

WHAT IS NEXT FOR THE ERP INDUSTRY?





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Pinar SENGUL

EDITOR'S NOTE

As you all know, in the December issue every year, we cover emerging ERP trends that will shape our lives in the next 12 months. The global instability marked by pandemics will definitely continue to affect the business world and staying agile will be the key to success. How can we stay agile against all the odds in 2023? We will share some valuable insights about both the challenges and the new trends that you should be prepared for so that you can evaluate your roadmap for 2023.

Don't miss out on the special interviews with **Sage and SirionLabs** and the great articles from **Infor, Acumatica, QAD, and OptiPro**.

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

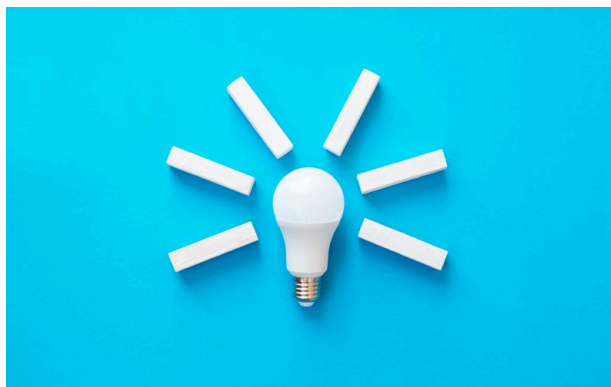
Have a wonderful New Year!

Sincerely,

Pinar Sengul

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infor

WHAT'S NEXT FOR THE ERP INDUSTRY? TOP TRENDS TO LOOK OUT FOR IN 2023

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

Let's face it, these past few years we've been craving stability, clarity, and, dare I say it ... the new normal. As we count down to 2023, I hear less about hopes for this future state and more about acceptance, preparing ourselves to weather new storms and building resiliency. The pandemic, geopolitical dynamics, wars, and talent struggles have taught us a lot, and we're bringing those learnings into the new year. With that in mind, here are the top tech trends and decisions that I believe companies will contend with within 2023.

Supplementing talent

The job market and talent management have been top-of-mind this year, and this will not change in 2023. However, with ongoing economic uncertainty, teams will get creative with the talent pool they have and expand their typical practices by leaning on their partner ecosystems to supplement their talent strategy.

More businesses will be using managed service offerings to control selling, general, and administrative expenses (SG&A) and provide up or down-scaling flexibility, while simultaneously optimizing workplace productivity. For



NO ONE DISPUTES THAT DATA AND, MORE IMPORTANTLY, THE APPLICATION OF THAT DATA IS KING. BUSINESSES WILL CONTINUE TO LEAD WITH A DIGITAL-FIRST STRATEGY AND MOVE TO INTEGRATED PLATFORMS, UNIFYING THEIR DATA TO MANAGE THEIR FULL OPERATIONS.

Article

those skills and capabilities that companies elect to handle in-house, managers will lean more heavily on partners or vendors to train, upskill, and reskill workers to keep up with the pace of digitization.

In addition, companies will ramp up robotic process automation (RPA) deployments to augment workforce efficiency and align focus to more strategic initiatives. Some will do this proactively to gain a competitive edge. Most will do this to combat the pressures that built up in 2022, such as hiring difficulties and people cost management.

Infrastructure resiliency

Companies have now faced several black swan events over the past few years. Gone are the days when they could delay technology decisions until the storm blows over. In the coming year, the focus will be on investing in the resiliency of core infrastructure.

At the top of this strategy is data. No one disputes that data and, more importantly, the application of that data is king. Businesses will continue to lead with a digital-first strategy and move to integrated platforms, unifying their data to manage their full operations.

To support this, ERPs will continue to evolve into data-driven platforms that emphasize insights rather than just reporting. With the majority of the data that organizations need existing outside of their company, ERP vendors must assist companies in developing an actionable single source of truth. Complementing this, we will see continued migration to cloud-native architecture with microservices and APIs, due to scalability, security, and agility needs.

Those companies that make ERP shifts will look to vendors that are fluent in business outcomes and have strong data platforms with even stronger ecosystem partners.

Bridging technology

Even conservative companies should and will make changes. However, economic uncertainty will mean that companies will first try to work with the systems they have before doing a large new implementation. The intent will be to control costs and limit operational disruption.

In flourishing times, companies can stomach the initial inefficiencies that come with DIY bridging, but in 2023, there will be anticipated pressure on time-to-value. Thus, partnership approaches are likely to dominate. With this method, companies must keep an eye on their future roadmap, select vendors with a composability mindset, and ensure out-of-the-box working APIs.

While this appears to be the ultimate scenario, companies must think deeply about the risks, which include:

- IT ownership and skill scarcity
- Increased end-of-life costs
- Mismatched workflows
- Costs of additional technology to close gaps
- Underachieving KPIs
- Negative employee engagement

A recent survey by the Harvard Business Review showed that workers are currently using six to eight apps to perform a single task. The cognitive tax, frustration, and mismatched



THE COGNITIVE TAX, FRUSTRATION, AND MISMATCHED PROCESSES HAMPER EMPLOYEE RETENTION AND, IN TURN, CUSTOMER SATISFACTION. NOT TO MENTION, BRIDGING OFTEN MEANS COMPANIES MUST WORK AGAINST THEIR IDEAL STATE, WHICH IS TO HAVE A SINGLE PLATFORM THAT HANDLES ALL WORKFLOWS WITH LITTLE MANUAL INTERVENTION.

processes hamper employee retention and, in turn, customer satisfaction. Not to mention, bridging often means companies must work against their ideal state, which is to have a single platform that handles all workflows with little manual intervention.

If selecting this approach, heavy discipline and collaboration is required between IT, finance, operations, and even HR, to evaluate the performance vs cost risks.

Intelligent overlays

Despite the points above, organizations inherently want to modernize, and in the current and upcoming business climate, often need to do so. Strategic use of add-ons is an inexpensive way to achieve this. In particular, hyper-automation and artificial intelligence/machine learning (AI/ML) will continue to have strong adoption in 2023. These technologies tend to provide a tremendous impact at very little cost, and while limiting deployment disruption to an organization. However, due to the broad nature of what AI/ML and intelligent automation can solve, implementation will be limited to well-defined use cases with supporting ROI. Economic calculations should also account for the upside, allowing companies to operate at a contained SG&A while dramatically scaling in revenue.

Often integration of these overlays opens the door to other areas of improvement, like better OT/IT connectivity or migrating to a SaaS and cloud-enabled system. So, connecting use cases to critical areas of one's digitization journey can move companies in the right direction without spending a lot of money or effort.

Opportunistic game changers

While companies will continue to be cautious about spending (especially on big-ticket items), they will stay opportunistic and curious about evolving technologies. Critical bets, during times when others are tightening their belts, can give companies the opportunity to stand out against the competition. In good times, we can afford to get caught up in the hype. In 2023, adoption will be approached through the thick lenses of productivity, growth, profitability, and employee engagement.

With this in mind, expect to see an uptick in digital twins and process modeling. Companies can easily start with one model to prove the value of predictive capabilities, then expand into interconnected simulations to gain rich insights from complex relationships. And while many are still intimidated by the metaverse, connecting twins between warehouses, sites, and operational functions creates a foundation to which extended reality (XR) technology can be applied and a powerful employee experience created.

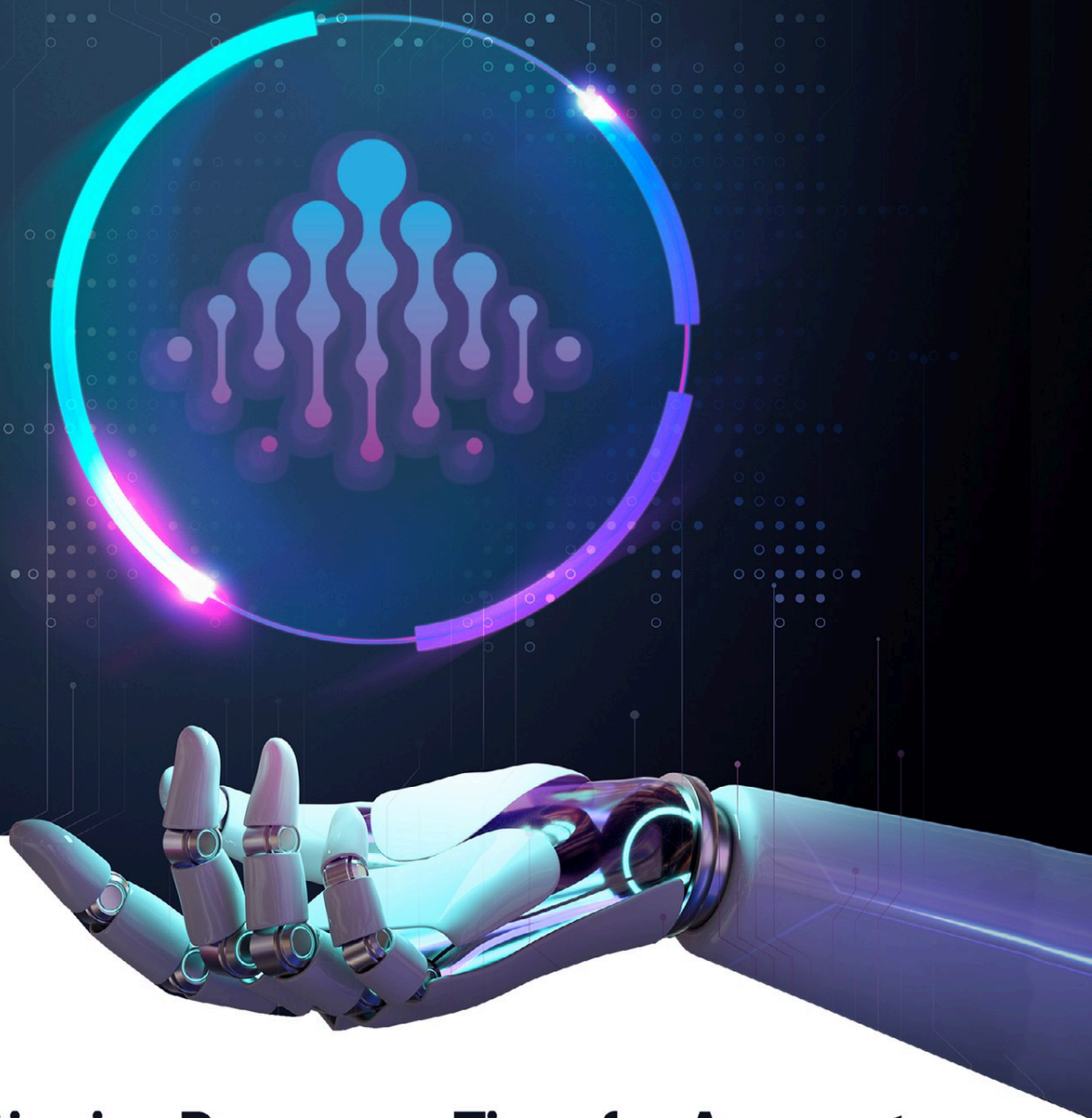
As for Web3, most of us will still be watching how successful companies like Nike and Starbucks are when incorporating these aspects into their business models. Yet, it will remind us to future-proof our ERP platforms.



After spending her career in innovation, new business development, and startup investing, Natalie joined the enterprise software industry to support companies going through transformational changes enabled by technology. Natalie has focused on the intersection of people, technology, and processes to build lasting business impacts. Natalie has extended best practices across B2B and B2C organizations and across manufacturing and tech-based companies. Natalie holds an MBA from the University of North Carolina, PhD and MS degrees in Material Science & Engineering and a BS in Textile Technology from North Carolina State University.

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.



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STAY RESPONSIVE TO CHANGE WITH SAGE

Interview with **Aziz Benmalek**,
President of Sage North America

Sage has recently announced that they have partnered with Major League Baseball (MLB) in a multi-year sponsorship deal and as part of the agreement, Sage will sponsor pitching decisions and manager interviews, support MLB's Diverse Business Partners (DBP) Program, and Sage Members and Partners across the US will also have access to MLB tickets and experiences. In this interview, Aziz Benmalek, President of Sage North America talks about the details of this partnership and its benefits. He also sheds a light on tomorrow's ERP systems and what's awaiting us in 2023.

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

Sure. My name is Aziz Benmalek and I lead Sage in North America. In that role, I manage Sage's commercial performance and operations across the US and Canada. I originally joined Sage in December 2020 to lead the company's global strategy for Partners and Alliances. Prior to Sage, I was the vice president of Worldwide Partners, Business Development, and the Channel Chief at Splunk. I also spent 20 years at Microsoft in various roles, including vice president of the SaaS, Cloud, and Hosting Business Unit focused on strategy, sales, business development, technical enablement, and marketing.

2. Sage has recently teamed up with Major League Baseball (MLB) in a multi-year sponsorship deal – Sage's first North American sports partnership. What does this partnership include?

Following Sage's successful partnerships with The Hundred cricket competition and Six Nations Rugby in the UK, we recently signed our first major North American sports partnership with Major League Baseball to work together on content that brings insights to fans and showcases decision-making within the game. This three-year deal will deliver increased brand awareness and amazing experiences for Sage customers, partners, and communities in North America.

Sage will be part of MLB broadcasts by sponsoring new 'Pitching Decisions' features on select televised and streamed games and "Pitcher Power Rankings Presented by Sage." This new sponsored broadcast content will feature the Sage brand on various media platforms covering games league-wide, including Apple TV+, MLB Network, and MLB.com.

3. What benefits will Sage's sponsorship of the new in-game 'Pitching Decisions' features bring to fans?

The exciting part about all our sports partnerships is that they center around insights – the same way we deliver key financial insights to our customers. The in-game Pitching Decisions feature will bring fresh insights and in-depth analysis around pitching to fans of all 30 Major League Baseball clubs during the regular season, postseason, and All-Star Week. This will appear across various media platforms covering games league-wide.

In addition, as I mentioned, the 'Pitcher Power Rankings Presented by Sage' will appear across MLB digital, social, and linear channels. This new feature, launching with the 2023 season, will enable MLB fans to track pitcher performance across the season with rankings that feature real-time leaderboard updates.

4. Sage will also support MLB's Diverse Business Partners (DBP) Program, helping to find new opportunities and support business growth for minority-owned businesses across America. Could you tell us more about the scope of this program and how Sage will take part in it?

We're very excited to support MLB's Diverse Business Partners Program. At the heart of our company, we are all about knocking down barriers for small to medium-sized businesses. We are already passionate supporters of several programs providing support and guidance to business owners and entrepreneurs from minority backgrounds. It will be great to work closely with Major League Baseball, which is really an industry leader in economic inclusivity within professional sports through the DBP program. The program has cultivated partnerships with underrepresented businesses to serve and supply MLB entities and MLB Clubs.

From a Sage perspective, we're excited to expand our DEI efforts to champion the success achieved by the MLB Diverse Business Partners program over its 24-year history. Given we work with so many SMBs and Minority Business Enterprises across the U.S., we're looking forward to finding new ways to open doors for even more to join this incredible program and benefit from the opportunities it can offer.

5. What are the factors for being agile in today's world of small and mid-sized businesses?

The last few years have been a great lesson in why agility is so important for SMBs. The global landscape has dramatically changed, and businesses that didn't adapt quickly enough have suffered greatly. The pandemic has forced many businesses to close their doors permanently, but lots of SMBs were able to pivot and find new ways to operate. Of course, even without a pandemic, ongoing market conditions shifts impact all industries. If SMBs want to survive and reach their business objectives, they must improve their organization's speed, adaptability, and innovation. Agility helps SMBs become more resilient and responsive to change.

Two of the key factors we see in agile businesses are those that have automated processes and increased access to real-time data for decision-making. Being agile means having the

ability to quickly identify a shift in the business and make an informed decision on what to do. SMBs that are bogged down with manual processes spend too much of their time on tasks that don't add value to the business. This slows the flow of information and means less time is spent analyzing the data. It is also important to have systems in place that empower leaders to dive deeper into the data. For example, an ERP system enables finance teams to quickly slice and dice the details that matter to all key stakeholders: investors, executives, sales, finance, and other departments.



TWO OF THE KEY FACTORS WE SEE IN AGILE BUSINESSES ARE THOSE THAT HAVE AUTOMATED PROCESSES AND INCREASED ACCESS TO REAL-TIME DATA FOR DECISION-MAKING.

6. How do you think tomorrow's ERP systems will evolve with the new-age automation capabilities? What is next for the ERP industry?

The digitalization of the finance industry is fundamentally changing how the accounting and finance profession is conducted in its entirety. Modern CFOs trust data and expect technology to provide the solution to make them more efficient, and productive, and allow them to remain ahead of the curve.

Surveys have shown that, previously, CFOs used to allocate time in their role (on average) with 25 percent being a business leader, 20 percent as company protectors, and 55 percent doing manual accounting tasks. But their goal has been to split their time differently and spend at least 50 percent as a leader in the organization, and 20 and 30 percent as the protector and accountant, respectively. By moving to a cloud-based, automated financial system, CFOs gain the ability to eliminate much of the manual drudgery around accounting tasks and allocate more of their time to analysis and being a business leader. Automating processes can also reduce the risk of data entry errors and provide added confidence in the numbers.

One of the next big things in ERP will be automated analysis and opportunities to do benchmarking to help customers understand where they are performing versus their peers for the KPIs that matter to them.

“

SAGE IS FOCUSED ON HELPING OUR CUSTOMERS AUTOMATE THEIR PROCESSES, GAIN ACCESS TO INFORMATION, AND CLOSE THE BOOKS FASTER – SO THEY GET THE TIME THEY NEED TO BE AGILE AND RESPOND TO THE ONGOING NEEDS OF THE BUSINESS.

Eventually, ERP systems will enable CFOs to automatically analyze all their information against their peer groups and identify the relationships that best drive performance improvements. For example, the system might give recommendations and say, “Businesses that have greater value renewals tend to have shorter cash collection cycles. If you want to drive high-value renewals, then you need to focus on your cash collections, because that’s what we can see in the performance across your peer group, and where you can improve your overall performance.”

This is all about leveraging that massive amount of data across the customer base, across the organizations, to collectively help them improve their performance.

7. Do you have any surprises in terms of product innovations for 2023?

Sage has a long history of innovation and delivering industry firsts. I don’t want to give away any secrets of exactly what we have planned, but I will say you will see us integrating new technologies – such as artificial intelligence (AI) and machine learning (ML) – deeper into our ERP software.

