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ERP AUTOMATION
Benefits and Trends

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Pinar SENGUL

EDITOR'S NOTE

Today's digital economy requires automation and business intelligence capabilities to be able to gain a competitive edge in the market and these requirements continue to increase and vary as technology advances. So does cloud computing and automation software...

In this issue of ERPNews Magazine, we have discussed the trends in ERP automation and its benefits for businesses with the thought leaders of the foremost ERP vendors and the obvious outcome is that businesses should grasp the opportunity no matter what to take advantage of cloud-based ERP solutions that incorporate Artificial Intelligence, ERP Machine Learning, and ERP Automation to survive in the future.

Don't miss out the special interview with **Ed Allen, EVP & General Manager of Discrete Manufacturing Industries at Infor** in which we had the opportunity to discover his point of view about ERP automation!

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

Sincerely,

Pinar Sengul

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THE VISION OF NEXT-GENERATION ERP

*Interview with **Ed Allen,***
EVP & General Manager of Discrete Manufacturing Industries, Infor

Most ERP providers are working on AI, machine learning, and other smart features to increase the functions of their ERP software. A smarter ERP system can be created that is much more efficient and less dependent on humans for storing and segregating the data it processes by using new-age technologies.

We have discussed the latest trends in ERP automation with Ed Allen, EVP and General Manager of Discrete Manufacturing Industries at Infor and he shared his valuable insights about how businesses can benefit from ERP Automation and new-age technologies such as AI, machine learning, and IoT.

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

As the EVP and General Manager of Discrete Manufacturing Industries, I lead Infor's discrete manufacturing industries and teams, including industrial manufacturing, automotive, aerospace & defense, and high tech. I joined Infor in 2018 from IBM, where I spent several years as general manager of manufacturing industries, in North America. Before that I was at Oracle for 15 years, leading global manufacturing, automotive, aerospace & defense, and high-tech industry business units.

Initially, I started my career in the automotive industry in several operational leadership roles including, supply chain, IT, manufacturing, and operations. While spending time at Mazda and Ford launching new manufacturing operations, I also evaluated and launched packaged ERP systems at these new locations. Since that time I have been involved with ERP and more broadly enterprise systems throughout my career. At Infor, we have a deep focus on developing software and services that help drive meaningful outcomes for customers in the industries we serve. We ensure we spend the majority of our time and efforts working with our customers to identify and anticipate industry-specific functional capabilities to help them derive technical competitive differentiation in their markets. We also work with Amazon Web Services (AWS) to embed the best available and emerging technologies including machine learning and industry 4.0 capabilities. In addition, we believe we are extending Infor's competitive advantage by helping customers accelerate time to value by embedding industry best practices in the industry's most efficient, most deployable platform. In the end, Infor wins when our customers win and we are working to disrupt the industry by offering industry-specific, multi-tenant cloud software, leveraging reliable, secure, and scalable AWS cloud platform, with robust industry expert services for implementation and ongoing operation with architecture that is easy to deploy and consume.

ARTIFICIAL INTELLIGENCE (AI) HELPS USERS MAKE BETTER DECISIONS, MORE QUICKLY. AI CAN USE THE DATA FROM SENSORS TO PREDICT WHEN A MACHINE IS LIKELY TO FAIL, DISPATCHING ENGINEERS WITH A WORKLIST OF THE RIGHT PARTS TO PERFORM MAINTENANCE TASKS AND AVOIDING UNPLANNED MACHINE BREAKDOWN.

2. Automation in ERP offers the potential to improve the businesses' overall effectiveness and productivity. Could you explain the importance of using the correct platform for maximum efficacy?

First, let's define what we mean by 'Automation.' Automation is any technology that enhances human productivity – which can include physical equipment such as robotics or IT technologies such as ERP and MES.

At Infor, we focus on IT-driven automation – this includes ERP, MES, AI/ML, and intelligent analytics. For example, Machine Learning learns how Finance approves invoices and expenses or how Goods-In receives products or how Design Engineers add new items to the system - automating up to 90% of the data entry and checking associated with these tasks. This significantly improves user productivity in all transactional-heavy processes.

Similarly, Artificial intelligence (AI) helps users make better decisions, more quickly. AI can use the data from sensors to predict when a machine is likely to fail, dispatching engineers with a worklist of the right parts to perform maintenance tasks, and avoiding unplanned machine breakdown.
The right platform embeds these technologies right into the user experience as part of the ERP, so that every business process can benefit from increased automation and users have greater insights to make faster decisions.

3. What trends do you see in the adoption of automation by companies worldwide?

We find from our customers that most manufacturers have adopted some level of automation on a 'maturity curve' spanning 'pilot projects' to advanced use of automation. The majority are somewhere in the 'early adopter' phase, but we do see some very advanced uses of automation, particularly where companies are taking data from the production lines to drive new insights on product quality or driving yield and productivity improvements.

One of the challenges faced by customers is how to take advantage of AI/ML when perhaps these skills are not available in their business. Infor's approach is to define high-productivity use cases that we commonly see in manufacturers and make these available out of the box via our Infor OS platform. For example, customers who use AI to identify the line where production is drifting out of tolerance and identify the right economic time to intervene with machine maintenance. Another example is customers who use AI for pricing or to recommend additional products to sell, based on what customers have already ordered in the past.

4. What types of business insights can be gained from automation both on the shop floor and in the back office? And how can they be used?

On the shop floor, most frequent use cases involve preventative and predictive maintenance to optimize operations maintenance, maintain quality and avoid machine breakdown. For more advanced customers, this is achieved using sensor data from the equipment (vibration, pressure, temperature, etc) to recognize leading indicators for machine breakdown. Other business insights, particularly from connected equipment through MES, are the comparisons between performance at different lines in the same factory, or between factories to identify opportunities to improve overall equipment effectiveness (OEE).

However, this same sensor data can also be used for customers analyzing product quality deviations. If for example, customers observe that specific process variables (pressure, temperature, humidity) have an impact on yield, this information can be used to intervene during production – reducing quality defects and improving productivity.

In the back office, automation tends to focus on process efficiencies such as the ones I referred to earlier – auto-invoice completion, auto-field completion, etc. One customer, for example, builds its parts database by reaching out to grab specification data from supplier websites. This takes a lot of manual effort. Machine learning makes it possible to get this data automatically, saving time and improving quality with fewer mistakes.

ONE OF THE CHALLENGES FACED BY CUSTOMERS IS HOW TO TAKE ADVANTAGE OF AI/ML WHEN PERHAPS THESE SKILLS ARE NOT AVAILABLE IN THEIR BUSINESS. INFOR'S APPROACH IS TO DEFINE HIGH-PRODUCTIVITY USE CASES THAT WE COMMONLY SEE IN MANUFACTURERS AND MAKE THESE AVAILABLE OUT OF THE BOX VIA OUR INFOR OS PLATFORM.

5. Smart factories incorporate as much automation as possible. How can ERP systems help enable truly smart factories?

An ERP which is not industry-specific and does not closely support the modes of manufacturing such as single-piece flow or true repetitive manufacturing, will not provide the data framework for high-resolution information capture within that operating environment. As such, you might automate the capture of data but still not realize a digital twin whereby you can monitor and extrapolate to understand current and trending performance.

6. New and emerging technologies are impacting ERPs in many significant ways. What benefits do you think an ERP can derive from AI and machine learning?

At Infor, we are already seeing the power that comes from combining rich ERP data with AI and machine learning. If we consider five major business domains, customer, procurement, production, finance, and service we can achieve both quick wins and longer-term transformation. In the customer case, the quick wins might be better forecasting leveraging a longer and deeper history. In procurement it might be the vendor science example I gave earlier, ranking peers against each other with a wider operating context. In finance, it's enhanced automation in account payable processing, invoice approvals, and improving accuracy and speed in confirming period-end balances. The production domain goes hand in hand with the smarter factory, connecting engineering, planning, and production itself to optimize what to make with what, when, where, and how to make it ensuring customer satisfaction is prioritized but balanced with the appropriate financial and operational considerations. In the service arena, we're already deploying AI and machine learning to support service job creation, ensuring improvements in quoting accuracy and first-time fix even for environments with variable products and complex support arrangements.

7. Servitization is a trend that businesses can no longer ignore if they are aiming for long-term growth. Do businesses need software for servitization?

While companies could adopt a servitization model without technology, we believe that a modern cloud-based ERP makes it much easier to manage the evolution to a service-centric model.

A shift to servitization requires:

1. The ability to support a different commercial model. This is not to be underestimated. Pricing, selling, and margin analysis at a product level is straightforward for any ERP. However, supporting different charging structures such as 'price for uptime' or 'achievement of service level agreements' demands much more from the ERP solution.
2. Performance data about the product in use in the field – this is where IIoT becomes important (Industrial Internet of Things). A cloud platform makes it easier to capture external IoT, sensor, and context data to manage service operations effectively. Extending this with a closed loop back to engineering, production, and service ensures insights are quickly embraced and changes adopted to continuously improve customer satisfaction and profitability.

8. What Infor capabilities are available within its CloudSuite (ERP) solution? How are Infor customers automating their operations?

Infor OS is the 'Enterprise Application Platform' and is the foundational layer of all Infor ERP CloudSuites. Infor OS delivers three benefits; integration, user productivity, and automation.

- Integration through open API's on a secure cloud platform provides the essentials for data acquisition, storage, and intelligence.
- User productivity is driven by a combination of capabilities including active workflow, process intelligence to streamline business processes, and a user experience that brings in-context information to users at the point they need it to do their jobs. Productivity is also enhanced through Infor Coleman – a digital assistant that supports users in their day-to-day tasks.
- Automation is provided via Artificial Intelligence and Machine learning embedded into the ERP and Supply Chain layers.

While Infor OS is a foundational component of every CloudSuite, Infor has also made the platform available to customers still operating their ERP 'on-premises' – bringing some of these advanced capabilities to customers who have yet to fully migrate to the cloud.

> **"AS AI/ML MATURES, WE EXPECT MORE INTELLIGENT INSIGHTS TO BE PROVIDED THROUGHOUT EVERY BUSINESS PROCESS FROM SHOP FLOOR TO THE TOP FLOOR AND OUT INTO THE SUPPLY NETWORKS – BRINGING MUCH GREATER ANTICIPATION OF PROBLEM AREAS AND FASTER SPEED OF RESPONSE.**

9. With intuitive automation capabilities, how do you think tomorrow's ERP systems would evolve?

Infor is already realizing the vision of next-generation ERP by providing a composable platform in a secure, multi-tenant cloud environment to transform our customer's operations from users "feeding the beast" to capturing the data essential to run the business to one where the data is increasingly captured automatically with wider operational context to allow those same users to make better decisions faster, utilizing information that goes beyond the traditional walls of the enterprise.

As AI/ML matures, we expect more intelligent insights to be provided throughout every business process from shop floor to the top floor and out into the supply networks – bringing much greater anticipation of problem areas and faster speed of response.

10. What is your strategy as Infor to help your customers build a successful automation roadmap?

First, by leading the industry with our cloud-first, industry-specific solutions, we are able to deploy quickly with high levels of out-of-the-box capability which leads to quicker time to value in the pursuit of automation.

Secondly, our investment in Infor OS supports a composable application strategy, working with our customers to rapidly identify and adopt intelligence-driven use cases built using automation and AI/ML.

Finally, we continue to expand and grow a strong eco-system including technology and business transformation partners to continue to deliver more value and better outcomes for our customers.

Ed Allen serves as EVP & General Manager of Discrete Manufacturing Industries at Infor. Ed's team develops, sells and supports products and delivers services Infor's customers focus on industry enterprise system modernization and industry specific transformational solutions leveraging Infor's leadership in cloud and manufacturing industries. Ed's team leads specific focus in areas of industry 4.0, customer experience, finance modernization, and service transformation. Ed and his team have worked with industry leaders and leading industry partners to manage many transformational customer initiatives at global manufacturing companies, driving transformational and quantifiable performance-based outcomes.

Ed joined Infor in September 2018 after 2.5 years with IBM, where he was General Manager with operational and P&L responsibility for IBM's North American Manufacturing Industry Businesses. Prior to his tenure with IBM, Ed spent 16 years at Oracle, where he led Oracle's global manufacturing industry business units. Ed also has spent time in the manufacturing industry in global operational leadership positions in Supply Chain, IT and Manufacturing at Ford and Mazda.

About Infor

Infor is a global leader in business cloud software specialized by industry. We develop complete solutions for our focus industries. Infor's mission-critical enterprise applications and services are designed to deliver sustainable operational advantages with security and faster time to value. Over 60,000 organizations in more than 175 countries rely on Infor's 17,000 employees to help achieve their business goals. As a Koch company, our financial strength, ownership structure, and long-term view empower us to foster enduring, mutually beneficial relationships with our customers. Visit www.infor.com.

OptiProERP MANUFACTURING

HOW IT'S TRANSFORMING TODAY'S BUSINESSES AND WHAT'S IN ITS FUTURE?

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

ERP has been helping businesses automate for decades, but as technology advances, the benefits it can provide have become more significant. ERP automation has always helped to streamline processes so companies can work faster and more accurately. But modern ERP taps into other advanced features so companies can be more intelligent, agile, and competitive.

Artificial Intelligence (AI) Advancements

ERP is now enabled with AI and machine learning (ML), allowing it to work more autonomously and intelligently. Modern ERP systems gather more data and need less human monitoring to manage business processes. ERP automation can predict outcomes – such as cash flow and inventory forecasting – to help businesses with critical decision-making.

The advanced information provided by ERP automation gives companies insight that helps improve overall efficiency to save time and money. The improved planning from AI provides accurate lead times to ensure products are delivered on schedule. It also keeps inventory at optimal levels.

IoT and Machine Connectivity

Modern ERP allows businesses to connect their machines using intelligent sensors that interact through the Internet. With this technology, alerts and information about the machine's performance can be gathered. Companies can reduce machine maintenance to lower costs and keep the equipment running longer. Having equipment more readily available improves productivity. An ERP system can also power down equipment when not in use to save energy and further extend the equipment's life. The information gathered helps equipment makers understand how to improve their designs.

IoT also helps improve supply chain visibility, optimize production runs, and provide purchasing with information to increase efficiency and improve decision-making. The enhanced productivity from ERP automation frees employees to focus on more critical revenue-generating tasks rather than tedious, repetitive, or mundane activities.

Supply Chain Optimization

As mentioned, supply chain visibility becomes more advanced with modern ERP automation. It reduces inaccuracies, allows for vendor interaction, forecasts inventory and demand to know what to purchase and when, and finds the best pricing. ERP with AI reduces inaccuracies with greater insight into supply transfer schedules. Using innovative technology, procurement no longer has to manually review supplier contracts to ensure they meet stringent regulatory and compliance standards.

With ERP automation, demand is registered when orders are received. The software schedules production and staff can see what resources are needed. It generates and transmits the import and export documentation required for cross-border shipments. Modern ERP lets suppliers connect to the system to see when certain supplies are running low for automatic restocking. It also allows businesses to be more flexible in adapting to changes in the supply chain. It provides visibility during business disruption, helping you make intelligent decisions and quickly respond.

Efficient Sales and Marketing

Intelligent ERP automation helps you to personalize customer experiences. AI allows ERP to customize messages to prospects and customers based on certain factors. It can quickly sort through large amounts of data and capture what is needed to predict customer behavior. Based on that information, the ERP can send messages suited to a prospect's interest level or a customer's needs. It reduces effort and allows workers to focus on higher-value activities.

What's On the Horizon for ERP Automation?

ERP continually evolves as more companies depend on it for their business operations. Its technology advances each year, providing more functionality for users. What are the upcoming trends for ERP, and how do they affect businesses?

> **IOT ALSO HELPS IMPROVE SUPPLY CHAIN VISIBILITY, OPTIMIZE PRODUCTION RUNS, AND PROVIDE PURCHASING WITH INFORMATION TO INCREASE EFFICIENCY AND IMPROVE DECISION-MAKING. THE ENHANCED PRODUCTIVITY FROM ERP AUTOMATION FREES EMPLOYEES TO FOCUS ON MORE CRITICAL REVENUE-GENERATING TASKS RATHER THAN TEDIOUS, REPETITIVE, OR MUNDANE ACTIVITIES.**

> **SINCE ONE SIZE DOESN'T ALWAYS FIT ALL, MORE BUSINESSES ARE CONSIDERING SOLUTIONS TAILORED TO THEIR INDUSTRY. USING A SYSTEM CREATED FOR A SPECIFIC SECTOR HELPS TO REDUCE THE NEED FOR CUSTOMIZATION AND SPEEDS UP IMPLEMENTATION.**

Industry-Specific and Best of Breed Solutions Become More Prominent

Since one size doesn't always fit all, more businesses are considering solutions tailored to their industry. Using a system created for a specific sector helps to reduce the need for customization and speeds up implementation. Enterprises recognize that using an industry-specific ERP solution allows them to use their resources more wisely and integrate their processes efficiently.

Many organizations are choosing Software as a Service (SAAS) ERP to handle standard business functions and best-of-breed solutions to satisfy functionality needs in other areas. Companies want systems that allow them to pivot quickly to address an ever-changing business landscape. More businesses are recognizing the need for digitalization to keep them agile and provide insight into activity across the organization.

Increased Personalization

ERP systems have become easier to customize, and more businesses are looking for systems that can be configured to their needs. Cloud platforms are "low-code," making them less complex to program. ERP systems also offer dashboards that are easily configured to meet user needs. Many have user interfaces that include AI-interfaced chat bots that assist users. Users type in or voice their inquiries, and the bot uses information in the system to respond.

Cloud Continues to Expand

Cloud has been gaining ground for years, and that trend continues. Since the pandemic, more businesses have recognized the need for flexibility to allow employees to work from anywhere. Employees have also come to expect that capability. The new remote working norm provides for greater productivity since situations can be addressed immediately, even when someone is outside of the office. Cloud is preferred for its more straightforward deployment, reduced cost, minimal IT requirements, and ability to work with other technologies. It has also been shown to be very secure, so organizations have become less concerned about adopting a cloud system.

Two-Tier ERP

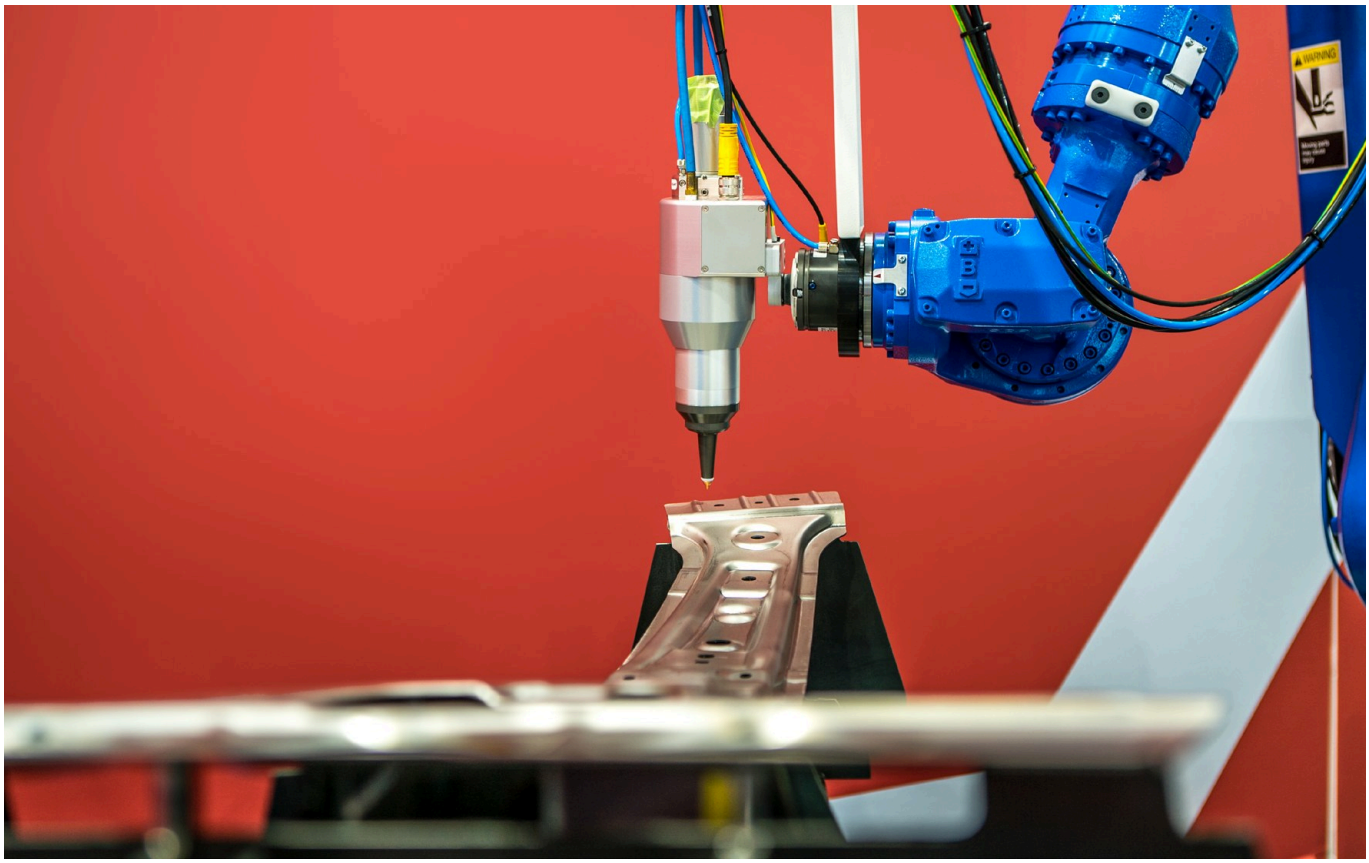
Two-tier ERP is when a corporate office uses a more robust ERP (tier one) than its other locations. This approach allows a business to let subsidiaries get a separate ERP (tier two) that better fits their requirements. Cloud ERP is often adopted at other locations to take advantage of its lower costs and updated technologies. Industry-specific solutions are chosen for subsidiaries to meet functionality requirements the central office may not have.

