

Supply Chain Management and ERP

Enhancing supply chain efficiency with ERP solutions, logistics integration, and case studies.

EPICOR

Accelerate Your Growth: Being a Partner is Easier with Epicor

Great partnerships are built on teamwork. When you join Epicor, you're never going it alone—you'll have a collaborative community, smart strategies, and our full support every step of the way.

Join us and experience the difference.
Being a partner is Easier with Epicor.
AI-powered Cloud ERP.

LEARN MORE



CEO & PUBLISHER
Harun DOYURAN
harun@erpnews.com

MANAGING DIRECTOR
Pinar SENGUL
pinar@erpnews.com

EDITOR
Pinar SENGUL
pinar@erpnews.com

ASSOCIATE EDITORS
Katie SLIMOV
katie@erpnews.com

Burcu Nihal DEMIRCI
burcu@erpnews.com

ART DIRECTOR
Sena Çarlık
sena@erpnews.com

FOR ADVERTISING
advertise@erpnews.com

VISIT US
www.erpnews.com

EDITOR'S NOTE

This month's editorial theme — Supply Chain Management and ERP — couldn't be more timely. As global disruptions continue to test resilience, businesses are looking to ERP platforms not just for stability, but for strategic insight, flexibility, and competitive edge. From demand forecasting to partner collaboration and procurement automation, the ERP system is now central to every aspect of supply chain performance.

In this issue, we're proud to feature two exclusive interviews that reflect this evolution:

- Sanket Akerkar, Chief Revenue Officer at Acumatica, discusses how cloud-native ERP is helping organizations digitize procurement and achieve measurable ROI — a must-read for companies seeking more agile supply chains.
- Mary Dimouro, Director of Channel, Retail at Epicor, outlines the company's strategic expansion into the retail sector with its Propello POS and ERP platform, and how Epicor is empowering resellers through a robust, partner-first approach.

Together, these insights offer a clear view of how ERP leaders are enabling smarter, more connected supply chains — and what it means for your transformation journey.

We hope you enjoy this issue and walk away with ideas to turn today's challenges into tomorrow's opportunities.



Pinar SENGUL, EDITOR

ERPNEWS

CONTENTS

Issue # 54, August 2025

06

**BUILDING RETAIL PARTNERSHIPS
FOR THE FUTURE: AN INTERVIEW
WITH MARY DIMOURO, DIRECTOR OF
CHANNEL, RETAIL AT EPICOR**

*Interview with Mary Dimouro,
Director of Channel, Retail at Epicor*

15

**MANAGING THE PLANNING AND
SCHEDULING PARADOX**

*Article by Dorothee Dossmann,
Senior Global Marketing Manager, QAD*

25

**LEVERAGING IOT FOR
MANUFACTURING: SMARTER
INVENTORY MANAGEMENT
THROUGH ERP INTEGRATION**

*Article by David van Rensburg,
Product Manager, SYSPRO*

09

**BUILDING THE FUTURE OF
DISTRIBUTION**

*Article by Brenda Nobleza,
Vice President, Americas Channel*

18

**TARIFF MANAGEMENT SYSTEMS:
HOW ERP CAN HELP**

Article from Rootstock

27

**MERGERS WITHOUT MAYHEM:
HOW SMART CAPACITY PLANNING
MAKES M&A
WORK IN FIELD SERVICE**

*Article by Matt Shea,
Vice President of Sales - Asset & Service, IFS*

12

**EMPOWERING THE MIDMARKET: HOW
ACUMATICA IS REDEFINING ERP FOR A
NEW ERA OF GROWTH**

*Interview with Sanket Akerkar,
Chief Revenue Officer, Acumatica*

21

**3 WAYS MANUFACTURERS DO MORE
WITH LESS**

*Article by George Thuong,
Director of Cloud ERP, Global Shop Solutions*

29

**CONNECTING OPERATIONAL
EFFICIENCY TO FINANCIAL
INNOVATION IN CDMOS**

*Article by Russell DeLapp,
Industry Solutions Principal,
NTT DATA Business Solutions*