At Sage, we see several main ways these technologies can deliver value for our customers:

- **Continuous analytics and performance monitoring:** With all that rich data flowing through the system in real-time, we will be able to analyze that data continuously with powerful computing capability to develop data models. This allows you to look forward, not just review what has already happened with the business.
- **Anomaly detection:** AI systems can analyze way more data than any human (or even a team of humans) could ever get through. That means the system can automatically review your financial data and find anomalies in real-time – alerting the finance team which items in that sea of thousands of transactions probably warrant a human going in and looking at what could be inaccurate, irregular, or simply fraudulent.
- **Process automation:** We want to apply machine learning to automate the long tail of manual activity that still happens within finance teams. Eliminating the repetitive tasks and allowing for more value-add.

8. What is your strategy at Sage to help your customers obtain a competitive edge in 2023?

As we discussed earlier, to thrive today, a company needs to be able to pivot in different directions and make proactive decisions. For the finance team, this often entails having to constantly re-forecast, re-think, analyze, and act on new data, on top of the traditional, and at times, the stressful task of closing the books. Sage is focused on helping our customers automate their processes, gain access to information, and close the books faster – so they get the time they need to be agile and respond to the ongoing needs of the business.

One of the ways we are helping customers achieve this is by moving them closer to a continuous close or continuous accounting. This is a way to ease stress at the end of the month. It allows finance teams to run month-end close processes throughout the month rather than all at month-end. It is an approach that captures data in real-time, enables continuous reconciliations, and allows companies to adjust as they go. If we can help our customer move to more of a continuous close, we can help them gain a clear and accurate picture of their financial numbers at any given time – without going through the traditional, time-consuming close procedures.

The more barriers to execution we can help knock down for our customers, the better positioned they will be for continued growth and success in 2023 and beyond.



Aziz Benmalek, President of Sage North America.

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.

WHAT CAN WE EXPECT FOR THE SUPPLY CHAIN IN 2023?



The supply chain is going to continue to be a top-of-mind industry and a hot topic in 2023. It's going to continue to be hot because the disruption is not going to cease anytime soon, and supply chains are still very much out of sync and trying to find themselves in what has been a rapid change.

Two top predictions include:

Climate Change: Climate impacts will also continue to increase, and we need to look at risk impacts due to environmental issues such as harsh winters, flooding, drought, etc. As supply chain professionals, we should be using these environmental risk indexes to figure out where we want to locate warehouses, manufacturing plants or where to make future investments.

Hiring More Women: We will also see more women taking leadership positions in the supply chain. Not only will we start to recruit more women and people of color, but we must retain these employees and move women up in an organization to executive positions and board-level leadership.



*Christine Barnhart,
VP of Product Marketing and GTM, Nulogy*





FIVE AREAS OF FOCUS FOR THE EV BATTERY INDUSTRY IN 2023

Article by **Carter Lloyds**,
Chief Marketing Officer, QAD

Electric vehicles have always been just around the corner, but they are finally here. With record-high gas prices in 2022, the industry has started to see electric vehicles (EVs) emerge as a more practical and cost-effective automobile solution for drivers around the globe.

By 2030, Germany is planning for up to 10 million EVs to be on its roads, and California is aiming for 5 million. Canada is shooting for 100% of new car sales to be zero-emission vehicles by 2040. Many established carmakers and a handful of start-up companies are also expected to unveil several new vehicles in 2023.

It's a very exciting time as the automotive industry transitions to EVs and the critical battery industry ramps up around the world to support the surge in interest and sales.

So, what is in store for the EV battery industry in 2023? There are several things that lay ahead for this emerging industry, including the five following areas of focus.

Supply Chain: The energy crisis in Europe, driven by the reliance on Russian gas, has shined a light on risks posed in the energy supply chain. Over half of EV battery production is in China. Beyond the batteries themselves, China currently controls the processing of nearly 60% of the world's lithium, 35% of nickel, and 65% of cobalt. Much of the U.S. annual graphite requirements are sourced in China. Energy independence in the future will require a domestic battery supply chain or one that is integrated. Battery technology will likely need to evolve beyond the lithium-ion models used today. New methods, like solid-state sodium batteries,

may hold the key to more efficient, longer-lasting charges. We recently saw Tesla consider raw material processing -- filing paperwork to create a lithium hydroxide processing facility and potentially mining the raw materials themselves to avoid any supply chain disruptions or shortages.



ENERGY INDEPENDENCE IN THE FUTURE WILL REQUIRE A DOMESTIC BATTERY SUPPLY CHAIN OR ONE THAT IS INTEGRATED. BATTERY TECHNOLOGY WILL LIKELY NEED TO EVOLVE BEYOND THE LITHIUM-ION MODELS USED TODAY. NEW METHODS, LIKE SOLID-STATE SODIUM BATTERIES, MAY HOLD THE KEY TO MORE EFFICIENT, LONGER-LASTING CHARGES.

Vertical Integration: Batteries represent the largest cost in producing an EV accounting for between 30 and 57%. Vertical Integration can help to reduce costs and ensure supply. Collaborative design can result in purpose-built solutions like structural battery packs that reduce weight and improve performance. The raw materials used in batteries represent another critical bottleneck. Tesla is now vertically integrating further down the supply chain, beyond cell production, into lithium refining to ensure that needed supply is available.

Charging Infrastructure: [McKinsey Research](#) calculates the U.S. will need 1.2 million public and 28 million private EV chargers by 2030—approximately 20 times more than there currently are to meet the growing demand for EVs. EV charging stations will need to be accessible in many places if they can service fleets of EV trucks and consumer vehicles. Some companies are stepping up to create a network for EV chargers (like today's gas stations), like Volta Charging and EVGo. In 2020, GM announced it would build out 2,700 chargers in 40 cities across the U.S. and we anticipate there will be more and more charging stations needed to support the millions of additional vehicles expected on the roads next year. In addition, the Federal Government is also now involved in making sure EVs are easy to find and accessible and the Biden administration recently announced it will allocate \$900 Million for EV charging stations across 34 states and Puerto Rico. Currently, there are just under 47,000 EV charging stations available for public use, according to the [U.S. Department of Energy](#), and Biden aims to increase that number to 500,000 by 2030.

Energy Storage and Transmission: Perhaps no greater area needs investment than the electrical grid. Nearly 30% of greenhouse gas emissions in the U.S. come from transportation. Beyond the environmental impacts of removing that much carbon from the emissions equation, that's a massive amount of additional energy that the electrical grid needs to be able to support. It is likely to still be a significant drain on the grid if millions of new EVs are plugged in each day, especially for people who don't have access to chargers at home overnight.

Legacy v. New Entrants: Many new entrants are coming into the EV that has an advantage to the extent that they're not weighed down by legacy thinking, product, suppliers, and

production. But these new companies are also walking into the unknown and the world's most complex supply chain. Compare that to the legacy automotive manufacturers that have the size, scale, and robustness, but they've got a ton of baggage, and they need to think differently and become agile and resilient. Innovators from the consumer and industrial electronics market are taking advantage of their tech background and high scale to sweep the lead in the newly emerging automotive battery market. We can expect these companies to continue to rise to the top of the battery space next year.

2023 is exciting for EVs

At the end of the day, people want reliable economical transportation, and sustainability is becoming more and more important. Could 2023 be the year that automakers try to put every driver in an EV, moving the industry closer to a world with zero tailpipe emissions and longer-lasting batteries? It is an exciting time to be in the roaring 20s—signaling another awakening and big changes to come in the car industry.



MANY NEW ENTRANTS ARE COMING INTO THE EV THAT HAS AN ADVANTAGE TO THE EXTENT THAT THEY'RE NOT WEIGHED DOWN BY LEGACY THINKING, PRODUCT, SUPPLIERS, AND PRODUCTION. BUT THESE NEW COMPANIES ARE ALSO WALKING INTO THE UNKNOWN AND THE WORLD'S MOST COMPLEX SUPPLY CHAIN.



Carter Lloyds, Chief Marketing Officer, QAD.

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](#). "QAD" is a registered trademark of QAD Inc. All other products or company names herein may be trademarks of their respective owners.



SMBS WILL TURN TO INNOVATIVE TECHNOLOGIES TO WEATHER DIFFICULTIES IN 2023

Article by **Sanket Akerkar**,
Chief Revenue Officer, [Acumatica](#)

As we look ahead to a new year, we see organizations still facing a challenging economic environment with ongoing inflationary pressures and the potential for a broader global recession. Businesses need to be even smarter with their technology investments and leverage new innovations to help them weather difficulties. This is especially true for small and mid-sized companies.

How these organizations respond to these challenges may very well define business and technology in 2023. Here are a few trends to keep our eyes on for the coming year.

Increased use of AI and ML in a tight labor market

In 2023, ongoing labor shortages will prompt greater use of artificial intelligence (AI) and machine learning (ML) to make daily tasks more efficient. Automation has already opened the door to unified, holistic business management by helping companies sync their back-office and front-office processes, but AI and ML promise to exponentially expand these capabilities. Fundamental but time-consuming tasks, like accounting, employee onboarding, and service



AUTOMATION HAS ALREADY OPENED THE DOOR TO UNIFIED, HOLISTIC BUSINESS MANAGEMENT BY HELPING COMPANIES SYNC THEIR BACK-OFFICE AND FRONT-OFFICE PROCESSES, BUT AI AND ML PROMISE TO EXPONENTIALLY EXPAND THESE CAPABILITIES.

Article

support, can be automated—freeing businesses to focus on other priorities and higher-order projects. But this level of automation must go hand-in-hand with employee training, so companies can develop flexible workforces filled with people who can adapt to shifting roles and take on new responsibilities.

Real-time data to level the competitive playing field

To remain viable and competitive in the 2023 marketplace, companies will need to further streamline their business processes—starting by adopting business management software that provides real-time data visibility. Such intelligent ERP systems nurture proactive, strategic decision-making, help businesses forecast and adapt to changes, and level the competitive playing field by providing a holistic, unbiased view of customer and employee data. These advancements are truly exciting, and, in the coming year, I foresee steps being taken toward using technology to create end-to-end digital replicas of organizations. Business leaders will be able to immerse themselves in all aspects of their operations—making data-driven decisions and increasing overall business agility.

A rise in industry-specific ERP solutions

The traditional dividing line between industry-specific software and ERP systems is no longer viable. Today's businesses have needs, obligations, and regulatory requirements that are tied to their sectors, and business management software designed to address these distinct needs delivers greater value to end users. For 2023, companies in highly specialized industries (like construction, manufacturing, retail-commerce, and distribution) will continue to move away from patchwork stacks of disconnected software and “one-size-fits-all” ERP systems in favor of modular, industry-specific, cloud-based, vertical solutions. This specially tailored software is flexible, facilitates companywide collaboration, and can help organizations become truly connected businesses built to thrive in 2023 and beyond.

These are just a few of the many possibilities business technology promises to deliver in the coming year. With the wonder of innovation and the creative, entrepreneurial spirit so prevalent in small and mid-sized organizations, one thing is certain: we are in for a year of exciting progress and great surprises.



Sanket has 20 years of leadership experience in the software industry. Most recently, he was the SVP of Fleet and Insurance at Nauto where he led their global sales, marketing and services functions. Before Nauto, he spent 14 years at Microsoft in multiple senior leadership positions including VP Global Enterprise, Chief Evangelist of the United States and Managing Director of Microsoft India. Sanket started his career at McKinsey & Co.

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.



HOW 2023 WILL SHAPE ERP FOR MANUFACTURERS

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

Every year, there is a shift in industry trends. Manufacturing is no exception. Some of the [trends for 2023 are also impacting ERP](#) as it adjusts to accommodate changing business needs. Below are some factors that will affect the manufacturing industry next year and, therefore, will also drive ERP software innovation.

Growth of IoT and Smart Factory or Industry 4.0 – 5.0

The Internet of Things (IoT) is increasing in manufacturing organizations, as it helps manufacturers gather significant amounts of data through smart devices on the production floor and in other operational processes. IoT makes real-time data collection simple, and more ERP systems integrate with IoT devices to leverage data, identify inefficiencies, monitor equipment, lower costs, and gain insights.

Sensors that provide shop floor machine information to ERP software let manufacturers use predictive maintenance to minimize downtime. IoT devices also reduce manual data entry by delivering it directly from the source, reducing human errors. Smart factory production strategies let manufacturers introduce improvements in real-time for fast optimization. Smart factories also help improve product quality with increased automation and greater control over processes.

Cloud and mobile-friendly ERP for greater agility

More companies use [cloud ERP](#) than ever before as they see the benefits of employees working remotely using mobile devices. It provides greater flexibility and supports continued innovation. Cloud-deployed ERP is more affordable for smaller organizations, and the mobile capabilities allow real-time access from anywhere with an internet connection. Productivity increases with cloud ERP and mobile devices as apps empower sales reps to check customer and product information on the go, and field service agents to log their time on a call, take photos, and look up warranty information onsite.

Virtual Reality (VR) and Augmented Reality (AR)

Businesses are slowly adopting VR and AR for many different uses. Manufacturing companies that have complex processes at remote locations can use AR to collaborate and troubleshoot problems. It can also be used to offer immersive customer experiences in the development of products. AR and VR are used to teach ERP users how to use the system which reduces costs for vendors and customers by reducing onsite training visits.

Article

With the deployment of AR in manufacturing, employees can access a connected system that shows them the exact location of products in the warehouse. AR-based systems can also be used to scan necessary information, allowing employees to quickly find and retrieve products, and deliver them to shipping. By creating a VR video of equipment, it can be inspected remotely without needing to have experts come on site which can be costly and take time to schedule. VR allows plant managers to simulate assembly line configurations and the production processes involved, to identify situations that may be potentially dangerous.

Digital Twins More Accessible

A digital twin is a virtual rendering of a process, system, or physical item. It has become helpful for manufacturers since they can be created to represent production lines, products, or anything else that can increase the knowledge and visibility of production. ERP can be integrated with digital twin technology to provide the necessary data to build a digital replica. More organizations are using this technology as it becomes less costly and more accessible. Digital twins allow engineers to test a digital version of a product or process in real-time to improve its performance.

Artificial Intelligence (AI) and ERP automation

Integrating AI with [ERP automation](#) lets manufacturers process more critical data for increased knowledge, reduced waste, improved productivity, enhanced quality, lower costs, and better forecasting. Manufacturers need an ERP system that fully utilizes AI for better visibility into production to increase efficiency and satisfy customer demand.

AI and automation work together to automate repetitive tasks and thus free up your staff to work on more value-added processes. ERP uses AI to improve the user experience through machine learning to break down complex workflows. It also gathers data for predictive analytics and forecasting to help manufacturers make more intelligent decisions.

Integration into other systems

ERP systems must have modern APIs (application programming interfaces) to connect with eCommerce, CRM, PDM, and CAD software that many manufacturers use to share data and work effectively together. Integration prevents data from having to be reentered, which saves

time and reduces human errors. Many manufacturers also use Business Intelligence (BI) software integrated with their ERP to produce comprehensive and detailed analyses. BI software allows companies to take the data further for greater strategic insights.



ERP CAN BE INTEGRATED WITH DIGITAL TWIN TECHNOLOGY TO PROVIDE THE NECESSARY DATA TO BUILD A DIGITAL REPLICA. MORE ORGANIZATIONS ARE USING THIS TECHNOLOGY AS IT BECOMES LESS COSTLY AND MORE ACCESSIBLE. DIGITAL TWINS ALLOW ENGINEERS TO TEST A DIGITAL VERSION OF A PRODUCT OR PROCESS IN REAL-TIME TO IMPROVE ITS PERFORMANCE.

ERP will leverage innovations

2023 will challenge businesses with inflationary cycles, a potential domestic and international economic downturn, continued supply chain challenges, and greater customer demands. Manufacturers are more challenged than ever to work smart. Manufacturers need modern ERP to help manage the many complexities they face. ERP vendors will continue to incorporate innovations into their solutions for companies to be resilient and competitive.



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.



infor

TOP ERP TRENDS TO LOOK FOR IN 2023

Article by **Mike Guay**,
Vice President Customer Success, Infor

Predictions for ERP over the next few years have referenced artificial intelligence (AI), usability, process automation, and others. Technology will advance in these areas, but many companies still have an outdated perception of ERP and how it can help their business. Thankfully, the perception of ERP, how it is used, and the application of emerging technologies will advance significantly in 2023. A shift in services, organizational roles/responsibilities, and a focus on change designed to capitalize on new technology will create a major impact.

The following will become mainstream:

- Increasing importance of the enterprise application platform (EAP)
- Value from advanced user experiences and automation
- Blending of ERP software and services

The increasing importance of the enterprise application platform (EAP)

The move to multitenant (MT) SaaS means no direct access to the database or application code. In the cloud, extensions, integration, and new technology adoption is largely accomplished through enterprise application platforms (EAPs). Leading ERP vendors deploy an advanced EAP that integrates seamlessly with the MT SaaS ERP it supports. In 2023, EAPs will increase in importance to the point that ERP selection processes will weigh the platform as heavily as the underlying ERP business capabilities.

Characteristics and capabilities of a robust EAP include but are not limited to:

- Low-code / no-code (LC/NC) extensibility and integration, which inherits metadata and security from the core ERP to enable democratized development.



IN 2023, EAPS WILL INCREASE IN IMPORTANCE TO THE POINT THAT ERP SELECTION PROCESSES WILL WEIGH THE PLATFORM AS HEAVILY AS THE UNDERLYING ERP BUSINESS CAPABILITIES.

- State-of-the-art API tools and API management to support the rapid adoption of new capabilities by non-developers.
- Process intelligence including inherent workflow and hyper-automation.
- AI/ML coupled with process intelligence, data intelligence, and voice-enabled digital assistants. AI use cases for non-data scientists become commonplace.
- Data fabric with embedded analytics for processing ERP and non-ERP (externally sourced) data providing centralized business intelligence (BI) across an enterprise for superior insights.

All these combine to create an opportunity for increased value. Yet MT SaaS ERP customers that came live in the past two to three years are just now beginning to realize the potential of what they acquired. As companies begin to utilize the capabilities of the EAP, their perception of ERP will shift to the positive.

Significant gains in user experience and automation

The real value comes from exceptional user experiences. Historically, that has meant user interfaces and dashboards. 2023 will see gains in both user experience in the traditional sense and an acceleration of automation to eliminate routine maintenance transactions.

User experience advances include:

- Experiences provided by apps like Uber, hotel apps, banking apps, etc. linking internal (ERP) and external data will become standard.
- Users will select and adopt applications through an ERP marketplace in much the same way they acquire apps through an app store – orchestrating their own ERP experience.
- Voice interface and process-aware ERP digital assistants will be common. Users will be able to speak to their ERP systems and command: “Show me what I need to take action on today.”