Increased Intelligence

As technologies advance, so does automated ERP functionality. ERP vendors are adding artificial intelligence, machine learning, and robotic process automation (RPA) to their architecture. The result is higher-quality data, better intelligence, improved forecasting, and lower costs. These technologies also help free employees to spend more time on value-added tasks, and businesses can be more strategically focused on producing revenue. It allows employees to take on new responsibilities to increase their satisfaction.

Final Thoughts

ERP automation will evolve along with new technological developments. The number of companies using ERP grows yearly, and that trend will likely continue for the foreseeable future. It will be exciting to see what new trends develop in the years to come.



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

About 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.

WHAT ARE THE FIVE BENEFITS OF ERP AUTOMATION?

"

- Improved accuracy, through the context-aware transfer of data directly from the source to target
- Improved speed with richer and higher resolution data transferred in a timely manner
- Increased user satisfaction, removing swivel chair integration and reducing low-value tasks
- Better business decisions utilizing the surfaced insights to reduce risk and improve performance
- More profit through the adoption of both transformational and incremental automation unlocking value-added services which were previously unsustainable.

"

Ed Allen,
EVP & General Manager of Discrete Manufacturing Industries at Infor

infor

AUDITORIA'S SMARTBOTS ARE THE FUTURE OF FINANCIAL SUCCESS

Product Review By ***Katie Slimov,***
Editor, ERPNews.com

Technology is advancing rapidly, rewarding the finance industry with some long-overdue upgrades.

Help desks staffed by accounting teams, those who respond to inquiries, requests, and updates, serving both accounts receivable (AR) and accounts payable (AP) customers, have been the manual standard for years. Historically these help desks were staffed by a support team, or customer service agents, leading to a relatively high margin of human error.

Between honest mistakes, heavy workloads, and limited hours of operation, human-run help desks suffer from poor response times, and inaccurate or incomplete answers. These challenges directly affect customers, leaving them dissatisfied and frustrated with the company. This frustration could negatively impact the bottom line of the business.

Introducing Auditoria's AP and AR Helpdesks

Auditoria saw this as an opportunity to use advanced technology to create a better experience for finance teams, their vendors, and their customers. Auditoria is actively delivering the industry's first set of purpose-built, finance-aware autonomous software workflows called 'SmartBots.'

Auditoria's SmartBots are fully trained in business and accounting language. They seamlessly manage both AP and AR helpdesks, provide real-time responses to customers and vendors, and handle payment transactions and disputes. The goal of Artificial Intelligence (AI) in the role of a helpdesk attendant is to improve the overall customer and vendor service experience and, in turn, the financial health of the company.

Auditoria's SmartBots connect with both systems of record and shared AP/AR inboxes to monitor and respond to inquiries and requests. SmartBots have the ability to handle tasks such as providing copies of invoices, sending confirmations, providing approval status, making payments, and more in real-time. SmartBots work 24/7 – leaving no gap in communication. Not only do SmartBots accurately and securely respond to customers and vendors, but they also track all communications and interactions, collecting data and insights for future analysis and planning.

> **BETWEEN HONEST MISTAKES, HEAVY WORKLOADS, AND LIMITED HOURS OF OPERATION, HUMAN-RUN HELP DESKS SUFFER FROM POOR RESPONSE TIMES, AND INACCURATE OR INCOMPLETE ANSWERS. THESE CHALLENGES DIRECTLY AFFECT CUSTOMERS, LEAVING THEM DISSATISFIED AND FRUSTRATED WITH THE COMPANY.**

Who Needs Auditoria?

Providing a fairly broad application for their new technology, Auditoria offers a complete range of solutions for both finance and IT teams.

With Auditoria, finance teams automate the majority of their daily busy work ensuring more accurate and detailed record keeping.

Accounts receivable will enjoy end-to-end visibility and increased customer responsiveness with Auditoria at the helm. Automation is programmed to filter and respond to emails and also streamline dunning, requests for documentation, collections, and payment-related activities. The level of tracking built into Auditoria ensures detailed record keeping.

Auditoria is also an ideal addition to accounts payable, as SmartBots will review status requests and make payments automatically. Using AI reduces errors and frees staff from more high-level activities. Additional functionality is available to extract vendor data from invoices, onboard new vendors, conduct annual tax-required account refreshes, and shorten the monthly close. Additionally, the information collected by SmartBots provides key insights into cash performance and overall financial trends.

The IT team will appreciate the software's low code / no code aspect. Auditoria has carefully developed its technology to be user-friendly and easy to implement without the headaches of traditional software applications. Pre-built APIs and connectors simplify the implementation process, while the built-in machine learning tech offers continuous workflow improvement. The finance team handles revisions to dunning cadences, updates to payments, and revisions for outbound communications without IT involvement. Role-based views and data access provide an additional level of security and privacy compliance.

The finance team takes control of enrolling vendors and customers into the SmartBot workflows, which execute in the background. The volume of emails processed could be increased or scaled back according to fluctuations in the organization's data inputs and outputs and seasonal demands.

AP & AR Helpdesks Features

Auditoria's Helpdesk is an indispensable addition to your finance department, working around the clock to provide quality results and key insights. Auditoria's helpdesk offers a multitude of useful features including, but not limited to, what is outlined below.

Omni-Directional Communication

Sorting and responding to emails is a task no one is exempt from doing. Auditoria's SmartBots offer the finance team a timesaving solution to this daily chore. SmartBots read and understand the intent of emails written in conversational language to acknowledge receipt of correspondence, recognize auto-response, spam, or invalid emails, and route them accordingly. They also identify and escalate high-priority emails to the AP and AR team. SmartBots respond conversationally to emails on behalf of team members and include required information or documentation. These activities save hundreds of wasted hours, allowing the AR and AP teams to focus their efforts on more productive and high-impact tasks.

Mailbox Organization

In addition to responding to email requests, SmartBots are a tremendous asset in organizing emails. They review inboxes, declutter, and tag emails by subject, which lightens the workload of AP/AR teams. The SmartBots then respond, take action, or route emails according to their intent.

> **WHILE SMARTBOTS HANDLE MORE ROUTINE REQUESTS THAT COME IN THROUGH EMAIL, THERE ARE SOME HIGHER-PRIORITY TASKS THAT REQUIRE HUMAN ATTENTION. SMARTBOTS SYNCHRONIZE WITH INBOXES TO CREATE A DYNAMIC WORK LIST FOR TEAM MEMBERS WITH RECOMMENDATIONS AND PRIORITIZED ACTION ITEMS.**

Prioritized Worklist

While SmartBots handle more routine requests that come in through email, there are some higher-priority tasks that require human attention. SmartBots synchronize with inboxes to create a dynamic work list for team members with recommendations and prioritized action items. This worklist ensures the AP and AR team optimizes communication efforts with customers and vendors while maximizing their time.

Lightning Response Speed

We live in a world where people expect things instantly – and SmartBots deliver on this request. Working around the clock, 365 days a year means there is no lag in communication or the risk of inboxes filling up over the weekend. SmartBots sort, organize, and respond to thousands of emails in real-time, allowing companies to meet Service Level Agreements quickly and efficiently.

Benefits

Auditoria's SmartBots are the future of finance, offering a wide range of benefits for finance teams. Make the last mile of finance working through the inbox easier with advanced automation and data-driven decision-making.

With a little training and the right permissions, SmartBots understand the details of a company's specific accounting and finance needs. They address routine customer or vendor-related requests and respond to emails in place of humans. SmartBots understand sentiment and intent using advanced tech and know when human intervention is needed to escalate specific requests to team members for immediate attention.

SmartBots offer benefits beyond automation – they keep detailed records of the data they encounter and study it to observe trends and patterns. They sift through vast amounts of information instantly and help predict various outcomes for enhanced future planning.

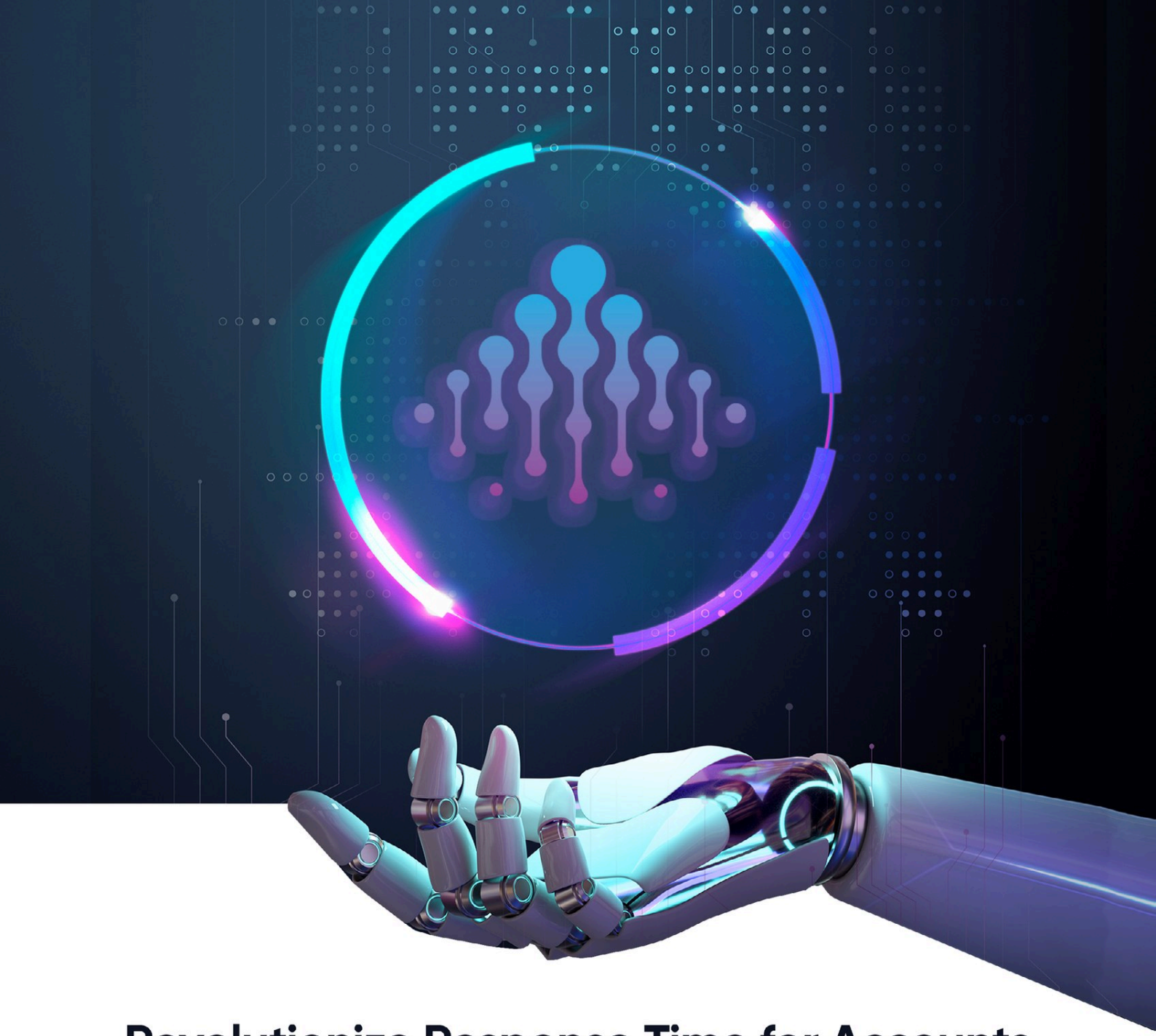
SmartBots are a smart financial decision. They guide future planning with a more targeted approach removing the guesswork. Investing in automation increases efficiency, reduces wasted time, and inevitably leads to growth and success - all without increasing headcount.

Get Started with Auditoria Today

Are you ready to reduce your margin of error, streamline laborious processes, and embrace the next wave of technology? Auditoria is the ideal solution for finance departments looking toward the future.

About Auditoria

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



Revolutionize Response Time for Accounts Payable and Receivable

Auditoria's AP and AR Helpdesks utilize automated responses to speed-up response time, improve vendor and customer satisfaction, and scale with automation using AI-enabled SmartBots that automate redundant and manual management of shared AP and AR email inboxes.

Schedule a demo

www.auditoria.ai

AUDITORIA®

POWER TO THE PEOPLE: SAP UNLEASHES TODAY'S BUSINESS EXPERTS AND TOMORROW'S TECH TALENT

Product Review By ***Brian Wasson,***

Fifty years ago, the founders of SAP sat side-by-side with their clients' business experts to co-develop groundbreaking solutions supporting the people and processes that power organizations. Now, the new low-code solution SAP Build honors that tradition by giving business experts the ability to directly drive the next wave of digital transformation.

SAP Build, a key component of SAP Business Technology Platform (SAP BTP), allows users with limited technical expertise to create enterprise apps, automate processes, and design business sites with an easy drag-and-drop interface.

In his keynote at SAP TechEd Las Vegas, SAP Chief Technology Officer and Member of the Executive Board Juergen Mueller announced SAP Build and an array of other innovations, including a partnership with Coursera to train and upskill the next generation of developers.

"SAP Build brings together the world's most powerful business applications with a platform that's been designed to rapidly unleash business users' expertise," Mueller said. "SAP Build and the full suite of innovations we're launching today – from our new partnership with Coursera to enhancements across our enterprise portfolio – help customers future-proof their business and extract maximum value from their technology investments."

Mueller's message was echoed at parallel SAP Business Innovation Day events for industry analysts and press, hosted in San Francisco by Scott Russell, member of the Executive Board of SAP SE, Customer Success, and in Berlin by Thomas Saueressig, member of the Executive Board of SAP SE, SAP Product Engineering.

SAP Build is the evolution of SAP's low-code portfolio that started with Build.me a few years ago and progressed with SAP AppGyver, unveiled in 2021. The new offering brings previously disconnected products into a unified and upgraded development environment. It comprises three solutions: SAP Build Process Automation; SAP Build Apps, the next version of SAP AppGyver with powerful new capabilities; and SAP Build Work Zone.

With SAP Build, business users now have the full power of SAP BTP and business application data from SAP at their fingertips. Users can easily integrate systems; intelligently monitor, analyze, and automate processes; and build applications without moving data into an external system.

In Berlin, Saueressig emphasized that SAP has been establishing business processes for 50 years and that hundreds of millions of people work with its software. "Of course, we need to make sure that the technology comes to an end user, but the goal is for users to innovate. We want to give tech-savvy business users the chance to extend our software, because even small extensions can have a big lever to scale innovation."

Extensibility with low-code/no-code solutions is therefore particularly important. "This is what we want to achieve with SAP Build and bringing our low code portfolio together," he said.

SAP Signavio solutions are also natively integrated, enabling SAP Build users to get in-depth visibility into all their processes, so they know where to focus to achieve the greatest impact as they innovate and automate. More than 275,000 process reference points from 4,000 customers, as

well as 1,300 use case-specific workflows and automations, let users instantly tap into the full spectrum of business expertise built into SAP technology.

Speaking at the San Francisco event, Russell told his audience — which included customers like the NHL and Clorox — that being a cloud company is not just about having great technology, but also being accountable for how customers get there. "The move to the cloud was exciting not just for the tech benefits, but to become a partner on providing insights," he said. "We are accountable for the outcome as much as the product.

SAP Build works with non-SAP systems and includes connectors to more than 200 other systems. Because SAP Build was created by SAP, access to business application data from SAP S/4HANA and other systems is easy and secure. Professional developers can encapsulate their code developed in SAP Business Application Studio, which can then be used by business users to develop in SAP Build. IT can also enforce consistent governance and lifecycle management capabilities across all apps being developed, providing confidence that all apps deployed by the business meet the necessary security and governance requirements.

"Compared to all the other [third-party] tools out there on the market, with SAP Build the company's IT department and SAP set the guardrails with best practices," Mueller said. "The business users cannot break these guardrails."

While SAP Build is primarily designed to enable business users, SAP executives emphasized that it isn't just for the business experts. It allows business teams to easily collaborate with development and IT teams, potentially shortening development time for more complex tasks. And the new SAP Builders program helps all types of users ramp up quickly and connect with their peers via hands-on sessions and forums for sharing best practices.

Is providing these robust capabilities to business experts a revolution to overthrow the IT department? Not at all, Mueller said, noting that according to IDC there is currently a worldwide shortage of nearly 1 million developers, which is projected to multiply to 4 million three years from now. "All the universities in the world, all the education programs in the world, cannot create enough developers," he said.

Between the professional developer shortage and the ever-increasing demands of business users for new digital tools to support their businesses, something clearly needs to change. Enabling business users to create their own apps and other processes to meet specific needs will free up professional developers to focus on providing strategic insights and solving complex, higher-level problems where their expertise is so in demand. This combination of "low-code" and "pro-code" developers will allow organizations to quickly react and adapt to changing business needs.

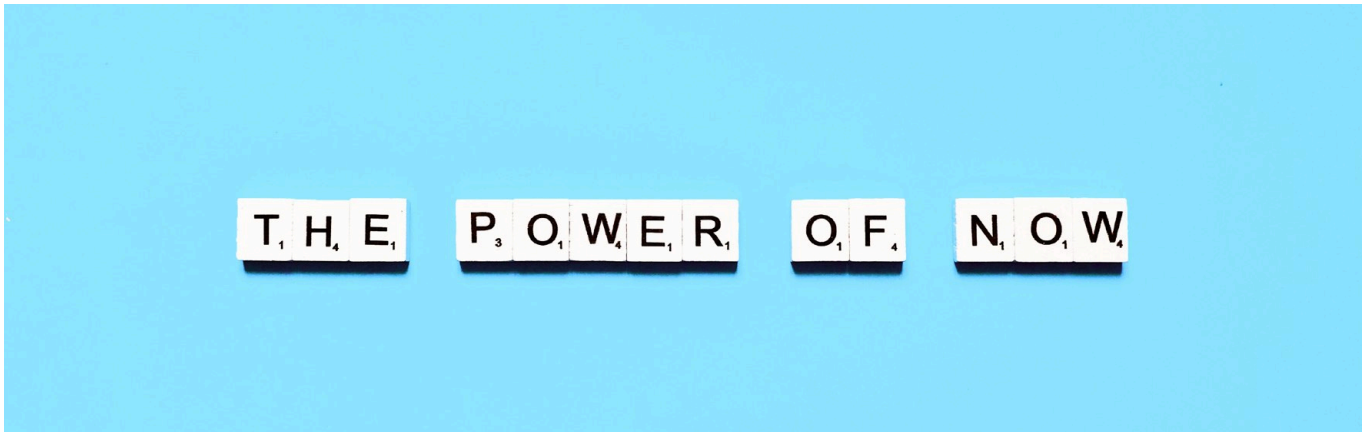
The cadre of "citizen developers" is projected to grow exponentially over the coming years, taking the more mundane, yet often time-consuming, tasks off the to-do lists of overburdened IT staff. "Worldwide, IDC expects more than 100 million business professionals will become involved in the production of digital solutions over the next 10 years," said Arnal Dayaratna, research vice president, Software Development, IDC. "SAP Build's low-code development solutions empower business users to harness their domain expertise to rapidly build and iterate on digital solutions at scale."