31

**RECIPROCAL TARIFFS EXPLAINED:
IMPACT ON YOUR BUSINESS**

*Article by Gail Cole,
Author, Avalara*

42

**TRUST AND HUMAN-AI
COLLABORATION SET TO DEFINE
THE NEXT ERA OF AGENTIC AI,
UNLOCKING \$450 BILLION
OPPORTUNITY BY 2028**

Press Release from Capgemini

52

**AKER BP BREAKS THROUGH IN
PREDICTIVE MAINTENANCE AND
OPERATIONAL EXCELLENCE**

Customer Stories from SAP

35

**APTEAN'S FOOD AND BEVERAGE
PARTNER NETWORK DRIVES RECORD
ERP GROWTH; SPARKING GLOBAL
EXPANSION OF PARTNER PROGRAM**

Press Release from Aptean

44

**QAD|REDZONE UNVEILS CHAMPIONS
OF MANUFACTURING, A GLOBAL
EVENT FOR INDUSTRY LEADERS AND
VISIONARIES**

Press Release from QAD

55

**CONVOTHERM DIGITIZES
PROCUREMENT AND ACHIEVES 3.2X
ROI WITH QAD SRM**

Customer Stories from QAD

38

**SOCIETÀ GASDOTTI ITALIA CHOOSES
IFS CLOUD TO DIGITALIZE FIELD
SERVICE AND DRIVE INNOVATION IN
THE ENERGY SECTOR**

Press Release from IFS

46

**INTUIT LAUNCHES NEW AGENTIC
AI EXPERIENCES AND FINANCIAL
MANAGEMENT CAPABILITIES FOR
INTUIT ENTERPRISE SUITE TO DRIVE
MID-MARKET BUSINESS GROWTH**

Press Release from Intuit

58

**CUSTOMER SUCCESS WITH
ACUMATICA: CARMA GROUP**

Customer Stories from Acumatica

40

**CANADIAN BUSINESSES TRANSFORM
OPERATIONS WITH ACUMATICA
CLOUD ERP**

Press Release from Acumatica

49

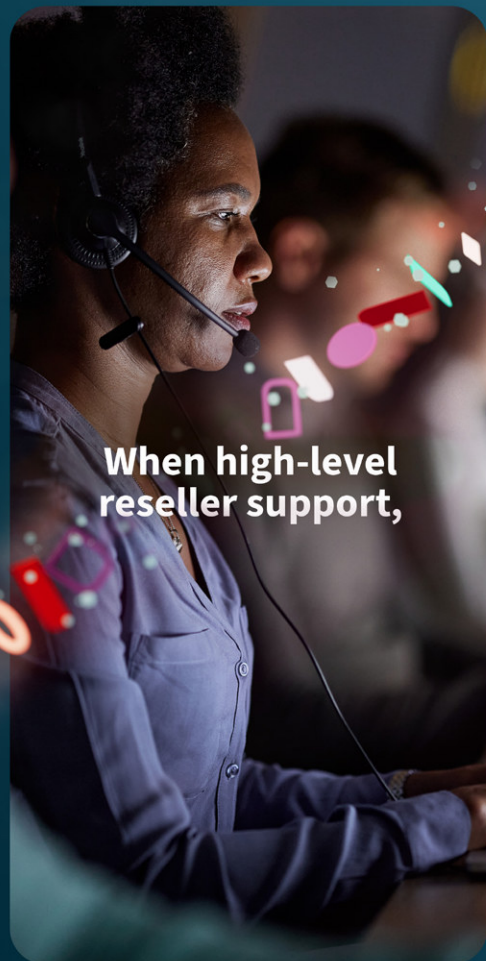
**FYFFES' GLOBAL FRUIT DISTRIBUTION
POWERED BY APTEAN PROCESS
MANUFACTURING ERP**

Customer Stories from Aptean

60

**NAVANTIA ENHANCES EFFICIENCY
AND COLLABORATION WITH
MICROSOFT 365 COPILOT**

Customer Stories from Capgemini



When high-level
reseller support,



Meets the ERP
solutions your
customers need,



You're in a partner
ecosystem that has
your back.

