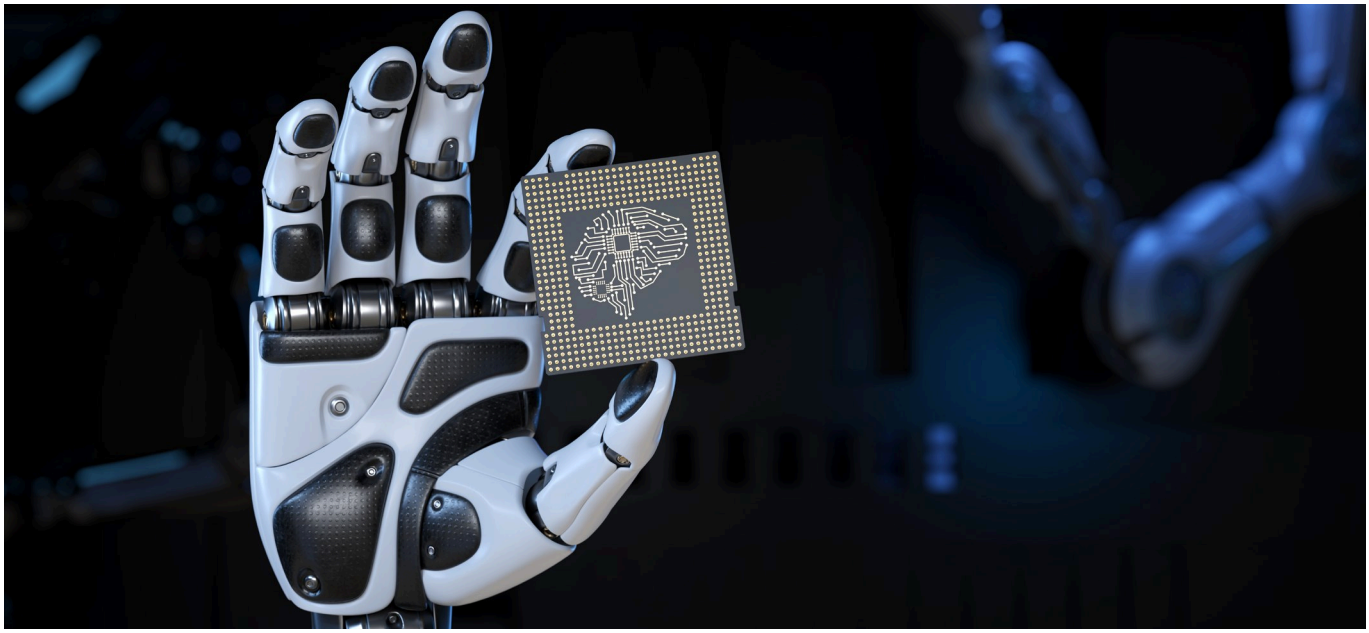
In short, AI has already successfully transformed ERP capabilities in considerable ways, but without scratching the surface of what it might accomplish in the future. Going forward, the acceleration of AI's impact on ERP solutions will require a certain resilience among developers and the businesses they serve. But as we have already seen, patience is often well worth the rewards.

> **AI HAS ALREADY SUCCESSFULLY TRANSFORMED ERP CAPABILITIES IN CONSIDERABLE WAYS, BUT WITHOUT SCRATCHING THE SURFACE OF WHAT IT MIGHT ACCOMPLISH IN THE FUTURE. GOING FORWARD, THE ACCELERATION OF AI'S IMPACT ON ERP SOLUTIONS WILL REQUIRE A CERTAIN RESILIENCE AMONG DEVELOPERS AND THE BUSINESSES THEY SERVE.**

Ali has 20 years of experience in software industry and a successful track record as a high-tech entrepreneur with multiple successful start-ups. In 2001, Ali founded Everest Software and pioneered the first all-in-one ERP solution for multi-channel small and medium businesses. As founder and VP of Product Management at Everest Software, he was responsible for products and the business direction of the company prior to its successful sale to Versata Software in 2009. Before Everest, Ali founded Accel Inc, a white-box PC Manufacturer; and iCode Inc, an ERP Software Company. ERP solutions built by Ali at iCode provided Accel a scalable solution enabling rapid growth and sale of the $35-million company in 1994.

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.



Sage

THE IMPACT OF ARTIFICIAL INTELLIGENCE IN ERP

*Article By **Aaron Harris,***
CTO, Sage

I'm an engineer by nature, and I've worked in software engineering virtually my entire career. And yet, after all of these years, I remain in awe of the incredibly steep curve in the availability of computing capacity. When I built my first accounting product in 1995, I was working with 8 MB of RAM, unbelievably slow (and fragile) storage, and a CPU that probably couldn't match the power of today's electric toothbrushes. That's not too surprising – programmers have traditionally relished the challenge of designing software to fit within small footprints and tight constraints of computing power and cost.

In traditional ERP, this dynamic is evident in the many workarounds like batch processing and convoluted ETL processes. Worse, it's evident in the diminished expectations we grew to accept – like a general ledger that handles only basic GAAP reporting (after much effort). These limitations have largely forced accounting and finance teams to work with defined time periods and processes – think: monthly close or annual audit – meaning companies only gain limited, occasional, retrospective visibility. They don't gain the full picture of their results until the books are closed. By that time, the information is stale, its "half-life of value" is short. What's more the accuracy of that information only gets confirmed months later when audits are completed.

However, equally important is the hidden drag that these executions – that still rely too much on manual intervention and processing – create on the finance organization. They drain productivity and brainpower away from valuable strategic work, planning, and decision-making.
In my view, computing has gradually entered an era that is characterized by technology that is essentially free, abundant, and virtually limitless. Freed from constraints of the past, software engineers have set about to use computing abundance to create usable, affordable artificial intelligence applications – and finance is a chief beneficiary. Through AI and machine learning, accounting and finance are transitioning away from their roots in periodic reporting and limited visibility into the creation of continuous strategic value.

To achieve this vision, AI and ML will need to successfully address three ambitious goals:

- ***Continuous Accounting*** – AI can help finance completely eliminate the close and transition to a paradigm of continuous accounting.
- ***Continuous Assurance*** – With all accounting and finance workflows fully automated, AI can monitor transactions and activities to ensure accuracy, quality, and compliance.
- ***Continuous Insights*** - With accounting and finance teams free from repetitive accounting and assurance workflows, we can use AI to generate a steady stream of useful insights, forecasts, and forward-facing analyses.

Continuous Accounting - Eliminate the Close

The promising power of continuous accounting starts with three activities that require AI and machine learning. The first is continuous transaction capture. We've solved one of the biggest challenges already because we now have the computing power and scale to process business transactions in real-time.

In every accounting and finance workflow, there's what I call an "analog gap" – such as a vendor invoice that arrives on paper. AI has the capability to automate away all these gaps. We can use AI to not only automatically capture the data on the bill, it can also code the bill, determine the correct approvals, and ultimately, pay the bill.
The second area is continuous reconciliation. Accounting and finance data often resides in multiple systems that must agree before we will trust the results. AI can automatically pull information from all relevant and related systems and match transactions – even when information isn't perfect. Many companies are using automated bank feeds and transaction matching to keep their bank accounts continuously reconciled.

Finally, there are continuous adjustments. A key part of accounting is appropriately assigning cost and revenue to the right parts of the business – which can be challenging in dynamic businesses that are constantly adding new employees, shifting investment to optimize marketing campaigns, and starting/stopping new projects. With AI, we can continuously monitor the dimensions of a business to appropriately allocate cost and revenue and manage/estimate accruals.

> **WITH AI, WE CAN CONTINUOUSLY MONITOR THE DIMENSIONS OF A BUSINESS TO APPROPRIATELY ALLOCATE COST AND REVENUE AND MANAGE/ ESTIMATE ACCRUALS.**

Continuous Assurance - Eliminate the Gaps

Among top-performing companies, it's axiomatic that we must equally match investments in automation and assurance. That point was reinforced to me during a call with a customer that owns a small paving-stone company. The pandemic was just setting in, and the owner was struggling with the transition from in-person retailing to a fully digital e-commerce business while also keeping up with accounting tasks. When I asked if she was using automated bank reconciliation capabilities, without a second of hesitation, she said "No. I don't trust it." After a few more questions, she finally admitted that it wasn't the technology that was the source of her concerns – it was the worry that if she turned reconciliations over to software, she'd miss something.

AI delivers continuous assurance by monitoring transactions and related activity flowing through a business – in real time. AI can understand the normal patterns of business and identify outliers that may indicate a clerical mistake, a potentially dangerous change in the business, or even fraud.

In a similar way, we can use AI to focus on the activities that previously required human attention and manual intervention. AI can shorten some approval processes where a transaction or request shows no deviation from standard controls.

Continuous Insights - Eliminate the Uncertainties

AI-powered real-time insights are the next great leap forward from today's dashboard analytics solutions. Don't get me wrong – dashboards are great for enabling users to quickly find insights and often drill down into underlying causes. But they're still quite limited. You must choose what to measure, select the best way to visualize the metric to highlight obvious insights – and of course, you need to remember to actually visit the dashboard.

AI can change the dashboard paradigm by continuously monitoring every aspect of the business to present a view of future trends. As AI gains an ever-greater understanding of the business, it can call out insights as they occur – in real time. For instance, a recent price change might have led to increased customer churn that outpaces expected revenue growth.

AI can also drive continuous forecasting. In our early efforts to develop a forecasting tool, we discovered something incredibly powerful- and, frankly, quite obvious in hindsight. We found that, in some cases, AI was more accurate than a human, but it could also be less accurate, too. However, when we trained the AI-based forecasting solution with models similar to how a human created forecasts, the accuracy increased. The big insight: Some forecasts are incredibly complex to build and take a lot of time. When we were working on subscription renewals forecasting, we found that most companies couldn't forecast more than quarterly because it took too much time. But AI never tires and is very, very fast. Continuous forecasts can be a major win for virtually any company.

Ultimately, artificial intelligence and machine learning can be game-changers by elevating finance and accounting from retrospective scorekeepers to forward-looking, strategic consultants who can deliver real-time perspectives and insights that play a pivotal role in business operations and growth.

Aaron Harris has more than 25 years of high-tech engineering experience in business applications and software development strategies. From Sage Intacct's earliest days, Aaron has led the company's product vision and technology direction. A pioneer in cloud computing, Aaron helped Intacct build the world's first cloud architecture delivering on-demand financial applications. He regularly contributes to the development of best practices for cloud computing, service oriented architecture, platform as a service, and accounting and finance technology standards. As Sage's Global CTO, Aaron is responsible for Sage's technology and product vision. Aaron is hands-on leading investments in AI/ML, blockchain, and other emerging technologies to transform the way people think and work.Aaron holds a Master's degree in information systems and a Bachelor of Science in accounting from Brigham Young University.

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.

CADTALK ANNOUNCES PARTNERSHIP WITH QAD TO SUPPORT ADAPTIVE MANUFACTURING ENTERPRISES

CADTALK, a worldwide leader in CAD to ERP integration, has announced the release of a software integration with QAD Inc. As a global technology partner of QAD, CADTALK's AI-based software will bring digital transformation to existing and prospective QAD clients and enable customers to quickly implement a low/no code solution for transforming engineering bills of material (eBOM) to manufacturing bills of material (mBOM).

CADTALK is the world's first and only software leveraging artificial intelligence to transform eBOMs from virtually any CAD, PDM, or PLM application into mBOMs and routings inside the most popular ERP applications, such as QAD. The software saves engineers hundreds of hours of time by eliminating manual data entry and improves manufacturing processes all around with a software that reads and translates data from engineering to manufacturing systems.

QAD Adaptive ERP is a world-class ERP solution used by some of the largest enterprises in the world in a diverse set of industries including food and beverage, automotive, industrial, high tech, consumer products and life sciences.

Scott Brickler, Founder and CEO of CADTALK, stated the importance of the partnership in terms of the expanded functionality CADTALK software will provide to QAD and its customers: "Our primary goal in partnering with QAD is to enable their customers to achieve better results from their QAD ERP integration. We are very proud to partner with QAD to deliver a truly innovative solution to their customers in the manufacturing industry."