While SAP is all-in on enabling business experts with SAP Build, it also recognizes the increasing demand for the skills and insights only professional developers can deliver. Along with SAP Build, at SAP TechEd the company also announced several learning initiatives to both create a new pool of qualified IT professionals and upskill current ones.

SAP committed to upskilling 2 million developers worldwide by 2025 by tripling free learning offerings on the SAP Learning site, empowering underserved populations in technology, and partnering with learning platform provider Coursera on a professional certificate program to help people launch careers within the SAP ecosystem.

"This certificate is designed for learners of all backgrounds, with no college degree or industry experience required," said Jeff Maggioncalda, CEO of Coursera. SAP will also launch a global skills initiative for underserved populations in technology, providing access to free learning, up to 10,000 free certifications, and career preparation for in-demand jobs within the SAP ecosystem.

"SAP Build is the natural evolution at SAP," Mueller said. "For 50 years at SAP we focused a lot on the professional developer. We have all the tools and ABAP as a language optimized for building enterprise applications at scale very fast. Now, we bring all of this to the low-code community to give the millions of people who use SAP every day the opportunity to develop themselves and step up — in collaboration with IT. That's what we do with SAP Build."



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.

ORACLE NETSUITE

NETSUITE EXPANDS ACCELERATOR PROGRAM TO HELP MORE ENTREPRENEURS BUILD SUSTAINABLE BUSINESSES

*Product Review By **George Ploss,***
Director of NetSuite Accelerator

NetSuite Accelerator launched earlier this year to foster diversity and inclusion in entrepreneurship. The program helps diverse entrepreneurs and leaders increase productivity, improve efficiencies, and gain the visibility needed to make informed decisions.

When we launched it in February, the program was initially focused on helping the Black business community and we partnered with the Capital Factory in Austin, Texas to extend the reach of NetSuite Accelerator. But we were never stopping there – our goal has always been to partner with other incubators across the United States to help more entrepreneurs realize their vision and build successful and sustainable businesses.

That is why today we are announcing that we are partnering with more organizations including Veteran Fund, VetsinTech, and Silicon Hills to expand NetSuite Accelerator to help Veteran, women, LGBTQ, Asian, and LatinX entrepreneurs as well as entrepreneurs with disabilities.

Helping foster entrepreneurship in diverse communities

The Veteran Fund is an early-stage venture capital firm in Silicon Valley that invests in high-growth startups founded by members of the military community with a focus on national security and defense.

"Veterans Day honors all those who have served our nation, but their service to protect our communities often doesn't stop after their military career ends. For example, there are exceptional members of our military community that are founding innovative, high-growth businesses," said Mike Sherbakov, co-founder and general partner, The Veteran Fund. "The Veteran Fund is excited to partner with NetSuite Accelerator to further our mission to expand the frontier of innovation through our next-generation community of top military, business, and mindful leaders."

VetsinTech, based in San Francisco, is an organization that supports veterans with re-integration services and connects them to the national technology ecosystem.

"Part of celebrating Veterans Day is focusing on how our society – and the private sector - can give back to our military community and support Veterans with their post-military career," said Katherine Webster, CEO, VetsinTech. "Through education, employment and entrepreneurship programs, along with strong corporate partnerships, VetsinTech aims to help Veterans translate their military skills to the private sector world. By partnering with the team at NetSuite Accelerator, we know we can make a big difference in helping Veterans develop their unique expertise and succeed in finding a rewarding career in technology."

Silicon Hills Capital is a venture capital firm based in Austin, TX that invests in underestimated founders at the Seed, Pre-Seed, and Series A rounds.

"Our vision at Silicon Hills Capital is that early-stage investing in women and BIPOC founders will lead to economic equity and support a new wave of innovation in the U.S," said Anita Roberts, managing director, Silicon Hills Capital. "NetSuite Accelerator has a similar mission to help innovative founders build scalable, sustainable businesses that also happen to generate positive social impact and economic growth. I look forward to working with the NetSuite team to make a difference for diverse founders."

The Future of NetSuite Accelerator

Entrepreneurs play a crucial role in our economy by driving innovation, greater opportunity, and job growth in our communities. Since its inception eight months ago, NetSuite Accelerator has already helped several entrepreneurs from diverse communities. The program increases access to the processes, best practices, guidance, and technology required to achieve the kind of sustainable growth that only comes from having true business visibility and control.

By continuously growing our partnerships and expanding our reach, we hope to help foster entrepreneurship in diverse communities and provide the resources businesses need to withstand both the upturns and the downturns of the economy.

WHAT ARE THE FIVE BENEFITS OF ERP AUTOMATION?

"

- Less frustration and more time for ever busier staff
- Fewer menial and more high-order tasks to work on
- Greater efficiency and reduced time-per-task
- Fewer errors and more reliable data
- Scalable and more productive data

"

CJ Boguszewski,
Vice President of Partner Strategy and Programs at Acumatica

Acumatica

Acumatica

TAKE YOUR BUSINESS TO THE NEXT LEVEL

*Interview with **CJ Boguszewski,***
Vice President of Partner Strategy and Programs , Acumatica

Acumatica, the world's fastest-growing cloud ERP company, announced the creation of a new Services Partner Program that will enable Services Partners to help Acumatica customers implement and apply their ERP software to their greatest advantage by providing expert configuration, development, and technical consultations and customizations. CJ Boguszewski, Vice President of Partner Strategy and Programs at Acumatica, shared his thoughts about how their customers and Acumatica itself will benefit from this program.

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

- As the vice president of partner strategy and programs, I manage Acumatica's entire partner program: from new partner acquisition, through partner enablement, to the strategic enumeration of Acumatica's growth strategies.
- My career in technology spans decades, and I have worked with companies in various stages of growth—leading the way through three IPOs and seven company exits by acquisition or merger.

2. Acumatica has recently announced the creation of a new Services Partner Program by joining a robust list of Value-Added Resellers (VARs) and Independent Software Vendors (ISVs). What are the benefits of this program for Acumatica customers?

- Organizations that join Acumatica's partner program have a real opportunity for exponential business growth. Our Services Partners are given access to the materials they need to earn certifications and badges without going through all the steps of becoming a full VAR. Instead of hunting for additional resources, VARs can view a robust pool of Services Partners that are pre-vetted by Acumatica. This accelerated view of opportunities helps VARs acquire revenue from a rapidly growing market.

- By adding a Services Partner to the mix, our customers gain insight from specialized experts that know what it takes to leverage Acumatica's products to increase profitability and manage business growth.

> **BY EXPANDING THE PROGRAM TO INCLUDE OUR SERVICES PARTNERS' EXPERTISE, WE CAN AUGMENT OUR ALREADY ROBUST LINE-UP OF VARS AND ISVS AND BOLSTER OUR PARTNER PROGRAM TO ENSURE EACH CUSTOMER'S UNIQUE NEEDS ARE BEING MET.**

3. How will Acumatica benefit from working with VARs and ISVs?

- By working with VARs and ISVs, we can do what is most important to Acumatica -- better serving our customers. By expanding the program to include our Services Partners' expertise, we can augment our already robust line-up of VARs and ISVs and bolster our partner program to ensure each customer's unique needs are being met. The expanded program helps us meet our ultimate goals around customer satisfaction and retention.

4. What does it mean to be "an industry-authorized Acumatica Services Partner"? How does the Services Partner Program select what partners are matched with Acumatica customers?

- Services Partners will be considered "industry authorized" after completing two successful implementations of an Acumatica cloud ERP Industry Edition. This authenticates their technical knowledge and capabilities when implementing each of Acumatica's Editions and prepares them to support customers through the implementation process. Through the authorization process, we ensure that partners have the level of expertise required to fully support Acumatica customers.

- Partners are matched with customers based on the customer's needs and the partner's areas of expertise. For example, if a customer's goal is to seamlessly integrate with their legacy accounting systems, we will match them with a partner specializing in financial consulting and data migration.

5. Automation in ERP offers the potential to improve the businesses' overall effectiveness and productivity. What results can customers expect to see after implementing automated ERP software?

- a. Many Acumatica customers have reported seeing substantial improvement in workflows, revenue increases, and productivity. For example, Key Code Media has reportedly seen a 70% increase in revenue since implementing Acumatica solutions. For more examples of our customers' results from implementing Acumatica products, people can view our customer success stories here: Successful ERP Implementation Companies | Acumatica Cloud ERP

6. How does leveraging the partner relationships support the automation of time-consuming processes?

- Partners help Acumatica customers implement and use their ERP software to their greatest advantage by providing expert configuration, development, and technical consultations and customizations.

- AI's impact on business management is undeniable. But even with dramatic advancements of capabilities in this area, there is still concern about how the implementation of AI and machine learning can potentially create a disconnect when it comes to personability and relationship building. Acumatica recognizes that human interaction in business management is irreplaceable. By incorporating a Services Partner, customers can achieve the efficiencies of automation while still building a personal relationship with their provider. This combination bolsters the single, connected platform used to enhance business management and connect with customers.

> **ACUMATICA RECOGNIZES THAT HUMAN INTERACTION IN BUSINESS MANAGEMENT IS IRREPLACEABLE. BY INCORPORATING A SERVICES PARTNER, CUSTOMERS CAN ACHIEVE THE EFFICIENCIES OF AUTOMATION WHILE STILL BUILDING A PERSONAL RELATIONSHIP WITH THEIR PROVIDER.**

7. New technologies are impacting how ERPs integrate automation. What benefits can an ERP derive from AI and machine learning?

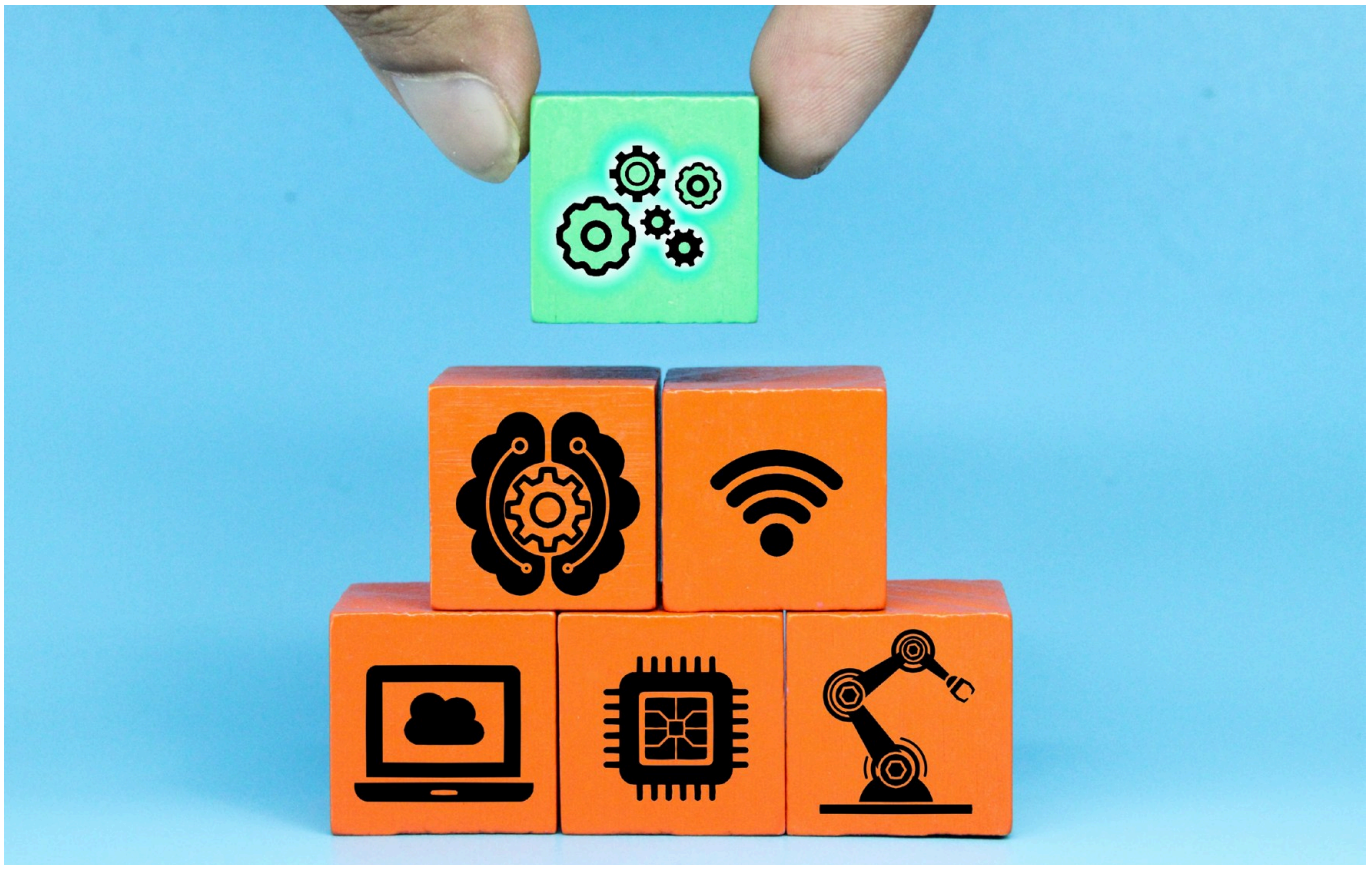
- ERP solutions can benefit from AI and machine learning in three key ways: strengthened decision-making, improved efficiency, and enhanced forecasting. AI and machine learning introduce new elements of insight and foresight that have not yet been available. ERP providers can leverage this access to information to learn more about their customers, offer ways to streamline traditionally time-consuming tasks, and be able to anticipate their customers' needs. Implementing this modern technology takes automation to the next level by enabling leaders to make more strategic decisions based on the data provided through a holistic, unbiased view of customers and employees.

8. With intuitive automation capabilities, how would tomorrow's ERP systems evolve?

- By leveraging automation, tomorrow's ERP systems can offer enhanced access to analytics and drastically reduced time spent on some routine and at times mundane business management tasks. Automation increases the efficiency and effectiveness of an organization, enabling business growth and driving revenue.
- More specifically, AI and machine learning can eliminate the rote, time-consuming, error-prone manual processes.
- ERP systems at their core are systems of matching and accounting for various business situations. AI is capable of handling common accounting and back-office tasks (like GL transactions), which means employees can focus on more advanced tasks that require human brainpower.
- ERP systems use machine learning to train models on data sets to "learn" through the application of regression, classification, clustering, dimensionality reduction, and ensemble methods. This same process is being applied to find additional value in previously intractable data sets. Having this capability in the product shows how forward-thinking and future-proofed the architecture is.

9. What is your strategy at Acumatica to help your customers build a successful automation roadmap?

- Acumatica's success is largely built around our partner network. No one vendor can be an expert in every vertical. So, our partner channel model enables us to focus on developing products and adapting the ERP solution for end users so they can leverage the true power of the platform and maximize results. By having partners in various specialties and areas of expertise, we can better serve our customers and help them achieve their unique goals.



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.

ORACLE NETSUITE

RIOT MINES FOR OPPORTUNITY WITH NETSUITE

*Customer Story By **Sam Levy,***
Senior Vice President Sales, Oracle NetSuite

10,000 Bitcoin for two Papa John's pizzas in Florida! Whether you follow the changing exchange rate of Bitcoin or not, it's clear that the currency has come a long way since that first recorded payment in 2010. In fact, over the past 12 months the Bitcoin blockchain has settled more than $56 trillion worth of transactions.

To help the world capitalize on the exciting opportunities Bitcoin creates, Riot has established an industrial scale mining company in the U.S., positioning the business as one of the largest Bitcoin miners. Riot quickly expanded from a 12 MW facility in Oklahoma to an industry-leading 750 MW of planned capacity in Rockdale, Texas. With over 200 employees, the facility is the single largest employer in the county. The facility has also added 900 to 1,200 indirect jobs to Rockdale and has contributed to record sales tax revenues for the city.

Additionally, Riot recently announced its groundbreaking expansion project at its 1 GW facility in Corsicana, Navarro County, Texas. This project is expected to directly lead to the creation of approximately 270 jobs and will position Riot as one of the largest employers in Corsicana, driving significant positive economic benefits within Navarro County.

Moving at the Pace of Bitcoin

Bitcoin mining is a rapidly changing industry and to successfully compete, Riot decided it needed to integrate its business operations onto a single cloud business system. Connecting data from across the business will help Riot make informed decisions quickly and efficiently to support its accelerated growth.

"It is a highly competitive and capital-intensive sector that is built on scale," said Colin Yee, Head of Corporate and Financial Operations, Riot. "Having the data and tools necessary to support strategic decisions makes it possible to plan for the long-term and focus on growth."

As Riot rapidly expands its operations across Texas, it was essential for the business to have a robust enterprise resource planning (ERP) system to understand its operations, miner deployments, and supply chain.

Centralizing Data for a Decentralized System

After evaluating several systems, Riot decided to go with Oracle NetSuite. Riot selected NetSuite due to its scalability and the high-quality implementation support network that is in place. With NetSuite, Riot plans to aggregate data from multiple sources so that it can quickly and easily access relevant business insights.

"Consolidating information onto a single platform will allow Riot to make decisions efficiently and mitigate the risk of inaccurate or missing data," said Yee. "NetSuite will also promote consistent data without any ambiguity by eliminating version control through inefficient systems and processes that are used to pool data from various sources."

Staking a Place for Bitcoin in the Crypto Revolution

Riot's vision is to be the world's leading Bitcoin-driven infrastructure platform. To accomplish its goals and maintain its market-leading position, Riot will leverage NetSuite to bring real-time information to decision makers, to update its financial processes, and to improve internal controls to mitigate risk. NetSuite will also provide Riot with tools for strategic planning and forecasting.

"We are committed to becoming a best-in-class Bitcoin mining investment opportunity. The move to NetSuite will help Riot cater to the rising demand of Bitcoin, make the overall implementation easier, and ultimately create value for our shareholders," said Yee. "We see a world where established financial infrastructure works alongside digital asset infrastructure for a best-in-class experience. NetSuite will help us fulfill our mission."

About Oracle Netsuite

For more than 20 years, Oracle NetSuite has helped organizations grow, scale and adapt to change. NetSuite provides an integrated system that includes financials / Enterprise Resource Planning (ERP), inventory management, HR, professional services automation and omnichannel commerce, used by more than 27,000 customers in 215 countries and dependent territories. Learn more at https://www.netsuite.com. Like us on Facebook, and follow us on LinkedIn, Instagram, and Twitter.

WHAT ARE THE 5 BENEFITS OF ERP AUTOMATION?

*Article By **Mark Wheeler,***
Director of Automation and AI, Sapphire Systems

People often ask what add-ons, extensions or integrations could improve their ERP system. I completely understand the question in a world where maybe 10 years ago you implemented a best of breed 'system of record' to provide your business with a 'single source of the truth' as a foundation for the business to run on. In the same time, that single source of the truth has found it hard to keep up with eCommerce, online marketplaces, social media promotions, next day deliveries and much more. And so the question becomes: how can I improve my ERP? But if we step back for a second and imagine we're a 20 year old joining the workforce (that would be nice!), a GenZ – a digital native. Well, you might expect their first question to be: what's an ERP and what's it do?

I'm obviously being provocative but perhaps we should think of the 5 benefits of Automation in a context where the benefits relate to absolute business outcomes, rather than a core system. I don't meet a single business owner who doesn't want a single, integrated, digital platform for their business to run on – something we refer to at Sapphire as the "Digital Operating Platform" of a business. You can be a green grocer who's bought a warehouse and become to a seven figure warehouse distribution company or a publicly listed infrastructure business running millions of assets in the field – the fundamental problems are the same. How do I continue to grow without growing my head office costs? How do I deliver better outcomes for my customers, without hiring more Customer Service reps or sales people? How do I win the talent war? How do I continue to be compliant in a world of accelerating carbon and ESG regulation?

I would venture that in every case

i.) releasing valuable team members from low value work
ii.) creating additional capacity
iii.) integrating data between systems
iv.) accelerating the time to insight are extremely high on the agenda of the leadership team.