PARTNERSHIP IS EASIER WITH
EPICOR

Building Retail Partnerships for the Future: An Interview with Mary Dimouro, Director of Channel, Retail at Epicor

In this exclusive interview for the August 2025 edition of ERPNews Magazine, we sit down with Mary Dimouro, Director of Channel, Retail at [Epicor](#), to discuss the company's strategic expansion into the retail sector — and what it means for partners and customers alike. With a career spanning leadership roles at Oracle, NetSuite, and Infor, Mary brings deep expertise in SaaS, ERP, and channel ecosystems to [Epicor](#)'s evolving retail vision.

As the retail industry undergoes rapid transformation, [Epicor](#) is expanding its reseller channel strategy to bring Propello, its established and proven retail ERP solution, to a broader market. Designed to meet the real-world needs of modern retailers and the resellers who support them, Propello enables streamlined onboarding and partnerships that lead to collaborative growth strategies and sustainable business models. Mary shares how [Epicor](#) is not only strengthening its position as a leader in retail ERP — but doing so with a bold, partner-first approach that extends Propello's reach to new audiences.



Interview with
Mary Dimouro,
Director of Channel, Retail at Epicor

EPICOR

Whether you're a reseller exploring new opportunities or a retail tech strategist looking ahead, this conversation sheds light on why [Epicor](#) is becoming a serious contender in the retail ERP space.

1. What inspired [Epicor](#)'s strategic expansion into the retail space, and why now?

[Epicor](#) has long been a trusted name in industry-specific ERP solutions, and retail is a natural next step. The retail landscape is undergoing rapid transformation — from omnichannel expectations to real-time inventory and customer personalization. We saw a clear opportunity to bring [Epicor](#)'s deep industry expertise and proven ERP capabilities to a market that's hungry for modern, flexible, and scalable solutions. With Propello POS, we're entering the space with a product purpose-built for retail, and we're doing it at a time when retailers are actively seeking partners who understand their unique challenges.

"We're not just launching a program; we're creating a community. My long-term vision is a thriving ecosystem of retail experts who collaborate, innovate, and grow together."

2. You've led channel and partnership initiatives at Oracle, NetSuite, and Infor. How is your experience shaping your approach at [Epicor](#) — especially in building the retail channel?

Each of those experiences taught me something critical: the power of alignment between product, partner, and customer. At Oracle and NetSuite, I learned how to work with strategic premier partners. At Infor, I focused on recruitment and vertical specialization. At [Epicor](#), I'm combining those lessons to build a retail channel that's not just about volume — it's about value. We're curating a partner community that understands retail, and we're equipping them with the tools, training, and support to win in this space.

3. Propello POS is positioned as a game-changer for retail. Can you give us a snapshot of what makes Propello stand out in today's competitive retail tech landscape?

Propello's core strength lies in its intuitive and easy-to-use POS interface, designed for independent retailers. It helps with tasks like processing sales, managing returns, and handling customer transactions quickly and efficiently. Propello incorporates built-in guided learning tools to help users quickly learn and navigate the system, particularly at the point of sale. These tools cater to different learning styles with options like interactive tours, video lessons, and articles. The goal is to enable staff, including new and seasonal employees, to efficiently complete tasks and provide better customer service. For partners, that means faster time to value and happier customers.

4. What are some of the biggest pain points retail resellers are facing today — and how is [Epicor](#)'s partner program specifically designed to solve them?

Retail resellers are grappling with legacy systems, fragmented solutions, and customers demanding more agility and insight. Many are also facing margin pressure and limited vendor support. [Epicor](#)'s partner program addresses these head-on. We offer competitive margins, co-selling opportunities, and robust enablement. But more importantly, we treat our partners as strategic allies — not just sales channels. We've invested in their success since day one.

5. [Epicor](#) emphasizes retail-specific onboarding and enablement. Can you walk us through what a new partner's first 90 days with [Epicor](#) looks like?