"We have been doing ERP integrations for many years now and have extensive experience with manufacturers," said Jeff Brickler, Solution Architect for CADTALK. "This partnership will help QAD customers achieve success with their ERP faster, and enable them to better leverage all the features QAD Adaptive ERP offers, and get their products from engineering to shop floor as much as 80% faster."

The QAD Global Partner Program includes over 100 partners including technology, software, channel and consulting partners. QAD partners expand the QAD ecosystem and strengthen its strategic position in the industries that it serves. QAD and its partners continuously evolve, broadening QAD's expertise and footprint to meet the diverse needs of customers around the world.

"Our partners enable us to create more robust products that are more agile, more extensive and easily adaptable to changing markets," said Guido Van den Broeck, Director of Product Management at QAD. "CADTALK'S expertise in data transformation and innovative AI-based software will give QAD customers an edge in achieving manufacturing goals faster. We are happy that CADTALK shares our commitment to delivering innovative solutions to the manufacturing industry and looks forward to collaborating with them on future software enhancements and capabilities."

About CADTALK

CADTALK has provided world-class CAD to ERP integration and implementation since 2005, with customers throughout the world. With a deep understanding of ERP software and the challenges facing engineer-to-order manufacturing companies, CADTALK can provide deep and robust integrations that can be configured for each customer's needs. CADTALK has partnerships with all the major CAD/PDM/PLM vendors. Follow CADTALK on LinkedIn.

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.

Founded in 1979 and headquartered in Santa Barbara, California, QAD has 30 offices globally. Over 2,000 manufacturing companies have deployed QAD solutions including enterprise resource planning (ERP), digital supply chain planning (DSCP), global trade and transportation execution (GTTE), quality management system (QMS) and strategic sourcing and supplier management to become an Adaptive Manufacturing Enterprise. To learn more visit www.qad.com or call +1 805-566-6100. Find us on Twitter, LinkedIn, Facebook, Instagram and Pinterest.

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HOW AUTOMATED ONE-CLICK COMPLIANCE CAN IMPROVE YOUR COMPANY'S EMAIL SECURITY

Article By ***Rom Hendler,***
CEO and Co-Founder , Trustifi

Data protection and regulation compliance are increasingly becoming a priority for today's businesses. The cost of data breaches is expected to reach more than $5 trillion annually by 2024, and recent research shows half of organizations already spend 6%-10% of their revenue on compliance-related costs.

When it comes to security and compliance, leaders are finding that the weak link in the chain is often their own employees. They may think that workarounds and shortcuts are making their lives easier, but they present a real threat to email security. In fact, according to an IBM study, human error was a major contributing cause in 95% of all breaches.

Organizations switching to one-click compliance find themselves more prepared and equipped when trouble comes along. The automated solution helps to protect against cybercrime and compliance violations — and is easy to implement. Automated compliance software also provides:

A Modern, Intuitive Solution

When dealing with sophisticated cyberattacks, a modern solution is necessary to keep up with the latest innovations and developments by cyber criminals. According to a recent study, cybercriminals can gain access to an alarming 93% of all company networks.

An automated compliance solution is poised to fight the advanced tactics of today's cyber threats via simple deployment and one-click designation by administrators to as many compliance regulations as needed. IT managers just have to check off boxes for which regulations apply, whether it be GDPR, POPIA, LGPD, HIPPA, FERPA, CCPA, PCI, or all of the above. When they do, it's as simple as setting it and forgetting it. This streamlines the entire process, all without wasting valuable time and resources on implementing it.

Artificial Intelligence (AI) filters also put optical character recognition in the driver's seat by scanning emails for key characters and words that indicate a potential compliance violation. The solution then automatically encrypts any emails to protect them from potential malware, viruses and other cyber threats.

"AN AUTOMATED COMPLIANCE SOLUTION IS POISED TO FIGHT THE ADVANCED TACTICS OF TODAY'S CYBER THREATS VIA SIMPLE DEPLOYMENT AND ONE-CLICK DESIGNATION BY ADMINISTRATORS TO AS MANY COMPLIANCE REGULATIONS AS NEEDED.

A Reduction in Risk and Errors

Employees that overlook steps in email security protocol can cause serious problems. According to a recent study, organizations can lose an average of $4 million in revenue just from a single non-compliance event. Additionally, consequences external to the organization, such as sanctions or even violations of law, further accentuate the importance of protecting emails containing personal, client/patient or governmental information.

With a one-click compliance solution, sensitive emails are automatically scanned and encrypted — taking that assignment off the employee's to-do list. No compliance training is necessary because team members won't need to be taught which data needs to be encrypted or retrained as regulations change. No judgment calls or further effort by employees are required. Simply put, automation reduces the likelihood of potential errors.

Improved Encryption, Adoption and Trust

Based on past experiences, users may be skeptical that an email encryption solution could work so easily, since some require the completion of a cumbersome authentication process. However, today's advanced technologies make it possible for senders and receivers to effortlessly and securely transmit encrypted emails, assured that their information is safeguarded. With a solution that works so easily, more employees are likely to adopt it, more will be inclined to use it regularly, and more will trust the security process.

Plus, when working with a comprehensive vendor like Trustifi, business leaders can achieve much-desired cost savings via a consolidated solutions approach. A vendor consolidation strategy ensures less expensive solution costs as well as fewer modules and platforms to manage internally — all without compromising email protection and security capabilities. And all while under one roof.

Businesses don't have to struggle with the dynamic nature of cybersecurity and regulatory compliance. In fact, manual processes are the only thing holding back your company's potential for productivity and proficiency — and the automated features and AI capabilities of a one-click compliance solution is the solution you need.

"WITH A ONE-CLICK COMPLIANCE SOLUTION, SENSITIVE EMAILS ARE AUTOMATICALLY SCANNED AND ENCRYPTED — TAKING THAT ASSIGNMENT OFF THE EMPLOYEE'S TO-DO LIST.

Rom Hendler is CEO and Co-Founder of Trustifi, a cyber security firm featuring email encryption solutions delivered on a software-as-a-service platform. He has extensive C-level executive experience at Fortune 500 companies and was a key player in opening and operating integrated resorts around the world with a total investment exceeding $15B.

About Trustifi

Trustifi is a cyber security firm featuring solutions delivered on software as a service platform. Trustifi leads the market with the easiest to use and deploy email security products, providing both inbound and outbound email security from a single vendor. The most valuable asset to any organization, other than its employees, is the data contained in their email – and Trustifi's key objective is keeping client's data, reputation, and brand safe from all threats related to email. With Trustifi's Inbound Shield, Data Loss Prevention, and Email Encryption.

Global Shop SOLUTIONS ERP SOFTWARE

TOP 5 REASONS TO AUTOMATE YOUR MANUFACTURING

*Article By **Daniel Carranco,***
Director, Continuous Improvement, Global Shop Solutions

Manufacturers are looking to lower cost and increase speed without sacrificing quality. This means getting more done in less time, with less manpower, less scrap and fewer mistakes.

To do this, the manufacturing industry is investing more in automation. Specifically, automating the processes and tasks that machines can do quicker and better than humans and integrating them with a company's ERP system and other technology.

What once seemed to be the stuff of science fiction – manufacturing plants run by robots – is already a reality. FANUC Corporation of Japan uses a workforce of robots working 24 hours a day, seven days a week to produce up to 23,000 robots a month. Most manufacturers are a long way from being able to automate the majority of their production processes. But as ongoing advances enable machines and humans to get better at talking to each other, more production lines and eventually more production plants will become more and more automated.

If your manufacturing business hasn't yet jumped on the automation bandwagon, it's time, and here are the top five reasons why you should.

> **"MOST MANUFACTURERS ARE A LONG WAY FROM BEING ABLE TO AUTOMATE THE MAJORITY OF THEIR PRODUCTION PROCESSES. BUT AS ONGOING ADVANCES ENABLE MACHINES AND HUMANS TO GET BETTER AT TALKING TO EACH OTHER, MORE PRODUCTION LINES AND EVENTUALLY MORE PRODUCTION PLANTS WILL BECOME MORE AND MORE AUTOMATED.**

1. To reduce labor costs

For most manufacturers, labor costs represent the biggest expense and hardest cost to manage (or reduce).

It's no surprise that companies around the globe have begun using automated machinery and equipment to replace human workers on assembly lines.

For example, automation is already replacing human labor in areas such as picking and moving parts, assembly, inspection and more. Other examples where automation is producing significant reductions in labor costs include:

- BOM COMPARE. Reduces expensive engineering time by eliminating the manual comparing of CAD/CAM BOMs against existing BOMs in your ERP system.
- RFID. Improves the speed and reliability of employee software logins and inventory tracking.
- AUTOMATING PURCHASING. Reduces headcount in the purchasing department while lowering overall purchasing costs.
- HUMAN RESOURCES AND PAYROLL INTEGRATIONS. Dramatically reduces HR personnel costs by managing employees and benefits in one system.

2. To eliminate waste

To err is to be human. In manufacturing, human error leads to wasted time and resources.

Computers and machines can do many things faster and more accurately than humans – without making mistakes.

- ***ACCURATE INVENTORY.*** Automating inventory processes such as picking parts and materials and lot tracking can turn accurate inventory from an unfulfilled wish into reality. Automated equipment can also reduce lost or misplaced materials and minimize expiration or spoilage of inventory.
- ***LIGHTS OUT MANUFACTURING.*** An unused manufacturing plant at night is a wasted asset. Yet, the cost of running 2nd and 3rd shifts can be prohibitive. Automating your manufacturing systems puts your biggest asset to full use without the need for humans. Advantages of "lights out" manufacturing include reduced labor, lighting, and HVAC costs while increasing throughput.
- ***REDUCE SCRAP AND REWORK.*** Even highly skilled operators can't match the repeatable accuracy automation produces on routine or less complex processes. Some automated machines can also perform multiple operations, eliminating the time required to move materials from one workcenter to another.
- ***ELIMINATE PAPER.*** Paper documents slow down the production process by getting lost, misfiled or sent to the wrong person. With automated document management, you can stop shuffling papers and start focusing your human capital on making decisions and creating value. When you digitally send the right data to the right people at the right time, shop floor personnel no longer waste time hunting down routers, drawings, BOMs, POs, or inventory lists.

3. For lightning fast turnaround times

Slow turnaround on jobs can be a deal breaker for many manufacturing customers.

Automation lets you process orders faster, reduce setup and production times, and get your product out the door quicker. These are just some of the automations that should already be part of your production process:

- CAD INTERFACE. Enables the building of huge BOMs in a few hours rather than days or even weeks.
- NESTING INTERFACE. Reduces setup times and material waste by automatically arranging part shapes on bulk pieces of stock material.
- EDI. Cuts administrative time and costs for you and your customers with single-entry data transactions.
- ECOMMERCE INTEGRATION. Saves time for your customers by allowing them to order and pay directly from your website while automatically sending all job data to your ERP system.

> **"AUTOMATION LETS YOU PROCESS ORDERS FASTER, REDUCE SETUP AND PRODUCTION TIMES, AND GET YOUR PRODUCT OUT THE DOOR QUICKER.**

The more you automate customer communications, setup and production processes, the more you can say, "Yes we can" to what were once impossible turnaround times.

4. To improve quality and safety

Rework due to poor quality acts like an anchor on production time and lowers customer satisfaction. Workers' comp costs can put large dents in your bottom line. Automating processes in these areas can raise quality ratings while making your workplace safer for employees.

QUALITY. These days, you either produce quality products or you don't survive. Yet, the cost of achieving the required quality can make it hard to offer competitive prices. Automating quality procedures can help improve quality and reduce its cost at the same time by:

- Simplifying management of rework, rejects and scrap
- Reducing the amount of time to produce and implement engineering change notices
- Controlling every aspect of part revisions and inactivations through your ERP system
- Simplifying the process of qualifying for and maintaining ISO and other certifications

SAFETY. According to OSHA, U.S. manufacturers pay nearly $1 billion per week in workers' comp due to injuries on the job. Automating production processes can help improve employee safety in three important ways:

- Removing workers from dangerous work procedures
- Enabling faster response to emergencies with realtime monitoring
- Using safety planning software to simplify safety protocol updates and emergency response plans

5. To future proof your business

In today's constantly changing manufacturing markets, success often depends on seeing where customers are going and getting there first.