Productivity gains

- AI has become standard with functions like preventive maintenance, talent science, and supply chain. 2023 will see more pervasive adoption of these capabilities across more functional areas.
- Context-aware process intelligence will automate standard profile transactions. A user processing 1,000 invoices a month will be able to manage 5,000 or 10,000 invoices a month.

The blending of software and services

The emergence of MT SaaS ERP as the standard several years ago required vendors to change their development and support models to accommodate multiple releases per year. However, many vendors and their delivery partners are still stuck in an on-premises delivery mindset. This will change to a delivery model more aligned with the needs of MT SaaS customers.

- Leading vendors and their delivery partners will stop separating service delivery into “implementation and support” and start modeling service delivery along a SaaS model.

- The historical implementation plan featuring a termination at go-live and post-go-live support becomes obsolete. What implementation will be recognized as the first phase of setting the foundation for future capabilities?
- ERP service contracts will have an eight- to ten-year horizon. They will include phases such as set-up (implementation), stabilization, testing, training, ongoing consumption of updates, and change management.
- Customers’ IT and business functions will move away from traditional ERP roles and responsibilities toward those geared for constant consumption of updates, new features, and emerging technologies.

Technology relevant to ERP will continue to advance in 2023. The major change will be the human factor. Technology advancements, the EAP ecosystem, and services combined with a new customer perspective will result in significant increases in productivity and value for ERP customers.



LEADING VENDORS AND THEIR DELIVERY PARTNERS WILL STOP SEPARATING SERVICE DELIVERY INTO “IMPLEMENTATION AND SUPPORT” AND START MODELING SERVICE DELIVERY ALONG A SAAS MODEL.



Guay started working with business systems decades ago – before they were called ERP. His career has spanned over 35 years as a user, a vendor, and system integrator. His expertise and experience with ERP systems crosses HR, Finance, Supply Management and technology. He has worked with customers in many verticals including Public Sector, K-12, Higher Ed and others. Prior to joining Infor in 2020 Guay spent over 7 years as a senior ERP Analyst at Gartner. He was the lead author of the first Cloud ERP Magic Quadrant in 2018. He has expertise in best practices for adopting MT SaaS ERP and how customers can maximize value from the investments Infor is making in products and technology.

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.



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TOP 8 TECH TRENDS TO WATCH IN 2023

Article by **Mr. Thompson P. Gnanam**,
MD & Global CEO, 3i Infotech

As another eventful year comes to an end, we look to what the year 2023 holds for us. While the macroeconomic issues facing the globe are of worry, not all is gloom and there are upsides too, especially around technology. The tech landscape has interesting developments simmering which promise to become mainstay in the coming future. Let's delve on the top 8 such trends.

1. Massive growth in Secure Access Service Edge (SASE)

We are increasingly using a tag line – “Orchestration of Digital Transformation @ Edge”. This tagline is being validated by the trends in 2023 with “Everything moving to cloud, and Digitalization penetrating deeper into Enterprises & everything @ Edge”.

Edge computing is a new approach to processing data in which operations do not take place within a data centre. Instead, computation and storage occur within localized devices at or near the network's edge. Edge computing will become very popular in 2023 as companies continue their digital transformations and move their data centres to the cloud and then work to ensure their networks are secure.

Some experts are expecting to see a big increase in Secure Access Service Edge (SASE), as at least 40% of companies will look to employ this to secure their networks next year. When cybercriminals do their business next year, many experts will tell you that the threat could have been minimized if only the victims had understood the power of the Edge.

2. Adoption of Web 3.0

A trend that has already begun taking shape is Blockchain technology powering the adoption of Web 3.0 (aka Web3). Applications requiring transparent and decentralized compute and storage of data in industries benefiting most will start mushrooming.



WITH THE INTRODUCTION OF 5G AND THE INTEGRATION WITH IOT, WORKPLACES WILL HAVE TONS OF DATA TO MONITOR AND MANAGE. EVERY INDIVIDUAL WILL BE EMPOWERED BY THEIR SKILLSETS AND KNOWLEDGE PLUS A NEW CONSTANTLY GROWING SET OF REQUIREMENTS THAT WILL MAKE IT IMPOSSIBLE TO PERSIST ONLY THROUGH EXISTING SETS OF EXPERIENCE. BUSINESSES WILL NEED A STRATEGY FOR REAL-TIME DATA COLLECTION, OR THEY WILL MISS OUT ON THE REAL-TIME ANALYTICS' INTELLIGENT TWINS (5G AND IOT) CAN PROVIDE.

3. EdTech is here to stay supporting long/short-term and hybrid delivery

In the field of EdTech 2023, post pandemic most universities are looking to join the bandwagon of online delivery of courses. While many are floating short term online courses, even the long-term course delivery is also going hybrid. EdTech would support and enable universities to manage these hybrids and short-term online courses. Universities would be able to launch courses, register students, collect fee, deliver course content, conduct assessments and give certification within a single platform. This will emerge as a major trend in the EdTech area.

4. Zero Trust Architecture (ZTA) will come to the forefront

The concept of zero trust (ZT) has been circulating for several years, however with work from anywhere and recent advanced and persistent cyberattacks post pandemic, has brought the need for implementing zero trust architectures (ZTA) to the forefront. Many countries are working with regulatory body to get ZT adoption into the timeframe - making it mandatory especially for BFSI/public sectors across the regions.

5. 5G and IoT to compel businesses to strategize real-time data collection

With the introduction of 5G and the integration with IOT, workplaces will have tons of data to monitor and manage. Every individual will be empowered by their skillsets and knowledge plus a new constantly growing set of requirements that will make it impossible to persist only through existing sets of experience. Businesses will need a strategy for real-time data collection, or they will miss out on the real-time analytics' intelligent twins (5G and IoT) can provide. For example, investment in sensors and IoT devices to collect data, and the tools to prepare, analyze, and visualize the massive amounts of information gathered that successfully created this next-generation workforce to support a new way of working in the post-pandemic era. Industries will need to focus on Healthcare, Telcos, Manufacturing, Agri, Automotive etc.

6. Everything will go to the cloud, if not already

There are still businesses around the world with on-premises data centres, but they are moving steadily toward the cloud, be it private cloud, zero-trust sovereign cloud, or public cloud (usually deployed as a multi-cloud solution).

This trend comes with some challenges for businesses and some threats, the biggest of these is the explosive increase in cybersecurity risk. Because cloud computing enables IoT and Work from Home, network security is a completely different game today. A very few numbers of companies will have the capacity to monitor their own networks effectively and so the industry will witness a growing number of contracts for secure access edge services. This prediction is

seen to be already taking shape by several corporations and government requiring zero-trust architectures, and we are bound to see more of this.



AS CORPORATE DATA MOVES THROUGH DISPARATE LEGACY SYSTEMS, SECURITY HAS BECOME A MAJOR AREA OF CONCERN. WE WILL BE SEEING MORE GCC AND DESKTOP-AS-A-SERVICE (DaaS) OFFERINGS IN 2023, WHICH GIVES THE COMPANY MORE CONTROL OVER WHAT DATA IS SENT TO WHICH AUTHORIZED USERS AND DEVICES.

7. Rise in Global Command Centre (GCC) and DaaS

Orchestrating the digital transformation is proving difficult for companies and so the industry is witnessing an increase in demand for support, including Digital Infrastructure Management Services. Another area with a very high growth is the rise of a Global Command Centre (GCC) with NOC - SOC Provisions.

As corporate data moves through disparate legacy systems, security has become a major area of concern. We will be seeing more GCC and Desktop-as-a-service (DaaS) offerings in 2023, which gives the company more control over what data is sent to which authorized users and devices.

8. More companies will harness AI's cognitive power

Several new technologies are going to make it easier for some companies to harness and make better use of their data. IoT is making it easier than ever to harvest information and 5G will make it faster than ever. But it is the new cognitive services that will prove to be exciting in 2023.

We are going to see more AI and ML adoptions, empowered by these new technologies. This is exciting because it won't just be the very large enterprises that benefit from this, but even the smaller enterprises will have access to better tools to make decisions that will allow them to compete effectively with larger firms.

While no predictions are completely accurate, I believe these are the top 8 tech trends which businesses should be cognizant of. The ecosystem is rapidly evolving, and we will see few wildcards now and then disrupting the appcart.

About 3i Infotech Limited

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

Website: <https://www.3i-infotech.com/>



SirionLabs **CRITICAL DRIVER OF SUCCESS**

Interview with **Laurent Lathieyre** and **Ajay Agrawal**

SirionLabs, the global leader in artificial intelligence (AI)-powered contract lifecycle management (CLM), has recently announced that they have acquired the contract automation platform Zendoc. We have discussed the benefits of this expansion and the future strategies of SirionLabs with Zendoc Co-founder and CEO Laurent Lathieyre and Sirion's Founder and CEO, Ajay Agrawal.

Laurent Lathieyre
Zendoc Co-founder and CEO

1. Could you tell ERP News readers about yourself and Zendoc? What will be your new role at SirionLabs?

I consider myself a bit of a serial entrepreneur, having started four tech businesses, including one acquired by Microsoft in 2014. I founded Zendoc as CEO in 2019, along with CTO Olivier Colle, to develop our AI-powered contract automation platform. Zendoc was built on a motto of providing companies with “everything they need to stay Zen” through the automation of contract processes. Now that Sirion has acquired Zendoc, I’ve joined the company as Head of Post-Execution Applications to oversee the further development of post-signature contract management capabilities. I’m excited to be working with the Sirion team to continue delivering an innovative, integrated approach to contract management.

2. Joining forces with Sirion and establishing the Engineering CoE will be a milestone for both Sirion and Zendoc. How do you think Sirion and Zendoc will benefit from each other’s expertise? Can we expect new innovations in the near future?

Zendoc’s employees have joined Sirion and the unified team is working toward a common goal of making it easier for customers to access all the capabilities of Sirion’s CLM full lifecycle CLM solution. The SirionOne user interface is going through a major transformation to simplify contracting for business verticals and horizontals with a use-case based approach — such as creating NDAs. Simultaneously, Zendoc’s customers have gained access to a full-scope CLM solution that extends to post-signature performance for greater value realization.

3. Could you tell us more about the CoE in Nice? What is your strategy there?

Combining forces with Sirion and establishing a Center of Excellence (CoE) lets us fuel the innovation driving the CLM market. We’re working to make enterprise contracting simpler, smarter and more intuitive. Nice has become an incubator for tech innovators in Europe, and our new CoE enables us to attract the very best of engineering talents to move the needle on creating a more powerful CLM platform.

Ajay Agrawal
Sirion's Founder and CEO

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

In 2012, Claude Marais, Kanti Prabha, Aditya Gupta and I founded SirionLabs with a goal of ushering in the era of smarter contracting. It was our vision to build, from the ground up, an automated contract lifecycle management (CLM) platform that would radically simplify collaboration across an entire enterprise. I became passionate about contracts from the first-hand experience I gained as a lawyer on Wall Street for the better part of the 90s. In the early 2000s, many Fortune 500 companies were looking for a means to automate and reduce reliance on expensive, onshore resources. In 2006 I made the leap from my law office to owning my first tech company, UnitedLex Corporation. I knew from my own experience that there was a rapidly growing need for a tool that could automate contracting processes on a large scale. My time at UnitedLex sparked the idea of Sirion, inspiring me to start thinking of how to achieve a higher level of contract automation as a product rather than a service.

2. SirionLabs is a global leader in artificial intelligence (AI)-powered contract lifecycle management (CLM). What is the goal of CLM software and why is contract lifecycle management important for businesses that want to stay ahead of the competition?

Contracts are the lifeblood of a business. Fortune 100 companies manage anywhere from [20,000–40,000](#) contracts at any given time, and businesses need to have the infrastructure in place to manage large-scale contracts from authoring to post-signature performance. Left to traditional CLM processes, the scale and complexity of maintaining an extensive contract portfolio lead to inevitable mismanagement.

Looking ahead, increasingly complex challenges will expose the limitations of enterprise legacy systems and processes. A modern, AI-led CLM solution enables businesses to transform their entire contracting process, making them more resilient in the face of disruptive forces. It also allows them to realize significantly greater value from every contract in their portfolio. In fact, we have helped our customers reduce contract costs by 25% or more. And they have reported a 100% return on investment (ROI) since implementing a Sirion platform.

3. Sirion recently announced that contract automation platform Zendoc has joined the Sirion team. What is the importance of this acquisition and how will Sirion's customers benefit from it?

Zendoc brings top engineering talent to Sirion and strengthens our data-centric approach to building a better, faster, more powerful CLM platform. The team of engineers

that has joined Sirion is focused on improving our user experience (UX) and user interface (UI), giving Sirion customers an intuitive and efficient interface to a world-class CLM solution that goes well beyond merely authoring contracts by enabling enterprises to manage contract performance in the post-signature phase.



COMBINING FORCES WITH SIRION AND ESTABLISHING A CENTER OF EXCELLENCE (COE) LETS US FUEL THE INNOVATION DRIVING THE CLM MARKET. WE'RE WORKING TO MAKE ENTERPRISE CONTRACTING SIMPLER, SMARTER AND MORE INTUITIVE.

4. How will the SirionLabs acquisition of Zendoc reflect on the CLM market?

The CLM market has grown exponentially over the past several years. The CLM solutions themselves have transitioned from technology that is “nice-to-have” to enterprise software that is a critical driver of success. There is rapid, steady growth in the number of use cases and users that CLM has relevance for. This acquisition gives us the opportunity to address these emerging opportunities and merge the intellectual property of both companies to fuel our ongoing quest for innovation.

5. Sirion is also establishing a Center of Excellence (CoE) in Nice, France. What will be the focus of the R&D teams in this new CoE and why did you choose to locate the CoE in Nice?

Nice was a natural choice for our new CoE due to its global recognition as a hub for technical innovation and education. The city is home to over 800 high-tech companies, more than 30,000 international students, and the 3IA Côte d'Azur – one of four Interdisciplinary Institutes for Artificial Intelligence in France. Along with our CoE in Toronto, this Nice CoE will help attract leading data science and AI experts who will play an instrumental role in shaping the future of our R&D. The Nice CoE also fortifies our position in Europe, placing us even closer to our customers across the EU and UK, both key markets for business growth and talent acquisition. As the CoE attracts more R&D professionals, the focus will be to bring forward new innovations to support the needs of our customers across the EU and UK.



A MODERN, AI-LED CLM SOLUTION ENABLES BUSINESSES TO TRANSFORM THEIR ENTIRE CONTRACTING PROCESS, MAKING THEM MORE RESILIENT IN THE FACE OF DISRUPTIVE FORCES. IT ALSO ALLOWS THEM TO REALIZE SIGNIFICANTLY GREATER VALUE FROM EVERY CONTRACT IN THEIR PORTFOLIO.

6. What are the factors to consider when choosing the right CLM software?

Best-in-class CLM solutions don't just provide contract data management, they positively impact business outcomes. Each business function involved in the contracting process plays a unique role, with unique requirements from a CLM solution. While no two teams have the same need, there are a few factors across the board to look for in the right CLM platform. Enterprises need to find a CLM solution that establishes an easy-to-access contract repository, automates the end-to-end contracting processes, and extracts insights from contract data that are essential for increasing productivity and improving risk management. I recommend taking a complete inventory of your needs and using that to guide your search for the CLM platform that's right for your organization.

7. Could you tell us about the future strategies of SirionLabs?

In 2022, we received a fresh round of \$85 million in Series D funding, which is designated for scaling operations and accelerating R&D. The Zendoc acquisition feeds into those plans and enables us to expand further into the UK and EU. Nice is known as the Silicon Valley of Europe; we plan on breaking into that market and hitting the ground running with a constantly improving CLM platform.



About SirionLabs

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



ELLUCIAN'S LAURA IPSEN WINS FEMALE CEO OF THE YEAR IN GLOBEE® 10TH ANNUAL 2022 CEO WORLD AWARDS®

Influential EdTech leader recognized for driving transformation of higher education

[Ellucian](#), the leading higher education technology solutions provider, today announced that President & CEO Laura Ipsen has won the Female CEO of the Year award in the Cloud Computing, SaaS, or Internet category as a part of the 10th Annual 2022 CEO World Awards®. These prestigious global awards from Globee® celebrate the achievements of leaders, executives, and their management teams behind the year's most outstanding initiatives and achievements.

"I am honored to be recognized in the 10th Annual CEO World Awards among an impressive group of business leaders from around the globe," said Laura Ipsen, President & CEO, Ellucian. "Ellucian is 100% focused on higher education – which means our entire organization is fully dedicated to improving the day-to-day experience and driving student success. We are proud to partner with institutions around the world to deliver innovative solutions to today's most pressing needs and are committed to a better future."

Laura Ipsen was recognized for her leadership in driving innovation, modernization, and the adoption of Cloud solutions in higher education with a goal of increasing security, stability, and productivity for Ellucian customers. Ellucian has migrated more higher ed institutions to the cloud than any other company. To-date, more than 1,200 Ellucian customers have at least one or more Ellucian application in the cloud, and 600+ institutions have their full Enterprise Resource Planning (ERP) and Student Information Systems (SIS) in the cloud.

The Annual CEO World Awards is part of the Globee® Awards recognition program. The coveted annual CEO World Awards program encompasses the world's best in leadership, innovation, organizational performance, new products and services, excellence studies, corporate social responsibility, and milestones from every major industry in the world. Organizations from all over the world are eligible to submit nominations including public and private, for-profit and non-profit, largest to smallest and new start-ups.

See the complete list of 2022 CEO World Awards winners here: <https://globeeward.com/ceo-world-awards/winners/>

About Globe Awards

Globe Awards are conferred in nine programs and competitions: the American Best in Business Awards, Business Excellence Awards, CEO World Awards®, Cyber Security Global Excellence Awards®, Disruptor Company Awards, Golden Bridge Awards®, Information Technology World Awards®, Sales, Marketing, Service, & Operations Excellence Awards, and Women World Awards®. Learn more about the Globee Awards at <https://globeeward.com>.

About Ellucian

Ellucian is the market leader charting the digital future of higher education with a portfolio of cloud-ready technology solutions and services. From student recruitment to workforce analytics; from fundraising opportunities to alumni engagement; Ellucian's comprehensive suite of data-rich tools gives colleges and universities the information they need to lead with confidence.

Working with a community of more than 2,900 customers in over 50 countries, Ellucian keeps innovating as higher education keeps evolving. Drawing on its comprehensive higher education business acumen and suite of services, Ellucian guides its customers through manageable, sustainable digital transformation—so that every type of institution and student can thrive in today's fast-changing landscape. To find out what's next in higher education solutions and services, visit Ellucian at www.ellucian.com.



HOW MISSION HEALTH GOT AN 110% RETURN ON THEIR INVESTMENT IN PROPHIX

Data collected over the years on software implementations states that 50% fail the first time around.