The first 90 days are all about setting our partners up for success. It starts with a tailored onboarding plan that includes:

- **[Week 1-2:](#)** Introduction to [Epicor](#)'s retail vision, product deep dives, and access to our partner portal.
- **[Week 3-6:](#)** Sales and technical training, including certifications and demo environments.
- **[Week 7-12:](#)** Joint go-to-market planning, lead sharing, and access to marketing assets.

By the end of the first 90 days, partners are not only certified — they're confident and ready to sell.

“With Propello, we offer a modern, retail-specific solution that’s built for growth. But more than that, we’re offering a true partnership.”

6. How does [Epicor](#)’s financial model support reseller profitability and long-term growth in the retail vertical?

We’ve designed our financial model to be partner-friendly and growth-oriented. That includes:

- Attractive margins and recurring revenue opportunities
- Performance-based incentives and deal registration protection
- Marketing development funds (MDF) and co-branded campaigns

Propello ERP is a cloud-native solution, which means partners benefit from predictable, recurring revenue streams and lower implementation overhead. This model not only supports long-term profitability but also aligns with the direction the retail industry is heading — toward scalable, flexible, and future-ready cloud platforms.

7. What excites you most about leading [Epicor](#)’s retail channel program, and what is your long-term vision for this ecosystem?

What excites me most is the opportunity to build something transformative — not just for [Epicor](#), but for our partners and their customers. We’re not just launching a program; we’re creating a community. My

long-term vision is a thriving ecosystem of retail experts who collaborate, innovate, and grow together. I want [Epicor](#) to be the vendor of choice for retail resellers — not just because of our product, but because of our partnership.

8. Collaboration seems to be a cornerstone of [Epicor](#)’s partner network. How do you foster strong relationships and ongoing engagement across your channel community?

It starts with listening. We host regular partner councils, feedback sessions, and collaborative planning workshops. We also invest in partner success managers who serve as dedicated advocates. Our goal is to create a two-way dialogue where partners feel heard, supported, and empowered to grow. We celebrate wins together and tackle challenges as a team.

9. How does [Epicor](#) support partners in building both sales and technical capabilities through certifications or training programs?

We offer a comprehensive certification program that covers both sales and technical tracks.

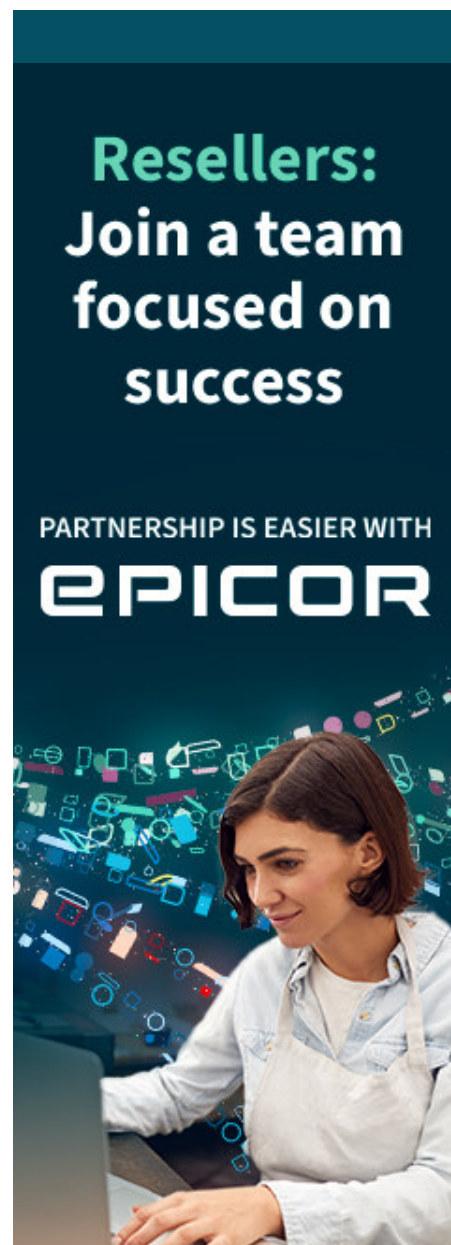
Partners can access:

- On-demand training modules
- Live workshops and webinars
- Hands-on labs and sandbox environments

We also provide role-based learning paths, so whether you’re a solution architect or a sales rep, you get the training that’s most relevant to your role. And we’re constantly updating our content to reflect the latest product innovations and market trends.