Automation improves the ability to forecast trends, see how customer needs will change, and prepare for them from a technology and strategy standpoint so you can get there ahead of the competition.

Automating the data gathering process with Dashboards provides immediate access to accurate, real-time data while reporting or displaying it in any format you choose. This allows you to:

- Identify trends with customers, products and your industry segment
- Analyze your business health by drilling down to any level of detail
- Forecast future customer needs and products/ solutions to meet them
- Make faster, better decisions

Nobody can predict the future with certainty, but automation reduces the odds that the "next big thing" in your market will catch you off guard.

Getting Automation Right

Implementing automation is not a quick fix. It's a continual process where your business evolves with the technology. Automation also requires a large investment in software and machinery. To ensure your capital is spent wisely:

- ***ALIGN YOUR AUTOMATION STRATEGY WITH YOUR BUSINESS AND OPERATIONS STRATEGY.*** Never implement an automation just for the sake of doing it. Every automation should have a specific purpose and desired outcome that aligns with your long-term business goals.
- ***DEFINE THE PROBLEM AND THE EXPECTED BENEFITS.*** Before investing in automation, get clear on the problem you need to solve and how the software or equipment provides the best solution. Know what improvements the automation will offer and how it will benefit your business and your ustomers.
- ***MEASURE THE ROI.*** It can be easy to overspend on automation software and machinery. To justify the investments, automation should be able to meet current needs while offering the flexibility to adapt to foreseeable future needs.

Don't Be Late – Automate

As a global leader in ERP software, Global Shop Solutions continually upgrades our software so that manufacturers can integrate their systems with new automation tools and technologies as they are developed. If you're struggling to automate key processes in your business, call us today at 800.364.5958 or complete our contact form. We'll show you how to build your products faster, better and for less.

Not sure how well you are doing? Take the Manufacturing Health Test to see if you get an A or an F.

Daniel Carranco is the Director for the Continuous Improvement Department for Global Shop Solutions. He leads a department comprised of teams that deal with existing customer projects including consulting and custom development. A Global Shop Solutions team member for more than a decade, Carranco holds a master's degree in international business, and is a frequent speaker to manufacturing executives and industry groups on maximizing ROI with ERP software.

About Global Shop Solutions

We simplify your manufacturing.™ Global Shop Solutions ERP software provides the applications needed to deliver a quality part on time, every time from quote to cash and everything in between including shop management, scheduling, inventory, accounting, quality control, CRM and 25 more. Available in the cloud or on premise, our manufacturing customers benefit from real-time inventory accuracy, improved on-time delivery, lower administrative costs, increased sales and improved customer service. Headquarters in The Woodlands, Texas includes a state-of-the-art R&D facility and Global Shop Solutions training center. Through its offices in the U.S., Mexico, Indonesia, Singapore, Australia, New Zealand and the United Kingdom, the company supports thousands of manufacturing facilities in over 25 countries and nearly 30 industries.

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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

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Machine learning (ML) is the category of artificial intelligence (AI) most relevant to enterprise software, as it enables automation through AI algorithms. However, ML as a technology has been overhyped: much of what ML does is just statistical analysis that could be achieved with standard logical programming. Rather than throwing AI at every business problem, enterprises should take a step back and ask what it is they're trying to achieve. ML can't solve for bad data, but it can help automate business processes.

To get the most value from ML, companies should look at decision points in their business processes that would benefit from more efficient and accurate predictions. Examples of value-add use cases for ML in ERP include receipt recognition, smart invoice processing, and time sheet completions.

AI is still heavily reliant on human intelligence in determining the best use cases and training models for reliable results. The next frontier for enterprise ML will be to learn an approver's behavior, copy the person's judgments, and execute workflows independently. Through this technology, I predict we'll see up to 80% of routine business processes automated in enterprise software over the next few years

"

Claus Jepsen,
Chief Technology Officer at Unit4

UNIT4

SIRIONLABS ANNOUNCES EXPANSION OF STRATEGIC ALLIANCE WITH KPMG TO STREAMLINE CONTRACT MANAGEMENT PROCESSES GLOBALLY

Deeper collaboration aims to expedite further growth and ability to expand global footprint

SirionLabs, global leader in AI-powered contract lifecycle management (CLM), announced the strengthening of its relationship with KPMG firms to extend its geographical presence and serve a growing number of customers in a broad range of industries, such as financial services, healthcare, IT and the public sector.

The demand for CLM is growing rapidly as enterprise customers are discovering the compelling advantages it can deliver in streamlining their complex contracting processes. Designed to unite contractual data across enterprise teams such as legal, procurement, HR, finance and sales, SirionLabs' AI-driven CLM platform, SirionOne, offers a best-in-class solution to automate the full contract lifecycle — from the contract development phase to risk management and advanced contract analytics — leading to both immense reductions in processing time and improved business outcomes.

Through KPMG's industry expertise and business process experience, customers gain a pathway of accelerated transformation of their entire contracting lifecycle. "We have had multiple successful joint implementations with KPMG and look forward to providing a broader range of global customers with our CLM solution to drive their digital transformation efforts forward," said Puneet Bhakri, Senior Vice President of Global Alliances & Partnerships at SirionLabs. "SirionLabs offers companies a best-of-breed solution to modernize and simplify their contracting experience, and KPMG's expertise ensures their contracting strategies are aligned with business goals and will deliver measurable value."

"SirionLabs' industry-leading AI technology helps to pave the way to digitalization," said Jens Rassloff, Global Head of Alliances, KPMG International. "It helps to unleash human potential by enabling instant access to critical data, automating non-value-added tasks, and empowering those activities that lead to better contractual results with third parties. Through this expanded relationship, KPMG firms are ready to serve clients across the globe with greater scale and reach, as well as helping them to ensure that their contractual processes are fit for the future."

"Contract lifecycle management is one of the major and prominent elements of digital transformation for legal teams. To help serve clients with ongoing efficiency and effectiveness, and offer innovative and forward-thinking solutions, KPMG Law continues to extend their technology alliance ecosystem," says Stuart Fuller, KPMG's Global Head of Legal Services. "We are glad to be expanding our relationship with SirionLabs. Together, we help combine advanced analytics for post signature use cases with our professional expertise across the contracting lifecycle from initiation through negotiation and approval to execution, ongoing management and compliance."

To learn more about SirionLabs' alliances and partnerships program, please visit: https://www.sirionlabs.com/partners/

For more information on SirionOne, visit: https://www.sirionlabs.com/sirion-one/

About KPMG International

KPMG is a global organization of independent professional services firms providing Audit, Tax and Advisory services. KPMG is the brand under which the member firms of KPMG International Limited ("KPMG International") operate and provide professional services. "KPMG" is used to refer to individual member firms within the KPMG organization or to one or more member firms collectively. KPMG firms operate in 145 countries and territories with more than 236,000 partners and employees working in member firms around the world. Each KPMG firm is a legally distinct and separate entity and describes itself as such. Each KPMG member firm is responsible for its own obligations and liabilities. KPMG International Limited is a private English company limited by guarantee. KPMG International Limited and its related entities do not provide services to clients.

About SirionLabs

Bringing together category-leading innovation, unrivaled Contract Lifecycle Management expertise, and a deep commitment to customer success, SirionLabs helps the world's leading businesses contract smarter. Powered by intelligence uniquely connected across the complete contract lifecycle, SirionLabs' easy-to-use, highly configurable Smarter Contracting platform brings legal, procurement, sales, and business teams together to author stronger contracts, improve risk management and strengthen counterparty relationships. SirionLabs is trusted by over 200 of the world's most successful organizations to manage 5+ million contracts worth more than $450 billion across 70+ countries. For more information, visit www.sirionlabs.com.

3i Infotech
LIMITLESS EXCELLENCE

3I INFOTECH TO INCUBATE CAMPUS LABS, BUILDING INDIA'S BEST EDUCATION MANAGEMENT SYSTEM 'NURE CAMPUS'

To offer cloud-based campus automation & management solutions for educational institutions in India and overseas

3i Infotech Limited, a global Information Technology company, committed to accelerating business transformation, to incubate Campus Labs, a leading India-based global education ERP player with the objective of digitizing the education sector, where there is a huge lacuna felt presently. This initiative comes under 3i Infotech's unique 'entrepreneur-in-residence' program, where the entrepreneur like Ashish Srivastava – founder Campus Labs get to leverage the benefits from 3i Infotech's global reach, resources, investments, synergy of cloud and SaaS solutions to scale the product for global outreach and delivery. It serves as an ideal proposition to bootstrap startups and young entrepreneurs.

The program allows technology entrepreneurs to join hands with 3i Infotech to invent new value creating intellectual property in the fields of 5G, Edge Services, cognitive computing services and education technology. It is part of 3i Infotech's plan to incubate and accelerate startups, to fuel new services lines and build new IPs.

Through the incubation of Campus Labs under the resident entrepreneur program, the company would aim to strengthen its foothold in the education space, both in India and internationally. The new entity 'NuRe Campus', will offer cloud-based enterprise automation solutions for higher educational institutions and universities, helping them seamlessly manage their entire administrative and management processes through its unique data-driven approach. It would be a one-of-a-kind turnkey offering, that will manage the complete student lifecycle - from admission to learning and assessments of universities and colleges.
NuRe Campus Automation encompasses a suite of solutions. Which includes - a 360-degree student management, eLearning and assessment, finance and operations, and HR and administration solutions. It offers over 50+ dedicated modules to build the best university management system in India, to be scaled in a phased manner globally as well. The solution would have data security and privacy built in

it, which is of utmost priority to Campus Automation. With absolute real-time support from the dedicated enterprise automation experts, it will offer secure cloud, role-based access, password & OTP encryption, auto-alerts for data security, located in multiple locations ensuring disaster recovery.

Speaking on the potential of the education market and the role 3i Infotech will play, Mr. Thompson P. Gnanam, Managing Director, and Global CEO, 3i Infotech Limited, said, "with the success of our entrepreneur that we are helping incubate, we call upon other young innovators and startups in emerging technologies such as RPA who have great ideas and potential and need mentorship and incubation, to reach out to us. The education sector is undergoing a paradigm shift towards embracing digital, and we want to be at the forefront of it by being a change agent. Through our 'Entrepreneur-in-Residence' program we want to provide entrepreneurs like Ashish a conducive ecosystem where they can innovate, invent, and scale their offering globally through 3i Infotech's best-in-breed cloud offerings and global network. Unlike some of the other sectors, the education sector has been seen as a laggard in adopting technology. However, the opportunity is immense with the global education ERP market size as per industry estimates is expected to grow from USD 12.7 billion in 2021 to USD 25.2 billion by 2026, and our offerings are aligned to meet the challenges of both domestic and international markets."

NuRe Campus is currently serving over 1 million registered students in more than 25 academic institutions of repute, which include - Indian Institute of Science Education and Research, National Institute of Science Education and Research, Panjab University and ITM institutions, among others. Irrespective of whether the institution is large or small, Campus Automation provides a solution that fits all, as it can be customized unlike the others in the industry. It can also serve the government & public sector.

Speaking on the value that the 'entrepreneur-in-residence' program will help it unlock, Mr. Ashish Srivastava, Founder of Campus Labs, said, "Building a world-class offering at Campus Labs over the last decade has been an exhilarating journey for all of us. The challenges and difficulties faced by the education sector are unique across markets and geographies and needs an organization that understands it and is capable to offer a customized solution. Together with common synergies we share with 3i Infotech, which is deeply embedded in technology and holds digitalization and transformation of organizations at its core, I believe we are going to create an industry leading platform that is truly going to revolutionize the education sector."