Investing in a new software system is not without risk. Even before you're up and running, you spend a significant amount of time researching vendors, comparing systems, implementing processes, and training your colleagues.

So, it almost goes without saying that most companies expect to see a return on their investment (ROI) in software. But how can you be sure you've made the right choice?

Learning from and listening to the stories of other companies who implemented the same software can help guide your decision-making.

Today, [we want to share Mission Health Communities' story on how they achieved a 110% return on their investment in Prophix in just 18 months.](#)

About Mission Health Communities

[Mission Health Communities \(MHC\) is a premier provider of senior living and skilled rehabilitation communities in the US.](#) Based in Tampa, Florida, they manage and operate senior living, assisted living, short-stay rehabilitation and skilled nursing communities in Alabama, Georgia, Kansas, Massachusetts, Minnesota, Missouri, Nebraska, Tennessee, and Wisconsin.

The Challenge for Mission Health Communities

MHC primarily used Excel for its financial management

processes, such as accounting and budgeting. This antiquated system lacked sophistication in its analytical capabilities and could only create basic financial statements.

Budgeting for the year was cumbersome because the company had to coordinate with over 30 locations, a process that was riddled with human error, duplicate spreadsheets, and excessive back and forth between corporate and facility management. In addition, the lack of standardization across the organization caused each facility to have its own master budget template, creating discrepancies that further propagated throughout the company.

To perform any analytics would require an extensive process of searching and requesting information from individual facilities and departments. Therefore, calculating real-time KPIs was near impossible, contributing to an organization-wide visibility issue.

Mission Health's Strategy for CPM Software

MHC realized it needed a Corporate Performance Management (CPM) solution to streamline its period close, financial reporting, and FP&A tasks.

Mission Health needed to establish a single source of truth (SSoT) and reporting capabilities that could be easily customized to fit its unique healthcare business model. Undergoing an RFP process in early 2019, MHC considered Workday Adaptive Planning and Prophix Cloud. Ultimately, the company selected Prophix in May 2019 for the following reasons:

- **Intuitive user interface** – MHC's Prophix administrator did not require a high level of technical expertise to manage the system and implement changes. The

Customer Stories

intuitive user interface empowered accountants and business analysts to create detailed reports and generate forecast models quickly. Since end-users could pull up facility and account reports, the accounting team was able to identify variances and missing or outstanding invoices; business analysts could determine primary cost and value drivers on a month-to-month basis.

- **Out-of-the-box-functionality.** Prophix came out of the box with [ad-hoc analysis capabilities, real-time KPIs, and report templates suited for MHC](#). This simplified the implementation process, leading to a quick time-to-value which enabled employees to conduct granular data searches and report customizations.

“At the end of the day, what does the leadership team value? Do they just want an FP&A team to just build and maintain reports. Or do they want they FP&A team to truly be a partner in the business and utilize them as a trusted resource to do the analysis to then help them make that decision. Prophix has created the pathway to become the latter.” – Gino L Altrella, Director of Financial Planning & Business Analytics, Mission Health Communities

Benefits of Prophix for Mission Health Communities

“Moving critical financial processes from Excel spreadsheets to automated cloud-based CPM systems is no longer a luxury, but a business necessity,” said Alok Ajmera, CEO of Prophix Software. “The tangible results Mission Health Communities has realized from using our software speaks volumes to Prophix’s track record of success in transforming our customers’ financial planning and analysis processes for improved business performance, both in the short and long term.”

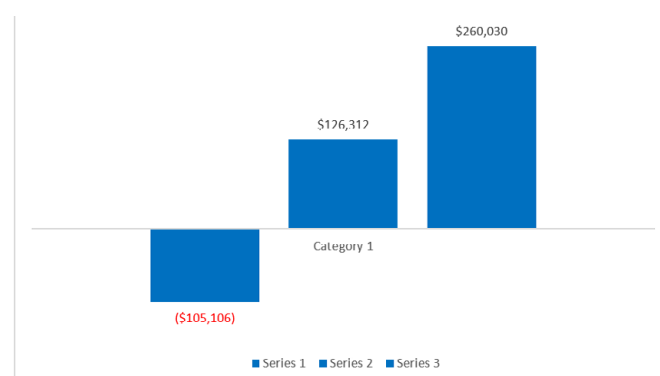
Mission Health Communities underwent a two-month implementation process, going live in August 2019 with core financial management and reporting capabilities and a planning module for budgeting employee compensation. With its cloud deployment of Prophix, MHC realized benefits in increased user productivity, improved business agility, and improved organizational visibility.

- **Increased user productivity** – Since facility administrators and regional vice presidents can view, comment, and grant approvals directly within Prophix, [internal email correspondence has been virtually eliminated](#); manual interventions, human error, and rework have also been reduced significantly. As a result, [the accounting department performs the monthly close nearly 15 percent faster. Prophix streamlined the budget input process, cutting it down from four to three weeks because facilities could submit their budgets into Prophix](#), eliminating the need for corporate to compile individual files into a master spreadsheet. Now, with direct access to a shared master budget, users have reduced the review process by 66 percent.
- **Improved business agility** – MHC leveraged Prophix to support the launch of its PPE tracking project during the worst months of the COVID-19 pandemic in 2020. As a healthcare service provider, MHC had a large inventory

of PPE gear that needed to be actively tracked to offset usage costs with federal stimulus funding and ensure that each facility was adequately stocked. MHC implemented a PPE inventory tracking model within three days, complete with the underlying logic, templates, and reporting capabilities. Under its legacy Excel processes, this project would have required at least two full-time financial analysts. [By designing, implementing, and launching the project within Prophix, MHC saved over \\$200,000 in avoided personnel costs](#). With Prophix, the company has the business agility to quickly launch new business lines and facilities as back-office friction is reduced.

- **Improved organizational visibility** – Previously, accountants had to parse out income statements or balance sheets from the legacy report management system then send the reports via email. Since deploying Prophix, employees access information directly from Prophix as needed, without involving the accountants. With an SSOT, the accuracy of reported numbers was increased, and MHC can track real-time KPIs to assess performance. In addition, Prophix provided MHC with analytics, including variance analysis, risk assessment, and utilization optimization tools, to inform decision-making and drive operational efficiency.

Mission Health’s Return on Investment in Prophix Over a Three-Year Period



We analyzed the costs of software, personnel, professional services, and user training over three years to quantify Mission Health Communities’ total investment in Prophix technology.

Direct benefits quantified include avoided personnel costs surrounding the PPE inventory tracking project.

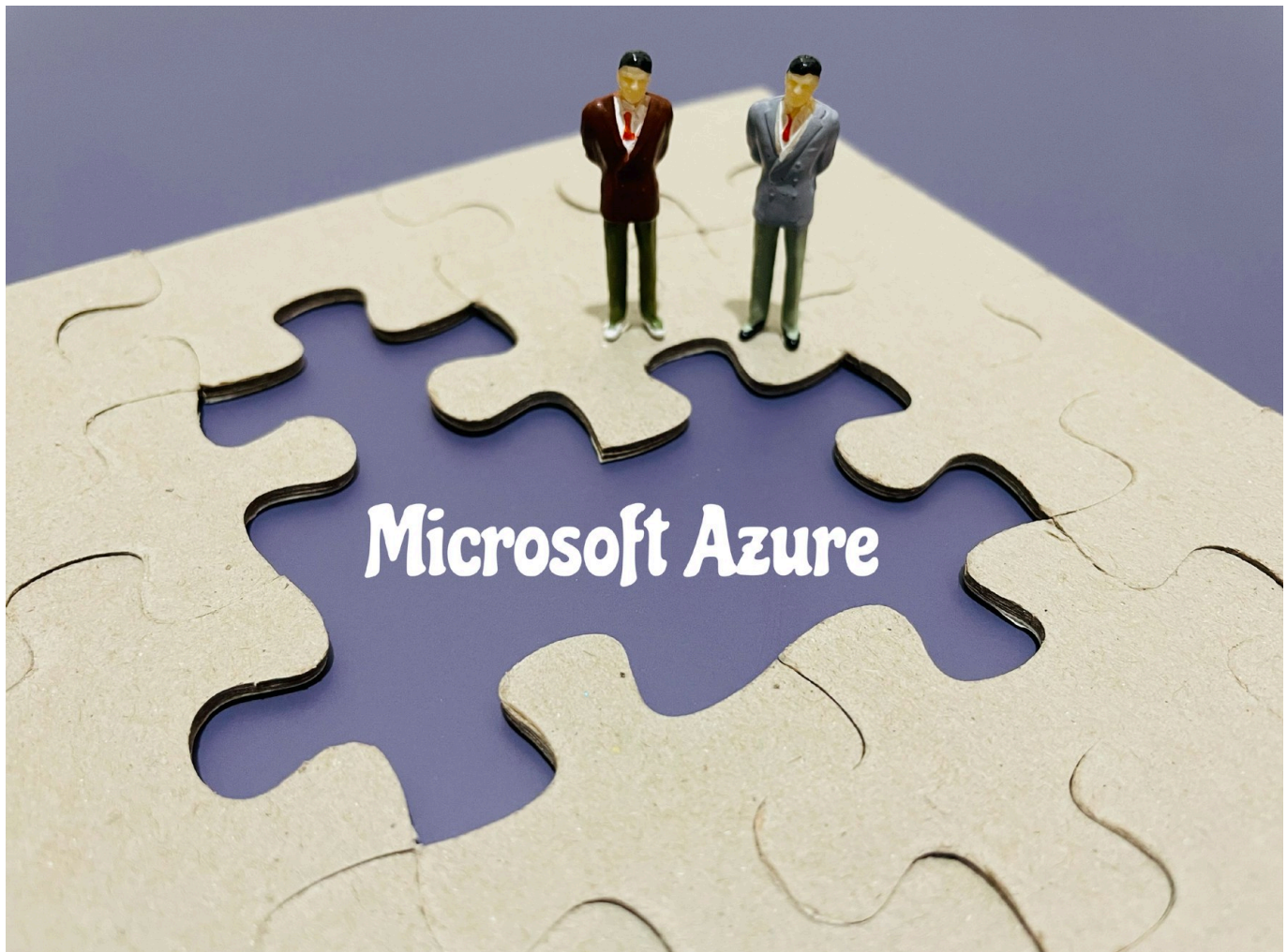
Indirect benefits quantified include the time savings that MHC’s employees have driven by streamlining reporting, budgeting, and period close processes.

Based on these benefits, we determined that Mission Health Communities achieved a 110% return on their investment in Prophix in just 18 months.

[To see the full ROI calculations for Mission Health Communities’ investment in Prophix, read their case study.](#)

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.



LAMBDATEST BUILDS HYPEREXECUTE, A SECURE, SCALABLE TESTING PLATFORM THAT IS 70% FASTER WITH MICROSOFT AZURE

LambdaTest is a continuous quality testing cloud platform that helps developers and testers ship code faster. Over one million users across over 130 countries and leading enterprises rely on LambdaTest for their testing needs. Founded in 2017, LambdaTest is headquartered in San Francisco, CA, with over 300 employees working across India, USA, UK, Philippines and UAE.

The platform provides secure, scalable, and insightful test orchestration for customers integrated with customers' DevOps (CI/CD) lifecycle. LambdaTest's browser and app testing cloud can be used to perform both exploratory and automated testing across over 3000 different browsers, real devices, and operating systems. LambdaTest aims to enable millions of testers and developers to ship code in a quicker, more efficient manner and support individuals, enterprises, SMBs, small teams, and open-source projects to go-to-market faster.

Need for a smart test orchestration platform to increase release velocity

As a customer-first, and a passionate team, LambdaTest is focused on creating an impact in the testing space and enabling developers and testers to achieve more with less. Traditional test execution platforms do not offer the required security and speed for customers to accelerate go-to-market and deliver new features fast. Moreover, monolithic architecture applications do not support scalability beyond a

point. Hence, LambdaTest realized the need for an automated test platform that:

- Supported deployments mechanisms in line with customers' security
- Managed scalability
- Overcame slow test execution and flakiness
- Integrated with existing Continuous Integration (CI) and Continuous
- Development (CD) pipelines
- Can be deployed on customers' cloud environment

Collaboration with Microsoft for a scalable test infrastructure

LambdaTest developed HyperExecute, a test orchestration platform, on Azure. It is a next-gen smart testing platform to help businesses run end-to-end automation tests at the fastest speed possible. They evaluated various platforms and selected Microsoft Azure as it satisfied the requirements of developing a plug-and-play test infrastructure. The ease and speed of deployment on the public cloud, private cloud, or an on-premises environment was another favorable aspect.

Customer Stories

About the collaboration with Microsoft, Maneesh Sharma, Chief Operating Officer, LambdaTest says, “We empower enterprises with a test orchestration platform that provides operational insights to support faster and more informed decision making. Along with an agile cloud provider like Azure, HyperExecute is designed to continuously evolve and scale the test infrastructure for enterprises. Today, continuous test quality in DevOps is a key need for enterprises. LambdaTest and Microsoft Azure provide a secure and scalable solution in this evolving space.”

LambdaTest also used other products from the Microsoft ecosystem such as GitHub, Azure App Services and VS Code to offer a frictionless experience to developers across different workflows.

LambdaTest unleashes its full potential by moving to Azure

The test orchestration and execution platform offers a range of benefits - Better performance and speed - Customers can execute tests up to 70 percent faster than any traditional cloud grid as it chalks out the most efficient test execution plan. It avoids the latency present in many traditional solutions by merging all components into a single test execution environment and with smart test orchestration and parallelization. It also offers integration with numerous CI/CD tools so that their customers expend less manual effort, reduce risk, and deliver faster.

Improved security - They offer customers a secure test execution environment with dedicated servers in the Azure cloud, encryption of log data at rest and in transit, backup in Azure Cloud and continuous auditing. With Azure's Identity Access Management (IAM) they implement and manage user identity and access with granular permissions for protection against advanced threats across devices, data, and infrastructure.

Increased scalability - Using Azure App services, scaling up and scaling down microservices is quite efficient and can be done with zero downtime. With features for easy configuration and smart orchestration, it is a highly scalable platform that can more than keep up with project demands.

Robust integration - By integrating with products like Microsoft Teams, Azure Pipelines, GitHub, and Azure services, HyperExecute helps developers reduce time on testing without compromising on quality. It also allows customers to run and orchestrate test grids in the Azure cloud for any platform and language at blazing speeds.

Maynak Bhola, Co-Founder and Head of Product, LambdaTest says, “With Azure, we were able to unlock scalability, speed and security. Furthermore, Azure's diversified support in multiple regions and multiple services helped ship the product faster.”

Looking ahead, LambdaTest plans to scale up existing infrastructure to be the go-to cloud test orchestration and execution platform for more customers across the world.



About Microsoft

Microsoft (Nasdaq “MSFT” @microsoft) enables digital transformation for the era of an intelligent cloud and an intelligent edge. Its mission is to empower every person and every organization on the planet to achieve more.



UNIT4

UNIT4 2022 BUSINESS FUTURE INDEX: CRISIS ACCELERATES 'EMERGENCY RESPONSE' IT STRATEGIES BUT MAJOR ADOPTION STILL NEEDED

Almost 90% of businesses struggle to forecast accurately and more than a third require new tech to improve talent acquisition

Unit4, a leader in [enterprise cloud applications](#) for mid-market services organizations, today announced the technology adoption 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 showed technology tools have improved team collaboration, productivity, and well-being. However, it also revealed distinct areas of inconsistency, with less than 50% of respondents having undertaken a major adoption of next generation technologies, suggesting there is significant room for improvement.

Key Findings

Low instances of major adoption: While eight in ten global respondents say there has been some adoption of data management, real-time reporting tools, or migration to the cloud, across the board less than half have seen major adoption

- Major adoption of data management tools: 45%
- Major adoption of cloud migration: 44%
- Major adoption of real-time reporting tools: 40%
- Major adoption of workflow automation: 37%
- Major adoption of AI/machine learning: 32%

Financial management has suffered: Globally, 87% of those who responded say they face challenges with the processes that underpin financial management, with over half (52%) saying they plan to invest more in technology

Outdated systems have inhibited forecasting: The majority of respondents have concerns about forecasting, but organizations in the public sector (37%) and education (39%) are more likely to say outdated systems are impacting their ability to forecast effectively

Role of technology cited as key to talent strategy: 37% say greater use of up-to-date technology is a key way they will be looking to talent acquisition and retention, while 17% say outdated technology is a challenge for attracting and retaining skilled people.

Accelerating IT adoption during pandemic

The Index shows that, in the past year, those who invested in technology such as workflow automation and real-time reporting have seen tangible benefits delivered to their organizations. These include enabling employees to be more collaborative, productive, and achieving a better work/life balance. This has been supported by the adoption of internal software and tools to aid productivity and employee experience, which saw the greatest acceleration in Denmark (58%) compared to the other markets, and the lowest in the UK (39%). There was also increased focus on cybersecurity strategies to protect employees and company data, which accelerated the most in Singapore, but saw much lower acceleration in the USA (27%), Germany (26%) and the UK (21%).

Performance of finance under scrutiny in a crisis

The performance of financial systems always receives greater scrutiny during a crisis, and this has been no different in the last year. While respondents said financial management processes lack the speed and agility required, as well as not providing access to real-time data and struggling with outdated systems, technology is seen as offering a way to improve performance. Over half (52%) plan to invest more in technology, while 48% will prioritize greater automation and skills training to improve financial management. Addressing the challenges with forecasting will require a mix of technology, people and process strategies. The top solutions to improve forecasting were cited as:

- Better communication across teams: 53%
- Better planning for different scenarios: 52%
- Investment in forecasting technology: 51%
- Improving access to real-time data: 47%
- A consolidation of disparate datasets: 45%

Moving from emergency response to holistic IT strategies

“It should come as no surprise that finance and the associated systems came under close scrutiny during the last 12 months, as organizations sought to cope with the impacts of the pandemic,” said Mike Ettling, CEO, Unit4. “It underlines the central role that the Office of the CFO plays during a crisis and why it is critical that finance systems have the agility and responsiveness necessary to react to uncertain economic and social conditions. Now, organizations need to move beyond the emergency response phase to more holistic IT strategies, which will require additional adoption of technology to improve processes and, ultimately, benefit all employees and customers.”

The findings in the Business Future Index 2022 suggest IT strategies during the pandemic have been very targeted, leading to the accelerated adoption of technology to deal with immediate challenges. The global economy is now entering unpredictable economic and geopolitical times, so organizations must learn from the successes of accelerated change to broaden out the benefits for processes and people. Now, they should shift from targeted approaches to more holistic IT strategies, and understand how cloud migration, data management and real-time reporting tools, workflow automation and AI/machine learning can be applied to deliver value.