10. Finally, what would you say to a retail-focused reseller considering [Epicor](#) today? Why is now the right time to join your partner community?

Now is the perfect time for me. The retail industry is evolving fast, and [Epicor](#) is at the forefront of that change. With Propello, we offer a modern, retail-specific solution that’s built for growth. But more than that, we’re offering a true partnership. If you’re a reseller looking for a vendor who listens, invests in your success, and delivers real value to your customers — [Epicor](#) is the place to be.





EPICOR

Building the Future of Distribution

How Epicor and Conveyance Are Transforming Prophet 21 Implementations

In today's rapidly evolving distribution landscape, successful digital transformation requires more than just technology—it demands partners who understand both software and the human journey. This philosophy defines Epicor's strategic channel partnership with Conveyance Solutions, where technical expertise meets unparalleled human insight to deliver exceptional Prophet 21 implementations.

"We didn't just want implementation partners—we wanted transformation catalysts," explains Brenda Nobleza, Vice President of Sales at Epicor. "In distribution, where relationships and operational continuity are everything, having partners who understand both the software and the human element is invaluable."

From Family Business Experts to Distribution Technology Leaders

For Allie and Andrew Taylor, founders of Conveyance Solutions, becoming Epicor's premier Prophet 21 channel partner began with understanding what keeps distribution business owners awake at night.

"Most low to mid-market owners are grinding it out daily," Andrew explains. "They're trying to make payroll in a world changing rapidly around them. Taking the headache out of their ERP decisions is our absolute priority."



Article by
Brenda Nobleza,
Vice President, Americas Channel

EPICOR

This empathy isn't theoretical—it's lived experience. As husband-and-wife entrepreneurs running multiple businesses while raising a blended family, the Taylors understand the unique challenges where "the office desk and kitchen table blend together."

Their journey began with Orange Kiwi, specializing in management and succession planning for family businesses. "We had a client implementing Prophet 21, and we said, 'Sure, we can project manage that'—and we learned as we went," Andrew recalls. Today, with 25 specialists, Conveyance has grown to become the largest independent firm servicing Prophet 21—making them a natural first choice when Epicor expanded its channel partner program to distribution.

"We didn't just want implementation partners—we wanted transformation catalysts."

- Brenda Nobleza,
Vice President of Sales
at Epicor

Building Teams That Truly Understand Distribution

What sets Conveyance apart is their deliberate strategy of recruiting talent directly from distribution environments.

"Most of our consultants have been super users, administrators, or warehouse leads at distributors," Andrew explains. "They understand distribution from the inside. Our project managers aren't just traffic controllers—they're in the trenches solving real problems with clients."

Scott Statter, Epicor Channel Sales Manager, has witnessed this advantage: "Evan and Andrew are passionate about what they do, and that comes through with prospects. Their experience with Prophet 21 customers across various distribution verticals is a huge asset."

A Different Approach to Implementation

In an industry where overpromising is unfortunately common, Conveyance has built their reputation on radical transparency.

"No matter how well we handle scoping, surprises always emerge," Andrew acknowledges. "You're building the bridge as you walk on it. We give clients confidence that no matter what happens, we will be fair, honest, straightforward, and empathetic."

This approach resonates particularly well with two key segments: family-owned distributors navigating their first major system change and private equity-backed firms executing rapid roll-ups.

"We've got numerous customers that are large businesses backed by private equity interested in fast

integrations," Andrew explains. "They need partners who can handle multiple implementations in parallel."

"We're not a 'hold-it-all-back and dole it out through help desk tickets' kind of company. We want to train people and help customers succeed with their own talent development."

- Andrew Taylor,
Co-founder of
Conveyance Solutions

Knowledge Transfer: A Core Value Proposition

Unlike partners who hoard expertise to generate service revenue, Conveyance believes in building client self-sufficiency.