About 3i Infotech Limited

Headquartered in Mumbai, India, since inception in 1993, 3i Infotech has been committed to driving business value across multiple industry verticals. 3i Infotech, today, has emerged as a leading name in propelling the current wave of digital transformation initiatives, with deep domain expertise across BFSI, Healthcare, Manufacturing, Retail and Government sectors. The Company has over 5000 employees in 30 offices across 15 countries and over 1000+ clients in more than 50 countries across 4 continents. With a wide range of IT services, 3i Infotech has successfully transformed business operations of customers globally. The Company has a very strong foothold and client base in geographies like North America, India, Asia Pacific, Middle East and Africa, Kingdom of Saudi Arabia, and South Asia.
Website: https://www.3i-infotech.com/

OptiProERP MANUFACTURING

HOW AI AND ML WILL ENHANCE ERP AND ITS IMPACT

Article By ***Kiran Bajpai,***

Scenarios in which the entire production cycle is managed with just a few clicks and taps and are not limited to science fiction movies anymore. As per a study by Gartner, 37% of organizations have implemented Artificial Intelligence (AI) solutions in one form or another.

Digital disruption has led companies to change their workflows. Artificial Intelligence and Machine Learning (ML) have a lot to share when it comes to revolutionizing the way software operates and functions within organizations. Enterprise Resource Planning (ERP) systems available in the market today are quite different from their legacy counterparts used even five years back.

Below we describe how AI and ML have enhanced ERP systems and manufacturing operations.

1. Making Sense of Immense Data

One of the biggest challenges we see with the increasing amount of data is making sense of it. With all the information about customers, their behavior, and the organization's processes, it is challenging to keep pace with the data and draw useful insights from it.

With AI and ML integrated within your cloud ERP software, you will be able to feed data to powerful AI algorithms. This, in turn, will help you identify patterns in your workflow and operations that are not visible otherwise.

For example, with AI embedded in your manufacturing software, you will come to know the relationship between various processes in the product lifecycle. This information can be used to streamline your production models to meet demands based on real-time data.

2. Automation of Repetitive Tasks

In every organization, certain tasks take place regularly and repetitively. These tasks can be streamlined and automated with machine learning rather than training a person to do so.

With machine learning, you can automate such processes that are carried out routinely. This also saves you a lot on resources used, like time, money, and people.

With AI and ML embedded with your ERP and manufacturing software, you can have your human resources focus on more sensitive and high-priority tasks.

3. Proactive Problem Solving

"Prevention is better than the cure."

– Desiderius Erasmus

The same applies to business too. When your ERP system has embedded AI, not only can it identify the problems that exist in the workflow but also help predict the problem before it occurs.

Machine learning helps you pinpoint manufacturing units that might turn out to be faulty after a few production cycles. This information can be used to channelize your processes and schedule manufacturing tasks such that your production is not compromised.

Therefore, AI with ERP manufacturing software helps proactively solve the problems before they harm your existing business operations.

4. Providing an Unparalleled User Experience

When your cloud ERP solution is powered by AI, you get useful information about customer interactions. With ample customer data at hand, you can identify their buying patterns. You will also gain insights like the products that are high in demand, the times during which your customers interact the most, and the session times and frequencies of your customers.

This information can be used to streamline your production units and resources to meet the demand at a more accurate and finite level to the delight of your customers and bottom

line. AI helps in forecasting the demand so that you can fulfill the orders without putting your customers on hold.

This enhances the user experience, thereby building more trust with your customers. With an improved experience of interacting with your brand, customers will surely stay loyal and come back.

MACHINE LEARNING HELPS YOU PINPOINT MANUFACTURING UNITS THAT MIGHT TURN OUT TO BE FAULTY AFTER A FEW PRODUCTION CYCLES. THIS INFORMATION CAN BE USED TO CHANNELIZE YOUR PROCESSES AND SCHEDULE MANUFACTURING TASKS SUCH THAT YOUR PRODUCTION IS NOT COMPROMISED.

5. Enhanced Marketing Solutions

Powerful AI and ML solutions have a lot in store when it comes to identifying untapped business opportunities. You can derive useful customer insights like buying behavior, demographics, age, gender, etc. This data helps you in serving your customers with what they need even before they buy.

But what is fascinating is how AI enables businesses to discover the market opportunities and customer segments that can be your prospective target audience. You can find out potential markets that may have been overlooked until now with the help of data insights provided by ML.

This will help your marketing and sales team open up opportunities in new markets and improve the company's visibility and revenue.

6. Cater to Superior Customer Service

One of the most significant changes in recent years due to AI integration in ERP software is the way companies respond to customer service and support. Isn't it better to have AI tools and virtual assistants rather than routing a customer to a FAQ on your website or a delayed follow-up with one of your customer service representatives?

Certain requests and questions can be taken care of without much assistance, for instance, restarting a device when it is not working. So for such issues, you don't even have to bother your customer service representatives.

With virtual assistants, you can have your ERP software provide a human-like interaction with customers before their issue escalates. This also helps serve customers more quickly, providing them with better service.

7. Department Integration Within the Organization

There are a lot of software programs that operate to ensure that an organization functions seamlessly. For instance, there are software solutions to look after human resources, payroll processing, training and onboarding, and manufacturing and supply chain management.

But what matters most is having the information about everything within an organization in a centralized system and location. For this to happen, all your software solutions must be connected and synced.

With AI in your ERP software, you can streamline all your critical data in one place. AI eases the integration of various departments operating in an organization.

A Window to the Future

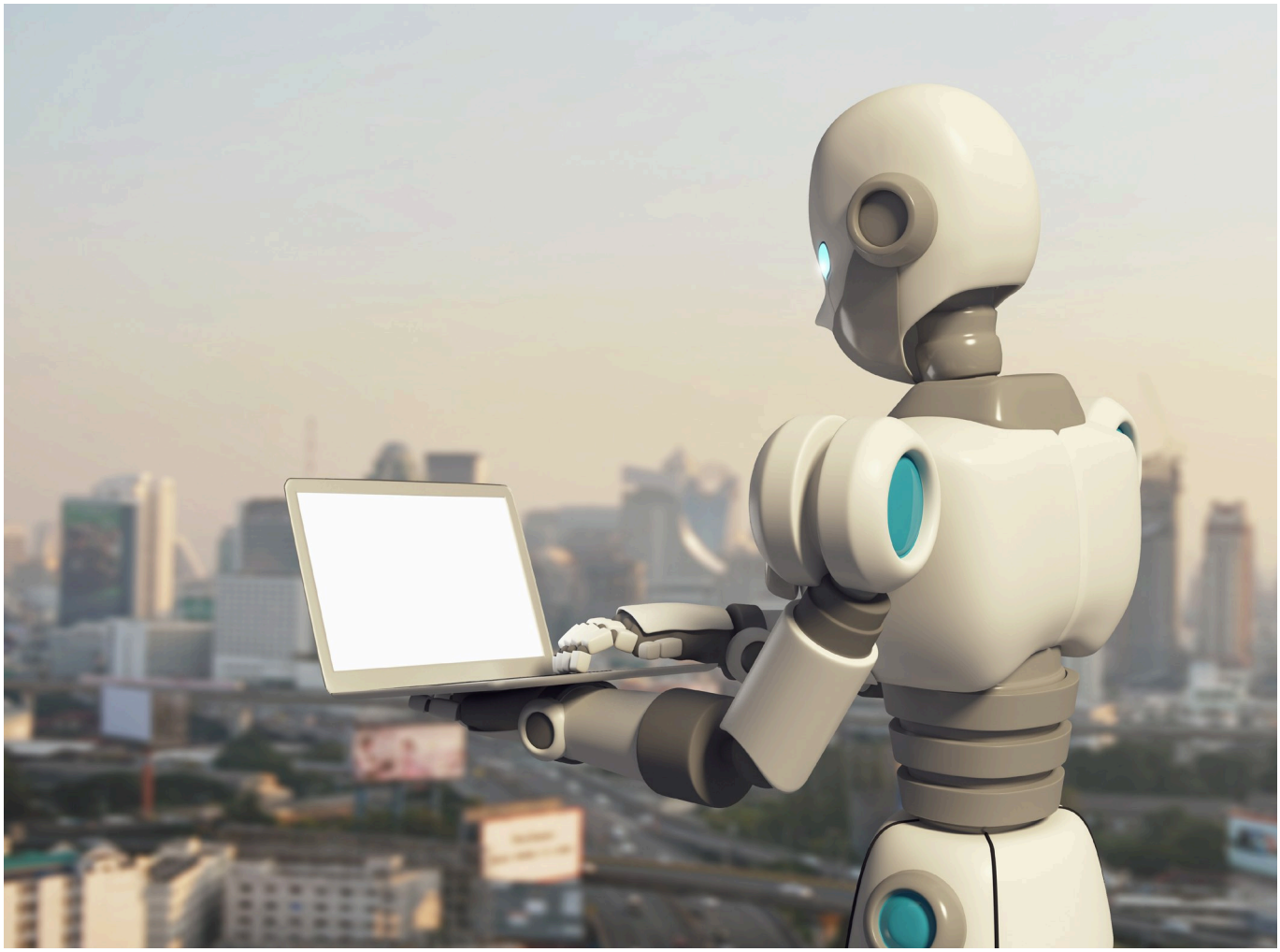
By 2025, per market research, the AI industry is expected to grow to a whopping $190 billion. Companies are already ahead of the curve and it might be time to upgrade your processes, operations, existing ERP, and manufacturing software to get the latest technology, like AI and ML. Particularly in today's environment, automation and innovation will be essential to get ready for the future and to come out ahead of the competition.

Ready for an intelligent ERP solution that will help you be able to do more with less and drive operational efficiencies? Read more about OptiProERP's intelligent ERP solution.

Kiran Bajpai works as a Marketing Associate at SoftwareSuggest. Her expertise lies in Accounting Software. Reading books is something that she can never get bored of, especially those related to politics and history.

About OptiPro ERP

OptiProERP is an industry leading ERP solution for manufacturing and distribution. OptiProERP delivers best-in-class industry functionality embedded into SAP Business One, the market-leading business management platform for small and midsize enterprises. Customers gain an end-to-end business management solution, including financials, accounting, sales, CRM, and industry-specific functionality that fully leverages deep industry expertise of over 20 years dedicated to serving manufacturers and distributors. OptiProERP is an eWorkplace Manufacturing solution. eWorkplace Manufacturing is SAP's strategic industry partner for manufacturing and distribution and its first OEM partner as part of SAP's global PartnerEdge Program. Serving manufacturers and distributors for over 20 years with OptiProERP and BatchMaster as its two ERP solutions, eWorkplace Manufacturing has gained the trust of over 3,000 customers globally.



priority

THE BENEFITS OF USING AN AI-BASED ERP SOFTWARE

Article By ***Olly Lukatski,***
Global Marketing Communications and Content Strategy Manager, Priority

Artificial intelligence (AI) is a paradigm of technology that allows smart machines to perform tasks that generally require human-level intelligence. In many cases, AI-enabled devices are smarter and quicker than humans and less prone to making errors. AI has wide-reaching implications in enterprise resource planning (ERP). In 2021, Gartner predicted that over 80% of emerging technologies would possess AI abilities, so it shouldn't come as a surprise that as we are hurtling down towards the end of 2022 and into 2023, the importance of AI in ERP will only continue to solidify.

What is the connection between AI and ERP?

Artificial intelligence is a formidable technological component that bolsters existing and future ERP solutions. It combines machine learning, neurolinguistics programming, virtual reality (VR), and augmented reality (AR) to enhance the functionality of ERP solutions, providing actionable forecasts and insights which allow companies to improve their operational efficiency. In addition, AI features provide ERP users with advanced automation capabilities like chatbots, digital assistants, voice recognition features, and the ability to process vast amounts of data in a manageable and sustainable manner to allow businesses to constantly improve the way their internal procedures are managed and processed.

"ARTIFICIAL INTELLIGENCE IS A FORMIDABLE TECHNOLOGICAL COMPONENT THAT BOLSTERS EXISTING AND FUTURE ERP SOLUTIONS. IT COMBINES MACHINE LEARNING, NEUROLINGUISTICS PROGRAMMING, VIRTUAL REALITY (VR), AND AUGMENTED REALITY (AR) TO ENHANCE THE FUNCTIONALITY OF ERP SOLUTIONS, PROVIDING ACTIONABLE FORECASTS AND INSIGHTS WHICH ALLOW COMPANIES TO IMPROVE THEIR OPERATIONAL EFFICIENCY.