Releasing valuable team members

We'd all like our month close to be quicker, less painful and right first time. It always surprises me quite how deep into spreadsheets highly skilled, qualified accountants are willing to go to produce month end. Taking just this example; imagine a process where numbers were extracted from multiple systems, consolidated, reconciled, visualised and then passed to your FP&A team or FD as draft for review. Suddenly, their job has become "approver" rather

> **IMAGINE A PROCESS WHERE NUMBERS WERE EXTRACTED FROM MULTIPLE SYSTEMS, CONSOLIDATED, RECONCILED, VISUALIZED, AND THEN PASSED TO YOUR FP&A TEAM OR FD AS A DRAFT FOR REVIEW. SUDDENLY, THEIR JOB HAS BECOME "APPROVER" RATHER THAN SPREADSHEET MONKEY.**

than spreadsheet monkey. They review the numbers spot errors and pass a series of journals back to the Automation, they've become a "requestor". The numbers are revised and circulated and suddenly the FD is an "analyser" reviewing performance, not data quality. If you spend much of your time looking at an ERP ask yourself; am I Requesting, Approving, Analysing or something else. Automate the something else asap and focus on making a bigger impact on your business.

Creating additional capacity

Did you know, one of the largest airports in Europe currently has more than 10,000 job vacancies as the world opens back up. How quickly can you 'switch on' 10,000 valuable members of a team? What are the hiring costs? What are the quality risks? What potential waste is there in the wrong hires? Take an Automation first approach to your hiring plan and think about the role a 'Digital Worker' could play in your talent strategy. What if cancellations could be processed 85% of the time by a software Bot, what if customer orders require intervention by a service rep only 10% of the time. How would this change your hiring plan?

Integrating data between systems

The platform only works if it's connected right? What use is it having a best of breed eCommerce platform if it doesn't generate orders in the warehouse? There certainly are a variety of set piece integrations that sit around an ERP system from CRM to eComm to Warehouse integrations. These are less opportunities for improvement and more hygiene factors in your selection of a core system. However, how much further does your integration ambition reach? What if your customer service team could change the workflow running across your Ordering system and eComm platform to retrieve delivery preferences (i.e. leave with neighbour) in answer to customer feedback. What if you onboarded a new Carrier to ship your products and found your Finance team could integrate your ERP immediately without developer input. This is the real world of low-code Integration Platforms today and if you're not playing with one, you probably should be.

Accelerating time to insight

Did you ever get that phone call from the very stressed supplier, who's really become a friend over the years. They apologise, but the writings on the wall, the pandemic, the war, the recession – it got them. What if 100% of your supply chain was credit checked monthly by a software Bot using a third party credit rating service resulting in a dashboard of Supply Chain health. Would that make you a more resilient business in 2023, urgh yeah! There are many examples from a world where Bots are able to comb through huge volumes of data to surface exceptions or identify errors in reconciliations – how much do you lose through non-settled payments each year? Could a bot reconcile your payment gateway to your ordering system and back to your general ledger – you bet it could.

Where's the 5th benefit?

Why four benefits, where's the fifth? Well for me the fifth benefit of ERP Automation has very little to do with ERP. It's the fact that you can transform the culture of your entire business. We often see companies reduce employee attrition, improve user experience, re-deploy valuable people to customer outcome centric roles and in some cases even shorten their working week. What if Automation started with your ERP system but ended with a completely new company culture, an 'automation first' culture where team members collaborate, innovate and create their way to job satisfaction and business growth?

Now that's what I call 5 benefits of business automation.

Mark Wheeler is the Director of Automation and AI at Sapphire. He is a product strategist and leader, experienced in creating, launching and growing products in FinTech and enterprise SaaS.

About Sapphire Systems

Sapphire is the largest digital operating transformation provider to mid-market and small-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.

WHAT ARE THE FIVE BENEFITS OF ERP AUTOMATION?

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We need to think about the 5 benefits of Automation in a context where the benefits relate to absolute business outcomes, rather than a core system. I don't meet a single business owner who doesn't want a single, integrated, digital platform for their business to run on – something we refer to at Sapphire as the "Digital Operating Platform" of a business. Is it time to ditch the term ERP and move towards an 'automation first' culture where team members collaborate, innovate and create their way to job satisfaction and business growth?

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Mark Wheeler ,
Director of Automation and AI at Sapphire

sapphire
frictionless digital

WANT TO AVOID A DATA BREACH? WHY DR AUTOMATION IS KEY

*Article by **Adam Mommersteeg,***
VP of Solution Architecture, Protera

If you're in IT — or even if you're not — you know that security breaches and cyberattacks are on the rise.

Global cybercrime costs totaled $3.5 trillion in 2015. By 2025, they're expected to reach $10.5 trillion — and there are several factors driving this increase.

First and foremost, today's cybercriminals use ransomware, malware, and other sophisticated attacks to infiltrate businesses of all sizes and across all industries. They are constantly leveling up their attacks —for years now — and show no signs of slowing down.

Meanwhile, the volume and severity of cyberattacks continue to increase. On top of that, the average cost of a global data breach now exceeds $4 million.

The bottom line: your business must plan for security breaches and cyberattacks — or risk all of the problems that come with them. Because, if a cybercriminal attacks your business and causes a breach, the incident can result in data loss, downtime, and many other business disruptions. Along with these things, the breach can damage your business's reputation and revenues — and cause customers to lose faith in your company altogether.

Plan for the Worst-Case Scenarios

You cannot stop security breaches, cyberattacks, and other types of disasters from happening. But, you can prep for them. So, the best way to respond when disaster strikes — is by acting well before it ever does.

Historically, disaster recovery (DR) has been a "check-the-box"-type thing, perhaps with a time-consuming annual test, for example. Often, though, such efforts fail to adequately prepare companies for the unprecedented eventualities of an attack.

In other words, you never know when a disaster will happen. To prepare yourself, your solutions must be coordinated and aggregated as an entire enterprise failover, not individual efforts for every point solution deployed.

> **AUTOMATION WILL GIVE YOU GREATER ASSURANCE AND PREDICTABILITY ON ALL FRONTS. TESTING AND VALIDATING WILL STILL REMAIN CRUCIAL, BUT GOING IN AN AUTOMATED DIRECTION STREAMLINES THOSE ENDEAVORS AND LIMITS THE IMPACT ON USERS.**

Get to the Point — and Off the Islands

Debilitating potential threats such as natural disasters, malicious events, and user errors have changed the entire nature of DR preparedness. Businesses can no longer rely on the old tricks of the trade. Check-ups and check-ins simply won't cut it amidst today's seismically shifting cyber-war tides.

Companies must plan for anything in advance, which may sound far-fetched as a notion but is remarkably within reach now relative to DR. IT leaders today can automate how their organization responds to — and recovers from — a wide range of potential business disruptions. Ultimately, it's about having the right process, framework, and automated responses in place to comprehensively respond to those looking to steal assets, cause the business harm or do much worse.

In short, point solutions can set you up for failure if they're not integrated into your overall system's protection plan. Your people, processes, and procedures — as well as the technology — all need to work in unison to fully protect your business. And ensure it recovers as quickly as possible, with limited — if any — disruption.

If you're concerned about data loss, brand reputation damage, and other problems that come with a disaster, you're not alone. Fortunately, automation will give you greater assurance and predictability on all fronts. Testing and validating will still remain crucial, but going in an automated direction streamlines those endeavors and limits the impact on users. More importantly, your users gain a better understanding of what will occur in the event of a system breach or similar intrusion. Instead of facing more manual challenges and an even greater chance of human error, your processes and technology need to work cohesively.

New Trouble, Old Approaches

In the event of an attack, data and recovery time are vital. And, today, you run an even higher risk by relying on approaches that are already antiquated — or getting there fast.

Fortune 500 companies are already embracing automated DR approaches. Testing regularly — without impacting operations — comes somewhat second nature to them, as security and IT becomes more deeply ingrained in every process of every industry.

The value of this kind of preparation can be astronomical, especially considering the potential downsides of not automating. Automating DR means your users and business are ready and prepared to execute and recover no matter what happens. It's about putting the full power of point solutions, tools, and repeatable processes in place to minimize the time it takes to get back where you need to be — and when you need or should expect to be there.

What Else is at Stake?

You don't want to be slow to act when DR matters most. Your response should be a way to prove your resources and technological solution can effectively counter whenever any disruption possibilities arise.

More so, you need to put people in a position to succeed in what can easily become a highly chaotic and stressful time, filled with rushed thinking and actions. Responding in an organized and orchestrated way will make a profound difference to your people. They don't want to hear explanations or excuses about why something happened; they want to know it's going to be all right — and when, in addition to what's expected from them in conjunction with the company's overall response.

The last thing you need is to be a burden to business users not hired to protect it. Sure, all employees have responsibilities. But automating your company's DR response means less manual intervention and less reliance on people prone to human error.

What's especially good news is that DR can now "go the distance" it needs to up-stack in accordance with budgets, compliance objectives and other critical considerations as you automate RPO and RTO standards. For your company, your industry, and your needs. Automated DR works best because it's tailored for your business, not everyone else's.

> **THE LAST THING YOU NEED IS TO BE A BURDEN TO BUSINESS USERS NOT HIRED TO PROTECT IT. SURE, ALL EMPLOYEES HAVE RESPONSIBILITIES. BUT AUTOMATING YOUR COMPANY'S DR RESPONSE MEANS LESS MANUAL INTERVENTION AND LESS RELIANCE ON PEOPLE PRONE TO HUMAN ERROR.**

Orders of Magnitude

There's a fundamental "order of operation" that needs to occur in every aspect of effective DR management, particularly when the boundless ambition of cyber criminals comes your way.

From business communications internally and externally to data replication and recovery, there's a right sequence to getting apps – and people – working properly again. Your DR framework needs to take it all into account, including the roles and responsibilities of IT, business, and other users who may be affected in — or instrumental to — the recovery process.

Automation can make testing and validation easier — and repeatable processes the norm — when DR challenges surface. This is the natural maturation of DR, here now and proven. So, what better time than now to automate your company's safety against the treachery-threatening businesses day after day? At Protera, we're well ahead of this curve and eager to help more enterprises gain the advantages of automated DR.

And we'd be happy to treat you to an overview of what it takes to safely get there.

Adam Mommersteeg is the VP of Solution Architecture for Protera, where he leads the creation, scoping, and delivery of solutions to clients and partners. As a 15-year veteran in the enterprise technology space, Adam's expertise and focus is identifying transformation opportunities that will drive the most value, with a strong reputation for enabling businesses to continuously improve while remaining secure and agile.

About Protera

Company Boilerplate: For over 20 years, our mission has been to empower enterprises to achieve their modernization objectives with improved value, increased quality, and reduced risk. As the next generation cloud modernization company, Protera's full suite of services range from IT strategy and design to implementation and management. Protera is a global SAP® partner certified in Hosting, Cloud, Application Management, Global Outsourcing, and SAP HANA Operations Services.
Visit protera.com for more information, or call (877) 707-7683.

Global Shop SOLUTIONS ERP SOFTWARE

GLOBAL SHOP SOLUTIONS EMPLOYEES CELEBRATED AS EMERGING LEADERS BY NTMA

Developing homegrown leaders is one of the most important things companies can do to pave the way for continued success. Global Shop Solutions, a global leader in ERP software for manufacturers, is proud to announce Cynthia Ashby and Ryan Carpenter were identified as Emerging Leaders by the National Tooling and Machining Association (NTMA).

NTMA is a U.S.-based trade association with 1,200 tool & die and precision manufacturing companies representing more than $35 billion in sales. Each year NTMA selects 15 individuals – nominated by their employers – for recognition in the association's Emerging Leaders Rising program. This program recognizes the hard work and accomplishments of future leaders in manufacturing.

"We're very proud to have Cynthia and Ryan on our team," says Dusty Alexander, President and CEO of Global Shop Solutions. "Cynthia attained her current position as Manager of the Financial Data Analysis Team by earning the respect, admiration, and trust of senior leaders, supervisors, fellow employees and customers. As an Operations Consultant on our Continuous Improvement Team, Ryan has greatly impacted our customers by continuously helping them improve their fluency with our software and resolve issues from quote to cash. It's employees like Cynthia and Ryan that have made Global Shop Solutions great today and into the future."

> "GLOBAL SHOP SOLUTIONS IS PROUD TO ANNOUNCE CYNTHIA ASHBY AND RYAN CARPENTER WERE IDENTIFIED AS EMERGING LEADERS BY THE NATIONAL TOOLING AND MACHINING ASSOCIATION (NTMA).

Each Emerging Leaders class is profiled in The Record, NTMA's Monthly Precision Manufacturing Magazine and are invited to attend Manufacturing Engage – the annual precision manufacturing conference – where they are recognized on stage during the awards ceremony. They are also invited to attend the annual Emerging Leaders Conference where they can connect with each other and continue to develop their leadership skills.

"It's an honor to receive this award, but I wouldn't be where I am today without the guidance of others," says Ashby. "Becoming an Emerging Leader has motivated me to work harder and continue growing in my career while helping others succeed."

"I am honored to be chosen as an Emerging Leader," says Carpenter. "Every day I do my best to ensure our customers' needs are met, and I hope to pioneer a path for new hires by demonstrating the effectiveness of young leaders."

"EACH EMERGING LEADERS CLASS IS PROFILED IN THE RECORD, NTMA'S MONTHLY PRECISION MANUFACTURING MAGAZINE AND ARE INVITED TO ATTEND MANUFACTURING ENGAGE – THE ANNUAL PRECISION MANUFACTURING CONFERENCE – WHERE THEY ARE RECOGNIZED ON STAGE DURING THE AWARDS CEREMONY.

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. For more information please visit globalshopsolutions.com.

Prophix®

WHY INTEGRATING YOUR ERP SYSTEM WITH YOUR CPM SOLUTION IS ESSENTIAL FOR FINANCIAL SUCCESS

*Article by **Wayne Slater,***
Director of Product Marketing, Prophix

The ability to quickly pivot plans, revise forecasts, and model new scenarios is essential for the modern CFO dealing with unprecedented global disruptions and rising inflation. These days, financial decision-making is anything but simple. Decisions should be rooted in data, but in most cases, the problems associated with manual data collection and entry still persist. Manual processes are time-consuming and prone to error, and their siloed nature hampers the collaboration needed for effective budgeting, planning, and forecasting not only within finance but across the company.

Why? Businesses may have multiple disparate data sources and multiple departments trying to share, distribute and collaborate on this data – typically through the exchange of disconnected spreadsheets. Spreadsheets are great tools for viewing and manipulating data, but they are not without challenges. Firstly, they suffer from the human factor, hence they're extremely prone to data entry, formula, or even versioning issues. For example, if someone deletes or incorrectly modifies important data on one sheet or report that hasn't been reflected in other related documents, this can cause stress and frustration for finance teams left to face countless man-hours pouring over spreadsheets to consolidate information and ensure accuracy.

It's clear that finance professionals spend a significant amount of time tied up in administrative tasks. Data has shown that the biggest obstacle for 80% of companies is the time needed to compare and analyze outcomes from different sources. These days, finance professionals are spending as much as 75% of their time searching for, exporting, formatting, and manipulating data than they are actually analyzing it. Simply hiring more people to solve this problem does not economically scale, as with more people comes additional costs (i.e., headcount, manual errors, delays, etc.). All of these things prevent finance teams from working on strategic value-add projects.

In short, the amount of data businesses need to collect and analyze has outpaced affordable human processing – and that's where cloud-based and AI-enabled automation software can help the finance office – and organizations as a whole. Given this, it's not surprising that 55% of Prophix's CFO benchmark survey respondents said they planned to invest in automation in 2022.

With data residing in multiple business systems – enterprise revenue planning (ERP), customer relationship management (CRM), Microsoft® Excel®, etc. – companies are struggling to keep up with increased demands, especially if they're still dependent on spreadsheets and manual processes. The right technology enables and accelerates transformation, and a cloud-based corporate performance management (CPM) platform can help alleviate burdens felt by overwhelmed finance teams by automating the more labor-intensive tasks like updating budgets, forecasts, modeling future-looking scenarios, and reporting.

A CPM platform can be a beneficial tool in the digital transformation journey, but it's only as useful as the data that goes into it. Data is the foundation of all important decisions, so a CPM solution needs meaningful data to be useful, and that's only possible through the integration with critical business systems like an organization's ERP, and adds even further value by integrating with CRM and HR systems.

WHEN AN ORGANIZATION'S CPM SOLUTION IS INTEGRATED WITH THE ERP SYSTEM, THE CPM SOFTWARE TAKES THE RAW DATA THAT AN ERP SYSTEM HOLDS AND TURNS IT INTO MEANINGFUL INFORMATION. UNLIKE AN ERP SYSTEM, THE CPM SOLUTION PROVIDES ADDED STRATEGIC INSIGHTS TO MAKE BETTER BUSINESS DECISIONS BY PROVIDING THE ABILITY TO QUICKLY AND EASILY CREATE FORWARD-LOOKING TASKS SUCH AS SCENARIO MODELING AND FORECASTING.

So why Integrate the CPM solution with ERP?

Since ERP software is meant to facilitate the flow of information between all business functions, the ERP solution acts as a repository of data similar to a general ledger or an equity statement. The software provides the capability to view the past and present status of an organization's financial situation, however, it does not provide the capacity to analyze the data, creating a forward-looking view. On the other hand, CPM software empowers organizations with the ability to automate their financial planning capabilities by facilitating administrative functions through automated workflows complete with approvals. For example, from importing actual data to distributing planning templates for end user contribution, to automating the assembly and distribution of financial reports like management reports or board books.

When an organization's CPM solution is integrated with the ERP system, the CPM software takes the raw data that an ERP system holds and turns it into meaningful information. Unlike an ERP system, the CPM solution provides added strategic insights to make better business decisions by providing the ability to quickly and easily create forward-looking tasks such as scenario modeling and forecasting. By offering an organization the ability to analyze data, CPM software enables effective planning, and in turn both tangible and intangible ROI. The CPM solution "centralizes" all of the data across the organization, empowering financial executives with the ability to collect, analyze, and drill down all of their financial data from a single software platform. It becomes the single view of an organization's financial truth. This concept of data centralization is really what enables the finance team to become proactive rather than reactive when it comes to budgeting, planning, reporting, and closing processes.

Benefits of using CPM that has been integrated with the ERP system

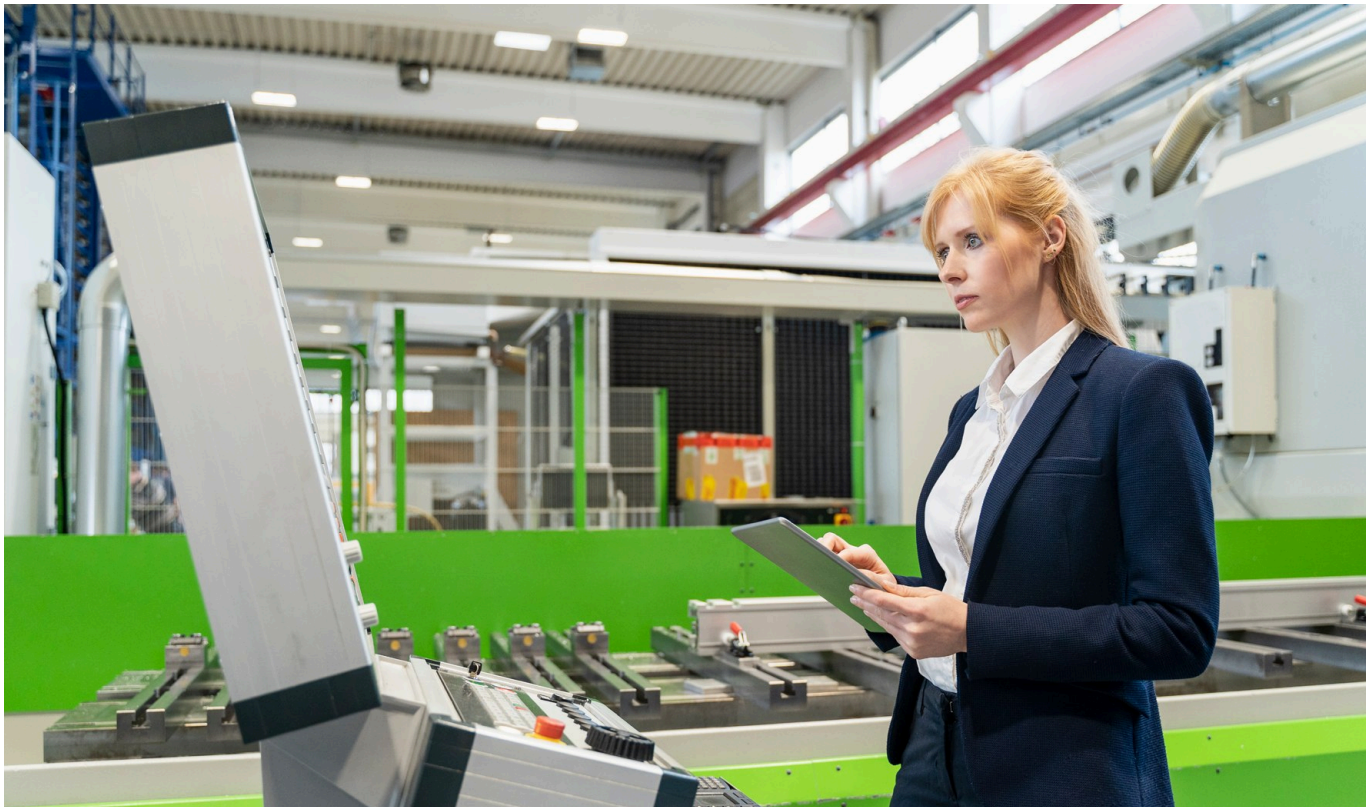
CPM solutions that have been integrated with an ERP system remove silos and bring data into a single, unified system. A CPM platform that has been properly integrated with an ERP system can help companies leap the hurdles of data access while automating manual and repetitive processes, such as data entry, thereby reducing the time it takes for forecasting while improving data accuracy. Additionally, using a CPM platform to power scenario planning provides access to actuals, prior budgets, and forecast data, making it quick and easy to create and distribute multiple scenarios that can be used to reduce business risk by preparing organizations for an uncertain future.