"We're always working to build knowledge into our clients," Andrew emphasizes. "We're not a 'hold-it-all-back and dole it out through help desk tickets' kind of company. We want to train people and help customers succeed with their own talent development."

This commitment to knowledge transfer is baked into their operational model. “Every team member is an expert in at least one area of Prophet 21,” Allie explains. “We require all team members to invest in professional development, making up to 20% of their capacity available for learning.”

The Power of Channel Partnership

The synergy between Epicor and Conveyance exemplifies the power of Epicor’s channel partner strategy. Together, they offer clients something neither could provide alone: world-class technology paired with implementation specialists who understand both the software and the unique challenges of distribution businesses.

“We focus on implementation and the people side,” Andrew says. “I often ask customers, ‘What are you afraid of?’ Because many fear data migration, the amount of change, and the implications for their staff.”

The ultimate measure of success? “What we commit to customers is that when they’re about to go live, they can sit around the table with us, look each other in the eye, and say, ‘We know we’re ready.’”

Join the Epicor Channel Partner Program

Epicor’s channel partner program represents a strategic commitment to delivering exceptional customer outcomes through specialized expertise. Partners like Conveyance

bring unique capabilities that enhance Epicor’s solutions while creating significant business opportunities for themselves.

By combining world-class technology with specialized implementation expertise, these partnerships are transforming distribution businesses across North America and beyond.

For the full story and more details about Conveyance’s journey with Epicor, visit the [blog](#). Interested in becoming an Epicor Channel Partner? Visit the [website](#) to learn more.

EPICOR





Empowering the Midmarket: How Acumatica is Redefining ERP for a New Era of Growth

As economic headwinds, digital disruption, and evolving customer expectations reshape the competitive landscape, midmarket businesses are under mounting pressure to modernize their operations. In this exclusive interview, Sanket Akerkar, Chief Revenue Officer of Acumatica, shares his insights on why now is the pivotal moment for mid-sized companies to embrace cloud ERP, the challenges they face with legacy systems, and how Acumatica is uniquely positioned to deliver scalable, industry-specific solutions that drive agility, resilience, and long-term success. From AI integration to flexible deployment, Akerkar outlines a clear path forward for growing businesses ready to harness the full potential of modern ERP.

1. The ERP market is seeing significant momentum in the midmarket space. What fundamental shifts are driving this growth outside of traditional enterprise boundaries?

Midmarket companies are under increasing competitive pressures from larger enterprises and need technology to help them level the playing field and match the speed and scale of bigger companies, with fewer resources. The rise of cloud computing, subscription-based licensing and industry-specific solutions has made powerful ERP functionality more accessible and affordable. At the same time, today's mid-market businesses are digital-first, and they

expect modern, flexible platforms that integrate with other operational tools, scale easily and support remote work. This shift drives significant ERP momentum in the midmarket, where agility, visibility and efficiency are no longer nice-to-haves – they're competitive necessities.



Interview with
Sanket Akerkar,
Chief Revenue Officer, Acumatica

2. Why do you believe now is the right time for mid-sized companies to modernize their ERP systems, especially amid inflationary pressures and supply chain disruptions?

Data and visibility are everything in times of uncertainty. Inflation, labor shortages and supply chain disruptions have exposed the fragility and risks of outdated, disconnected systems. Modern ERP platforms give mid-sized companies the real-time insights they need to manage costs, respond quickly to disruptions and make smarter decisions about critical business aspects like pricing and resource allocation. The companies that thrive in volatile markets have integrated systems, automated workflows and data they can trust. For those at risk with outdated systems, now is the best time to modernize.

3. How have ERP platforms evolved from rigid back-office tools to the flexible, cloud-native solutions we see today? What does that evolution mean for midmarket organizations?

Historically, ERP systems were costly, complex and focused on back-office functions like accounting or payroll. Today, ERP is a flexible, cloud-native platform integrating front- and back-office operations such as CRM, inventory, sales, project management and more into one robust system that easily connects to other modern software solutions. This evolution means midmarket companies can adopt enterprise-grade tools without the legacy overhead. It also means they can scale faster, collaborate across locations, and respond to market changes with the kind of agility that used to be reserved for large enterprises.