1. Smarter data processing and analytics

When it comes to artificial intelligence, it's all about superior data processing and report generation. AI can make smarter forecasts and generate context-relevant reports compared to standard computing technologies. AI recognizes the context in which data reports and analytics are sought and generates valuable predictions and insights that regular ERPs often cannot. In addition, AI-enabled forecasting tends to be very accurate, taking multiple variables into account. As a result, you can minimize losses and maximize revenue growth.

2. Improved customer experience

ERP often combines shipping and deliveries, e-commerce functions, and Point-of-Sale (PoS) alongside customer service and CRM. AI can recognize patterns that a regular ERP can often miss and predict what customers truly want. Instead of retrieving past conversations and assessing a customer's needs and wants, AI-enabled ERP can enhance CRM and e-commerce modules by giving the customers what they want, exactly when they need it. In addition, your contact center executives will find it a breeze to engage with customers and provide them with improved support.

3. AI-enabled inventory management is unrivaled

While a traditional ER system is a robust tool that allows inventory and stock management and provides procurement process automation capabilities, it cannot take extraneous variables into account and make predictions that might warrant reduced and increased replenishment. AI-enabled inventory management foresees demand and supply variables in ways that an ordinary computer cannot. As a result, you will have adequate control over your inventory management and will be able to eliminate wastage and lack of product availability.

4. Bring life to your ERP

Whether your ERP is engaged in frontend or backend operations, AI can breathe new life into it. Your staff will benefit from smart assistants and chatbots, answering the customers' queries and leading them through complex business workflows. Your customers will be able to engage in a "self-service" manner to replace products or request returns. In addition, when combined with advanced Internet-of-Things (IoT) technology, AI-enabled ERP is often the gold standard for manufacturing and production lines. It simply changes how one approaches repairs, maintenance, and after-sales support.

"

WHETHER YOUR ERP IS ENGAGED IN FRONTEND OR BACKEND OPERATIONS, AI CAN BREATHE NEW LIFE INTO IT.

AI-based ERP is here to stay

Artificial intelligence is no longer a buzzword and rapidly becoming part of the mainstream. ERP is no stranger to this phenomenon as AI is gradually integrated into its modules, helping both enterprise users and their customers.

If you wonder how AI can help your existing ERP function better, contact us today. You might also want to discuss how choosing an AI-enabled ERP will help you go digital in a more future-proof manner.

Olly manages Priority's global marketing communications and content strategy. Over the past 10 years, Olly has gained vast experience in executing marketing initiatives in high-growth B2B companies, quickly adapting to the constantly changing market demands and bringing new concepts to life.

About Priority

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

PANORAMA CONSULTING GROUP

HOW AI IN ERP IS SHAPING THE FUTURE OF BUSINESS

Organizations are making deep investments in artificial intelligence (AI) technology, using it alongside machine learning and advanced analytics to make their business data more actionable than ever. By 2025, the global AI market is expected to be valued at $38.46 billion.

Are you planning on following suit? By integrating AI tools into your enterprise software, you can expand the functionality of your core features and get more out of your investment.

Today, we're talking about the role of AI in ERP, and how it's changing business for the better.

5 Benefits of Combining AI and ERP

1. Identifying Complex Data Patterns

One element that sets AI apart from mechanical or rules-based data analytics is that AI can adapt and learn. As it processes the data flowing through your ERP system, it doesn't just repeatedly mine it for the same details. Rather, it looks for deep and complex patterns within it.

In many ways, this processing action is similar to how the human brain works. It doesn't operate based on hard-coded, static rules that never change. It's fluid and flexible, interpreting new information on a regular basis and using those insights to make decisions.

When ERP is allowed this same degree of adaptability, you can move beyond simply capturing your business data. You can utilize it to drive stronger, more efficient operations.

With minimal human guidance, AI in ERP can assist with planning, problem-solving, and strategizing within your organization.

2. Advanced Forecasting Models

Accurate predictions help functions like warehousing and supply chain management run more smoothly.

For example, supply chains change on a near-constant basis, making it difficult for traditional ERP systems to keep pace. When AI capability is integrated into ERP processes, you can improve predictions by measuring historical data against current conditions.

In the production sphere, this makes it easier to balance supply and demand, helping organizations avoid common issues in overproduction or underproduction.

AI tools can also detect inefficient processes as they occur, offering solutions to improve performance and reduce unnecessary costs. They can even identify which processes use up too much energy, suggesting alternatives and using predictive diagnostics to minimize resource waste.

In the warehouse, AI helps managers improve demand forecasting so they can prepare their workforce for supply chain disruptions.

On the sales side, more accurate and granular data analyses help team members target more viable leads, which improves employee performance and conversion rates.

3. More Accurate Auditing and Accounting Software

Many companies already rely on ERP software to assist with accounting, auditing, and financial document preparation.

With AI software, you can run those reports through an intelligent program that's capable of spotting common issues, from irregularities in data entry to suspicious or unusual transactions.

With a few clicks, AI can quickly analyze all the data accumulated by users and vendors alike, assessing your general degree of financial risk. Some tools are even capable of being trained with expert CPA knowledge through machine learning applications.

With this level of intelligence, finance departments can use AI in ERP to improve their forecasting accuracy, similar to the way warehouse managers leverage the software to make smarter predictions.

In accounting, AI can do more than forecast a profit and loss (P&L) statement. It can also leverage internal and external data drivers, looking for trends and correlations that support your forecasting tasks.

Examples of internal data drivers include:

- Your company's past financial performance
- Your current work backlog
- Forecasted project bookings
- Upcoming product releases
- New market opportunities

Your financial planning and analysis (FP&A) team should already keep a running tab on these forecast drivers, as they're predictable and specific to your business.

External drivers, on the other hand, are usually beyond your control. These may include:

- Fluctuating commodity prices
- Macroeconomic trends
- Supply chain impacts

4. Enhanced HR Functions

Most ERP solutions provide basic human resources (HR) functionality. With the increased analytical capabilities that AI systems provide, you can amplify these features.

AI can help HR managers keep a closer eye on employee performance so they can make better-informed decisions around compensation and rewards.

AI can also simplify and streamline recruitment and onboarding processes, using applicant data to more precisely analyze their skills and experiences.

5. Improved Customer Service

Excellent customer service hinges on robust data. Company representatives need quick access to buyer information as soon as an issue or inquiry arrives. With this information in hand, they can deliver a custom response that caters to the individual's needs.

In some cases, you can offset some of this manual labor by using a chatbot. Studies show that nearly 40% of global internet users would rather interact with a chatbot than a virtual service agent, and for good reason. Modern, AI-powered bots are more intelligent, intuitive, and capable than ever before.

"MANY COMPANIES ALREADY RELY ON ERP SOFTWARE TO ASSIST WITH ACCOUNTING, AUDITING, AND FINANCIAL DOCUMENT PREPARATION. WITH AI SOFTWARE, YOU CAN RUN THOSE REPORTS THROUGH AN INTELLIGENT PROGRAM THAT'S CAPABLE OF SPOTTING COMMON ISSUES, FROM IRREGULARITIES IN DATA ENTRY TO SUSPICIOUS OR UNUSUAL TRANSACTIONS.

Discover More About AI in ERP

If you've already implemented an ERP system, have you considered augmenting it with AI functionality? Doing so can help your team pinpoint inefficiencies, eliminate inaccuracies, and improve service levels.

If you haven't implemented an ERP platform yet, there's no better time to start exploring the role of AI in ERP. More solutions are providing these advanced features, and it's important to know what you need and don't need before beginning ERP selection.

Our team of ERP consultants can help you assess where AI can benefit your operations the most. Contact us below for a free consultation.

About Panorama Cosulting Group

Panorama Consulting Group is an independent, niche consulting firm specializing in business transformation and ERP system implementations for mid- to large-sized private- and public-sector organizations worldwide. One-hundred percent technology agnostic and independent of vendor affiliation, Panorama offers a phased, top-down strategic alignment approach and a bottom-up tactical approach, enabling each client to achieve its unique business transformation objectives by transforming its people, processes and technology. Panorama's services include ERP Selection, ERP Implementation, ERP Contract Negotiation, ERP University, Digital Strategy, Technology Assessment, Change Management, Human Capital Management, Business Process Management, M&A Integration, Turnaround Analysis, Crisis Management, Financial Restructuring, Operational Restructuring, Project Auditing & Recovery and Software Expert Witness Testimony.

FUJITSU

MODERN ERP: CONNECTING THE DOTS TO UNLOCK AUTOMATION, INTEGRATION AND INTELLIGENCE

Article By ***Raymond Russ,***
Smart Manufacturing and IIoT GTM Lead, Fujitsu Head Office

Since the turn of the decade, manufacturing – like many industries – has had to chart a new course to stay afloat in a world of constant change. This has given rise to a new generation of manufacturers, driven by a desire (and need) to be more agile, resilient and able to keep up with ever-evolving customer demands, all while leading the way to a more sustainable economy.

The right investments in core business systems can help organizations realize the above. But against this backdrop of change and the knowledge that previous migrations have consumed significant time and effort – only to deliver questionable levels of advantage – it's likely manufacturers have been reluctant to modernize their ERP environment.

However, with the right ERP system(*1), updating your core business systems sooner rather than later can be the key to help you seize opportunities, while readying your factory against the challenges facing you now – and in the future. Read on to discover how.

Modern ERP is the missing piece of the puzzle to move manufacturing forward

Digital transformation and the technologies it enables are vital to realize the transparency, product lifecycle innovation, smart and efficient production, intelligent operations and digitally integrated value chains needed to advance the likes of Industry 4.0 and ESG initiatives.

But technology alone isn't enough because its own capability hinges on timely and reliable data. Herein lies the purpose of modern ERP: the missing piece of the puzzle that brings everything together and lets data flow throughout a factory, to unlock the automation, integration and intelligence that is essential to efficiently run modern manufacturing operations.

So, rather than dwelling on the limitations of existing systems, it's better to focus on how modern solutions exploit

advances in technology. Because, while not specific to ERP, these technologies are likely to be incorporated by a modern ERP system, making it easier to navigate change and drive growth. Some of these include:

> **MODERN ERP, AS THE TOUCHING POINT OF TECHNOLOGIES, FREER OF DATA AND SINGLE SOURCE OF TRUTH, CAN BE THE KEY TO UNLOCKING GREATER RESILIENCE, AGILITY AND CAPABILITY IN YOUR ORGANIZATION.**

High capacity, high performance platforms

Modern ERP is underpinned by technology platforms that are designed to deal with far more data than older systems. This allows transaction processing and analytics to be mixed, which is key for real-time visibility. Meanwhile, handling more data feeds also means better support for IT/OT integration – and for IoT.

AI, machine learning and advanced analytics

Modern ERP systems include built-in technologies, such as AI, machine learning and advanced analytics, to transform business processes and operations with intelligent automation. Real-time processing speeds and a dramatically simplified data model can also help your people and organization to become truly data driven.

Advances in networks, sensors and data processing

Better wireless connectivity and software make it possible to embed smart sensors around the business, which stream back data in real-time. From reporting machine health and stock levels to delivery vehicle locations, this allows planning systems to work on current data, rather than data from yesterday or last month.

Edge/IoT provisioning, orchestration and management

From deployment, to keeping their software up to date and watching out for irregularities that might indicate a fault or malicious activity, smart sensors need looking after – and this is made easy by modern ERP. Because there's so many of them, it also pays to work smarter and service them as a fleet, rather than as individuals.

Open, secure and API-based integration

Manufacturing is always evolving. So, in the future, you may need to add anything from an AI-based quality control system to a sustainability dashboard that analyzes data gathered from sensors. Modern ERP systems are built as adaptable platforms, with secure, standardized interfaces for connecting in and out.