Automating the finance function is a great way to future-proof an organization for whatever changes come their way, and these past few years have been anything but typical. There are already commercial applications designed to make our lives a little easier, provide us insights faster and save us time by automating tasks. Based on those same benefits, AI is being leveraged in many business applications today. Most ERP vendors are already well down this path and so are many CPM vendors. AI and machine learning exist to detect patterns faster and more effectively than humans, but this isn't possible without proper data to feed the programs. That's why integrating an ERP system with a CPM solution is essential for agile finance. Finance teams can no longer afford to be reactive and waste hours on time-consuming, manual FP&A processes. By leveraging centralized financial data, automation, workflow, and AI capabilities, CPM software will transform FP&A with new-found agility by improving collaboration, accelerating insights and streamlining processes, arming finance teams with the information needed to become a more proactive and strategic advisors to the organization – a transformation all finance teams need to stay on top of in today's dynamic market environment. If you haven't already, the time to invest in CPM to power your financial transformation is now.

For more than 25 years, Wayne has been helping organizations solve their productivity and business growth challenges through the assessment and selection of business software solutions such as ERP, CRM, MES, and Corporate Performance Management (CPM/EPM). Described as an innovative marketer and results-driven business development specialist, Wayne has measurable success spanning multiple industries and channels with a proven track record for increasing awareness, driving engagement, and revenue creation.

About Prophix

To empower mid-market companies to achieve their goals, Prophix provides an integrated, cloud-based platform to the Office of Finance; one that delivers planning, budgeting, reporting, forecasting, and consolidation solutions. With Prophix, finance leaders improve profitability and minimize risk, and put the focus back on what matters most – uncovering business opportunities. Prophix supports the future with AI innovations that adapt to meet the strategic realities of more than 2,600 active customers, globally, who rely on Prophix to deliver tangible business outcomes and transform the way they work. For more information, visit www.prophix.com.



Pillir

WHY LOW-CODE/NO-CODE IS ESSENTIAL TO ENTERPRISE AUTOMATION, FILLING THE GAPS THAT UNIFY END-TO-END BUSINESS PROCESSES

*Article by **Vaidya Aiyer**,*
CEO and Founder, Pillir

Now more than ever, enterprises are turning to automation to help them economize while still meeting the evolving challenges of the market. These may include the hiring freezes that accompany a recession, tightening budgets due to a soft economy, and an ongoing talent shortage. All these elements make it harder for enterprises, especially those with complicated ERP environments, to automate their business processes and take advantage of the full benefits of modern cloud-based infrastructures.

Historically, enterprises have looked at RPA, or robotic process automation, as the de facto tool to automate existing digital processes. It has always played a strong role in this process, since it allows companies to automate repetitive elements of a business process, reducing human error and increasing consistency and efficiency.

However, organizations are beginning to realize that RPA has its limitations. It needs to be constantly updated when processes change or systems are upgraded. Moreover, RPA is not only limited to the automation of existing digital assets, but in some cases, it simply masks certain inefficiencies that become apparent in other areas of the automation process. Organizations are now realizing that RPA is only one portion of the puzzle when it comes to leveraging automation in these complex enterprise and ERP landscapes.

Given the current state of market uncertainty, smart organizations are looking to identify these areas of inefficiency, finding the gaps in their business processes to digitize and automate those processes more effectively. Since this is an ongoing effort, enterprises need an efficient and scalable way to implement automation across the organization. This is the first step to improving performance.

Organizations need to use two additional resources toward this goal: process mining, and low-code/no-code tools. These should be stitched together with RPA to automate processes across the enterprise, at scale.

Process Mining: Once (or while) the existing digital assets are automated using RPA, the organization needs to identify both inefficiencies and the gaps that occur across their business processes. These so-called gaps may be "bridged" by cumbersome manual processes, paperwork, spreadsheets, email communications, etc.

> **"GIVEN THE CURRENT STATE OF MARKET UNCERTAINTY, SMART ORGANIZATIONS ARE LOOKING TO IDENTIFY THESE AREAS OF INEFFICIENCY, FINDING THE GAPS IN THEIR BUSINESS PROCESSES TO DIGITIZE AND AUTOMATE THOSE PROCESSES MORE EFFECTIVELY.**

An effective enterprise process mining tool can analyze how a business application truly functions within an enterprise—not how the process chart or the supposed experts say it should function. Process mining provides a real-time view of how processes are executed on the ground, across departments, across geographies, across lines of business, and so on. It gives a visual representation of inefficiencies, discrepancies, and potential areas of improvement.

Once an organization has a realistic view of its current processes, the next step is to fix them. Correction and optimization can be achieved in many ways in an ERP environment, from system configuration or improved data management to the use of other applications that manage the enterprise organization. Gaps and inefficiencies are often inherent in legacy applications and processes. They include tasks that workers have to conduct manually, like printouts or emails. This is where a low-code/no-code comes in.

Low-Code/No-Code (LC/NC). The creation of new applications is the bedrock of innovation. Application development addresses the replacement of old, legacy systems and/or the digitization of manual processes. New applications will always need to be integrated with existing ones to address business process continuity, data flow, roles, authorizations, and so on. Low-code/no-code tools simply facilitate the automation of this "creation" process, which involves building the actual "bridges" of code to address these gaps.

An enterprise low-code/no-code tool should have these three basic capabilities:

- ***Application creation:*** LC/NC platforms should provide the tools to easily create different applications for various platforms and end-devices like web-based and mobile, without having to write extensive code in a particular programming language.
- ***Enterprise integration:*** Enterprise applications are rarely siloed. In a complex environment, LC/NC tool will need to have pre-built integrations with ERP systems like SAP and Oracle, and CRM solutions like Salesforce. Processes for inventory management, supply chain, vendor management, and many other systems must work seamlessly together in the same environment. These integrations not only address business rules and data flow but must also include enterprise authentications, roles, and authorizations as per the organization's security policy.
- ***DevOps:*** Development Operations is another area where enterprise automation becomes critical. If a company has to use manual labor to provision servers and manage its infrastructure, it defeats much of the purpose of automating its application development and integrations. A sophisticated enterprise low-code/no-code platform will automate the DevOps portion of a company's application management, including their infrastructure provisioning and the underlying infrastructure management.

"A SOPHISTICATED ENTERPRISE LOW-CODE/NO-CODE PLATFORM WILL AUTOMATE THE DEVOPS PORTION OF A COMPANY'S APPLICATION MANAGEMENT, INCLUDING THEIR INFRASTRUCTURE PROVISIONING AND THE UNDERLYING INFRASTRUCTURE MANAGEMENT.

Low-code/no-code can be a unifying factor, providing more seamless functionality between individual automation or functions like CRM, inventory management, finance, procurement, and so on. It can also serve as the "last mile" that blends automation with human experience to create a user-friendly, functional, and efficient interface, one that accommodates the human factor amongst all the robotics and programming. It allows developers to focus on the more intricate processes that create an intuitive worker-facing GUI, empowering employees to deliver a satisfying customer experience. These unifying software blocks are critical in allowing personnel—from cross-country drivers to customer service reps, to human resources people, and more—to best leverage their departmental software.

They say that application development is the cradle of innovation. However, low-code/no code is the methodology that automates this cradle of innovation, allowing developers to design more ideal, unified business processes across enterprise environments for the future.

Vaidya Aiyer is a leader, innovator, entrepreneur and technology geek. He has a reputation as a major leader and innovator in the low-code space, specifically regarding ERP modernization. His 25 years of ERP/SAP experience has propelled his company's vision of accelerating modernization and digital transformation. Vaidya has also held executive positions at Lenovo, SEAL Innotech (enterprise mobility and Google Apps solutions), and Medtronic (lean manufacturing solutions).

About Pillir

Pillir is the developer of a low-code/no-code, cloud-native platform that enables organizations to develop mission-critical apps 20 times faster than traditional methods, leveraging the power of SAP's digital core from any device, with or without connectivity. The platform enables organizations at any stage of their SAP journeys to innovate quickly and easily, with little-to-no programming requirements, rapidly moving custom development to the edge. www.pillir.io

Trustifi

SAVE MONEY WITH EMAIL SECURITY AUTOMATION

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

Enterprises are increasingly using security tools to combat business email compromise (BEC) scams, phishing, and other attacks that target email users. And while there are many email security software options available, the costs to deploy and manage them can force enterprises to choose between feature-rich solutions that come with a hefty price tag, or budget-friendly alternatives with limited features.

On top of that, there's a global cybersecurity talent shortage, and competition for top cybersecurity professionals is fierce. Enterprises are forced to pay a premium to recruit skilled cybersecurity professionals. Even if an enterprise offers a competitive salary and benefits, it's unlikely to retain cybersecurity employees who feel burnt out dealing with the challenges that come with managing all aspects of an enterprise's security.

Here's the reality: there is no need for enterprises to compromise their cyber protection for affordability. Now, email security automation software empowers enterprises to level up their cybersecurity without breaking their budget.

Why Automated Email Security Is Key

Email security automation software is "set it and forget it." Enterprise system administrators can deploy the software with only a single click. Once they do, they can use the software to simultaneously keep their data safe and comply with industry mandates.

Additionally, email security automation software automatically encrypts employee emails. If an employee sends an encrypted email, the recipient's response and all associated attachments are fully encrypted. This ensures the entire communication chain stays secure.

Email security automation software also gives enterprises visibility into cyberattacks. The software comes equipped with engines that monitor user email behavior to detect anomalies in volume, context, devices, geo-location, types of sent emails, and more. This enables enterprises to detect, alert, and remediate when a user's mailbox has been compromised.

> **EMAIL SECURITY AUTOMATION SOFTWARE ALSO GIVES ENTERPRISES VISIBILITY INTO CYBERATTACKS. THE SOFTWARE COMES EQUIPPED WITH ENGINES THAT MONITOR USER EMAIL BEHAVIOR TO DETECT ANOMALIES IN VOLUME, CONTEXT, DEVICES, GEO-LOCATION, TYPES OF SENT EMAILS, AND MORE. THIS ENABLES ENTERPRISES TO DETECT, ALERT, AND REMEDIATE WHEN A USER'S MAILBOX HAS BEEN COMPROMISED.**

Utilize Layered Cyber Protection

An enterprise can deploy email security automation software on its own or supplement its cybersecurity tools. There can be times when it is the most cost-effective for an enterprise to rely exclusively on email security automation software. On the other hand, it can sometimes be the most cost-effective for an enterprise to deploy email security automation software with its existing cybersecurity tools.

On its own, email security automation software can protect an enterprise against sophisticated, contextual threats that frequently target C-level executives. It can also provide government-grade AES-256 encryption and other state-of-the-art email protection features unavailable with standard cybersecurity tools.

Or, an enterprise can utilize cybersecurity tools that offer insider risk management, information protection, and many other advanced email security capabilities. To optimize its security posture, the enterprise can layer an email security automation solution into its existing cybersecurity tools to combat current and emerging cyber threats and save money.

The cost savings of using email security automation software with other enterprise cybersecurity tools can be significant. An enterprise with thousands of seats may save tens of thousands of dollars per month. It can apply these savings to other areas of its operations, resulting in increased productivity that leads to more revenue.

Layering email security automation software into other enterprise cybersecurity tools can also boost workforce satisfaction and retention. This combination automatically addresses email-based threats, freeing up cybersecurity employees to focus on more high-value tasks and reducing their risk of burnout. At the same time, it helps an enterprise improve its security posture without the need to compete for cybersecurity talent.

It's Easy to Get Started

Email security automation software delivers substantial ROI if enterprise employees know how to use it properly.

Employee training enables an enterprise to teach its workers about different types of email-based attacks and their associated dangers. It also opens a dialogue between management and employees.

In addition to providing employee training, an enterprise should put together a budget for its email security automation software. Next, the enterprise can review the email security automation software options that align with its budget and decide where to invest its resources.

It can also be beneficial to partner with a third-party cybersecurity company to perform an enterprise security audit. Following the audit, the enterprise can receive a report that describes its security posture and search for email security automation software accordingly.

Lastly, conduct a cost-benefit analysis for email security automation software. Get in touch with an email security automation software provider for details about its offerings, how they work, and their costs. With this information, an enterprise is well-equipped to identify email security automation software that delivers maximum ROI.

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 deploys 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 clients' data, reputation, and brand safe from all threats related to email. With Trustifi's Inbound Shield, Data Loss Prevention, and Email Encryption.

Acumatica

SADDLEBACK LEATHER INCREASES SALES, SAVES $1 MILLION+ WITH ACUMATICA

OVERVIEW

Tired of needing 14 developers just to run Oracle NetSuite and being unable to fully connect that software to their online store, Saddleback Leather dismissed NetSuite and implemented Acumatica. Saddleback gained 10 times the functionality at a third of the cost and easily connected its online store to the new cloud-based software, dramatically boosting online traffic and sales.

SITUATION

While working as a volunteer English teacher in Mexico, Dave Munson wanted a leather bag like Indiana Jones carried, so he found a leather craftsman to make him one. So many people asked where the bag came from that Munson decided to move to Juarez, Mexico, with his dog "Blue" (a black lab) to see if he could create a business selling the bags.

For three years, Munson slept on the floor in a house without hot water to save money as the high-end bags were made. Selling on eBay, his bags grew in popularity. Today, Saddleback Leather has a factory in Leon, Mexico, that employs more than 200 with another 55 employees at the company's headquarters in Fort Worth, TX, where the luxury leather goods are sold via their online store.

Limping Along with Oracle NetSuite

Originally, Saddleback Leather executives used a custom-made financial system to run the company, eventually turning to Oracle NetSuite thinking it would serve the company better.

After seven years of frustration with NetSuite's limitations, Munson gave up. "Nothing worked fresh out of the box," Munson explains. "It took 14 developers just to make it work. It was proprietary so anything you wanted changed took 10 times longer than necessary to implement." Saddleback used NetSuite's front end as its first online store, thinking it would work seamlessly with its financials. But after many agonizing months, Munson learned those assumptions were wrong.

"They made it difficult to do any SEO on the website, and organic traffic is one of our biggest drivers," he says. "Our load times were between 9 and 12 seconds and that's after a new version straight out of the box. Google penalizes you for slow load times and we were constantly getting penalized."

Saddleback Leather couldn't create new product landing pages without having a programmer on board and it took repeated requests for NetSuite to enable customer reviews on the website. "That was a giant, three-month process to get reviews on an ecommerce site, information which is free functionality on all other websites," Munson says.

Adding insult to injury, once they could get customer reviews onsite, there were no numbers next to the ratings. That, NetSuite told him, would be an extra charge per month, and result in even slower page loads. Fed up with NetSuite's low-performing online store software, Saddleback then decided to switch to Magento, a popular online storefront solution.

NetSuite Trouble Escalates

Saddleback's internal development team of 14 tried to connect Magento to NetSuite for several months. They couldn't get it to connect. After going a month without any sales, and unable to add online reviews to the website, Munson had finally had enough.

He'd explored leaving NetSuite in years prior but didn't know what to implement next. His top requirements for a new ERP system at the time included an easy connection to Magento, efficient inventory management, and a cloud-based solution to avoid the need for onsite technology infrastructure.

Munson began researching ERPs and financial systems, including Sage and Microsoft. But he kept hearing from others that these legacy systems were retrofitted to work in the cloud, required more work, and were clunky.

Then a CEO friend suggested Acumatica, which fit all his requirements. "Everyone kept pointing us to Acumatica because of its pricing, aggressive development, and how user friendly it was," Munson says.

SOLUTION

Open Platform for Development

Munson liked that Acumatica was an open platform for developers. The solution was very user friendly and offered progressive consumption-based pricing. It was also mobile, easily connected to third party software, handled inventory well, and was in the cloud, he says.

The company began implementing Acumatica with help from Acumatica partner Kensium in April and went live Oct. 1. Saddleback Leather's IT development team shrunk from 14 to 2, reducing the company's costs by some $750,000 annually, Munson says.

"We let all the NetSuite people go, which was sad because a lot of them were friends," Munson said. "It stunk. One person threatened that we'd be out of business in three months if we left NetSuite."

Obviously, that didn't happen.

"I had a million ideas but all of them were impossible with Oracle NetSuite. Now, I sleep, dream and hope - three things I was not able to do with NetSuite."

– Dave Munson, Founder & CEO

BENEFITS

More Revenue, Less Cost

Saddleback Leather is now thriving thanks to Acumatica's connected software, its ease of use and ability to work seamlessly with third party software. Sales have increased while its technology costs have shrunk dramatically.

"Our technology costs are now 33 percent cheaper and we have 10 times the functionality," he says. "Our organic traffic is up 45 percent and we are selling more because we are off NetSuite and on Acumatica."

The company's inventory is more accurate than it's ever been, and inventory is not messing up the company's financial numbers, he says.

Real-Time Information

Even better, for the first time in many years, executives have access to the same version of the company's financial truth and can make decisions faster. They don't waste time trying to figure out whose numbers are right or wait for month-end any longer. "With NetSuite, we tried for years to get a unified dashboard for executives," Munson says. "No one at NetSuite could tell us how to get the same numbers which made it very difficult to get a clear understanding of our business and make decisions." Now, with Acumatica, Saddleback Leather has one version of the truth at their fingertips in real-time. Executives have access to the same information and decisions are made much more quickly.

"Our IT developer kept saying to just wait until the next upgrade and things would get better. But it was always a downgrade with NetSuite."

– Dave Munson, Founder & CEO

Easy to Use

Saddleback employees are actually using the software because it is so easy to use, Munson says. "With NetSuite, it was so difficult to remember how to get to the right screen, so employees began using Google docs, Sheets, and Excel as a workaround because they didn't want to ask how to do something again," Munson explains.

They have not had that problem with Acumatica. "I find more people are using Acumatica because it's intuitive, makes sense and is so easy to use," he says. "We don't have spreadsheets flying around and people have access to the same data all the time."

Much Lower Operating Costs

Not only has Saddleback Leather reduced its overall operating costs because it doesn't need to carry a large development staff or maintain costly infrastructure on premises, but the company isn't paying out as much for the solution either.

"We've significantly lowered our tech costs because Acumatica charges based on consumption rather than per-user license," Munson says. "And we don't have to worry about adding users because it's not a huge cost at all."

Munson says Saddleback was paying some $230,000 annually for Oracle NetSuite and most likely spent another $4 million over seven years to keep it running with the large development staff.

He estimates Oracle NetSuite's inefficiencies also cost the company millions because of the online traffic they didn't get and the sales they didn't generate.

Marketing Possibilities

Because Acumatica seamlessly connects to many third-party applications, Saddleback Leather has become much more effective in its marketing. Now, in addition to connecting to their website via the Native Big Commerce Connector, the company uses NETSTOCK, ShipStation, and ChannelAdvisor.

They can make product landing pages, add SEO and launch email marketing campaigns easily, all tasks extremely difficult to do with Oracle NetSuite.

"We're implementing actions and a forum on our site, which we couldn't do before, "he says. "We wanted it for years and years, and there is a long list of marketing things we can do now that we couldn't before."

Conclusion

Acumatica's user friendly, connected platform allows Saddleback Leather to capture increased online sales at a lower operating cost, making the company more profitable. Most importantly, Dave can increase his focus on his personal mission of improving lives and providing opportunities globally.