Interview with Sanket Akerkar

“The right ERP solution isn’t just a software upgrade; it’s a digital replica of your business that serves as a foundation for smarter, scalable growth.”

4. Acumatica is often positioned as a modern ERP built for growth. Can you share how your platform addresses the unique needs of midsize businesses compared to legacy ERP systems?

Unlike traditional ERP vendors that retrofit enterprise solutions for SMBs, Acumatica starts with the needs of our customers. That means delivering business solutions that help them scale, are easy to use, provide real-time data and give them the freedom to grow on their own terms. We offer flexible deployment and usage-based licensing so you can add users without worrying about costs. We also provide deep industry-specific capabilities without the complexity or rigidity of legacy systems. Our open architecture makes it easy to integrate with third-party tools, and our ecosystem of specialized partners enables seamless implementation and training.

5. What are some of the most common operational challenges you see among SMBs today, and how is ERP being used to solve them?

SMBs often struggle with disconnected systems, manual, error-prone processes and limited visibility across teams. This disjointed approach leads to inefficiencies, delayed decisions and missed opportunities. ERP platforms like Acumatica address these challenges by centralizing data and automating workflows. For example, inventory levels are updated in real time across purchasing, sales and finance, eliminating guesswork and mitigating stockouts. Project managers can track timelines and budgets in one place. The result is a more connected, informed and agile organization.

6. How does Acumatica help midmarket leaders use real-time data to make more strategic, growth-oriented decisions across finance, inventory and operations?

Acumatica empowers leaders with customizable dashboards, meaningful KPIs and real-time reporting across all business functions. Whether you’re a CFO monitoring cash flow, a warehouse manager tracking inventory or an executive planning expansion, Acumatica surfaces the insights businesses need to act decisively. Our platform turns raw data into actionable intelligence, helping midmarket organizations optimize processes, identify trends and stay ahead of demand. That real-time visibility is critical for managing growth and navigating change.



7. ERP implementations can be daunting for SMBs with limited IT resources. How does Acumatica simplify onboarding and reduce time-to-value for its customers?

At Acumatica, we recognize that midmarket companies rarely have large IT teams or in-house ERP specialists. That's why we've built a robust ecosystem of expert channel partners who are deeply committed to learning each customer's business inside and out. These partners act as trusted advisors throughout implementation, tailoring the ERP solution to each customer's industry, workflows, and business objectives.

Usability is core to our platform design. Acumatica's modern interface and intuitive tools empower customers to self-service through configuration—without relying heavily on custom development or IT intervention. This usability reduces friction and accelerates adoption.

Our vibrant Acumatica Community also plays a key role, offering knowledge-sharing, peer support, and educational resources that help customers ramp up quickly. The result is a collaborative onboarding experience that accelerates time-to-value and sets the stage for long-term success.

8. We're seeing an acceleration in AI and automation in ERP. How is Acumatica integrating these technologies to deliver smarter, more efficient business operations?

AI and automation are becoming essential to business efficiency. At Acumatica, we're not merely bolting AI functionality onto existing products. We're

building AI-native solutions, embedding AI across the platform to streamline tasks like anomaly detection, document recognition and predictive forecasting. Our automation tools help teams reduce manual data entry, eliminate bottlenecks and improve accuracy. As AI continues to evolve, we're focused on practical, valuable and responsible applications that enhance productivity while serving the real-world needs of SMBs.

9. Finally, what advice would you give to midmarket executives considering ERP for the first time or looking to move away from a legacy system? Where should they start?

Start with identifying the gaps in current operations. Where are delays, redundancies or blind spots holding your business back? From there, define what success looks like: Is it faster reporting? Better inventory control? A more connected workforce? Then, evaluate ERP solutions that align with your goals and offer flexibility to grow.

My advice: don't settle for retrofitted enterprise software. Choose a modern, cloud-based platform designed for businesses like yours. The right ERP solution isn't just a software upgrade; it's a digital replica of your business that serves as a foundation for smarter, scalable growth.