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](https://twitter.com/Unit4global), or visit our [LinkedIn page](#)



NEW SURVEY FINDS DIGITAL MARKETPLACES ARE THE FUTURE OF COMMERCE

SAP released findings from a survey shedding light on the trends, opportunities and challenges of shaping B2B enterprise software procurement.

The findings of the survey [“2022 B2B Digital Buyers’ Journey: Forces Shaping the Future of Enterprise Procurement,”](#) conducted by Futurum Research and sponsored by SAP, unpack the forces that are shaping both the demand for and the process of enterprise software procurement.

“Dramatic changes in the global economy, ongoing supply chain disruptions, the rise of a highly distributed workforce and the rapid digitalization of the consumer have pushed

organizations to adapt swiftly and evolve to survive – not just from a procurement perspective but also their core business model,” said Kahly Berg, Senior VP, Digital Experiences, SAP SE. “This survey proves that the digital marketplace is here to stay and that resources like the [SAP Store site](#) and [SAP.com](#) are key to the success of SAP partners, customers and peers in the industry.”

Approximately 1,000 B2B decision-makers from small to enterprise-level companies across nine major industries responded to the survey, which also served as a follow-up to the [“2019 B2B Digital Buyers’ Journey: Trends, Challenges and Predictions.”](#)

Notable findings from the new report include:

As business requirements change, so too does the type of software enterprises need to procure.

- Of organizations responding, 89% say they changed their business model during the past two years (with 39% saying the change was significant).
- Of responding organizations, 41% say their software or solution needs have significantly changed over the past two years.
- Of our panel, 78% say they're looking for ways to streamline the procurement process, while 27% say their current process never or only occasionally operates as efficiently as it did in the past.

The future of procurement is digital.

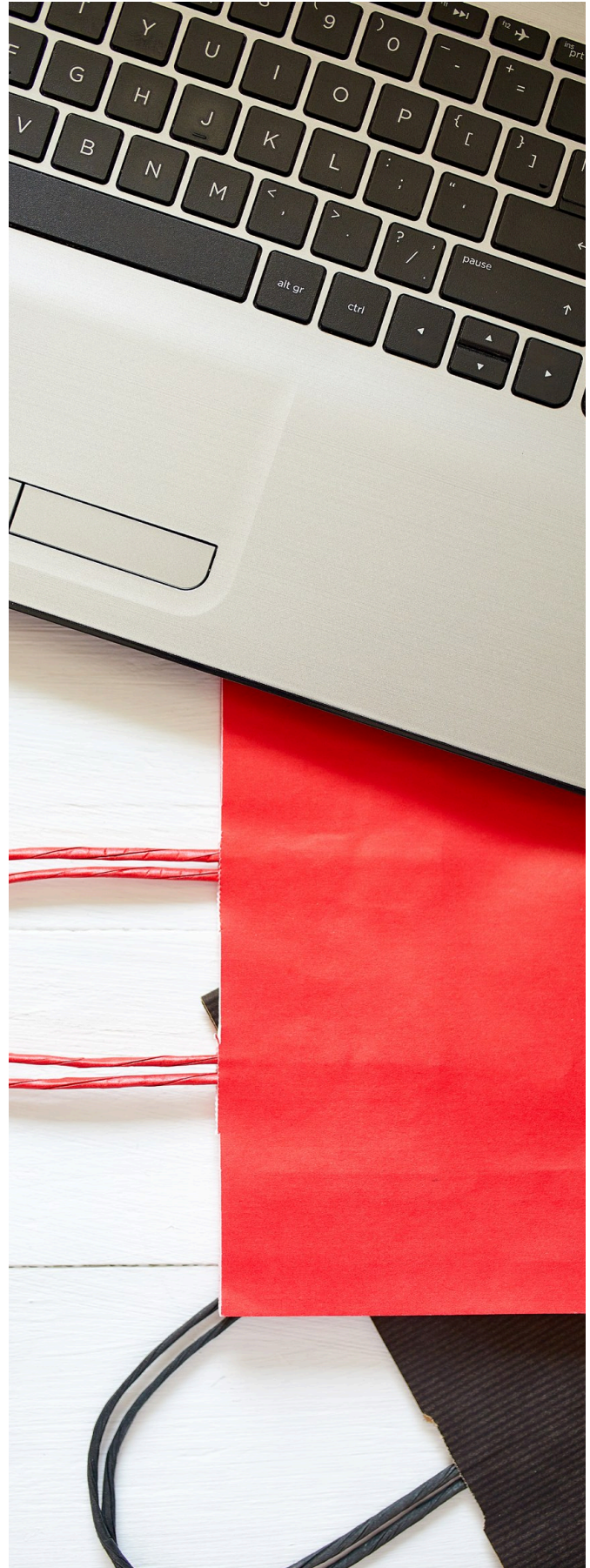
- A majority of procurement professionals (54%) say they want to be purchasing primarily online by 2024, either through a vendor's own site or a digital marketplace.
- Of respondents, 44% cited having a one-stop shop for multiple vendors as the most important feature in a digital marketplace.
- Of respondents, 16% expect to purchase at least half of their enterprise software through a digital marketplace.

Both corporate executives and procurement teams have become more involved in the procurement process.

- Of respondents, 61% say corporate executives are more involved in the purchasing process than they were two years ago. In contrast, our 2019 study panel indicated that less than 30% of C-level executives were active in any given part of the purchasing journey.
- Of procurement teams, 51% are now significantly involved in determining enterprise software needs.

Distributed decision processes are becoming the new normal.

- A majority of enterprises believe it takes four or more team members per functional group to make a final procurement decision.
- A quarter of enterprises with 50,000 or more employees say they need at least 11 corporate executives to sign off on a typical procurement.
- Of enterprises, 34% say a lack of group consensus is a significant concern, impediment, or risk to successful procurement of enterprise software solutions.



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.



Deltek® DELTEK PROJECTCON 2022: DELTEK UNIONPOINT TAKES CENTER STAGE

Last month, more than 3,000 customers from Deltek Project Nation came together in Nashville, Tennessee for Deltek ProjectCon, our annual user conference—and they all got a front-row seat to hear more about our newest offering, [Deltek Unionpoint](#).

Deltek Unionpoint took center stage as we shared more about how our new cloud integration platform as a service (iPaaS) meets the integration needs project-based businesses are facing today.

During our four days together, attendees from a variety of industries had the opportunity to learn more about Deltek Unionpoint during educational breakout sessions, Meet the Expert appointments, XPO hours, and networking events.

Introducing Deltek Unionpoint

[Warren Linscott](#), Chief Product Officer, and [Mike Scopa](#), Chief Technology Officer's much [anticipated session](#) showcased how Deltek is driving purposeful innovation across our technology to enhance the user experience, ensure a cloud-first architecture, and expand our product ecosystem.

During this exciting session, the duo, known as the Product Brothers, took the opportunity to introduce Deltek Unionpoint and discuss how we're Expanding the Ecosystem with our new iPaaS solution.

With this latest offering, Linscott and Scopa shared more about [how Deltek Unionpoint expands the connectivity options](#) for project-based businesses and opens the door for Deltek Project Nation by providing easier integrations to a vast range of applications and data.

They also shared more information about how we will continue to support our customers' integration needs in the future.

Exciting Sessions to Showcase Integrations Capabilities

During Deltek ProjectCon, attendees had the opportunity to attend more 380 educational sessions across 11 tracks. Intended to help attendees advance their businesses and careers, these sessions included content on product roadmaps, tips & tricks, customer success stories, and industry trends, among others.

[Lisa Rabideau](#) and [Francesco Carbone](#) teamed up to present an informative introductory session on Deltek Unionpoint that demonstrated the importance of an integration strategy and how customers can utilize our integration platform to accelerate their automation roadmap.

Attendees also got to see how they can quickly build, deploy, and manage integrations to and from their Deltek

Product Reviews

solutionsUtilizing out-of-the-box connections, or building your own through the intuitive interface, attendees learned more about how they can more easily automate workflows, eliminate inefficiencies, and increase collaboration—all while empowering their businesses to deliver better projects.

Deltek ProjectCon attendees also had the opportunity to sit on a session specifically structured to discuss how Unionpoint supports the Citizen Integrator, or those on your team who have deep business experience but lack the technical expertise to build integrations from scratch.

Product-specific sessions were also held for our [Deltek Vantagepoint](#), [Deltek Maconomy](#), and [Deltek Talent Management](#) customers who got to hear from their specific product management teams on how Unionpoint will empower their teams while helping them get the most out of their Deltek solutions.

Seeing the Integration Platform in Action

In addition to informative content sessions, attendees also had the opportunity to hear directly from our experts and Deltek partners during open XPO hours, where they could visit more than 70 kiosks, a UX Lab, and the CX Pavilion.

Our Deltek Unionpoint team met with a variety of attendees during this time and were able to provide demos of the platform and talk with customers about how Deltek Unionpoint can support their specific use cases.

In addition, attendees also had the option to register for and attend specific XPO Demo Session and receive a live Unionpoint demo from one of our Solution Engineers.

Meeting with the Experts

Attendees interested in Unionpoint also had the opportunity to sit down with an integration expert and receive customized coaching and product support during one-on-one Meet the Expert appointments.

We had a variety of attendees take advantage of these 45-minute sessions to talk through their specific use cases and learn more about how they could utilize Deltek Unionpoint in their business.

Our experts had pre-built integrations and recipes ready to show as well as built new workflows in real time while discussing options with customers.

Attendees saw firsthand how simple, yet powerful Deltek Unionpoint is and how it can solve for their unique integration use cases.

Until Next Year

Thank you to all our wonderful customers who made this conference one to remember! We hope every who attended walked away with new ideas, actionable takeaways, and a better understanding of how Deltek is committed to meeting your integration needs.

For those who attended Deltek ProjectCon and want a copy of the session material, you can download PDF copies of the presentations via the [Deltek ProjectCon Web Portal](#) until December 31, 2022.

And to all of Deltek Project Nation, we hope to see you at [next year's conference](#)! Mark your calendars and plan to join us October 16-19, 2023 in Orlando, Florida for another opportunity to come together and learn more about our suite of products, including Deltek Unionpoint!



About Deltek

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



ESSENTIAL WAYS DYNAMICS 365 AND POWER PLATFORM HELP YOU DO MORE WITH LESS

It's a simple truth of business: economic growth is cyclical. As companies across industries navigate a period of uncertainty, investments in people and technology should be strategic and decisive to help people do more with less—less time, less cost, and less complexity.

While reducing cost and complexity is often a primary factor when investing in business technology, doing more with less should be a step forward, not two steps back—an opportunity to build a more resilient, agile business.

In this first of a series of blog posts, we will explore how your teams can push forward in the headwinds of uncertainty and constant change. We'll answer how doing more with less can empower—rather than restrict—business agility and growth.

How Microsoft Dynamics 365 and Microsoft Power Platform help shore up your business to do more with less

To get started, let's explore a few ways that [Dynamics 365](#) and [Microsoft Power Platform](#) can reduce costs and complexity while empowering everyone in the organization to focus on superior customer experiences and operational excellence.

Lower your total cost of ownership

In times of uncertainty, the path forward is continued and accelerated innovation, especially for companies that run operations on a patchwork of on-premises technology solutions and services that are often redundant, siloed, duplicative, and costly to maintain. The migration from legacy systems to the cloud is now imperative, especially in a business environment that depends on speed, innovation, and accelerated business outcomes. A 2020 study conducted by Forrester Consulting, commissioned by Microsoft, revealed that a composite organization comprising interviewed customers realized an ROI of 109 percent over three years, fueled by savings on infrastructure refreshes, redundant enterprise resource planning (ERP) solutions, and consolidating support costs.¹

Our customers can realize significant operations efficiency and customer relationship management (CRM) savings with our unified platform, allowing them to do more with less—less time, cost, and complexity; while enabling more agility and innovation. In fact, organizations that adopt Dynamics 365 for CRM processes can save up to 50 percent relative to Salesforce. With Microsoft Power Platform, organizations can further accelerate innovation and save up to 80 percent compared to other low-code development platforms.

Reduce cost while improving efficiency on a unified business cloud

Dynamics 365 unifies customers and business data, relationships, and workflows in a single cohesive business cloud. This reduces complexity and brings new levels of efficiency, cross-functional engagement, and breakthrough customer experiences. Microsoft Power Platform works in tandem with Dynamics 365, or on its own, enabling everyone to build low-code solutions that contribute to the development process, multiplying their technical capacity and helping build amazing technical abilities across organizations.

A great example of these efficiencies in action is MVP Health Care. The nationally-recognized, regional not-for-profit health insurer replaced a makeshift CRM environment with Dynamics 365 to [build a centralized member engagement platform](#), as well as adopted Microsoft Power Platform to optimize business processes, streamline workflows, and complete tasks. It expects to save USD6 million a year while standardizing processes, driving more member value, and promoting healthier communities.

Empower employees to drive agility and innovation

In challenging times, doing more with less doesn't mean working harder or longer. It's about having technology that amplifies what employees do best, so the organization can achieve more.

Product Reviews

We're integrating the digital tools people need to drive impact right within business applications for every function, from marketing, sales, and service to supply chain, finance, and operations. By connecting people, data, and streamlined business processes across the organization in the cloud, the workforce can truly do more with less.

Unify data and use AI for proactive insights and automation

We've invested heavily in AI to empower employees to be catalysts for impact, across every function, from marketing, sales, and service to supply chain, finance, and operations. Dynamics 365 and Microsoft Power Platform empower employees to perform with clarity and focus thanks to predictive insights and guided workflows that help them act decisively—all fueled by centralized data, predictive analytics, and AI.

Microsoft Power BI delivers self-service analytics at enterprise scale, reducing the added cost complexity and security risks of multiple solutions.

[Microsoft Dynamics 365 Sales](#) empowers sellers with sales intelligence that helps them deeply understand their customers for faster deal closure, including conversation intelligence that provides real-time selling guidance during sales calls. A [recent Total Economic Impact™ \(TEI\) study](#) conducted by Forrester Consulting found that for a composite organization, using Dynamics 365 Sales boosted seller productivity by 15 percent, resulting in \$13.3 million in savings over three years.

Westpac New Zealand—one of the country's largest banks—transitioned to Dynamics 365 to [create an enhanced customer experience and unlock innovation](#). As a result, thousands of its Dynamics 365 users are saving as many as 3,850 hours per week in process automation. The migration also improved data quality across the organization, further increasing efficiency.

In addition, sales teams can reduce errors and time spent manually entering data into a CRM, which can lead to inaccuracies and reporting errors. [Microsoft Viva Sales](#) automates the capture of customer data into the CRM and then delivers insights from that data to help guide the next best actions.

Within the supply chain, AI can monitor complex systems around-the-clock to help identify and predict issues across the supply chain before they create disruptions. Specialty coffee roaster and retailer, [Peet's Coffee](#), is one market leader benefiting from greater visibility across the supply chain. During the COVID-19 pandemic, sales rapidly shifted from retail stores to Peet's online store. Dynamics 365 Supply Chain Management empowered the team at Peet's Coffee with reliable, real-time data and insights enabling it to maintain a 98 percent fill rate on its growing e-commerce business.

A Forrester study identified several [impact areas enabled by Dynamics 365 Supply Chain Management](#), including increased production volume, reduced downtime, improved quality, reduced infrastructure cost, and increased developer productivity. For example, a composite organization based on interviewed customers consolidated its footprint saving \$11 million over a three-year time horizon. The organization also increased production throughput, resulting in \$24.3

million in savings and reduced downtime of business-critical production equipment—a value of more than \$1.5 million over the same time period.

Boost collaboration to amplify business outcomes

As many workplaces become more decentralized, it's both critical and more challenging to foster a culture of collaboration. The most recent [Microsoft Work Trend Index Annual Report](#) revealed that, since February 2020, the average Microsoft Teams user saw a 252 percent increase in their weekly meeting time and the number of weekly meetings has increased 153 percent.

Collaboration is seamlessly integrated with business workflows across Dynamics 365, Microsoft Power Platform, and Microsoft 365—including Teams—so people can collaborate more effectively with anyone, on any business or customer record, within the tools used to manage workflows.

A sales team can close deals faster by understanding signals from the marketing department around demand generation. Service agents on complex cases can view a list of AI-matched experts and “swarm” this issue together—rapidly troubleshooting the issue and compiling steps to resolve it.

Gibson Brands, the most iconic guitar brand, [brought together cross-functional teams](#) with Dynamics 365 and Teams, helping the company to simplify internal processes and create more immersive customer experiences across retail, direct sales, and dealer networks.

Democratize cloud-scale innovation

Finally, Microsoft Power Platform enables anyone, from pro to citizen developers, to create digital solutions to solve problems, reducing the cost and burden on IT teams to develop solutions. [A Forrester Consulting study](#) revealed that a composite organization based on surveyed Microsoft customers can realize an additional ROI of 140 percent over three years with Microsoft Power Platform's premium capabilities.

During the pandemic, the [City of Ottawa](#) streamlined the delivery of news and information to citizens by deploying a chatbot solution using Microsoft Power Virtual Agents, hosted on the Ottawa Public Health (OPH) website. In just six months, the bot recorded more than 50,000 conversations, saving the call center an estimated 4,000 hours of phone time. The numbers translate to a savings of about CA\$240,000, or the redeployment of 2.5 full-time city employees to more mission-critical tasks at OPH.