"We're getting more done since April than in almost 10 years," Munson says, adding one employee approached him and said the progress was incredible. "He told me how he noticed we had done more recently than in all the years he had worked at Saddleback."

"Our culture and atmosphere are so much more positive, and people are in a good mood. Everything is coming together, and our company is growing at a fast rate. It's fantastic."

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.

SWEDISH VÄDERSTAD, ONE OF THE WORLD'S LEADING COMPANIES IN TILLAGE, SEEDING, AND PLANTING, TURNS TO IFS TO DRIVE INTERNATIONAL GROWTH

IFS will help streamline world-class product development and optimize order to delivery for the manufacturer across 18 sites and a total of 17 countries

IFS, the global cloud enterprise software company, announced that Swedish Väderstad, one of the world's leading companies in tillage, seeding, and planting, has purchased IFS CloudTM to help drive international growth, navigate new market conditions, and better manage increasing operational complexity. Väderstad was looking for an approach that delivered a modern systems architecture, rich functionality, and a partnership-based approach. IFS, together with its IFS Cloud platform, was able to deliver all three.

Its existing setup consisting of multiple enterprise resource planning systems (ERPs) with little integration between them meant that it was difficult for Väderstad to collaborate across sites or build a platform that would enable scalability in the future, especially across the supply chain and production sites.

Implementing the IFS solution will enable Väderstad to streamline its operations. In particular, it will allow the manufacturer to replace its five existing ERP systems with a single platform based on IFS Cloud, while tapping into the solution's service management and enterprise asset management (EAM) functionality simultaneously.

The IFS solution will also help support Väderstad's engineering and order-to-delivery processes, as well as ongoing changes in its global supply chain. Together, all these capabilities will help drive global growth for the farm machinery business.

The agreement will ultimately see IFS Cloud implemented for 2,000 users across 18 sites and 17 countries. The roll-out will be in three main phases. The solution will first be installed across two production units in Sweden. Stage two will involve IFS installing the solution across all of Väderstad's sales operations worldwide, numbering 16 in total. The third phase will see the solution implemented at Väderstad's main production units in Canada and the United States.

Anders Karlsson, Vice President IT, Väderstad, said: "Working with IFS will enable us to transform the way we operate. With IFS, we will be able to replace a significant proportion of our existing infrastructure with IFS Cloud components to streamline our process delivery. If a new business need emerges today or in the future, we would be able to solve that and grow with IFS Cloud."

Ann-Kristin Sander, Managing Director Nordics, IFS, said: "Continuously evolving their product development and staying ahead of the pack in terms of engineering capability is very important to Väderstad. We knew that we could meet their needs by combining our deep knowledge of automotive machinery and complex manufacturing with the versatility and rich functionality we can deliver through IFS Cloud.

"Our ability to partner with Väderstad at both a local and global level is also key," added Sander. "We also have an extensive global support network which we can bring into play to address any issues that Väderstad might have at any time."

Looking ahead, the implementation also forms the first stage of a drive to integrate more automation at Väderstad. In line with this, IFS will be providing digital twins for the installed base units of IFS Cloud as well as robotics capabilities to support the roll-out of the ERP platform.

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.

UNIT4

BABERGH AND MID SUFFOLK DISTRICT COUNCILS SELECT UNIT4 ERP TO ADD VALUE, SUPPORT FINANCIAL BEST PRACTICE, AND DELIVER BUSINESS BENEFITS

Unit4, a leader in enterprise cloud applications for people-centric organizations, announced that Babergh & Mid Suffolk District Councils have selected Unit4 ERP to introduce a modern finance and procurement platform that will automate manual processes, driving efficiencies, predictability and empower employees.

Babergh and Mid Suffolk District Councils are working together sharing a workforce, vision, and joint strategic plan. With around 200,000 citizens, the Councils are focused on developing and delivering high quality services for its residents. With Unit4, the Councils will replace their legacy system that was no longer fit for purpose, whilst reducing the need for manual entry into spreadsheets. The Councils will also be able to generate greater efficiency from their current resources, as well as benefit from improved system resilience, flexibility and streamlined processing through self-service, automation, workflow, and real-time reporting.

Furthermore, the Councils required a system that could provide an audit log to give a secure record of all access and updates. One that provides flexible and robust security and the ability to apply security rules to 'drill down' access.

By selecting Unit4 ERP, Babergh and Mid Suffolk District Councils will also benefit from:

- Automated transactions & back-office functions
- The ability to put finance at the centre of strategic decision-making
- More informed decision-making
- A modern solution that enables staff to be more self-sufficient and not rely on accountants for basic financial information
- Robust data integrity controls and reports, with rapid drill-down query and reporting capabilities back to the source data
- Improved response time to changing resident needs by rapidly reconfiguring processes and services.

Unit4 has extensive experience in helping more than 100 Local Government customers in the UKI - including Basingstoke and Deane Borough Council, Cherwell District Council and Southampton City Council – to boost productivity, reduce costs, effectively plan for the future, and improve citizen value. The company's industry model approach provides finance and HR teams in the Public Sector with solutions that transform how people work, helping to deliver more responsive government services, achieve regulatory compliance, and transform public service delivery.

"By partnering with Unit4, we will have a modern, integrated cloud based 'as a service' solution that is suitable for our shared services. We will truly benefit from having introduced a smart, flexible, and unified finance and procurement platform to automate manual processes, with a single source of truth, providing our cost centre managers with the tools they need to self-serve, and improve the way budgets are managed." said Rebecca Hewitt, Corporate Manager – Finance, Commissioning & Procurement, Babergh and Mid Suffolk District Councils.

"We are pleased to be working alongside Babergh and Mid Suffolk District Councils to enable them to minimize manual intervention, reduce administration costs, and deliver quantifiable business benefits," said Chris Richards, Regional President, UKI, Unit4. "With Unit4 the Councils can take advantage of more powerful, and user-friendly specialized reporting tools, and a system that works on push principles with greater automation of communications with users."

About Unit4

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

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

priority

CARRS TOOL STEELS' INVESTMENT IN ERP HAS YIELDED A RANGE OF BENEFIT

Reliance on paper-based processes and spreadsheets, business processes that were mostly inside the headof the production manager and an inability to get an accurate picture of the business at any one time.

Carrs Tool Steels' investment in ERP has yielded a range of benefits that have helped them remain competitive, drawing on a history of innovation to create, optimize and automate world-class business processes. From sustainability and customer service improvements to investment in mobility and further enhancements to productivity, Carrs has shown how ERP can form the backbone of modern manufacturing success that continues to evolve.

With a heritage within the steel industry that spans more than a century, Carrs Tool Steels provides a range of conventional, special high performance, and extremely high performance tool steels, as well as aluminum and powder metallurgy products. The UK steel market has seen profound changes, with the threat of global competition and the demands of sustainable business practices met by the opportunities of new markets and the strength of UK manufacturing innovation. The sector continues to employ more than 33,000 people directly and make a direct contribution to the UK economy of over £2bn with a further £3bn in the supply chain. Against this backdrop, Carrs has developed a range of new product offerings and increased productivity and profitability through an innovative blend of modern technology, developing and investing in people and creating next-generation business processes.

Challenge

The reliance on paper-based processes and spreadsheets can be troublesome for manufacturers.

For one, it can be an incredibly time-consuming task, with a great deal of manual data entry that can run the risk of human error.

It can also create slow reporting and decision-making. Furthermore, different departments may work in silos, where multiple instances of duplicated records are stored in different locations. This system can create real issues and stifle growth. Mark Mullaly, systems manager at Carrs Tool Steels, explains: "We faced two critical issues: business processes that were mostly inside the head of our production manager and an inability to get an accurate picture of the business at any one time. This led to our realization that the business needed investment to grow."

On top of the issues with their paper-based processes, Carrs kept large levels of stock in inventory to negate problems with customer service and inaccurate delivery dates. This also meant they could not track work that had taken place off-site or to suppliers for specialist services.

Solution

Priority ERP can be easily customized to fit the business's unique needs. The ability to create quick, easy customizations helped Carrs Tool Steels rapidly create new modules tailored to their business. Mark Mullaly, Systems Manager, Carrs Tool Steel, explains: "Compared to a lot of the competition, I found Priority so much easier to use and that I could understand it quicker. While Medatech did an excellent job in teaching me parts of the system, I did not have to become an expert in either ERP or Priority Software to get the most from our investment.

This is important for two reasons; firstly, it meant the software became more cost-effective. Secondly, I could implement the new software while still maintaining ongoing operations."

Result

As customer demands shifted, Carrs managed a higher volume of product queries. But those products are usually of a smaller size. Rather than charge simply by weight, Carrs can now charge more accurately by the processing required. This led to creating a unique production route for the cutting and milling of each product at the quote stage. The simple customization of the ERP feeds back into Priority to enable accurate, profitable pricing and reliable delivery dates while the sales order is processed.

This improved information and service have been critical in helping Carrs offer added value services and products. By offering ready milled blocks machined on all six faces to engineering tolerances, Carrs has opened a lucrative and keen competitive advantage. Mullaly continues: "Essentially, on 23/03/20, we had to think differently about how we did business.

This ranged from working from home for the sales team to organizing zoom meetings and WhatsApp groups while managing new shift patterns, layoffs, and even key worker statuses."

There then followed the challenges of increased demand, stock availability, and cashflow. Following on from COVID and Brexit, Carrs has successfully navigated a challenging supply chain with a disjointed movement of goods, the introduction of tariffs, and quotas and certificates of origin.

Carrs used the Priority ERP system to help make the decisions and changes as required to survive. "At the start of March 2020, no one in the company other than me had remote access to Priority. Overnight we needed different on-site access for the production staff still on-site and remote access for office staff working from home," Mullaly continues. "Technically, doing so was painless.Alongside existing hardware, we even found that we could successfully deploy Priority on Chromebooks.

This helped lessen the risk and cost of enabling remote access to the system. Many staff had to cover functions they had previously had little or no experience of.

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.

ROOTSTOCK SOFTWARE® LAUNCHES DIGITAL SUPPLIER COLLABORATION IN THE FALL '22 RELEASE OF ITS MANUFACTURING CLOUD ERP

New Supplier Request-for-Quote Feature Enables Manufacturers to Foster Resilient Supply Chains

Rootstock Software, the global provider of the #1 Manufacturing ERP on the Salesforce Platform, announced the launch of Digital Supplier Collaboration as part of its Fall '22 product release. This feature will help manufacturers foster resilient supply chains, as they'll now be able to source upstream suppliers using Rootstock's new Supplier Request-for-Quote (RFQ) capabilities.

"Today, supply chain disruptions are the new normal," said Raj Badarinath, Chief Product Officer at Rootstock. "Facing increased volatility, manufacturers need to be able to receive timely digital signals, so they can oversee their 'plan-source-make-deliver' cycle. Rootstock provides such insights, enabling manufacturers to manage their supply chains, as well as source and collaborate with suppliers—all this from within our ERP solution. In essence, they have the visibility to mitigate disruptions as they emerge."

These days disruptions span various types of incidents, including regional conflicts, labor disputes, port congestion, climate-related catastrophes, inflation, the energy crisis, tariffs, and more. In the past, manufacturers focused on a few suppliers who accounted for most of their costs. But, in today's conditions, even the smallest item, like a single, missing computer chip, can halt production. As a result, manufacturers are modifying their strategy to identify upstream issues that could have a show-stopping impact on production—and therefore, revenue.

"In these turbulent times, supply chain leaders are striving to build in resilience, especially with lengthening lead times. Toward this end, they're collaborating closely with suppliers to address global supply chain risks and coordinate strategies such as near-shoring. In addition, the way this process was handled in the past—using spreadsheets and email—must be modernized and brought into the digital age. Rootstock ERP enables online RFQs that can be broadly disseminated and managed via a digital marketplace."

Rootstock's supply chain features and benefits include:

- **Digital Sourcing.** Rootstock provides an automated process to source new and alternative suppliers. Interactions with potential suppliers can be orchestrated via a cloud community portal. Manufacturers post requirements for parts, materials, or supplies and invite suppliers to provide quotes. Manufacturers then review responses side by side and select competitive bids based on costs, availability, lead times, and reliability
- **Supply Chain Dashboards.** With the Rootstock platform, manufacturers can configure dashboards, so all relevant data is displayed in one place. These dashboards summarize key metrics, including supplier performance in terms of on-time deliveries. Manufacturers can see whether supply chains are on track or experiencing issues. These dashboards provide a snapshot of the company's overall supply chain health and offer drill-down capabilities to expose issues that should be addressed.
- **Real-time Supplier Collaboration.** In the past, files and data were exchanged via email. In today's volatile conditions, this information would quickly become outdated, leading to confusion among manufacturers and suppliers. Rootstock fosters real-time collaboration, as manufacturers can instantaneously share data and communicate via Slack.
- **Reducing Supply Risk.** Using Rootstock's online portal and platform tools, manufacturers and suppliers can work together to develop risk mitigation strategies. In this way, they can troubleshoot issues and avoid shortages before they affect production. Through all these processes, the relationship between manufacturer and supplier can vastly improve.

These Digital Supplier Collaboration capabilities are currently in limited release to select discrete manufacturing firms. And for those in the med tech industry, Rootstock is hosting a MTI webinar, "The Med Tech Supply Chain: Challenges and Strategies, on Thurs, Nov. 17, 2022, 2:30 – 3:30 pm EST. Sign up to learn more about supply chain disruptions and solutions.

About Rootstock

At Rootstock Software, our connected Manufacturing Cloud ERP enables hundreds of manufacturers, distributors, and supply chain organizations to turbocharge their operations in a dynamic, post-pandemic world. With our solution natively built on the Salesforce Platform, our customers leverage the industry's leading Cloud ERP, Rootstock, to connect with their suppliers, trading partners, and the broader ecosystem. Ranked as a leader in the ERP Value Matrix by industry analysts, Rootstock has vertical expertise in discrete manufacturing, medical devices and high-tech verticals. Rootstock team members partner with customers as trusted advisors in driving change and transformation to what's next. We continue to grow, so stay tuned to our new customers, career opportunities, and LinkedIn posts.

UNIT4

UNIT4'S 2022 BUSINESS FUTURE INDEX: INCONSISTENCY IN FLEXIBLE WORKING STRATEGIES LEADS DIRECTLY TO TALENT ATTRITION

HR must embrace accelerated change to overcome the top challenge of attracting and retaining talent

Unit4, a leader in enterprise cloud applications for mid-market services organizations, announced the people and HR-related findings of its second annual Business Future Index.

Having surveyed 3,450 respondents across 12 global markets to understand how much people, policy and technology changes have accelerated over the past 12 months, the Index revealed significant concerns with flexible working strategies despite a dramatic acceleration in its adoption. With competition for talent growing, there is a danger that failure to improve working policies and implement the right tools could lead to more employees choosing those employers who offer a more flexible approach.

Key Findings

- 76% of respondents say flexible working policies need improvement and 62% agree the tools to support flexible working are not adequate
- Only 18% of respondents experience a flexible working policy without restrictions
- 39% of organizations have seen people leave their business for more flexibility elsewhere over the past year
- Attracting and retaining talent (62%) is the biggest priority for organizations over the next 12 months
- Only a quarter of respondents say diversity is a planning focus for the coming year

Flexibility important but implementation inconsistent

The Business Future Index found 92% of respondents stating that their organizations have now adopted some form of flexible working policy. However, it also reveals there is much work to be done to apply these policies more equitably and ensure employees have the right framework and tools to enable such approaches. For example, the Index discovered:

- 37% of people work flexible hours, such as working from 9am – 3pm, then making up time in the evening
- 31% work a completely flexible hybrid model (office and home based)
- 31% are mandated to spend a proportion of time in the office (for example, a certain number of days per week)

While the reasonably even split between the different types of flexible working is understandable given that not every organization can offer complete remote working, other data suggests an imbalance in how such policies are applied. While 55% say flexible working applies to all employees, more than a third (35%) say it only applies to some employees dependent on job role, and 9% suggest it depends on the manager's discretion applying only to some employees. Given that less than one fifth of employees experience flexible working without restrictions, there is still some way to go to improve such policies and, therefore, it is critical organizations move quickly to avoid loss of talent.

Big drivers for workforce strategies: recruitment, diversity and technology

Attracting and retaining talent remains the top priority for all organizations across the globe in the year ahead, but the Index reveals further challenges impacting workforce strategies, including:

- Staff retention - organizations struggling to find and retain staff across a mix of generations (36%)
- ESG credentials - One fifth (20%) believe their company is perceived to have poor Environmental, Social and Governance (ESG) credentials
- Diversity – only 25% of organizations plan to improve diversity within the business
-

Re-skilling talent (51%) and implementing a successful flexible/hybrid working policy (50%) also make it onto the list of top business priorities, compounded by 51% who believe that the real need to enhance talent strategies will hinder their ability to achieve their objectives.

Diversity is still an area where attention is needed, because although there has been an increase in the number of respondents saying their organizations plan to improve diversity compared to last year's Business Future Index, still only a quarter say they will focus on it. Organizations that outperformed their business targets for 2021 were more likely to be further ahead in planning changes to their diversity policies compared with organizations that had performed less well.

"Given the need to attract a broad spectrum of talent into organizations from different demographic groups to meet demand for skills, the Business Future Index shows businesses must make diversity a higher priority," said Tania Garrett, Chief People Officer, Unit4. "Along with investing more in reskilling their existing workforce to help meet future requirements, the Index clearly shows there is a close correlation between investment in innovative technologies and a positive impact on recruitment and retention."

The people-related data in the Business Future Index 2022 highlights the impacts of accelerated change on workforce strategies, some of which are positive. What is clear is that those that had accelerated change in the last 12 months have seen their employees benefit from better well-being and team collaboration. However, there is still progress to be made as a failure to react to the evolving workplace and make the right investment decisions will see complacent and reluctant organizations fall behind in the competition for talent.

Additional Resources

- A copy of the full report is available on request
- Accompanying infographics to the report are available to download here

Survey Methodology

Unit4 commissioned independent technology market research specialist Vanson Bourne to undertake the quantitative research that this report is based on. They interviewed a total of 3450 respondents in May and June 2022, from 12 regions: US (1000), Canada (150), UK (400), Germany (400), France (200), Netherlands (250), Norway (200), Denmark (100), Sweden (200), Belgium (150), Australia (200) and Singapore (200). Respondents were from all private and public sectors (including IT and technology; business and professional services; education; and charity and nonprofit), and from organizations with 200-20,000 employees. Respondents from all departments and seniority levels were allowed to participate. There are also references throughout to historical data conducted using the same methodology in 2021. The findings from this research programme can be found here.

About Unit4

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

Sage

TIME TO RE-BRAND HR AND SHIFT FOCUS FROM PROCESSES TO PEOPLE, SAGE STUDY FINDS

- 92% of company execs think the perceived value of HR is a challenge for the profession
- 73% of HR leaders and 76% of C-suite say HR teams focus is mainly on processes
- Over 60% of business leaders still see HR's role as administrative
- But 91% of HR leaders are excited about the future of HR

The scale of the challenge facing Human Resources (HR) teams to convince organizations of the power of the modern People function is revealed in a new study from Sage, the leader in accounting, financial, HR, and payroll technology for small and mid-sized businesses (SMBs). 92% of C-suite execs believe the perceived value of HR is a challenge for the profession.

The poll of more than 1,000 HR and C-suite leaders working in SMBs across six of the world's largest economies also highlights that a staggering 81% of HR professionals are feeling burnt out and 62% are considering leaving the industry.

The research signals that now could be a seminal moment for the HR industry and it's time for HR's big rebrand. 73% of HR leaders and 85% of the C-suite claim the term 'Human Resources' is outdated. Furthermore, 91% of HR leaders say the scope of HR's remit has changed dramatically over the last few years – and 96% of the C-suite agree.

But while 86% of HR leaders feel the sector is adapting to become more speedy and agile, over 60% of C-suite execs (63%) still see HR's role as administrative. Less than half (39%) of HR leaders say they believe employees are knowledgeable about what HR does. And many business leaders don't expect HR to play a leading role in key areas that would traditionally sit in its wheelhouse, such as workforce planning and company culture, the study also reveals.

"HR leaders are often the unsung heroes of an organization but over the last few years have demonstrated their influence, visibility, agility and impact more than ever," says Amanda Cusdin, Chief People Officer at Sage. "Considering the acute shortage of talent, the great resignation, and the quiet quitting phenomenon that a lot of organizations are facing, business leaders need to prioritize investment in technology, and increase upskilling the HR department. As a sector, we need to embrace tech that relieves HR professionals of the admin tasks and empowers them to focus more on strategy, supporting businesses and employees to reach their growth and development targets."