(*1)right ERP system
https://www.sap.com/uk/products/enterprise-management-erp.html

Start your journey to smarter, more sustainable manufacturing with Fujitsu & SAP

If the past few years have taught us anything, it's to expect anything and be prepared for everything – and nowhere is this truer than in manufacturing. Modern ERP, as the touching point of technologies, freer of data and single source of truth, can be the key to unlocking greater resilience, agility and capability in your organization.

But this isn't always a given, and success can rest on the right implementation partner. Fortunately, Fujitsu is exactly that, with the deep and broad expertise and skills – and people-centric approach to business – that's required to help you take full advantage of your investment in SAP's industry-leading ERP.

Ray is Head of Smart Factory solutions for Fujitsu Americas. Ray has been instrumental in creating many solutions for manufacturers that blend a deep and broad knowledge of manufacturing, with evolving software technologies. Ray is an established thought leader for Industry 4.0 and Digital Smart Factories, an active contributor to industry standards with Global Manufacturers, in the areas of the Connected Factory Initiative (CFX), Industrial IoT and the digital factory platform. By working with partners, customers, business development teams, production facilities and engineering groups Mr. Russ is equally familiar with the practical implications of adopting new I4.0 technologies like Artificial Intelligence, AR/VR, visualization and advanced microelectronics, as he is with developing strategic roadmaps for their implementation.

About Fujitsu

Fujitsu is the leading Japanese information and communication technology (ICT) company offering a full range of technology products, solutions and services. Approximately 126,000 Fujitsu people support customers in more than 100 countries. We use our experience and the power of ICT to shape the future of society with our customers. Fujitsu Limited (TSE:6702) reported consolidated revenues of 3.6 trillion yen (US$34 billion) for the fiscal year ended March 31, 2021. For more information, please see www.fujitsu.com.

IS YOUR FACTORY INTELLIGENT ENOUGH TO WITHSTAND THE NEXT BUSINESS CRISIS?

*Article By **Susan Galer,***
Brand Contributor, SAP

Mass-produced personalized products sound like an oxymoron. Not so according to manufacturing industry experts who say that companies need the intelligence that allows factories to turn on a dime so they can meet whiplash-fast customer demand signals in a market rocked by anything from extreme weather to geopolitical conflicts.

"Manufacturers can no longer create one product for one set of customers," said Mike Lackey, global vice president of Solution Management for Digital Manufacturing at SAP. "They have to be agile enough to deliver mass-produced and individualized products at scale. The intelligent factory delivers on highly changeable customer expectations by connecting business data directly with the shop floor for agility based on unexpected events as they arise. Leading manufacturers are digitally transforming to infuse intelligence into every aspect of the business and the factory while controlling costs and quality for a stronger future."

> **"AUTOMATING PROCESSES ON THE FACTORY FLOOR WAS JUST THE FIRST STEP IN MODERN MANUFACTURING. THE NEXT STEP IS GAINING INTELLIGENCE BY CONNECTING DATA FROM BUSINESS SYSTEMS LIKE FINANCE AND PLANNING AND DEMAND TO FACTORIES, WAREHOUSE DISTRIBUTION, AND LOGISTICS PROVIDERS.**

Connected Data across Ecosystems Boosts Business Agility

Automating processes on the factory floor was just the first step in modern manufacturing. The next step is gaining intelligence by connecting data from business systems like finance and planning and demand to factories, warehouse distribution, and logistics providers. Information needs to flow securely between customers, suppliers, and other partners. IDC analysts said that due to increased competition for wallet share, 65% of G2000 original equipment manufacturers (OEMs) will integrate customer insights with service work orders to better personalize engagements, increasing satisfaction by 15% by 2025. By next year, IDC analysts expected 30% of manufacturers will share applications with industry ecosystem partners to improve visibility and operational efficiency and ensure safety, security, and quality.

"Intelligence means that you can't look at a single factor or a single factory," said Lackey. "The intelligent factory links together your entire global operation as one entity to become the Intelligent Enterprise. As a manufacturer, your intelligent factory drives your intelligent supply chain that's able to adapt quickly moving production lines between facilities when disruptions happen, sourcing alternate materials if supply chains are disrupted, or even switching out production for completely new products should consumer demand suddenly spike."

Bringing Intelligence Supply Chain-Wide

Technology advances are making yesterday's impossibilities everyday realities. By next year, IDC analysts expected 50% of all supply chain forecasts will be automated using artificial intelligence (AI), improving accuracy by five percentage points. By 2025, IDC researchers predicted 30% of G2000 manufacturers will embed connected technologies to increase product reliability using operational insights that ensure uptime and support an optimized maintenance supply chain.

"The intelligent factory is self-correcting and self-learning," said Lackey. "For example, machine learning builds intelligence into your processes for more robust and continuous improvements in quality control. When you combine business information like market demand drivers, cost structures, inventory, suppliers, and delivery dates with shop floor data, you have the intelligence to reduce inefficiencies and focus on benefits for the greatest competitive advantage. This is how our customers are digitally transforming using SAP Digital Manufacturing Cloud."

> **WITH GREATER INTELLIGENCE FROM DIGITAL INNOVATIONS LIKE AI, MACHINE LEARNING, AND THE INTERNET OF THINGS (IOT), MANUFACTURERS ARE USING PREVIOUSLY UNUSED DATA TO ADAPT OPERATIONS AND CROSS INDUSTRY BOUNDARIES FOR EXPANDED BUSINESS OPPORTUNITIES.**

Technology Advances Energize Business Transformation

With greater intelligence from digital innovations like AI, machine learning, and the Internet of Things (IoT), manufacturers are using previously unused data to adapt operations and cross industry boundaries for expanded business opportunities. Gartner analysts predicted that by 2025, 65% of global manufacturers will invest in edge AI as a part of their IoT-enabled hyper-automation strategy, up from less than 10% today. In just a few years, IDC analysts expected 40% of G2000 organizations will use AI, data governance, and a transformed organization to develop a resilient and distributed operational decision-making framework that drives 25% faster change execution. Products-as-a-service is among the biggest market growth areas. IDC analysts predicted that by 2026, 30% of software development teams will focus on turning traditional products into outcomes-as-a-service.

"The intelligent factory supports new cloud-based services models as they emerge from board-level strategies," said Lackey. "Intelligence from connected data across factory operations and the business is crucial to deliver on the contract for usage-based services where the manufacturer owns the product throughout its entire life cycle."

Delivering products against the plan is all well and good, but we live in a world of disruptions. It could be floods and wildfire shutdowns impacting the flow of materials, spiking consumer demands after an influencer's social media post goes viral, or ongoing pandemic lockdowns anywhere in the world. In this kind of market, manufacturers have discovered that factory automation alone won't build business resilience. As lot sizes decrease and customer expectations rise, Industry 4.0 initiatives are making factories more intelligent for agile business that builds customer loyalty.

Susan Galer is the Communications Director of SAP Global Communications.

About SAP

As a market leader in enterprise software, SAP turns businesses into intelligent, sustainable enterprises. Our applications and services enable business and public customers across 25 industries globally to operate profitably and adapt continuously. With a global network of customers, partners, and employees, SAP helps the world run better and improve people's lives. For more information, visit www.sap.com.

AUDITORIA.AI REVOLUTIONIZES RESPONSE TIME FOR ACCOUNTS PAYABLE AND RECEIVABLE WITH AP AND AR HELPDESK

Automated Responses Speed-Up Response Time, Improve Vendor and Customer Satisfaction, and Scale With Automation

AUDITORIA.AI, the leader in natural language and AI technologies for corporate finance automation, announced the availability of both the AP Helpdesk and AR Helpdesk, AI-enabled SmartBots that automate redundant and manual monitoring and management of shared AP and AR email inboxes. The data gathered from the automated customer and vendor interactions is captured with reporting that allows analysis and insights, better decision-making, and greater cash position visibility.

"While helpdesks staffed by support or customer service agents have been around for decades, they suffer from problems around poor response times, and inaccurate or incomplete responses which ultimately lead to dissatisfied customers and adverse impact to revenue. With the advent of artificial intelligence and natural language processing technologies, we now enter the world of intelligent, autonomous AP and AR helpdesks," said Rohit Gupta, CEO and co-founder, Auditoria.AI. "Auditoria is proud to deliver the industry's first set of purpose-built, finance-aware autonomous software 'SmartBots.' These SmartBots are fully trained in business and accounting language to manage AP and AR helpdesks, providing real-time responses to customers and vendors, handling payment transactions and disputes, thereby improving overall customer service and financial health."

Auditoria SmartBots are deployed to connect with systems of record and shared accounts payable (AP) and accounts receivable (AR) inboxes to monitor and respond conversationally to inquiries and requests, such as copies of invoices, approval status, payments, and more, in real-time. Available 24/7, SmartBots process and act on email content, understanding finance-specific intent to respond to authorized customers and vendors securely, and protect sensitive payment and accounting information. Auditoria SmartBots integrate with SmartVendor and SmartCustomer SmartFlow Skills to offer full-featured inquiry response and fulfillment for requests coming into the shared AP and AR inboxes.

Benefits include:

- ***Mailbox Organization:*** SmartBots review and tag emails in the AP and AR inboxes, categorizing and labeling to organize them by type and call to action, reducing clutter and streamlining responses and next steps for the AP and AR teams.
- ***Omni-Directional Communication:*** SmartBots acknowledge receipt of a dispute, identify vacation responders, recognize invalid emails, detect spam, and respond conversationally with appropriate information or documentation as requested. SmartBots set alerts for the AP and AR teams to address escalated situations on a case-by-case basis, recovering hundreds of hours previously spent by team members sifting through emails and responding to routine questions and requests.
- ***Prioritized Worklist:*** SmartBots streamline inbox reviews with a daily worklist of strategic recommendations and prioritized actions based on incoming and outgoing correspondence. Curated by the SmartBots, the worklist is dynamically updated to maximize efforts and outreach to optimize response times, escalate issues, and increase optimal customer and vendor service.
- ***Lightning Response Speed:*** SmartBots respond in real-time to inbox requests, reviewing hundreds, even thousands of emails to help organizations meet Service Level Agreements (SLAs) quickly and efficiently. SmartBots are available 24 hours a day, seven days a week, providing customers and vendors with timely follow-up to improve serviceability.

Auditoria.AI increases finance teams' speed, accuracy, and efficiency using intelligent SmartBots to automate manual and time-consuming Accounts Payable and Receivable processes while deriving greater cash position visibility. Purpose-built for finance, with advanced next-gen technology, such as artificial intelligence, machine learning, and natural language processing and understanding, Auditoria SmartBots integrate with systems of record and email boxes to act as a system of engagement to streamline collections, add controls to procurement spend, optimize vendor management, and handle helpdesk inquiries using automation. Auditoria integrates with industry-leading ERP and Financial applications, including Bill.com, Conga, Coupa, Salesforce, Microsoft Dynamics 365, Oracle ERP Cloud, Oracle NetSuite, Sage Intacct, SAP, Workday, collaboration tools such as Microsoft 365 and Google Workspace, and RPA platforms such as Microsoft Power Automate.

To get started with Auditoria's AP and AR Helpdesks, request a demo today: https://info.auditoria.ai/request-a-demo

DELTEK CELEBRATES ONE YEAR ANNIVERSARY OF ARCHISNAPPER ACQUISITION, HIGHLIGHTING THE A&E FIELD APP'S EXPANSION INTO NORTH AMERICA AND CONTINUOUS FEATURE DEVELOPMENT

Deltek, the leading global provider of software and solutions for project-based businesses, marked the one year anniversary of the ArchiSnapper acquisition, highlighting the progress that has been made since the acquisition was announced last year.

In August 2021, Deltek announced it acquired the easy-to-use app, purpose-built for architecture and engineering (A&E) firms, that makes fieldwork easier and faster with paperless inspections, automated field reports and simplified punch lists. Now part of Deltek's robust portfolio of A&E solutions, Deltek + ArchiSnapper helps architects focus on what matters most - eliminating tedious busywork to save time and generate professional field reports.