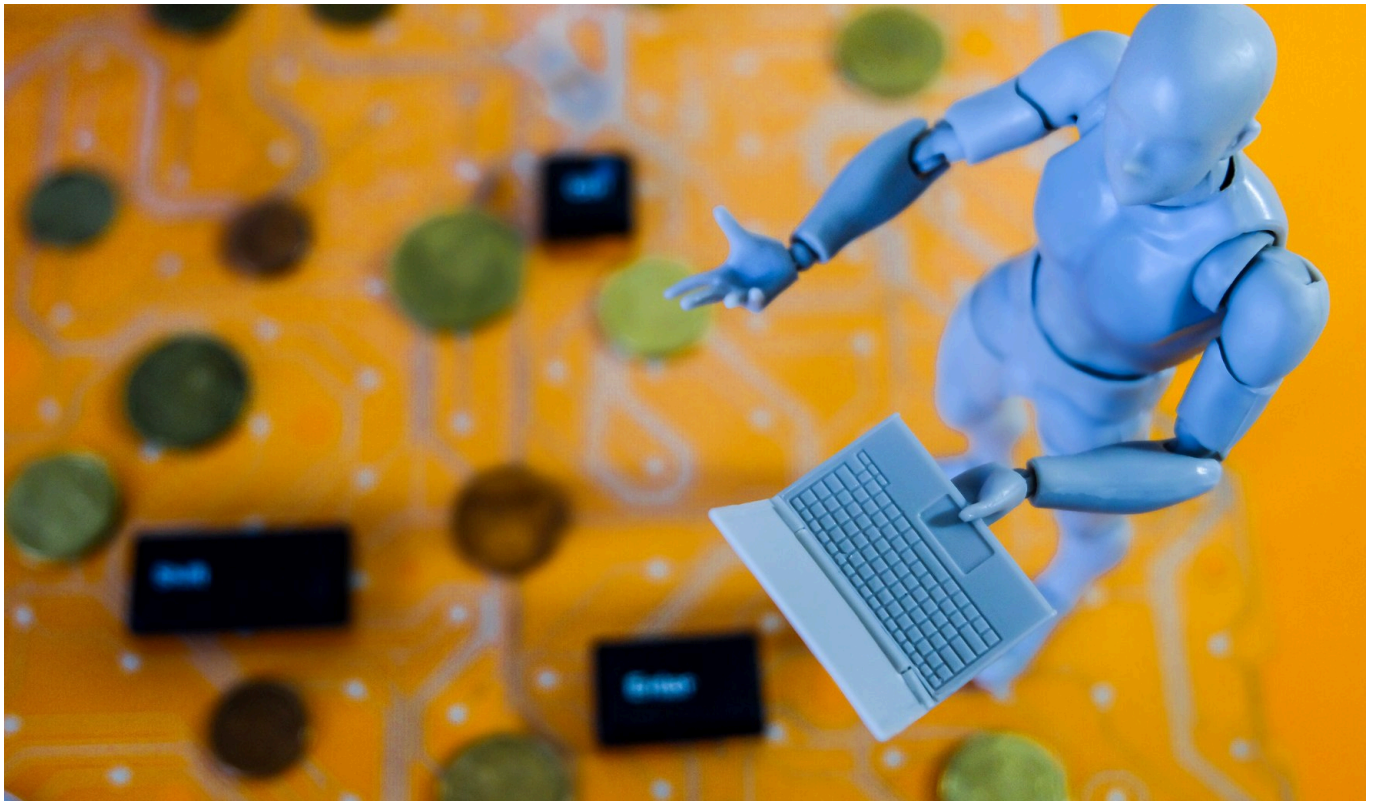
We're committed to your success

Whether you're planning to migrate, optimizing your current investments, or exploring ways to innovate with Dynamics 365 and [Microsoft Power Platform](#), we're here to help you.

In future installments of this blog series, we'll dig deeper into opportunities to streamline across your four primary functional areas: customer experience (sales and marketing), service, finance, and supply chain.

About Microsoft

Microsoft (Nasdaq “MSFT” @microsoft) enables digital transformation for the era of an intelligent cloud and an intelligent edge. Its mission is to empower every person and every organization on the planet to achieve more.



priority **SHIFTING TRENDS IN THE ERP INDUSTRY TO WATCH OUT FOR IN 2023**

Article By **Olly Lukatski**,

Global Marketing Communications and Content Strategy Manager, Priority

Another year has passed, and it's time for us to glance into the future and see what's on the horizon for [ERP software](#) and enterprise technology in 2023.

The IT trends we expect in 2023 will naturally progress the waves of digital transformation brought to you by the pandemic.

As Covid policies, inflation, recession, immigration, and increased demand stress the global supply chain and expose new constraints; disruption becomes a dominant and permanent component of our reality. Organizations continue to adapt to the new business management standards, striving for stringent business continuity and risk management strategies.

To stay relevant and competitive in a constantly changing landscape, companies increasingly rely on ERP systems to manage their operations. Today more than ever, organizations are required to rapidly adapt the way they manage their entire business operations to meet their strategic business goals.

Some of the ERP trends we'll continue to see in 2023 are:

Growth of sector-specific solutions, as best-of-breed systems surpass enterprise-wide ones.

The realization that one size cannot fit all dawns on the ERP market. Leading ERP providers are embracing the notion that Every industry is unique, and today, they offer more industry-specific functionalities and features, which means there are fewer costs associated with customization, leading to faster implementation and deployment.

As a result, we've seen a [continued expansion of ERP into new sectors such as retail](#) and construction.

Resource planning solutions tailored to specific industry verticals are a driving force for today's ecosystem of data context. Be it different prospects offered to different industries or specific categories within one industry.

Taking the vertical approach drastically reduces the customization requirements, promotes better use of resources, and helps businesses achieve better integration with different processes.

Zephyr Chan, a Growth Marketer & Founder of Better Marketer, said, "A one-size-fits-all strategy falls short of the expectations of business and technology executives due to the different demands of each sector."

As a result, ERP solutions are emerging that provide features tailored to particular industry sectors. Industry ERP solutions are becoming more and more popular with CIOs. Emerging vendors have identified their specialty sectors."

"In the past, CIOs would introduce an ERP system and progressively expand it to all of the enterprise's important business divisions. However, the SaaS revolution and growing digitalization are forcing IT decision-makers to change their strategy. CIOs choose a cloud ERP system from a top vendor for a key function like finance since it satisfies their needs, but they choose best-of-breed point solutions for other areas." Commented Jamie Penney, CEO of ShoppingFoodie.

Customization Replaces Standardization.

When it comes to ERP, operational differences are what determine the organization's distinct competitive advantage. Today's organizations are characterized by unique flavors

Article

and nuances. A customizable ERP is a system designed with tremendous flexibility capabilities that allow you to deliver modules that perfectly fit unique business processes.

Traditional ERP solutions often require drastic changes to an organization's business flow. However, customizable ERP solutions can be tailored to ensure that an organization's workflow or business process remains unchanged. Customizable workflows, reports, and processes Reduce the learning curve, promote easy adoption, have minimal impact on business flow, and offer a massive productivity boost.

Integration Is Prioritized.

With the rise in cloud ERP adoption, integration using standard APIs is the common proverb.

An ERP that allows you the freedom to integrate with third-party applications is crucial for technological independence.

[Customizable ERP solutions](#) offer access to APIs and deliver the ability to integrate niche third-party solutions that allow companies to easily add or remove features to their ERP solutions and have greater control over both development & implementation.

"Enterprises are attempting to benefit from the introduction of next-generation technologies like IoT, analytics, and AI to grow their businesses."

Leading ERP providers embrace this trend by integrating their products with these cutting-edge technologies, and IT executives are doing the same.

It is now simple to combine an ERP solution with other satellite applications because of the availability of web services and JSON." James Angel, Co-Founder of DYL.

Increased Shift to Cloud-Based Solutions

[Cloud-based ERP](#) is not the latest trend, but it still ranks as one of the most revolutionary. Cloud computing introduced a new world of ERP, enabling cloud-hosted options that drive more efficient work practices, save time, reduce the total cost of ownership, and help companies change how they work.

Open, flexible, and scalable cloud applications led the market to be dominated by SaaS ERP solutions. Many organizations that still use on-premise ERP are starting to understand how and why they are left behind. Highlighted by the pandemic, operational limitations, from inflexibility and costly scaling

to lack of innovation and partial collaboration, forced many businesses to operate remotely, deeming on-premise solutions obsolete.

Many more companies are now moving massive amounts of ERP data into cloud storage because their obvious advantages have evaporated those reservations. As a result, the cloud computing market size is projected to reach USD 791.48 billion by 2028, exhibiting a CAGR of 17.9%.

Mobile ERP

In today's world, more people are working on the go. That's why it's no surprise that one of the biggest trends in ERP for 2023 is an increased focus on mobile and cloud-based solutions.

Today, with the surge in remote working, more and more organizations are onboarding [mobile ERP](#), which is fast becoming a necessary operational tool. [Mobile ERP solutions](#) drive system visibility and accessibility companywide, accelerate business processes, boost productivity, and save time, resources, and costs. Mobile ERP apps are designed to power operations "on the go," with apps including mobile CRM, proof of delivery, warehouse, [point-of-sale \(POS\)](#), purchase approval, employee attendance apps, and more.

Automation Generation – Machine Learning & AI

In a business world dominated by a culture of instant gratification, processes automation tips the scales in favor of those who use it to "achieve more with less."

In 2023 and beyond, the growing AI trend will echo across all ERP features, including industry-specific solutions, such as [manufacturing](#) and distribution. AI technologies, including machine learning, are helping organizations draw additional value from the ever-growing volumes of collected data. [AI continues to empower companies](#) to gather new, actionable insights, enhance their operational processes, and best use their reams of business data.

The ERP evolution is driven by the industry's race to increase efficiency and revolutionize how businesses manage their operations.

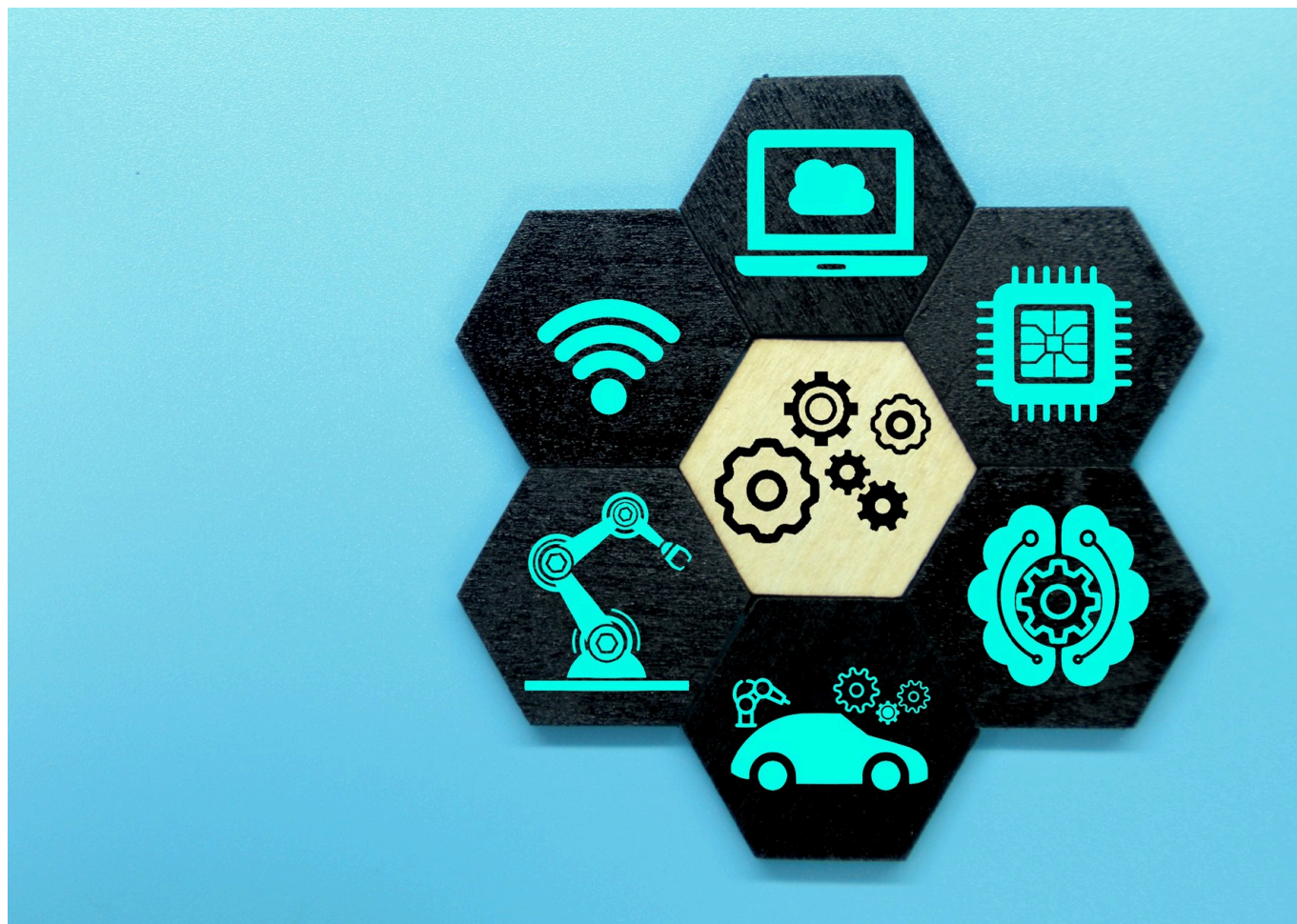
In 2023, we'll continue seeing a significant change in the ERP solutions' key features and deployment methods. ERP will continue to evolve and create new technologies and operational workflows to stay ahead of the game.



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

About Priority

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



TOP ERP TRENDS FOR 2023 & BEYOND: THE FUTURE OF ENTERPRISE SOFTWARE

The world of enterprise resource planning (ERP) is constantly evolving. From business activities such as HR, accounting, and procurement, through to manufacturing, marketing, and ecommerce, many ERP solutions have developed their scope to cover most company functions.

For companies considering digital transformation, monitoring the ERP world and the software trends that evolve alongside it is a must. When you understand how the industry is shaping, you can more accurately evaluate what type of software will best fit your needs, right now and in the future.

In this article, we explore five ERP predicted trends for 2023 and beyond to help your business stay ahead of the competition.

1. Even more cloud-based ERP deployments

For many years now, ERP has slowly been making a transition away from on-premises solutions. That movement has accelerated over recent years, with many moving to the cloud.

At a time where ERP vendors are investing more in cloud technology than ever before, cloud-based solutions have become increasingly accessible for smaller businesses.

Cloud ERP solutions offer many benefits, including user-friendly apps and cross-platform capabilities. Smaller

companies can even use cloud models to ramp up their IT investments, allowing for more advanced technologies down the road.

2. An increased focus on mobile-friendly ERP

This trend goes hand-in-hand with what's been mentioned above - cloud-based ERP solutions. When you migrate your ERP functions to the cloud, you gain the ability to tap into business insights directly from your mobile device - and with [87% of businesses](#) relying on their employees to use mobile devices to access company apps, it just makes sense. A move to the mobile space just seems natural.

As well, companies need to meet the needs of a more mobile and remote workforce. By adopting a mobile-friendly ERP, your workers can be more proactive beyond the office or warehouse.

3. Growing demand for industry-specific solutions

Many well-known vendors offer industry-agnostic solutions that provide the core capabilities needed to support any type of organisation. However, many businesses require at least some degree of customisation for the platform to support their unique workflows.

Depending on the level of customisation needed, this can be a costly and time-consuming project, which has pushed several vendors down the industry-specific route.

For instance, the functionality an ERP system will provide for a manufacturing company will differ from an ecommerce business.

These specialised solutions often come at a higher price point, but depending on the functionality needed, can deliver cost-savings down the road.

4. Advanced ERP intelligence

As time has passed, ERP systems have become more advanced. Today, you'll find platforms that incorporate such technologies as artificial intelligence (AI) and machine learning (ML).

Both AI and ML expand the data analytics capabilities of ERP solutions by transforming businesses data into actionable insights. They can also facilitate smart functions such as interactive assistants and zero-touch automation.

As AI software and ML strategies continue to improve, they will be able to take on an increasing number of routine activities that currently require human evaluation – and that's why in 2023 and beyond, advanced ERP intelligence will be a huge factor for many companies.

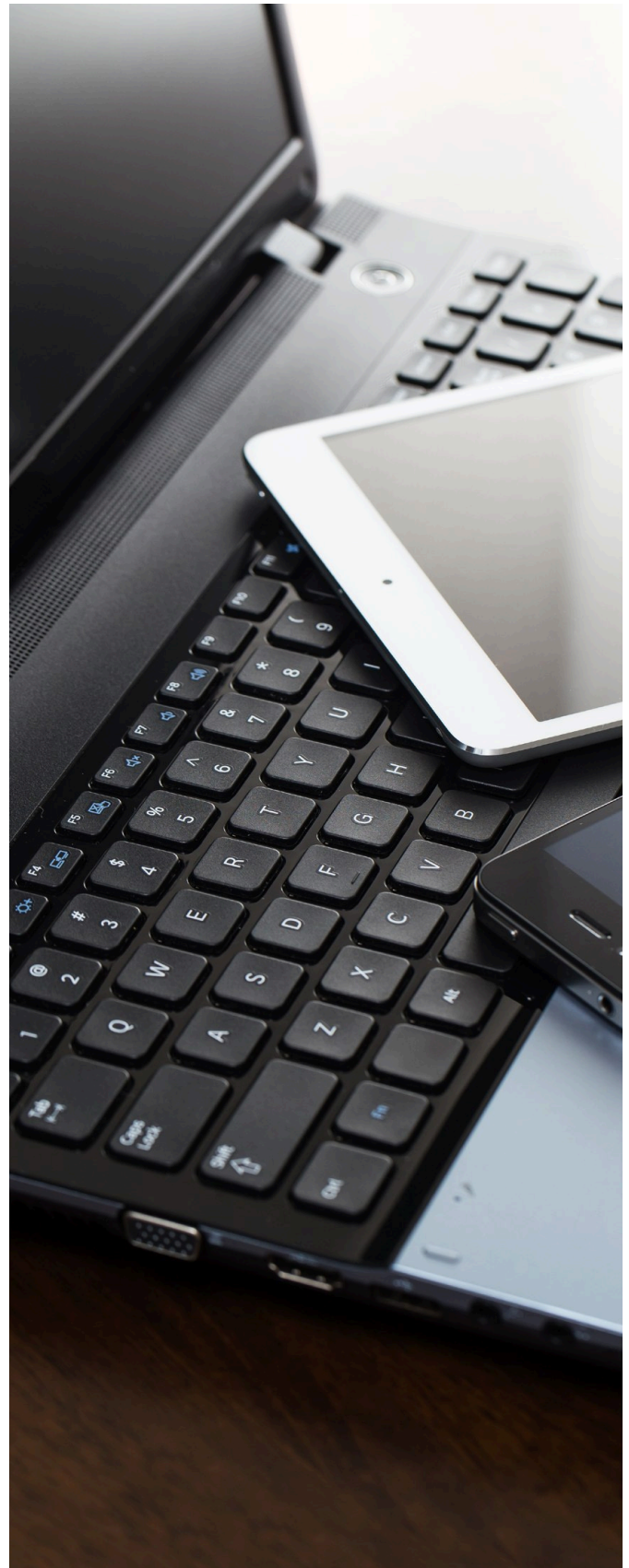
5. Further attention on the Internet of Things (IoT)

With the increase in popularity of cloud ERP, more organisations have been able to take advantage of Internet of Things (IoT). Due to its array of benefits such as improved asset management, more accurate forecasting, and enhanced cross-department communications, IoT is something that will only become more integrated with ERP in the future.