While HR leaders are trying to evolve their functions from predominantly administrative to more strategic, 73% of HR leaders and 76% of the C-suite say the balance often tips in favor of admin.

The future of HR

While 91% of HR leaders say they are excited about the future of the profession, 83% agree that not having the right HR technology is a challenge for the future – only 59% of organizations currently use people analytics and cloud HR systems, and just 54% have some form of HR automation in place.

With 92% of HR leaders citing the sheer amount of work they're facing as a barrier to future success, technology is key to managing the challenge. By automating admin, HR teams can spend more time on strategy, while self-service empowers employees to own their data, sparing HR the legwork too.

"HR leaders get into the profession because they want to make a difference. Unfortunately, paperwork and admin too often get in the way of that. So it's not surprising HR leaders feel more exasperated than ever. Thanks to automation, analytics, self-service and more, People leaders have a bigger opportunity than ever to finally swap the spreadsheets for strategy and re-discover why they got into HR in the first place: to make a difference," says Helen Armstrong, CEO and Founder of Silvercloud HR.

Asked what the top challenges will be for HR in 2024, in addition to workload, 90% of HR leaders predict it will be limited budgets, 89% cite lack of resources, and 83% say not having leadership support will be significant barriers.

When asked what the profession will need to be successful, two things feature highly on the list for HR leaders: a boost in HR skills (42%) and increased investment in specialisms (37%) (e.g. DEI specialists). 40% also want more technological know-how, and 33% want better peer-to-peer support networks within HR.

As for the top priorities for HR in 2024, HR leaders and the C-suite agree that talent management should be at the top of the list. Diversity equity and inclusion, and employee health and well-being are the next top priorities for HR leaders, while the C-suite feels HR should focus more on financial growth, and efficiency and productivity.

To learn more, download a full copy of the report.

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.

EPICOR

EPICOR ENVISIONS THE DATA-DRIVEN FUTURE OF THE BUILDING SUPPLY MARKET AT INSIGHTS FOR BUILDING SUPPLY CONFERENCE

Epicor, a global leader of industry-specific enterprise software to promote business growth, will discuss the future of the building supply market and how businesses can take advantage of data-driven insights and people-centric technologies to gain a competitive edge during next week's Epicor Insights for Building Supply customer conference, taking place November 14-16, 2022 at The Westin Kierland Resort & Spa in Scottsdale, Ariz.

During the annual event, customers, partners, developers, and industry influencers will come together to focus on how building supply businesses are managing economic pressures, addressing labor challenges, and driving greater visibility across their supply chains. They'll also learn about the latest updates to the Epicor Industry ERP Cloud portfolio – including Epicor BisTrack, Epicor LumberTrack, and Epicor Warehouse Management System (WMS) – to help building supply companies optimize operations and grow their businesses.

In fact, according to the IDC White Paper, sponsored by Epicor, "The Business Value of Epicor Software for Building Supply Companies" (doc #US48832422, March 2022), building supply companies that use Epicor technologies have realized benefits worth an annual average of $2.7 million per organization through enhanced enterprise visibility, stronger inventory management, improved financial management, and ultimately higher revenues and margins.

"Like many essential industries, the future of the building supply market will be shaped by how dealers are able to leverage data-driven insights and create people-centric automations to navigate changing market conditions and drive their businesses forward," said Epicor President Lisa Pope. "Epicor is delivering that future today, offering the capabilities our customers need to better manage supply chains, inventories, and their workforce."

At the event, Epicor is introducing new offerings and features for building supply that deliver stronger user experience, improved workflows, and enhanced scalability, including:

- New public cloud offerings of Epicor BisTrack and Epicor LumberTrack providing improved security, scalability, performance, and data localization.
- Enhanced functionality for distributors including long lead allocations, multi-location transfers, and split transfers.
- Epicor WMS features for variable width product integration with Epicor BisTrack, mobile delivery cart scanning, and an improved mobile device UX.
- Epicor LumberTrack enhanced browser functionality including responsive design for mobile devices and dynamic forms.
- Previews of new order monitor and order entry functionality available in Epicor BisTrack Web.

Epicor is the established technology leader for the building supply market. Epicor serves more than 55 percent of all businesses in the Webb Analytics 2022 Construction Supply 150 index of top Pro Dealers by revenue in the U.S., as well as more than 75 percent of Pro Dealers with Manufacturing. Collectively, the index represents three quarters of the nearly $550 billion construction supplies market in the U.S.

For more information on Epicor for Building Supply, please visit our website.

About Epicor

Epicor equips hard-working businesses with enterprise solutions that keep the world turning. For 50 years, Epicor customers in the automotive, building supply, distribution, manufacturing, and retail industries have trusted Epicor to help them do business better. Innovative Epicor solution sets are carefully curated to fit customer needs and built to respond flexibly to their fast-changing reality. With deep industry knowledge and experience, Epicor accelerates its customers' ambitions, whether to grow and transform or simply become more productive and effective. Visit www.epicor.com for more information.

QAD ANNOUNCES THE RELEASE OF DSCP 2022.1

QAD Inc., a leading provider of next-generation manufacturing and supply chain solutions in the cloud, has announced a significant new release of QAD Digital Supply Chain Planning (DSCP) designed to support and help its customers navigate through global supply chain interruptions with innovative supply chain planning capabilities.

"This release is our disruption breaker. In recent years, manufacturers have dealt with one supply chain disruption after another," said Charles Sutherland, chief product officer at QAD. "This release improves the granularity of supply chain visibility and predictability and is perfectly suited to the needs of manufacturers in 2022."

A core feature of this release is the intuitive planner experience via the extended use of home pages and dashboards. Combined with an embedded supply chain analytics engine, the dashboards provide instant detection of a current or predicted event that could impact the current plan. Planners can perform end-to-end scenario analysis to collaboratively determine the course of action that best serves the business objectives within an acceptable risk profile.

"With the enhanced use of icons and buttons, the solution ensures the most likely response is only a single click away," added Jean-Luc Rominger, VP of Engineering for DSCP at QAD.

This release continues to focus on reduced time-to-value. This initiative is a multi-release project that aims to simplify and streamline the experience to buy, deploy, configure and own QAD's digital supply chain planning solution. The latest version of DSCP uses intelligent wizards to rapidly prototype a fully configured planning system based upon planner questionnaire responses.

QAD DSCP is a functionally-rich digital planning solution that helps global companies achieve growth and profitability objectives by ensuring optimal product deployment. Available in the cloud, it provides an end-to-end solution with specific capabilities for demand planning, inventory optimization, supply planning, manufacturing planning, financial planning, Sales & Operations Planning (S&OP) and Integrated Business Planning (IBP).

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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SAP SOLUTIONS LIVE IN ACTION AT INDUSTRY 4.0 POP-UP FACTORY

Article By ***Luis Trunk de Flores,***
Editor, SAP News Center

"The benefits of SAP solutions are not always obvious to customers," said Andre Bechtold, head of Value Experience at SAP, at an event marking the reopening of the SAP Experience Center on the Walldorf campus and the launch of the Industry 4.0 Pop-Up Factory just a short walk away. Together, they give customers and partners the chance to experience the company's solutions, technologies, and innovations live in action.

CEO and Member of the Executive Board of SAP SE Christian Klein told media representatives, customers, and SAP employees how much this particular endeavor means to him. As one of the world's largest business software vendors with customers generating 87% of total global commerce, Klein emphasized that SAP software is used to run highly complex business processes. The two exhibits illustrate how SAP works closely with customers and partners to find solutions to the challenges they face.

Now, in its very own exhibition space covering more than 500 square meters, SAP can demonstrate exactly what its digital supply chain and Industry 4.0 solutions can do. "It is important that customers can come and see all this for themselves," Klein stated.

Inside the Industry 4.0 Pop-Up Factory

The Industry 4.0 Pop-Up Factory is built like an actual factory and features, among other things, robots for component production that support the worker during manufacturing. The exhibit has an entire production line for mixing and filling liquids, as used in the process industry, and even driverless transport systems. The focus is on Industry 4.0 for customers in the process manufacturing sector – chemicals, pharmaceuticals, and consumer goods, for example. The setup also addresses the needs of discrete manufacturing like machinery, vehicles, and electronics. SAP's smart factory showcases have evolved – and grown – over the years and can now all be seen in action together under one roof as a pop-up installation in rented premises.

The idea is to allow customers to experience the digital supply chain for themselves through showcases. By seeing the software in operation, they gain a better understanding of its capabilities. All stages of the product life cycle are demonstrated in a real-life setting, from product design, planning, and manufacturing through to logistics and maintenance. At the pop-up factory, SAP wants to show how it has a broad portfolio of solutions for end-to-end processes and is a leader in digital supply chain and integrated supply chain.

The pop-up factory presents different lines of business, incorporates real equipment and machinery, and runs the same SAP products as those that are shipped to customers. Not all the showcases are new, but, as Ralf Lehmann from Solution Management for Digital Manufacturing and Industry 4.0 says: "The new factory allows us to bring everything together under one roof and to demonstrate realistic end-to-end scenarios."

> **THE IDEA IS TO ALLOW CUSTOMERS TO EXPERIENCE THE DIGITAL SUPPLY CHAIN FOR THEMSELVES THROUGH SHOWCASES. BY SEEING THE SOFTWARE IN OPERATION, THEY GAIN A BETTER UNDERSTANDING OF ITS CAPABILITIES.**

Industry 4.0 Is Already Here – And It Goes Beyond Technology

The purpose behind Industry 4.0 is to use smart technologies to generate sustainable economic and social benefits. The term itself is often used simply to denote the Internet of Things (IoT) in industry, though this is not its full meaning. In fact, Industry 4.0 encompasses far more than technology. It also describes a new way of organizing and managing the value stream throughout the product life cycle. The challenges here, though, are becoming increasingly complex. Customers today have highly specific requirements and very different priorities and expectations, ranging from personalized experiences to sustainable and ethical business practices.

Seeing Industry 4.0 In Action

The Industry 4.0 Pop-Up Factory is unique: "It demonstrates the benefits of SAP solutions in a realistic setting and allows customers and partners to see how they work in the real world and in a setup that is very similar to their own shop floor," says Matthias Deindl, head of Industry 4.0 Center EMEA & India.

The idea of a demonstration factory was born in the conference halls of Germany's Hannover Messe trade show. Each year, SAP presented showcases and product lines to demonstrate the capabilities of its solutions and technology. Customers would come to SAP's stand and ask how they could recreate the scenarios at their companies. They wanted to know how it all worked and where they could see the solutions in action in the real world. In response, the existing showcases have been continuously developed over the years and now find their own home in the new Industry 4.0 Pop-Up Factory.

SAP has worked closely with its hardware partners for many years. Setting up the demonstration factory provided a great opportunity for a joint project with companies in the automation technology field. Among them are Arkite, asentics, Beckhoff, Endress+Hauser, Evoguard, Gebhardt, Google, intranav, item, Kuka, Krones, Kinemic, Mettler Toledo, Navvis, Neoception, OPC UA, Proglove, Rocketfarm, Sartorius, Schunk, SICK, TRUMPF, Universal Robot, and VMT.

Though the pandemic put a temporary end to in-person events, it did not end the plans for a demonstration factory. The team's brief was: "How can we take our showcases to the people if they cannot come to us?" recalls Lehmann. In the course of this, a TV studio was built specifically to stream digital customer demos.

The Industry 4.0 Pop-Up Factory is designed to be a source of information and inspiration for customers and partners. It offers deep-dive sessions with experts, either in person at the factory or online. SAP has invested in the latest video technology and equipped the entire venue with cameras – not just to give live-stream audiences the best possible experience but also with sustainability in mind.

Positive Feedback: The New Industry 4.0 Pop-Up Factory Delivers

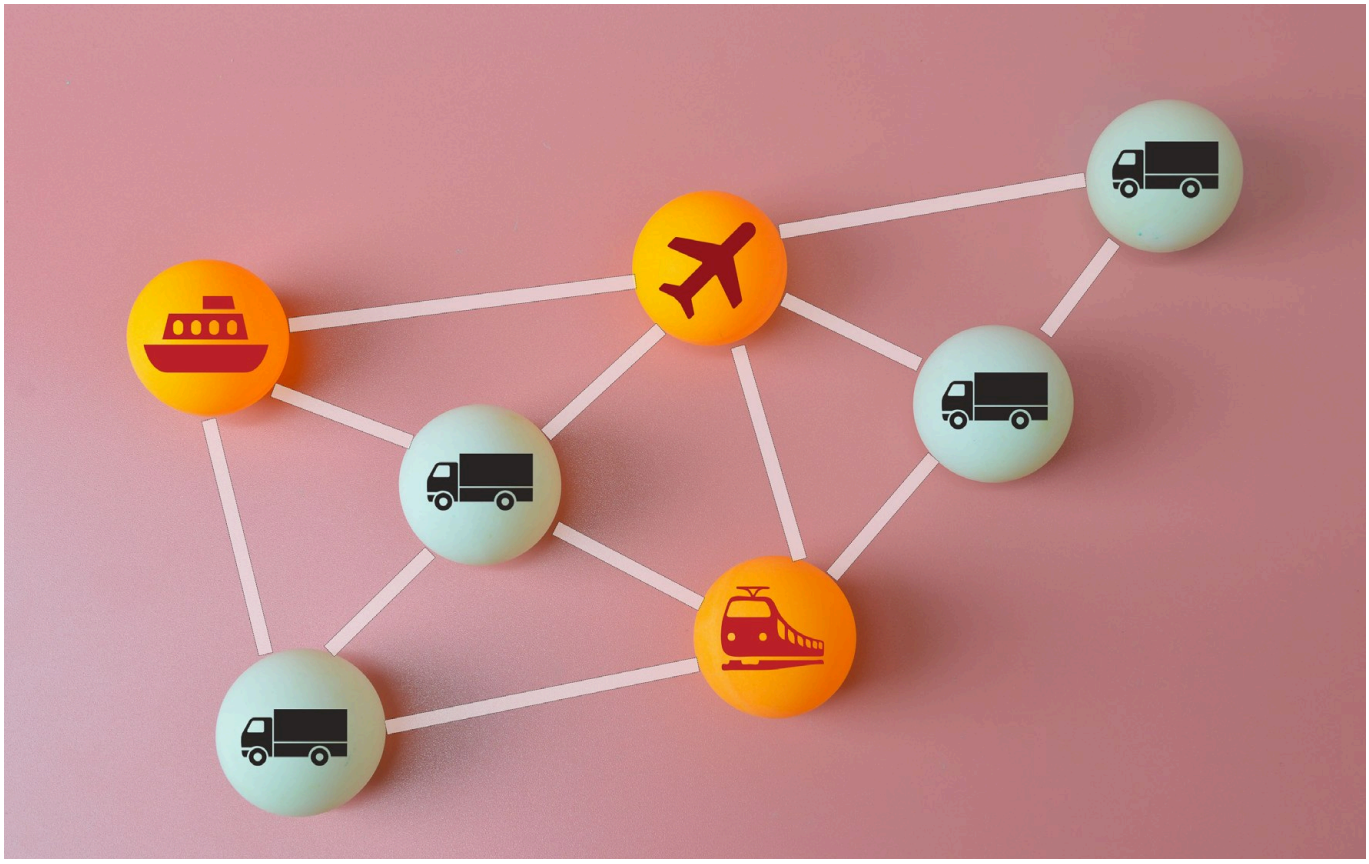
Even before the factory's doors officially opened, its showcases had been used in more than 400 live sessions with customers and prospects, both in person onsite and remotely via Web meeting. The feedback from customers has been very positive. The remote sessions have been equally well-received. "They have many advantages: you can hear everything, you can see everything, and anywhere from 80 to 100 people can all attend at the same time," Deindl says. "By offering virtual sessions, we give our customers a way of reducing their carbon footprint."

Many of the inquiries the factory team receives are from managers overseeing manufacturing processes at our customers. They want their leaders to experience the SAP solutions featured in the Industry 4.0 Pop-Up Factory sessions and see the benefits for themselves.

Besides being able to see the software in action, experts who come to the factory also appreciate the chance to get into conversation with other visitors there. It has created communities in which people regularly share their thoughts and ideas. This not only gives customers confidence but provides the Industry 4.0 Pop-Up Factory's organizers with valuable feedback. Especially in the critical phase leading up to the buying decision, visiting the factory and talking to others there can give a customer a fuller understanding of the solutions so that they can be sure the decision they are making is the right one.

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.



ENABLING MODERN DIGITAL SUPPLIER COLLABORATION WITH SUPPLIER RFQ

Article By ***Stu Johnson,***
Vice President of Product Marketing, Rootstock ERP

To compete in today's increasingly volatile economy, manufacturers need a connected, automated, real-time means to manage supply chains, source new groups of suppliers, and collaborate with individual suppliers directly. Adding it to your ERP solution provides greater visibility, integrates with the sales, demand, and operational data you already have, and lets you share insights with suppliers to mitigate threats as they emerge.

Rootstock customers now have these capabilities with Supplier Collaboration.

Supply Chains Have Changed

The past few years have been rough for manufacturers, to put it mildly. When "supply chain" becomes a household term, you know it's not a good situation. Pandemic restrictions curtailed operations and delayed deliveries, and the accompanying boom in demand driven by consumers repurposing discretionary spend into online buying and businesses equipping home offices, it's no wonder we're in this continuing environment of constrained supply chains.

Unfortunately, our global supply chain, which had been optimized to an unprecedented level, became a house of cards when the balance of demand and supply was disrupted. The Suez Canal nightmare added to the disruption when it backed up 367 vessels in a single day. Zero-Covid policies in China further delayed container ships, oil tankers, and bulk carriers. Global labor shortages meant transportation companies couldn't find enough drivers and staff to move the supplies. And then, those supply shortages resulted in higher prices and inflation, layoffs and recession warnings, and on, and on, and on.

So, now what?

The above recap simply shows how the best-laid supply chain plans can unravel very quickly due to circumstances entirely out of your control. Manufacturers now need to mitigate every known risk and plan for every scenario to deliver products to customers, on time, and with a focus on profitability.

But how?

At the risk of using buzzwords, these supply chain capabilities are critical to how your 2023 turns out: agility, speed, insights, and collaboration. You need to be able to shift strategies on a moment's notice as economic and supply chain trends change. But, to do so, you need supply and demand insights in real-time, and be able to share that information with your suppliers quickly.

With that foundation in place, only then can you focus on what's really needed to build a supply chain for a 2023 world.

1. Search new supply sources

Manufacturers must gain access to additional supply sources, locally or near-shore, that can become alternate sources when needed. Adding prospective suppliers in multiple regions provides a hedge against global supply chain shocks. And, the faster you build these relationships, the more influence you'll have when you need them.

2. Optimize purchase prices

Having more supply sources lets you optimize purchase prices through competitive quotes received from many vendors. Lower prices offer better profit margins, obviously, but conditions may require you to weigh prices versus availability, lead times, quality, and more. Start building those models now.

3. Reduce business risk

No matter how you define risk, a consistent, dependable supply chain, with options, helps you reduce that risk. Insights into demand help you partner with suppliers to prepare for your production needs. When suppliers have more and earlier visibility, it helps them plan and allocate production capacity more effectively.

4. Manage strong supplier relationships

As you build relationships with new suppliers, work with them to balance price and other needs. As you collaborate, you're fostering stronger relationships built on trust and knowledge sharing. When those suppliers are forced to choose which customers to supply, you want to be seen as a customer that helps them run their own business more effectively.

A Foundation for Your Digital Supply Chain

Manufacturers must deal with our new supply chain reality as they prepare for future shifts and disruptions. But, as you well know, modern challenges need modern solutions. Cloud technology that easily integrates supply and demand data is where modern manufacturers are doubling down on their investments, even as a downturn seems more likely. Specifically for supply chain management, manufacturers need digital connections with suppliers to provide insights in real-time.

We're excited to offer new and expanded capabilities that enable digital supplier collaboration. These capabilities help manufacturers foster resilient supply chains, source new and alternative suppliers, and see through the constant volatility. Rootstock customers can now enable a supplier portal built with Salesforce Experience Cloud (formerly Community Cloud) to seamlessly connect with suppliers (aka Vendors in Rootstock). From there, Rootstock Supplier Collaboration lets buyers at manufacturing companies quickly request quotes from any number of suppliers. The buyer identifies requirements and releases RFQs digitally, with full visibility into the process and status of each supplier interaction.

Supplier Collaboration delivers notifications to suppliers via email, on the Salesforce Experience Cloud, or on a secure Slack channel. Manufacturers can further use the private Slack channel to facilitate dynamic, real-time conversations across Slack chats, audio calls, video calls, document sharing, and data sharing between buyers, suppliers, and any other stakeholders tuned into that channel.