In an interview with Deltek, ArchiSnapper co-founder and Senior Director of Product Marketing at Deltek, Jeroen De Paepe, discussed the benefits customers are experiencing as a result of the team having access to more in-house resources. "Since ArchiSnapper joined Deltek, we've benefitted from the organization's resources, talent and experience. As a result, we've established a good development and support team - which is crucial for delivering a high-quality product that meets our customers' needs and keeps up with the industry. It's an even better product now than it was one year ago."

By combining forces, Deltek + ArchiSnapper delivers the A&E industry a more robust field application. In turn, this has resulted in significant growth, which is due to a combination of new product features and integrations, more users at firms adopting the technology and expansion into new regions. In the last year, Deltek + ArchiSnapper has increased annual recurring revenue around the globe by 30%, much of that coming from license expansions for additional users at architecture and engineering firms. Prior to the acquisition, ArchiSnapper did not have a significant presence in North America; that region alone has had a nearly 90% increase in free trials offered through the Deltek + ArchiSnapper website.

Alex Hill, Managing Director and Owner of Whitecode Consulting said in an interview after their selection of Deltek Vantagepoint and Deltek + ArchiSnapper, "Deltek is perfectly suited for the AEC industry and the way our business operates. Vantagepoint and ArchiSnapper are a great fit for our business and will help bring greater profitability, growth and a better managed service for our clients."

Learn more about Deltek + ArchiSnapper here and sign up for a free trial.

About Deltek

Better software means better projects. Deltek is the leading global provider of enterprise software and information solutions for project-based businesses. More than 30,000 organizations and millions of users in over 80 countries around the world rely on Deltek for superior levels of project intelligence, management, and collaboration. Our industry-focused expertise powers project success by helping firms achieve performance that maximizes productivity and revenue. www.deltek.com

SAP DELIVERS NEW INNOVATIONS TO BUILD FUTURE-READY, SUSTAINABLE WORKFORCES

SAP announced new advancements to the foundation of the SAP SuccessFactors Human Experience Management (HXM) Suite to create a powerful way for organizations to execute an integrated talent development strategy and create a future-ready workforce.

Advancements to SAP SuccessFactors Human Experience Management Suite Transform Talent Development for the Future of Work

Organizations thrive when their people are engaged in their careers, properly skilled, aligned to the right opportunities and have a sense of belonging. However, many organizations struggle to gain a holistic view of the skills that exist within their workforce or the ambitions of their people. The latest advancements to the SAP SuccessFactors HXM Suite bring together data, machine learning and artificial intelligence (AI) to provide organizations with a better understanding of the capabilities within their workforce and actionable talent intelligence to align their people with the needs of the organization.

The following advancements will be available in the second half of 2022:

- ***Skills ontology*** uses machine learning and automation to continuously identify an employee's skills based on their role, responsibilities, experiences and accomplishments, providing a holistic view of an organization's skills on a global scale.
- ***Growth portfolio*** is a dynamic library of employee attributes, including skills, strengths, workstyles, passions and aspirations – bringing the whole self model to life.
- ***Dynamic teams*** is a new capability that enables organizations to create, track, measure and optimize the outcomes of teams that exist beyond traditional hierarchies. Organizations that use the SAP SuccessFactors Performance & Goals solution can add objective key results (OKRs) to dynamic teams to track progress and measure success. Additionally, employees and dynamic teams are matched based on what people know, not who they know, using machine learning and AI within the SAP SuccessFactors Opportunity Marketplace solution to make personal growth more equitable.

Together with SAP SuccessFactors Opportunity Marketplace, these innovations deliver the intelligence and adaptability needed to help build workforces that are more skilled, agile and equitable. Growth portfolio and skills ontology provide talent intelligence to individualize recommendations within SAP SuccessFactors Opportunity Marketplace that are reflective of each person's whole self, not just their skills. The introduction of dynamic teams cuts across traditional structures to support work based on skills rather than job descriptions – helping organizations build diverse teams that can drive better outcomes while accelerating career growth and personal development through hands-on experiences.

"Building on our heritage in talent management, we are reimagining how organizations manage and develop their people to meet the emerging demands of the future of work," said Meg Bear, president and chief product officer, SAP SuccessFactors. "When people have the opportunity to work on what they're passionate about, they are more engaged, perform at a higher level and push the organization to deliver outsized business results."

"SAP has created a system for managing the organization of the future, today," said Josh Bersin, global industry analyst. "The new architecture and capabilities in SAP SuccessFactors represent a quantum leap forward in delivering what organizations need to manage, grow and enable their people and teams."

Integrating the talent intelligence and growth acceleration delivered by these new innovations with the critical HR applications of the SAP SuccessFactors HXM Suite provides a complete talent development system – purpose-built for organizations to help create future-ready, sustainable workforces.

Improve Belonging With Chosen Names and Personal Pronouns

For talent development to be sustainable and impactful, organizations need to foster a sense of belonging. Empowering people to bring their whole selves to work starts with identity. SAP SuccessFactors users can now indicate their chosen name and personal pronouns on their public profile – enabling them to own how they show up and be recognized as their true selves at work.

Chosen names and personal pronouns will be generally available for all SAP SuccessFactors customers in the fourth quarter of 2022. Skills ontology, growth portfolio and dynamic teams will be available as early adopter in the fourth quarter of 2022.

NTT DATA ANNOUNCES INTENT TO ACQUIRE APISERO TO ENHANCE MULESOFT DATA INTEGRATION CAPABILITIES

Acquisition continues NTT DATA's focus on building a sustainable digital talent ecosystem

NTT DATA, a digital business and IT services leader, today announced it has signed a definitive agreement to acquire Apisero, a leading global MuleSoft consulting firm. The acquisition supports NTT DATA's strategy to be the preferred digital innovation partner in the market providing clients end-to-end cloud and data and engineering capabilities. and adds approximately 2,100 global resources.

"Apisero's leading expertise with MuleSoft, along with its wider Salesforce ecosystem capabilities, helps us expand modern data and cloud integration expertise as we enable impactful digital transformation for our clients," ***said Wayne Busch, Group President, Consulting and Digital Transformation, NTT DATA Services.*** "We continue to scale our digital transformation business. With other recent investments including Nexient, Vectorform, Postlight and now Apisero, we can offer our clients full end-to-end capabilities to help them achieve their business goals."

"Since inception, Apisero has been deeply rooted in its commitment to the success of our clients, independent software vendors, partners, and employees," ***said Vijay Rao, CEO, Apisero.*** "Combining this commitment with NTT DATA's global platform provides an incredible opportunity to drive enhanced capability and digital transformation to a broader portfolio of enterprise clients. We are excited to join NTT DATA and look forward to this new phase of our growth journey."

Apisero will bring over 1,500 certified MuleSoft consultants and 500 Salesforce consultants to NTT DATA's digital transformation services team. In addition, Apisero provides full lifecycle support for MuleSoft including API and application design to implementation, management and support to help organizations overcome the challenges associated with unlocking siloed data, merging disparate data, and merging fragmented business applications.

"In today's digital economy, our customers expect seamless digitalization at scale for their businesses across the globe," ***said Brent Hayward, CEO, MuleSoft.*** "Aligning Apisero's niched expertise with NTT DATA's global footprint will deliver increased product adoption and client success for MuleSoft and the broader Salesforce ecosystem."

Apisero clients and employees will benefit from access to NTT DATA's powerhouse of innovation resources and broader digital transformation capabilities including a $3.6 billion average annual R&D investment. NTT DATA recently announced the launch of 6 innovation centers across the globe to focus on bringing advanced technologies to clients with an Innovation Studio co-located in Plano, TX.

NTT DATA is a Groundbreaker Sponsor at Dreamforce 2022, Salesforce's 20th anniversary of this premier event bringing together the entire Salesforce community. Visit us at Booth 1304 or https://us.nttdata.com/en/events/2022/september/dreamforce-2022 for more information.

Pillsbury Winthrop Shaw Pittman LLP served as the legal counsel to NTT DATA, and Guggenheim Securities, LLC served as the exclusive financial advisor to Apisero in connection with this transaction. The transaction is subject to customary closing conditions, including regulatory approval and is expected to close within the next 30 days.

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.

SALESFORCE ANNOUNCES GENIE – A NEW DATA PLATFORM POWERING THE WORLD'S FIRST REAL-TIME CRM

Salesforce, the global leader in CRM, today unveiled Salesforce Genie, a hyperscale real-time data platform that powers the entire Salesforce Customer 360 platform. With Genie, every company can turn data into customer magic, delivering seamless, highly personalized experiences across sales, service, marketing, and commerce that continuously adapt to changing customer information and needs in real time.

Today, 71% of customers expect every interaction with a business to be personalized. However, data remains siloed and duplicative across most companies. Companies on average have 976 separate applications to run their business — that's potentially 976 versions of a single customer, leading to disconnected digital experiences. Responding to customer needs in real time is more critical than ever, but is becoming more challenging as the amount of data created, captured, replicated, and consumed each year is expected to more than double by 2026. Companies must seamlessly connect digital and real-world customer interactions in order to provide the most relevant, personalized, and compelling experiences, in every moment.

A sales rep can no longer rely on in-person communication to close a large deal — reps need real-time insights about every customer, based on real-time and historical data, to act on the most relevant information in the moment, every time. A service agent runs the risk of losing a valuable customer if they lack a complete, real-time view across every touchpoint — every agent needs a source of real-time customer truth. With real-time patient data, healthcare providers can deliver proactive guidance and care recommendations.

Salesforce Genie: Unify data to build a real-time customer graph and single source of truth

As the heart of real-time Customer 360, Salesforce Genie ingests and stores real-time data streams at massive scale and combines it with Salesforce transactional data. Genie includes built-in connectors that bring in data from every channel (mobile, web, APIs), legacy data through MuleSoft, and historical data from proprietary data lakes.

Genie transforms and harmonizes the data into a real-time customer graph – a unified customer profile record. Because Genie is built using the Salesforce metadata model, everything in the customer graph is visible and actionable across the entire Customer 360, every industry solution, AppExchange, and customer apps.

With Genie, Einstein AI and Flow automation services can harness the power of hyperscale real-time data to enable more dynamic and responsive actions and engagement. Einstein, which generates over 175 billion predictions every day, can now deliver personalization and predictions based on real-time data. Flow automation, which saves customers over 100 billion hours every month, can now use real-time data to trigger actions automatically.

And Genie runs on Hyperforce, Salesforce's public cloud infrastructure. Hyperforce provides data residency, security, privacy, and regulatory compliance controls, with built-in data ethics features that govern data and increase consumer trust.

Partnerships expand the power of Genie with data, AI, and advertising innovation:

- ***Secure real-time and open data sharing between*** Salesforce and Snowflake allows Genie to directly access data stored in Snowflake, and vice-versa, enabling a real-time customer 360 view across the two platforms without moving or duplicating data.
- ***'Bring your own AI' with Amazon SageMaker*** enables organizations and their data scientists to use SageMaker, Amazon's cloud machine learning platform, directly with Einstein, Salesforce's AI technology, to build new AI models tailored to the unique needs of their business, and use them in real time across the Customer 360.
- ***First-party advertising with partners such as Amazon Ads or Meta*** enable new privacy-safe integrations for advertising activation and aggregated insights — powered by unified first-party data from Salesforce CDP — for more personalized and efficient marketing at scale.
- ***New AppExchange*** Genie Collection features 18 Genie partners with apps and experts that help companies automate relevant advertising, enrich customer profiles, and extend the power of real-time data with Salesforce.

Customer 360: The world's first real-time CRM

Now, Genie makes every Customer 360 cloud and industry solution automated, intelligent, and real time. The full list of new Genie innovations, including strategic partnerships, can be found here.