ERP solutions with Nolan Business Solutions

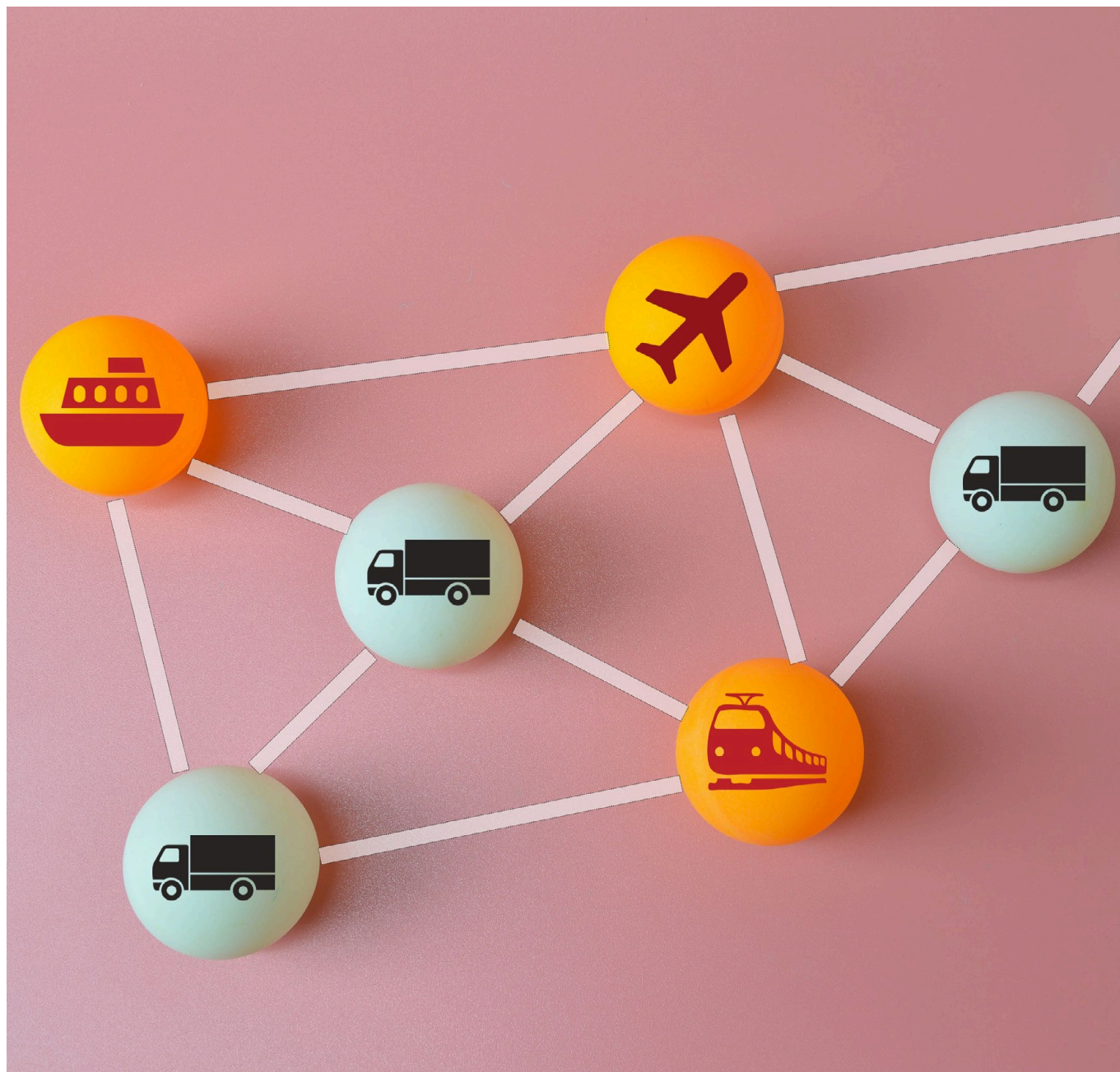
Today's ERP systems are progressing and changing the way we do business each year. With more advanced technologies continuously being added to ERP systems, it's important to focus on ERP implementation to stay ahead of the curve.

If you are looking to implement [NetSuite ERP](#) or [Microsoft Dynamics ERP](#), we can help. At Nolan Business Solutions, we specialise in system implementations and have the skills and experience to help your business thrive. If you're interested in taking your software solutions to the next level, [contact our team](#) of experts today and learn more about how we can help.



About Nolan Business Solutions

Nolan Business Solutions has helped thousands of companies worldwide solve their business problems by implementing leading mid-market business software solutions and custom developed software applications for over 20 years. Nolan Business Solutions is a unique Microsoft Dynamics GP and NetSuite solution provider with the ability to deliver standard and customised enhancements, as well as straightforward out-of-the-box installations for both products. Their ability to deliver proven on-premise, as well as Software as a Service (SaaS) bespoke functionality makes them stand out from the crowd.



TOP MANUFACTURING ERP TRENDS TO WATCH IN 2023

Article By **Anirudh Bhardwaj**

The manufacturing industry has evolved tremendously since the advent of the fourth industrial revolution. At the same time, ERP software solutions have become more advanced to address the rapidly changing industry needs. For instance, the present-day [manufacturing ERP systems](#) incorporate several next-gen technologies like AI, cloud, IoT, and big data. Nevertheless, the past few years have brought many unforeseen challenges to small-scale manufacturers, forcing them to adapt to new changes. Moreover, there have been massive fluctuations in the demand and supply curve since the COVID-19 pandemic, causing manufacturing companies to amend their production schedules.

The year 2023 is around the corner and subject matter experts have made all sorts of predictions about upcoming trends with manufacturing ERP. In this blog post, we have compiled the top manufacturing ERP trends to watch out for in 2023.

Top Manufacturing ERP Trends For 2023

The manufacturing ERP remains in a phase of rapid growth and expansion as more manufacturers are opting for it with each passing year. A majority of manufacturing companies (even small-scale companies) already have full-fledged ERP systems in place to manage most of their operations. Nevertheless, it is crucial to keep your ERP systems up-to-date to pace with rapid technological advancements. Below are some of the top ERP trends that are likely to disrupt the manufacturing industry in 2023 and beyond.

Complete Migration To The Cloud

Cloud adoption is going to take a dramatic turn in the ERP industry as more companies, especially in the manufacturing sector are migrating their systems to the cloud. In 2023, we

Article

shall see more number of manufacturers upgrading their ERP systems and embracing cloud technology. In other words, we can say that cloud ERP is slowly moving toward mainstream adoption in the manufacturing industry. According to a report by Accenture, at least 46 percent of manufacturers were using private cloud systems as of 2020. Whereas, 12 percent of them housed their ERP systems in public cloud environments while 17 percent leveraged hybrid systems. In 2023, the number of cloud ERP systems is likely to witness a multifold increase in the manufacturing sector.

The Rise of Intelligent ERP

Intelligent ERP systems have become more popular as manufacturers are striving to keep pace with the fourth industrial revolution. Intelligent ERP is a term that refers to the use of Industry 4.0 technologies like AI, big data, cloud, IoT, and web3 technologies in modern-day ERP systems. By leveraging these technologies and implementing them in enterprise systems, manufacturing companies can bring multifold increase in their productivity levels. Besides, iERP facilitates intelligent business forecasting and aids in smart decision-making with calculated risk which is conducive to driving steady business growth.

The Internet of Things

The internet of things is one of the core technologies under Industry 4.0 that has attained mainstream adoption across the manufacturing sector. The industrial use cases of IoT have shot up in recent years, making it an indispensable need to sustain cut-throat market competition. In addition to manufacturing companies, many retailers, distributors, and eCommerce brands are now using IoT-enabled devices to streamline their warehouse operations. As per a survey by IDC, the global spend on IoT in the manufacturing sector was close to \$178 billion in 2016. Since then, IoT use cases have only multiplied as the manufacturing industry remains one of the top consumers of IoT devices and applications. In 2023, we shall see manufacturing startups adopting IoT applications on a large scale.

Supply Chain 4.0

Supply chain is an essential part of the manufacturing industry that deals with the movement of goods including raw materials and finished products between two or more locations. The efficiency of supply chain processes depends on the way businesses manage their SCM activities including warehousing, shipping, logistics, and distribution

management. That being said, it has become increasingly important to implement next-gen technologies to enhance supply chain productivity. A majority of enterprises use Industry 4.0 technologies like AI, cloud, IoT, and big data to significantly improve supply chain processes. As a result, it has given rise to [Supply Chain 4.0](#) which refers to the use of Industry 4.0 for increased supply chain efficiency. In 2023, supply chain 4.0 is going to make steady inroads into mainstream manufacturing processes.

Increased Demand For Mobile ERP

The use of mobile ERP applications has become more common across many industries because of the apparent ease of managing routine operations. Similarly, manufacturing companies are now using a number of mobile apps to keep close tabs on their day-to-day processes. Besides, now that most ERP applications are hosted on the cloud, their mobile use is quite common nowadays. With [mobile ERP applications](#) at their disposal, enterprises may rest assured that their workforce may access these applications anytime and anywhere. All they need is a compatible mobile device and a stable internet connection.

Closing Remarks

Manufacturing ERP solutions have come a long way since their inception, going through tremendous changes and advancements over the years. There was a time when ERP systems were exclusively designed for large-scale manufacturing companies. As of today, even small-scale manufacturers are leveraging ERP software solutions, thanks to the availability of open-source ERP platforms. Software platforms like Odoo, OFBiz, [ERPNext](#), and Opentaps have made it easy to build custom ERP solutions at cost-effective rates.

Why Choose Oodles For Manufacturing ERP Application Development?

We are a trusted name in the ERP industry that provides full-scale ERP software development services to enhance business performance and productivity. Our seasoned developers specialize in using the latest tech stack and agile methodologies to implement next-gen technologies in scalable business solutions. We use open-source software platforms like Odoo, OFBiz, and ERPNext to build custom-tailored ERP solutions for varying business needs. To learn more about custom ERP application development services, please visit our website or reach out at erp@oodles.io.



He is a technology enthusiast with 5+ years of experience in producing insightful content on projects related to next-gen technologies like AI, Blockchain, ERP, OTT, Cloud, Big Data, AR/VR, IoT, and more.

About Oodles ERP

Oodles ERP is the subsidiary of Oodles Technologies Pvt. Ltd. that focuses on building cross-platform enterprise solutions to solve complex business problems. The company provides custom ERP software development services to businesses of all sizes, enabling them to achieve higher levels of productivity. For the past decade, Oodles ERP is consistently delivering enterprise-grade software solutions for CRM, HRM, warehouse management, workforce management, e-commerce, and supply chain management. The company has a proven track record and 10+ years of industry experience in developing user-centric software solutions for cross-industry business use cases. In addition to developing custom ERP solutions from scratch, Oodles ERP excels in providing custom integration solutions for platforms like Salesforce, Shopify, Magento, Zoho, Acumatica, Prestashop, HubSpot, and QuickBooks.



INFLATION, LAYOFFS, RECESSION: 3 WAYS MANUFACTURERS CAN PREPARE FOR MORE UNCERTAINTY IN 2023

Anyone who has been in manufacturing for more than a decade has seen a version of this scenario before. Consumers slow their spending, companies miss their targets, stock prices fall, and cost-cutting begins. It's very painful, but history shows there are proven ways for manufacturers to not only survive economic downturns but to be better positioned to ramp up more quickly once things turn around.

When an economic downturn happens, [recession or not](#), manufacturers are at the center of the maelstrom as they fight to stay ahead of quickly changing demand, work to ensure inventories don't swell, and endeavor to maintain tight relationships with suppliers so production lines can keep running. Not counting the black swan pandemic event, economic downturns are a natural and recurring component of the world's economic cycle. In other words, manufacturers have demonstrated, over the decades, how to successfully navigate a less-than-optimal economy.

[Research from Deloitte](#) points to better cash flow insights and continued-but-prudent investments so manufacturers can surge ahead of competitors when growth returns. [McKinsey found that the "winners" after a recession](#)—those in the top 20% ranked by value—had the insights to take immediate steps and "expand their lead" as a recession took hold. USC Consulting [urges manufacturers](#) to invest in new technologies to transform operations. [Bain & Company research](#) shows that manufacturers that "played offense" with technology investments during the last recession had 13% post-recession growth versus just 1% for those that pulled back investment. The firm says manufacturers should invest now in technology "they are going to need three to five years down the line."

Manufacturing Resilience in 2023

In working with hundreds of manufacturers over the last 15 years, we've found that those who go for the seemingly quick fix of cost cuts and workforce reductions may see short-term

benefits but quickly fall behind as an economic disruption bottoms out. Manufacturing is an intensive endeavor. Stopping and restarting production isn't something that happens overnight, especially with labor-, capital-, and equipment-intensive operations. Those that make deep cuts will struggle to rebound when things pick up. Those that have the agility and flexibility to adapt, however quickly, will come out on top.

But how do you build that agility and flexibility? And what do you do today to prepare as a recession appears to be imminent? Here are three things to get ahead of now so you can stay ahead in 2023.

1) Visibility Is Critical for Resilience

To make confident decisions, you need accurate, timely data from across the business. Not just operational data, but supply chain, inventory, sales, customer, and other data, all combined and accessible at the point and time of need, so you have a clear view of the road ahead. As demand shifts, you can quickly work with suppliers to secure materials and with customers to re-set reasonable expectations. Remember your customers and suppliers are feeling the same pain, so being transparent and giving them the most information, longest lead times, and best prices require you to have that data instantly available. But, when you do, you become a preferred customer and supplier yourself.

Transparency also helps your internal teams better manage capacity, plan for market shifts, and react to changes. Finance can see which investments have the best ROI, HR can see where workforce changes need to be made, sourcing teams can stay ahead of materials and equipment needs, and logistics can ensure products get to customers on time. Every bit of added visibility gives you more power to manage your operations more effectively, and that's crucial during a downturn.

2) Cut Costs with Increased Productivity

Productivity means doing more with the same or even less, which is the common mantra of every recession. Bad managers—we've all had experience with them—improve productivity by cutting people or eliminating tools, and then telling the remaining workers to work harder. That's not productivity, and it's not sustainable. Workers quickly burn out and quality drops, and, again, any short-term gains are quickly erased by missed targets and customer attrition.

Continuous improvement (CI) and lean initiatives are familiar to most manufacturers but require an effective means of measuring the before state. CI identifies waste that, when removed, results in increased output for the same or less input. Increasing productivity results in lower costs so you can lower prices to drive demand or increase margins to shore up cash flow.

Many manufacturers are still [relying on legacy systems](#) that require manual paper-based processes or slow, tedious spreadsheets that suck up hours of effort and invite manual errors. Digitizing processes enables automation that reduces or eliminates those manual tasks. It's a fast track to productivity for the clerk who previously spent hours in Excel or the production line worker who used to manually fill out inspection sheets on a clipboard.

3) Right-Size Production

Once you have the visibility to stay ahead of demand and the productivity to meet demand at a lower cost, you can move to optimize production. Your increased visibility feeds improvements here, too, by helping you connect demand, plan capacity, and align supply chain planning to reduce inventory carrying costs. The longer raw materials sit in the

warehouse, the more you pay for them and the longer they're not making you money. Same for idle finished goods, which are customer payments not going to your bottom line. Or worse, these investments are incurring interest against your credit line—an expense any balance sheet wants to avoid.

Reducing carrying costs of materials reduces the cost of money and translates directly to your bottom line. That's money that can be passed on to customers in the form of lower prices, or that can be used to invest in equipment, product development, marketing, or other areas that keep you ahead of the competition. During a recession, every asset is critical to your success. Letting it sit on your warehouse floor keeps it from doing its part.

It's Critical for Manufacturers to Build Resilience—Start Now

Manufacturing is a unique sector for the U.S. economy. It's frequently the hardest hit during a recession, and the capital-intensive nature of manufacturing means it's slow and expensive to change. But it's also a critical component of the overall national economy. Where manufacturing goes, the rest of the country goes. That's why more manufacturers who modernize how they operate, according to [Industry Week](#), will “empower companies in every sector to quickly drive down prices for consumers and help the global economy stave off recession.”

Learn how [Rootstock Manufacturing ERP](#) can give you visibility from sales to customer service, engineering to production, and supply chain to inventory. That visibility can then be put to work to increase productivity, right-size production, and give you an advantage over whatever economic conditions arise in 2023 and beyond.



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.



EIGHT INDUSTRY TRENDS THAT ARE HERE TO STAY

Article By **Thomas Saueressig**,
Member of the Executive Board of SAP SE for SAP Product Engineering

The end of the year is a good time to think about what lies ahead of us. I believe there are some business, technical, and social developments that will affect organizations across industries.

If you have a moment, grab a cup of coffee and read about eight industry trends I expect to be here to stay.

Everything-as-a-Service

Making and selling products has been the predominant business model in multiple industries for many decades. In contrast, delivering services used to only be associated with a few sectors, such as telecommunications. Those days are gone. From sports equipment and streaming services in B2C to machines and software in B2B, there is hardly a product or service that customers do not expect to get on a subscription basis. In short, the way products and services are consumed, ordered, and paid for has changed, and I'm sure this trend will continue to transform revenue streams, product design, and customer engagements across industries.

Integrated Mobility

Trends are connected, and so is everything-as-service and the future of mobility. Urban infrastructures used to be built for cars moving between suburbia and city centers. With more and more people moving to cities, this is no longer feasible. I have no doubt, however, that new concepts and digital technologies will ensure convenient, safe, and sustainable mobility in the future. We can already see a transition toward integrated mobility solutions starting with an individual mobility element, such as a car or bike, and integrating with mass mobility solutions — ones that people pay for on a usage base.

New Customer Pathways

When it comes to customer experience, industry lines are blurring and business models are blending. Both consumers and business customers expect a cohesive experience across any brand interaction they may have. Customers also demand personalized experiences that are available anywhere, at any time. Sustainability is another driving force. Customer expectations will continue to rise, and I'm excited to see businesses deliver one experience that goes beyond the sales process and keeps customers coming back.

Lifelong Health

Being healthy is essential. Considerable medical progress has been made over the past decades, with technology contributing significantly to this. Beyond the healthcare space, digital devices that collect and compile health and habit-related data are used increasingly in lifestyle areas. Devices such as smart watches, intelligent scales, and sensor-studded workout machines create a massive set of health and activity data. While this trend generates new possibilities for healthcare and life sciences to advance diagnostics and treatment, I also see implications for the consumer products, retail, and insurance industries.

The Future of Capital and Risk

Governed by national and international regulations, banks and insurers play the key role in operating the world's financial system. In the last few years, fintech and insurtech innovators have changed the way capital is raised and allocated, risks are transferred, and payments are handled in our global economy. Today, products and services in banking and insurance can be 100% digital, which is why I expect this market to continue to be subject of rapid change.