Manufacturers can also use Supplier Collaboration to configure supply chain dashboards, so all relevant data is displayed in one place. Digital sourcing is further enabled with automated sourcing of new and alternative suppliers through RFQ invitations and response reviews, and with the entire interaction captured digitally. These online community and platform tools elevate collaboration with suppliers to keep information flowing and relationships strong.

"WE'RE EXCITED TO OFFER NEW AND EXPANDED CAPABILITIES THAT ENABLE DIGITAL SUPPLIER COLLABORATION. THESE CAPABILITIES HELP MANUFACTURERS FOSTER RESILIENT SUPPLY CHAINS, SOURCE NEW AND ALTERNATIVE SUPPLIERS, AND SEE THROUGH THE CONSTANT VOLATILITY.

A Digital Supply Chain for Today's World

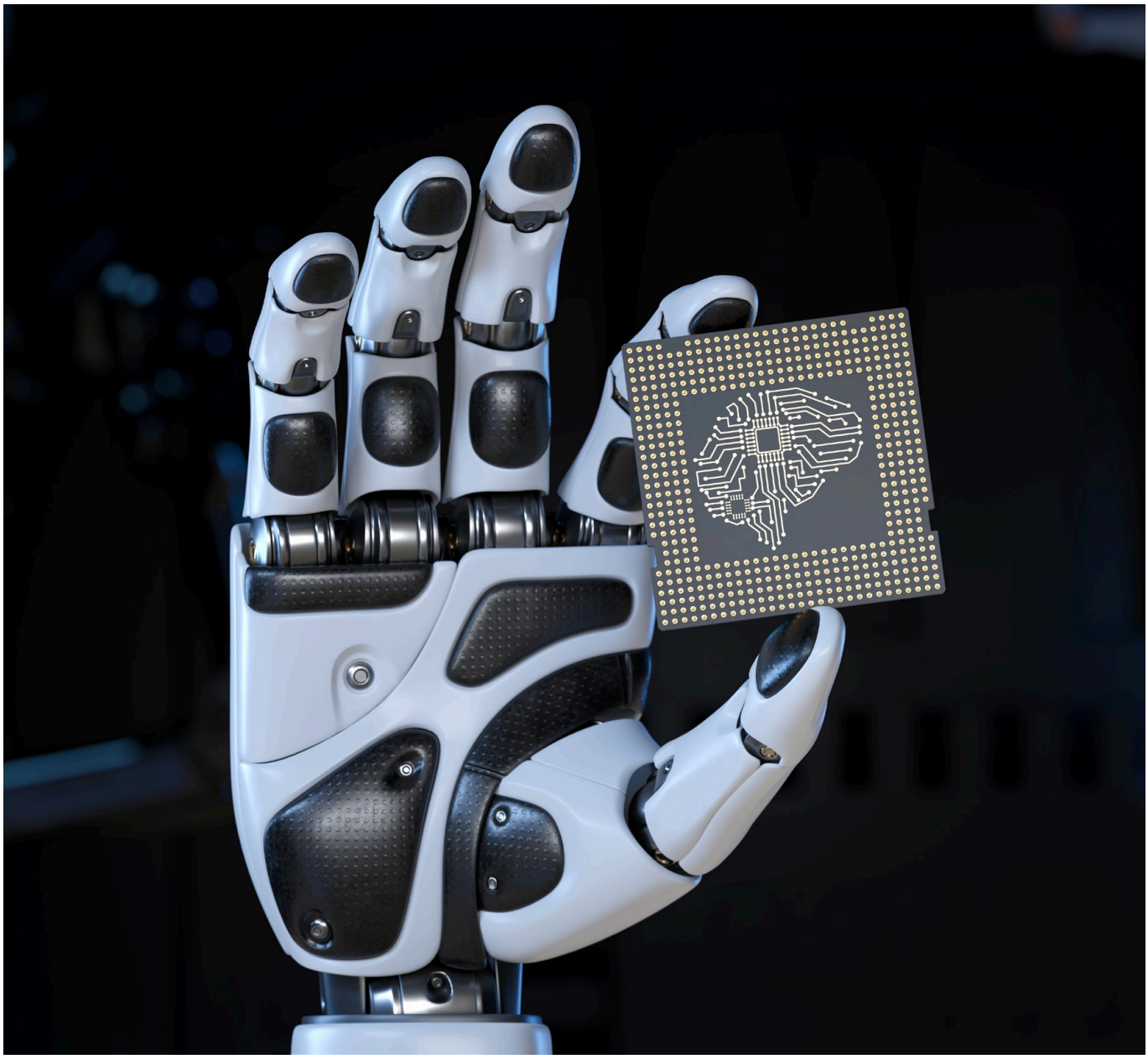
In today's modern, digitally connected world, the speed of information flow is critical to managing supply chain risks. Your demand data is invaluable to creating tighter supplier relationships and mitigating those risks for you and your suppliers.

Rootstock has always helped manufacturers build and manage supply chains that are more resilient to disruptions. Now, with Supplier Collaboration, supply chain professionals can digitally identify alternate sources of supply for critical materials and components, automate and streamline the vendor outreach process, identify and onboard the right suppliers, and activate new sources of supply.

To learn more about Supplier Collaboration, read our press release announcement.

About Rootstock

At Rootstock Software, our connected Manufacturing Cloud ERP enables hundreds of manufacturers, distributors, and supply chain organizations to turbocharge their operations in a dynamic, post-pandemic world. With our solution natively built on the Salesforce Platform, our customers leverage the industry's leading Cloud ERP, Rootstock, to connect with their suppliers, trading partners, and the broader ecosystem. Ranked as a leader in the ERP Value Matrix by industry analysts, Rootstock has vertical expertise in discrete manufacturing, medical devices and high-tech verticals. Rootstock team members partner with customers as trusted advisors in driving change and transformation to what's next. We continue to grow, so stay tuned to our new customers, career opportunities, and LinkedIn posts.



FUJITSU

MANUFACTURING QA IS RIPE FOR AUTOMATION WITH AI-ENHANCED COMPUTER VISION

Article By ***Yves de Beauregard***

The problem with some discussions about Artificial Intelligence is that they tend to deal with generalities. But real business is never general – it is always specific.

In this blog, I will look at a very real need for manufacturers, which is the evergreen challenge of quality assurance (QA) – and argue that AI is making rapid inroads into tasks that have avoided automation until now.

What's been holding us back?

AI – in this case, vision-based artificial intelligence, is different from image recognition. It can involve layers of different kinds of imagery – conventional photography, video, Lidar and other 3D data, thermal images, infra-red, ultrasound and others – and has reached the point where it can trigger massive savings and efficiencies in quality assurance (QA).

Fujitsu's Computer Vision offerings solve challenges where inspection and analysis cannot be performed adequately due to limited data, high accuracy requirements, risk of danger to employees, cost and speed. Through customer engagements, we have seen, for example, the realization of 80% improvements in inspection times, which have translated to almost 32,000 person-hours of saved work.

Our customers reckon it takes three years to train QA people for highly specialized manufacturing operations. But at any time, some of those people might be unwell, on leave, thinking of retiring or making a career change. This is a high training investment in an uncertain environment.

On the other hand, a machine does not call in sick or take holidays, and it is predictably consistent - you can reliably compare data on what is happening year after year, or batch after batch.

Despite the apparent advantages, manufacturing is still at the start of this journey. Only about 30% of QA is currently automated. On the other hand, in production environments, the proportion of automated to non-automated tasks is the opposite way around – with automation typically reaching 70% or higher. So, there is enormous scope for cost savings - and greater accuracy - in this area of manufacturing.

One reason for this imbalance is that unnecessarily complicated and expensive solutions have held back innovation. While they might be great for one specific task – customers often can't leverage the experience and expand to other use cases. It is not that the technology cannot do it – but it has not been bought (or sold) in a modular, reusable format. The investment case has to start from scratch every time.

> **OUR CUSTOMERS RECKON IT TAKES THREE YEARS TO TRAIN QA PEOPLE FOR HIGHLY SPECIALIZED MANUFACTURING OPERATIONS. BUT AT ANY TIME, SOME OF THOSE PEOPLE MIGHT BE UNWELL, ON LEAVE, THINKING OF RETIRING OR MAKING A CAREER CHANGE. THIS IS A HIGH TRAINING INVESTMENT IN AN UNCERTAIN ENVIRONMENT.**

Technology that is reusable

Despite the apparent attractions of vision-based artificial intelligence for QA, people are still a bit cautious. This is perhaps because they think huge gains only come with an equally large investment.

Fujitsu's Computer Vision Solutions use a 'framework' approach to combine a robust application platform and state-of-the-art image recognition algorithms that let our customers access advanced technology at a sensible cost, using modular components.

Together with Fujitsu, businesses build value creation projects and adapt the components used – leveraging the strength of their people - toward new needs, such as production floor and quality control optimization, improved employee safety and even production security, without significant new investment.

We believe this is a technology that is completely aligned with manufacturers' business needs, and we are investing heavily for the future to ensure manufacturing customers can seamlessly integrate these technology capabilities and services into their operations.

It's undoubtedly the right approach for our times. In the recent IDC InfoBrief 'Enabling Operations Transformation', sponsored by Fujitsu, about how companies move forward from the pandemic economy, the concept that struck home for me was the need for what IDC calls "targeted investments".

According to IDC, to transform operations in the long-term, targeted investments will be required, aimed at creating a Future Enterprise with transparent, responsive and customer-centric operations that enable manufacturers to respond to changing market requirements in a timely and flexible manner.

I take from that the simple reality that, while organizations are recovering from one of the greatest economic shocks ever, they are not looking for large, high-risk, bet-the-farm investments. This fits perfectly with our own "think big, start small" approach, which aims to find the most economical way of getting the ball rolling towards transformation.

Find the value

Starting small with targeted investments is the way to go. The way you approach it is important: It has to be 100% PoV led, with investment following the business case all the way.

At one of Fujitsu's customers – a major European public infrastructure operation – we had to demonstrate our technology capabilities so that management would envision and trust how precise the outcome could be. What they wanted to know was whether AI could produce nothing less than a digital map of all their assets – hundreds of thousands of them installed over a history extending back over 150 years.

The conventional method - sending people out to hunt for the assets – is time-consuming, costly, and potentially dangerous for the people on or near the infrastructure. It also comes with few guarantees of accuracy. The critical question mark was whether our approach would provide the desired level of accuracy to detect flaws in the infrastructure. We were able to show that by using 3D Lidar data from sensors mounted on vehicles, vision-based artificial intelligence can handle the task comfortably and is faster, safer, more accurate and cheaper than any other method.

The tide is turning

Things are changing. From a situation where only a few people were considering vision-based artificial intelligence to solve business problems, we now have customers coming to us with innovative ideas to take advantage of the technology. An example is a major French supermarket chain that wanted to see if it could cut errors and potential fraud at its self-service scanners by cross-checking whether the self-service fruit and vegetables going through the checkouts match price labels attached by the customer.

In many cases, the solutions our customers find also unveil unexpected benefits. We recently helped a packaging manufacturer ensure its products meet extremely high hygiene specifications. The solution we co-created involved a highly accurate vision particle detection system that is so precise that the manufacturer can now cut out most of the chemical cleaning solutions it had been forced to use to meet the spec. This enables them to reduce the use of toxic packaging and remove a lengthy step in the packaging process, allowing them to deliver products faster to customers.

Innovation needs a framework

We also find that once customers see one possibility, new ideas start to flow. But this is only viable if the customer has a flexible system that makes it easy to experiment and adapt to new use cases. A solution that's designed to fulfill a single task is not going to do that. A better approach – much better suited to the targeted investments IDC recommends – is a modular technology framework.

In the retail case involving scanner security, it's now clear the same core vision-based artificial intelligence technology can also be used for behavior detection to enable customer experience optimization, and for flow planning for more efficient checkout.

Although these are different use cases, our customers can access them using the same Fujitsu toolset. It's the best of both worlds: They are not locked-in to a point-solution for fraud detection that can only do one thing, nor have they paid for technology that is more advanced than they need for the task at hand.

> **FUJITSU'S COMPUTER VISION SOLUTIONS USE A 'FRAMEWORK' APPROACH TO COMBINE A ROBUST APPLICATION PLATFORM AND STATE-OF-THE-ART IMAGE RECOGNITION ALGORITHMS THAT LET OUR CUSTOMERS ACCESS ADVANCED TECHNOLOGY AT A SENSIBLE COST, USING MODULAR COMPONENTS.**

Fujitsu's Computer Vision gives customers a core group of modules that let you get started quickly to capture and assess data and collect business insights at a reasonable entry cost.

Some sector-specific modules may also be needed, depending on the industry. In aviation, Fujitsu is working with GKN Aerospace to use our computer vision services to make passing through their various quality "gates" faster, including the highly industry-specific and ultra-demanding standards you would expect from the aviation industry regulators.

Finally, analytics tools can be incorporated to streamline efforts and interpret what's happening in real-time, and then feed it back into broader processes, all while reducing investment over the long term.

To discover how Fujitsu's Computer Vision can help you increase automation of QA tasks, including easy-access, as-a-service options, and about other manufacturing solutions in Fujitsu's toolset, visit www.fujitsu.com/manufacturing.

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.

PANORAMA CONSULTING GROUP

HOW TO AUTOMATE MANUAL BUSINESS PROCESSES: YOUR GUIDE TO SUCCESS

Are you still working with clunky software and cumbersome spreadsheets? Chances are, you likely have several manual processes within your company that are slowing you down and causing pain points across the organization.

Before you automate manual business processes, it's important to understand how to approach this effort strategically. Today, we'll talk about the "why" behind process automation and share some general best practices for process improvement and ultimately, automation.

Benefits of Process Automation

Here are some positive changes you can expect around your workplace when you transition from manual-based to automated processes.

1. Improve Employee Morale

By automating your business processes, you free up team members who would otherwise have been stuck on repetitive tasks. Now, they have time to focus on more fulfilling tasks that were pushed aside before.
In time, they become more efficient, well-rounded employees. They'll be more willing to embrace higher roles, learn new skills, and devote their loyalty to the company. Morale can drag when systems and workflows are slow, but the opposite happens when they are automated.

This report is relevant to organizations across industries and outlines the best ERP vendors that we believe will help organizations prosper in 2023.

2. Work Any Time, from Anywhere

Have you ever wished you could complete a critical task, but you didn't have access to the office? With automation, employees can work from any device, at any time, as long as they have the proper connectivity.

This makes them more flexible, efficient, and productive. They can also work more proactively, taking care of tasks before the last minute to lessen stress about impending deadlines.

3. Reduce the Risk of Human Error

If you're relying on manual-based workflows, employees are the ones handling your most important data entries and

calculations. Even if they're highly experienced and trained, the reality is that mistakes can happen. It becomes more difficult to get everything right when there are multiple people working on the job at once.

Something as small as transposing one number can have detrimental consequences. This isn't a business risk that any organization wants to tackle. By automating those processes, you can reduce or even eliminate this vulnerability.

4. Make Smarter Business Decisions

Your business handles a lot of data daily. Are you using it to your advantage, mining it for insights that can help you make better, more informed decisions?

Today, you can find business automation systems that leverage the power of artificial intelligence (AI) to improve data management techniques. These systems can provide users with customized dashboard views that show them insights into their business in real-time.

These insights can be used to make smart decisions about the company's future. When you know where you are and where you've been, it's easier to plan where you want to go.

How to Automate Manual Business Processes the Right Way

By taking the time to lay the groundwork early, you can set your teams up for success when it's time to get started automating your business processes. Here are a few steps to help you get there.

1. Identify Your Core Functional Areas

If you're committed to automation, you might be eager to start daydreaming about all the ways it can change your workplace. This might include cost savings you think you'll generate once you start replacing roles with robots.

While this is exciting to think about, most companies still need human intervention to function successfully. Instead of analyzing org charts and thinking about swaps and substitutions, take a step back.

Identify the core, functional areas of your organization that can benefit the most from automation. Which areas will require business process reengineering? This might include your sales team, project managers or customer service representatives.

2. Understand the Roles

How well do you understand the roles you're trying to improve with automation? You need to clearly define how each workflow happens, including which tasks are required and who is responsible for each one.

Create standard operating procedures (SOP) documents for each process. For automation to work, you must understand what steps need to occur and which actions you must take. Employees in each department can help create the SOPs, as they will have the closest working knowledge about their roles.

3. Explore Repetitive Tasks

Once you know the core functional areas you want to improve with automation, break it down even more. Think about which jobs within those areas are routine and repetitive.

You'll uncover employee pain points, as well as repetitive workflows that put your company at risk.

To find repetitive tasks, start by reviewing the SOPs that your employees have created.

4. Prioritize Key Areas

By this point, you'll likely have a long list of repetitive tasks that automation could support and improve. Looking at the list, you might feel stuck in place, unsure where to start.

Prioritize areas you want to automate. Think about which areas will see the biggest operational improvements. Which ones will have the greatest impact on your customers?

Rank each process based on the benefits you expect it to provide to your workforce, clients, and overall business.

5. Consider a Larger Digital Transformation

To derive the most benefits from process automation, consider implementing these systems as part of a larger digital transformation. ERP software and business process automation (BPA) software can help you design and automate your processes.

Look for systems that will support your transformation, such as ERP, SCM or CRM systems to automate in-house and client-facing activities. Collectively, these systems can make work easier, faster, and more profitable.

Learn More About Business Process Automation

You don't have to overhaul your entire business structure to see major changes within your workplace. If you've found that your teams are growing sluggish along with your systems, the workflows you're following could be to blame.

When you automate manual business processes, you transform your company and allow employees to be as productive as possible. This improves morale, brand reputation, customer satisfaction, and your bottom line. The key is to approach each step intentionally, with the future in mind.

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.

NTT DATA

NTT DATA RETAINS MICROSOFT AZURE EXPERT MANAGED SERVICES PROVIDER STATUS FOR THE FOURTH CONSECUTIVE YEAR

NTT DATA, a digital business and IT services leader, has been named a Microsoft Azure Expert Managed Services Provider (MSP) partner for the fourth consecutive year. Azure Expert MSPs are recognized by Microsoft to be trusted advisors offering repeatable, highly automated solutions to enable and support hyper-scale cloud implementations. This elite program provides the most capable Azure MSPs with full support from Microsoft to drive client success and growth.

"The Azure Expert MSP partner status validates the successful outcomes we've had with Microsoft during a period of rapid digital transformation," said Kerry Kreighbaum, Senior Vice President, Strategic Alliances, NTT DATA. "Our clients rely on us to solve a variety of challenges as we advise, transform and manage movement to the cloud in a secure and cost-effective manner. With our continued partnership with Microsoft, innovative cloud offerings and deep Azure expertise, we are nimble and able to meet our clients' changing needs."

To prequalify as an Azure Expert MSP, partners must demonstrate scale (measured by revenue and number of certifications), prove past client success, and maintain Microsoft's Gold Cloud Platform competency, a Cloud Services Provider (CSP) contract and Azure support contracts.

"For the fourth year in a row, NTT DATA has demonstrated its unique expertise to guide and transform our mutual clients with Azure migrations and cloud management services, featuring innovative support models and frameworks," said Tyler Bryson, Corporate Vice President of Global Partner Solutions, US, Microsoft Corp. "Their proven Azure capabilities and commitment to always place clients first makes them a trusted partner for Azure projects."

Once these requirements are met, partners must apply to have a professional auditing firm independently verify that the partner adheres to more than 60 internal controls and processes. During a two-day audit, NTT DATA demonstrated expert capabilities in cloud operations and service management, cloud service levels, customer satisfaction, cost optimization, continual improvement and process optimization, and cloud adoption frameworks.

Through the Azure Expert MSP program, NTT DATA receives specialized access to Microsoft training and support, including regular calls with Microsoft's Azure engineers, as well as Azure Migration and Modernization Program (AMMP), which provides Microsoft resources and funding for client engagement, client proof of concepts (POCs), and modernization and migration activities.

Additionally, NTT DATA recently acquired data analytics firm Aspirent, adding more than 230 data advisors and technologist to bolster engineering capabilities with key data partners like Azure. Read about how NTT DATA has successfully implemented Microsoft Azure services with clients:

- Global Leader in Energy Storage Solutions Powers a New Beginning
- Global Packaging Company Transforms SAP With Microsoft Azure
- Spin Off to Success with Digital Transformation
- Ecommerce Transformation Accelerated by Cloud Technology

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.

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