- With ***Sales Cloud Genie***, every sales rep can receive real-time guidance from Einstein during customer video and voice calls. This enables reps to adapt to the conversation, and automatically receive real-time recommendations to offer customers.
- With ***Service Cloud Genie***, every service rep from the contact center to the field can provide proactive service with real-time alerts, and enable reps to intervene, engage the customer, and resolve issues.
- With ***Marketing Cloud Genie***, every marketer can deliver personalized messages across channels that adapt to customer activity across various brand properties in real time.
- With ***Commerce Cloud Genie***, every retailer can build tailored shopper experiences that adapt to real-time customer actions, including abandoned shopping carts or actions taken on a website or mobile app.
- Across any industry, companies can leverage a ***unified profile and real-time data*** to deliver more personalized experiences. For example, in healthcare, where milliseconds matter most, real-time data from Salesforce Genie informs unified patient health scores that healthcare providers use to tailor patient care.
- With ***Tableau Genie***, every business can monitor KPIs in real time to inform action across the business, including real-time purchase data for sales, real-time case spikes for service, and real-time web traffic for marketing.
- With ***MuleSoft Genie***, every business can unlock real-time data across any modern or legacy system.
- With ***Slack Genie***, an IT leader can immediately increase efficiency by enabling teams to automatically view real-time data from any channel with intelligent workflows.

Ford, L'Oreal, Formula 1®, and PGA TOUR Superstore deliver customer magic

- "Being a customer-first company means creating experiences that are more simple, convenient, and rewarding so that we are consistently earning our customers' loyalty. Our customer relationships are intricate, so we needed a partner that could transform how we provide seamless and personalized experiences across every touchpoint — sales, service, marketing, commerce, and IT," said ***Suzy Deering, Global Chief Marketing Officer for Ford***. "Salesforce Marketing Cloud and CDP provides the single source of truth we need to connect the customer experience across every step in the journey shopping — through purchase, accessories, onboarding, and maintenance."
- "We have made the conscious decision to become the leader in BeautyTech, to provide unmet levels of personalization and real-time consumer experiences," said ***Barbara Lavernos, Deputy CEO in charge of Research, Innovation and Technology at L'Oréal***. "Thanks to Salesforce Marketing Cloud, Personalization Commerce Cloud, and Service Cloud, the whole path of our consumers can be more interconnected, enabling us to connect easily with them at every point of their shopper journey via their preferred on-line and off-line channels, including web, mobile, and in-store," said ***Asmita Dubey, Chief Digital & Marketing Officer at L'Oréal.***
- "Formula 1® has seen explosive growth over recent years, and our growing fan base of 500 million global fans and a global TV audience of 1.5 billion is at the heart of everything we do. We partnered with Salesforce to get a full view of our fanbase, increase and deepen the intensity of fan engagement, and attract new fans," said ***Marek Borowik, Global Head of Fan Engagement at F1®.*** "Salesforce will enable us to understand how our data integrates across every channel — both physical and nonphysical, and across the globe. We knew Salesforce would be the perfect addition to understanding our growing fanbase using AI and automation to deliver scalable, hyper-personalized, and real-time experiences. We can now move away from our siloed set of solutions to have a seamless platform to store and maintain our fan data."
- "As the game of golf has increased in popularity the past few years, we knew we needed to quickly elevate our digital presence and deliver personalized, relevant experiences to a new diverse audience across every channel," ***said Jill Thomas, CMO at PGA TOUR Superstore.*** "With Salesforce, we're much more in control of our messaging and are able to deliver the right message, to the right person, at the right time. This allows us to be truly customer-driven and meet people where they are in their journey with the game."

About Salesforce

Salesforce, the global CRM leader, empowers companies of every size and industry to digitally transform and create a 360° view of their customers. For more information about Salesforce (NYSE: CRM), visit: www.salesforce.com.

CLEANTECH COMPANY HITACHI ZOSEN INOVA SELECTS IFS CLOUD TO SUPPORT GLOBAL TRANSFORMATION PROJECT

IFS solution will provide Hitachi Zosen Inova with full support for construction, operation & maintenance of sustainable energy plants

IFS, the global cloud enterprise software company, announced that global cleantech company Hitachi Zosen Inova has selected IFS Cloud to support its mission-critical enterprise resource planning (ERP) processes.

Hitachi Zosen Inova operates in energy from waste and renewable gas. The company has their roots in Switzerland, where it was established in 1933. Since 2010 it has been part of the Hitachi Zosen Corporation, one of Japan's largest industrial and engineering firms, and now has 1700 employees.

Sustainability is at the heart of Hitachi Zosen Inova's operations – the company helps their clients recover useful materials contained in waste and dispose of non-recyclable waste hygienically and safely, generating renewable energy to reduce the use of raw materials and fossil fuels through state-of-the-art technologies that support modern and holistic waste management.

Hitachi Zosen Inova develops projects with their clients and draws on its experience as a general engineering, procurement and construction contractor to build and deliver complex turnkey plants and system solutions for thermal and biological energy-from-waste recovery, gas upgrading and power to gas. The company also offers comprehensive after-sales services for operators of existing plants and are expanding their business model to offer operation and maintenance of the plants they build.

To support their global transformation goals, Hitachi Zosen Inova selected IFS Cloud. A lack of transparency and visibility as well as inefficient and non-coherent work and reporting processes across the group didn't support the company's growth strategy and goal of becoming a key player in the global energy market. Hitachi Zosen Inova needed a project-centric ERP solution to replace their complex and fragmented system landscape (SAP and many small applications with different interfaces) and support the full project lifecycle of their operations, including bidding, design, procurement, finance, engineering, construction, services, manufacturing and logistics elements.

IFS Cloud will provide Hitachi Zosen Inova with a modern cloud-based platform, which will accelerate the company's transformation and digitalization. With IFS' cloud technology, Hitachi Zosen Inova will have complete end-to-end visibility and control. IFS' extensive project management capabilities will support Hitachi Zosen Inova in realising their expansion strategy – entering new markets, expanding service offerings across operations and maintenance, and retrofitting projects that deliver complete customers satisfaction on time and on budget.

Finally, IFS Cloud's unique industry functionality will enable Hitachi Zosen Inova to excel across all areas of the business, remove operational silos and connect teams to deliver best practice – all through the innovative user interface IFS Aurena. The IFS Cloud implementation will be supported by Arcwide and will be rolled out across 13 countries.

"We selected IFS Cloud to harmonize our global business operations, an important step in supporting our vision to be a key player in the global energy market. Having a single view of our data across the entire business enables us to get better operational visibility and thereby optimize our processes and support our growth strategy, as we can deliver more projects more efficiently", says Gilles Burckel, Director Business Unit Controlling EfW at Hitachi Zosen Inova.

"We are delighted that Hitachi Zosen Inova has selected IFS Cloud for its OneERP Transformation Strategy. As a global organization it's imperative that Hitachi Zosen Inova can simplify and streamline their operational processes to improve efficiency, project delivery and profitability. IFS understands the increasing demand for sustainable power sources and services and supports Hitachi Zosen Inova's journey. We are happy to welcome Hitachi Zosen Inova into our hero customer program – which will see us working together to make the improbable possible", says Vincent Carvalho, COO Northern and Central Europe at IFS.

About IFS

IFS develops and delivers cloud enterprise software for companies around the world who manufacture and distribute goods, build, and maintain assets, and manage service-focused operations. Within our single platform, our industry specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers—at the Moment of Service™. The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 5,000 employees every day live our values of agility, trustworthiness, and collaboration in how we support our 10,000+ customers. Learn more about how our enterprise software solutions can help your business today at ifs.com.

About Hitachi Zosen Inova

Hitachi Zosen Inova (HZI) is a global cleantech company operating in energy from waste (EfW) and renewable gas. We develop projects with our clients and then draw on our experience as an engineering, procurement and construction contractor to deliver complex turnkey plants and system solutions. We also offer comprehensive, expert and reliable after-sales services for operators of existing plants. The proximity to our clients is important to us. That is why you will find us not only in Zurich, but wherever you need us. https://www.hz-inova.com/

COFLEX, LEADING PLUMBING MANUFACTURING COMPANY IN MEXICO, SELECTS INFOR WMS TO BOOST COMPETITIVENESS

Coflex goal is to improve inventory control

Infor®, the industry cloud company, announced that Coflex, a leading plumbing manufacturer in Mexico, has selected Infor WMS warehouse management system to enhance inventory control, optimize resources, elevate service, process Information in real time, improve decision making and boost productivity.

The solution was sold and implemented by Cerca Technology, a key Infor partner in Latin America, now strengthening its presence in Mexico.

"We are focusing on the excellence of our productivity and operational processes. Implementing Infor WMS will be a technological improvement that will enable us to get more benefits for our customers while aligning our processes with organizational goals," states Pedro Gonzalez, Coflex operations director.

Three main project characteristics are:

- Increase inventory accuracy, improve reference and location, and obtain comprehensive product tracking.
- Improve worker productivity with better practices to maximize warehouse space, manage logistical operations, and support company growth.
- Elevate customer service by shortening delivery time, increasing delivery accuracy, allowing visibility in real time, and filling customer new needs.

"The deep experience of the team formed by Coflex and Cerca Technology, combined with Infor WMS functionalities, will enable us to reach goals set for the growth of our company," states Luis Diaz, sales manager Cerca Technology in Mexico.

"Optimizing warehouse efficiency and its capacity as well as setting better practices to enhance performance are crucial for companies such as Coflex. Infor WMS is the tool necessary to redefine operations and obtain needed productivity and efficiency," concludes Adriana Gutierrez, Infor Latam channel director.

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.

About Coflex

Coflex is a leading Mexican company that designs, manufactures and sells products for the plumbing industry. Founded more than 30 years ago, it now exports to more than 20 countries in America. Coflex has one of the most modern plants in the world. Constant innovations have been implemented in its manufacturing processes. Quality and technology systems make it a world-class company. Visit https://www.coflex.com.mx/en_MX/

LEADING AUTOMOTIVE MANUFACTURER DRB-HICOM CHOOSES PROPHIX SOFTWARE FOR GLOBAL FINANCIAL CONSOLIDATION

Malaysian Multi-sector Conglomerate to Benefit from the Digital Transformation of Finance

Prophix Software, a global leader in Corporate Performance Management (CPM) software, announced that DRB-HICOM, one of Malaysia's largest and most diverse conglomerates, will implement Prophix for global financial consolidation and reporting. Prophix's consolidation solution will enable DRB-HICOM to provide a single and trusted view of financial data more quickly for the company and its more than 80 global subsidiaries, representing 46,000 employees worldwide.

"Financial consolidation and close for multinational organizations like DRB-HICOM is a significantly time-intensive process," said Alok Ajmera, President and CEO of Prophix Software. "By automating its consolidation and reporting through Prophix, they will benefit from enhanced agility and accuracy, with better-connected finance teams serving the company's multiple vertical markets and varied business operations around the world. We're honored DRB-HICOM has entrusted us with this key part of its financial planning, reporting, analysis and consolidation process."

DRB-HICOM selected the Prophix solution to realize the following benefits:

Reduced processing delays: Easy, web-based data entry with real-time validation improves the integrity of DRB-HICOM's data and prevents processing delays that can result from human error.

Eliminated redundancies: Fast, delay-free online submission functionality allows subsidiary companies to submit data directly from working files or spreadsheets, eliminating the need to rekey monthly, quarterly and yearly reporting.

Improved accuracy and speed in reporting: DRB-HICOM can leverage Prophix's automation capabilities to calculate non-controlling interest, translate financial results of foreign entities in multiple currencies, calculate results-sharing from associates or joint ventures and more. By avoiding complicated manual calculations in spreadsheets, this automation helps to avoid errors and increase speed in their global financial reporting.

About DRB-HICOM Berhad

DRB-HICOM Berhad is one of Malaysia's leading conglomerates with core businesses in the Automotive, Aerospace & Defence, Banking, Postal, Services, and Property sectors. With 82 active companies in its stable and more than 46,000 employees group-wide, DRB-HICOM's aim is to continue adding value and propelling the nation's development. In the Automotive sector, DRB-HICOM is involved in the manufacturing, assembly and distribution of passenger and commercial vehicles, including the national motorcycle. In Aerospace and Defence, DRB-HICOM is involved through its subsidiaries CTRM and DEFTECH, while it is represented.
in the postal segment through its subsidiaries Pos Malaysia, and banking through Bank Muamalat. In the Services segment, DRB-HICOM is involved in various businesses, including concession, education, aviation and logistics and investment holdings whereas in Property, DRB-HICOM is involved in the development of industrial properties.

ERPNEWS