Sustainable Energy

Stopping climate change and its effects on our planet is one of the biggest challenges of the 21st century and the transition to a sustainable economy is one of the fundamental needs of our time. Emission-free energy is one of the pillars of sustainability. Many solutions for an energy transition are already here. What matters now is to implement them at scale — and I think every industry will be affected. Reinventing

the global energy system is a massive undertaking that will involve all nations, all industries, and all people.

Circular Economy

Another crucial pillar of sustainability is circular economy. For too long, our global economy has been linear and single use: companies take resources, produce things, and users throw them away. As a result, humans not only consume more resources than our planet can regenerate, but we're also piling up waste. The transition to a circular economy both protects our environment and opens new business opportunities. I'm convinced that the reward of circular business models will far outweigh the investments companies need to make today.

Resilient Supply Networks

In today's globally connected economy, supply chain disruptions can have profound consequences. This includes shortages and delays of materials and products leading to empty shelves and higher prices. To build resilience, companies need transparency into their supply chains to enable intelligent planning. This requires close collaboration and data exchange between trading partners in an open, yet secure, digital network. Creating this real-time transparency across today's complex supply chains is a huge effort. But I think it's the best — if not the only — way to enable companies to respond to and anticipate supply and demand disruptions.

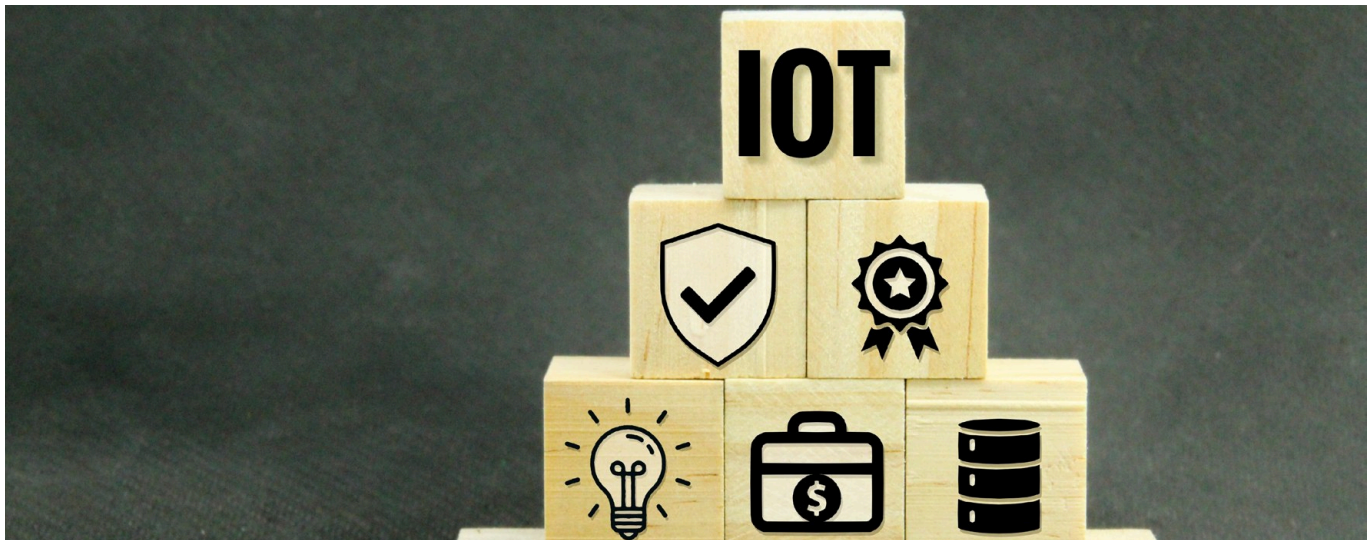
These are the trends that I see shaping the world of business, the world around us, and the SAP product portfolio — and continuing to do so across industries in 2023 and beyond.



Thomas Saueressig is a member of the Executive Board of SAP SE. He leads the Board area SAP Product Engineering and has global responsibility for all business software applications. This includes all functional areas from product strategy and management to product development and innovation as well as cloud operations and support. He is responsible for a portfolio that includes the SAP S/4HANA suite, the SAP Digital Supply Chain portfolio, SME, SAP HANA Enterprise Cloud, and industry solutions. In addition, SAP Product Engineering is responsible for offerings such as SAP Ariba, SAP Concur, SAP Fieldglass, SAP SuccessFactors, and SAP Customer Experience solutions. Saueressig is also in charge of the global SAP Labs Network and the SAP Enterprise Adoption organization including SAP Globalization Services, user enablement, and the overall quality of SAP software products.

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.



TOP 10 ERP TRENDS IN 2023

The rate at which digitalisation is taking place clearly highlights why it is crucial for businesses to get current and stay current with the latest software developments. The market has changed for good: tighter production timelines, increasing customer demands, and resource limitations are only some of the restrictions businesses must overcome. When you have a clear idea of where industry trends are headed, you can more accurately plan your business strategy and overcome these restrictions.

To help you prepare, our team have rounded up some of the biggest trends that we anticipate for the ERP industry in 2023.

1. A bigger shift to mobile

The increased move to remote working means that businesses need to meet the needs of a workforce that requires access to information any time, anywhere. A [recent study](#) found that 78% of businesses reported that their employees use mobile devices to access company- and work-related information. As a result, [several features of ERP solutions](#) are extending to mobile devices. Mobile ERP systems can support powerful functionalities beyond office or warehouse environments, adding considerable value to your business. Key stakeholders can be more proactive with their forecasting and analytics, and employees can have real-time updates about stock.

2. More cloud-based ERP

While systems like CRM have been in the cloud for many years, ERP is gradually moving away from on-prem and into the cloud as well. With this movement accelerating, many companies are investing more in cloud technology. Cloud solutions offer various benefits including the choice of a system fully located in the cloud, or deploying a hybrid model (which still offers your IT team a degree of control). On the other hand, many businesses still use on-prem legacy systems that are becoming obsolete, which cause them to struggle to keep up with advancing technologies.

3. Advancements in ERP intelligence

As ERP solutions become more advanced, more platforms are starting to incorporate technologies like Artificial Intelligence (AI), Machine Learning (ML), and Robotic Process

Automation (RPA). Combined, AI and ML can help businesses extract higher quality data, cut unnecessary costs, get more value from their data, and improve their forecasting.

In the ERP space, AI, ML, and RPA can take over tasks that normally needed to be performed by people. Effective implementation of an intelligence solution can help reduce human error, save costs, and free up time for your employees to focus on value-generating areas of your business.

4. Increased focus to deploy IoT

Customers increasingly expect companies to deliver more personalised, customised experiences. This relies heavily on effective data input on the business side. IoT devices that speak to each other can significantly simplify data collection from a myriad of channels. Investing in IoT will enable businesses to more effectively manage their BI, deliver tailored customer experiences, and allows for potential to connect to other systems they might want to add on in future.

5. A bigger need for industry-specific solutions

Every industry is unique and the increasing demand for ERP software means a 'one-size-fits-all' solution is no longer the answer. Leading ERP providers are offering more industry-specific functionalities and features, which means that there are less costs associated with customisation, which leads to faster implementation and deployment.

6. More focus on security

The shift to remote working has resulted in an increase in cyber attacks, data breaches, and challenges in data security. Systems like ERP that process vast amounts of data and link to systems like CRM, face significant threat and are often not equipped to handle the security issues presented by remote working. As a result, many businesses are intensifying their efforts to secure their ERP systems – especially with new data privacy laws that have come into effect and recent high-profile [data breach incidents](#) that have come under the spotlight.

7. Two-tier ERP

IoT, cloud infrastructure, and big data are some of the integral parts of ERP that are developing at breakneck speed. How can businesses keep up? Many larger businesses have started to find that their existing ERP solution cannot effectively deliver on all their business requirements. There might be different ERP usage requirements at headquarters, regional, and subsidiary levels, for example.

This has led to the implementation of two-tier ERP – it enables businesses to use their current ERP solution at corporate level (tier one), while operating its units and subsidiaries on a separate ERP solution (tier two). In terms of licensing fees and maintenance costs, this type of strategy needs to be carefully considered. That said, the degree to which it can be purpose-built for your industry-specific needs, is a benefit that's hard to ignore.

8. Fully-integrated ERP

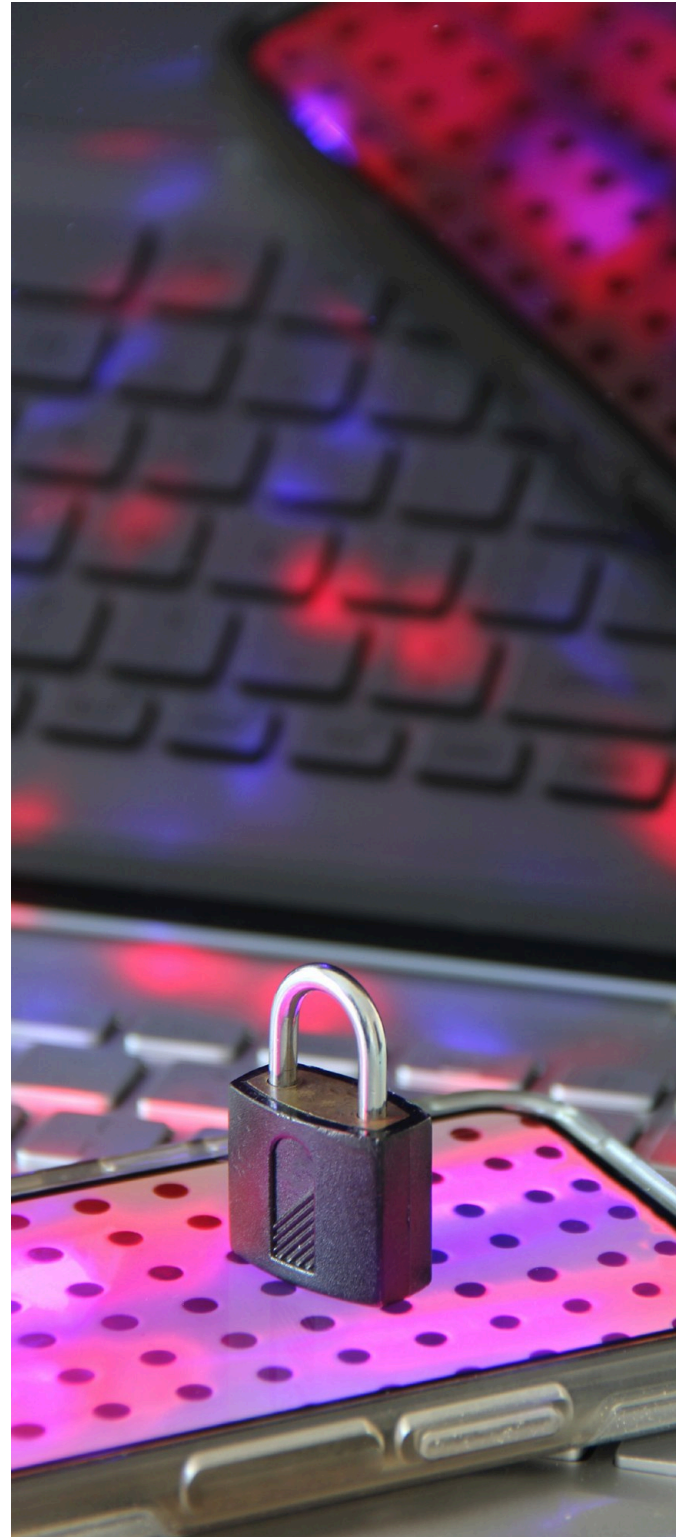
As businesses continue to evolve, integration between systems and processes naturally follows. At the centre of this integration, are ERP applications – they allow you to manage various areas of your business from one application. This means all the way from your stock levels, through to your accounting records, to your CRM, you're able to share data more effectively throughout your business, and make more data-driven decisions.

9. Plug- 'n-play ERP integration

With the rise in cloud ERP adoption, we predict that integration using standard APIs will be a new trend. You could encounter a customer using a core ERP solution for their main business processes, but using another vendor's solutions for more specific requirements. An example would be a wholesaler using K8 for their distribution process, a 3rd-party CRM, and an independent sourcing solution. Customers will increasingly expect ERP service providers to be able to provide seamless integration between these different solutions.

10. ERP will continue to evolve

In previous years, ERP systems were mainly designed for large-scale manufacturing and distribution environments. As the global market continues to evolve, ERP solutions are increasingly being used by a wider variety of industries, like Retail and Finance. We predict that ERP solutions will continue to become more integrated to support global operations, and become more tailored as specific industries' unique needs continue to develop.



About Kerridge Commercial Systems

Kerridge Commercial Systems (KCS) provides specialist software, services and support to deliver fully integrated trading and business management solutions to companies in the distributive trades across the world. With a unique depth of knowledge and experience in the distributive trades, our wide range of clients includes wholesalers, distributors, merchants and retailers from small traders to multinational enterprises. Our technical experts are thought leaders in trading and management technology, and our innovative and flexible approach ensures our customers partner with us for the long-term. We have been in this business for over 40 years, delivering software to meet the specific requirements of this sector. Many of our clients have been with us from the beginning. Today, we offer a comprehensive solution based business management system, with a wide range of supporting and managed services. Kerridge Commercial Systems is an Oracle Gold Partner and Microsoft Partner. Our mission is simple: to design and deliver high performance, integrated ERP solutions that enable our distributive trade customers to source effectively, stock efficiently, sell profitably and service competitively. We employ over 1,150 people at offices in South Africa, Kenya, the UK, Ireland, Benelux and North America. We currently support over 30,000 customers and worldwide distributors at more than 50,000 locations.



GREATER ACCESS TO EMERGING TECHNOLOGIES TO FOSTER NEXT ERA IN CREATIVITY, COMMUNITY AND DATA PRIVACY, FORECASTS ACCENTURE LIFE TRENDS 2023 REPORT

Annual Report Identifies Five Macro Trends Projected to Shift the Relationship Dynamic Between People and Businesses in the Coming Year

Following several years of constant global instability, people are gaining greater access to emerging technologies — including AI, web3, and tokenization — which is advancing the next generation of creativity, community and data privacy.

In turn, businesses and leaders should prepare for shifts in business models due to changing customer behaviors as they find increasing value in new, emerging technologies, forecasts the Accenture Life Trends 2023 report from Accenture (NYSE: ACN).

Building on the 15-year legacy of Fjord Trends, this report — now titled Accenture Life Trends 2023 — identifies five global macro movements across human behavior that will shape business, culture, and society in the coming year.

From learning to live in [permacrisis](#) to increasingly seeking to belong in online communities to missing work's intangible benefits and using emerging technology such as AI to accelerate creativity, the landscape of day-to-day life has been greatly altered. This shift will push businesses and

leaders to operate in radically new landscapes, further cites the report.

“Disruptive moments have people questioning what sense of control they have over their own lives. As they inevitably adapt and get a handle on things, the decisions made to exercise more control will affect the brands and organizations they interact with,” said Mark Curtis, global lead, thought leadership, metaverse and sustainability, Accenture Song. “These new power dynamics will create opportunities for businesses to develop fresh and modern ways to engage and build relationships with customers.”

Crowdsourced insight and intelligence from Accenture Song's global network of designers, creatives, technologists, sociologists, and anthropologists, the annual bellwether forecast — which leveraged AI for the report's imagery — includes the following trends and actions for businesses to heed in 2023.

1. **We are in a permacrisis but will adapt** – The world is moving from one global catastrophe to the next. But, as humanity has for millennia, people are adapting to instability by switching between four responses: fight, flight, focus, and freeze, which will affect what they buy, and how they view brands and their employers — and companies need to be ready.

What's next for loyalty – In an unstable world, people seek out places where they feel they belong. As a result, modern brands will be built as communities first, reshaping loyalty and brand participation. For example, the majority of Accenture's research focus group participants have tried new hobbies or joined new communities in the past six to nine months. Emerging technology is largely driving the three threads to enable this model.

- Communities of belonging: on platforms like Reddit, Discord, and Twitch.
- Token-gating: exclusive access reserved for "token holders only."
- Collectibles: digital arts, autographs, trading cards, and more.

2. **The importance of work intangibles** – As the debate continues around the return to the office, one thing is clear: it's not yet a success for many people. Everyone has felt the loss of intangible office benefits, like chance encounters and consistent, close guidance of junior talent. Now the consequences of the loss are becoming clear. Without in-person engagement, companies can stand to lose mentorship, innovation, culture and inclusion. It's time leaders went back to the drawing board to make a logical, mutually beneficial plan.

3. **AI is becoming people's co-pilot for creativity** – Artificial Intelligence is now in the hands of the everyday user and is a new tool for the creative process. Suddenly, neural networks have been made widely available to create language, images and music with very little effort or skill. Developments within AI are also hitting the market at an astonishing speed. At scale, this is an incredible breakthrough for creativity. Companies need

to consider how they will stand out in the sea of AI-generated content and how they use AI to enhance the speed and originality of innovation.

4. **Digital wallets could end the digital identity crisis** – The use, and misuse, of personal data is long overdue for a transformation. Transparency and trust in online brand experiences are quickly diminishing in tandem. But control of their data could soon swing back to the user. Digital wallets containing tokens (representing payment methods, ID, loyalty cards and more) will allow people to decide how much data they share with – and even sell to – organizations. That's great news for brands: the data that people do hand over will be even more valuable than the third-party information that is no longer collected in a cookieless world.

"Shifts in control ultimately lead to shifts in power, and these seemingly small – yet profound changes – in human behavior will alter the power dynamics between people and organizations," said David Droga, CEO and Creative Chairman, Accenture Song. "In roles as leaders, workers, customers, consumers and creators, people seek ways to regain control. The outcomes will look different – a new picture of progress – from what we've seen before thanks to changes in attitudes and maturing technology."

To read this year's full Life Trends 2023 report, which includes guidance for businesses and leaders, visit the link [here](#).

The Accenture Life Trends 2023 report can also be explored in Accenture Foresight, Accenture's new thought leadership app, which provides a personalized feed of the latest reports, case studies, blogs, interactive data charts, podcasts, and more. [Visit http://www.accenture.com/foresight](http://www.accenture.com/foresight).



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Accenture Song accelerates growth and value for our clients through sustained customer relevance. Our capabilities span ideation to execution: growth, product and experience design; technology and experience platforms; creative, media and marketing strategy; and campaign, commerce transformation content and channel orchestration. With strong client relationships and deep industry expertise, we help our clients operate at the speed of life through the unlimited potential of imagination, technology and intelligence.

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