About Sanket Akerkar

As Chief Revenue Officer (CRO), Sanket leads worldwide sales, business development, customer success, technical enablement and business relationships for Acumatica. He is deeply invested in ensuring the success of Acumatica's partners and resellers while simultaneously growing the company's bottom line and increasing customer satisfaction and retention.

Sanket is a GTM leader with more than 20 years of experience in the software industry. He began his career at McKinsey & Co. and has held leadership positions at Nauto—where he led global sales, marketing and services functions—and at Microsoft—where he spent 14 years in multiple senior roles (VP Global Enterprise, Chief Evangelist of the United States and Managing Director of Microsoft India).

About Acumatica

Acumatica Cloud ERP is a comprehensive business management solution that was born in the cloud and built for more connected, collaborative ways of working. Designed explicitly to enable small and mid-market companies to thrive in today's digital economy, Acumatica's flexible solution, customer-friendly business practices and industry-specific functionality help growing businesses adapt to fast-moving markets and take control of their future. For more information, visit acumatica.com or follow us on [LinkedIn](https://www.linkedin.com/company/acumatica).





Managing the Planning and Scheduling Paradox

Why Manufacturers Can't Ignore the Sync

In today's fast-moving manufacturing environment, demand changes, labor shortages, and supply chain challenges are business as usual. For production teams, the real question is:

How can we connect long-term plans with what is truly happening on the production floor? This challenge is what we at QAD call the Planning and Scheduling Paradox. Solving it is key to delivering on time, cutting costs, and meeting customer needs.



Article by
Dorothee Dossmann,
Senior Global Marketing Manager,
QAD



Article by Dorothee Dossmann

Planning vs. Scheduling: What's the Difference?

Many manufacturers still use these terms in place of each other. But planning and scheduling serve two distinctly different goals in the manufacturing process:

- Production Planning answers what to make and when to make it. The planning horizon typically extends over 13 to 52 weeks. It helps define your master production schedules, based on forecasted demand, production capacity, labor, materials, and priorities.
- Production Scheduling answers how to make it. It functions in the immediate term—daily and hourly. The team focuses on efficiently utilizing resources, minimizing changeovers, and structuring tasks on every production line. This helps deliver finished goods on time.

When manufacturers disconnect planning and scheduling, they experience missed customer orders, excess inventory, and expensive last-minute changes.

Why Planning and Scheduling Must Work Together

As one of our experts said in a recent QAD webinar: “You can’t schedule your way out of a bad plan.”

If your resource plan is flawed, intelligent scheduling won’t assist. Problems can include an incorrect forecast, missing materials, or overstated production capacity.

At the same time, even a perfect plan will fall apart without detailed, flexible execution. Schedulers must deal with what’s happening now: a delivery delay, a machine breakdown, or an urgent order. If

they can’t respond, efficiency and service both suffer.

That’s the paradox. You need both planning and scheduling to work—together.

“You can’t
schedule
your way
out of a
bad plan.”

Real-Life Story: Planning Gone Wrong

One fast-growing consumer products company got its significant opportunity: shelf space at Walmart and Target. But within weeks, they faced shortages, late deliveries, and angry retailers. Their strategists failed to detect the early warning signals.

Why? They worked on speeding up operations but missed the real problem. The plan did not match the current data on material availability and machine limits. Once they implemented constrained planning, visibility improved and the business stabilized.

Lesson: Without accurate planning, even the best scheduling won’t help.

What Strong Planning Looks Like

Effective planning starts upstream—with the demand forecast—and ends with a realistic, actionable production plan.

Key features of strong planning:

- Collaborative demand planning that includes sales, finance, and operations
- Constrained planning based on actual limits: machine time, labor, raw materials
- Clear resource allocation that avoids over-promising
- Flexibility to run scenarios (e.g. adding shifts, using contract manufacturers)

Key benefits:

- Aligns inventory levels with demand
- Prevents overproduction and stock write-offs
- Improves on-time deliveries
- Lowers carrying costs by producing just what’s needed
- Supports growth without adding unnecessary complexity

What Strong Scheduling Looks Like

Once the plan is in place, advanced scheduling brings it to life—shift by shift.

Today’s scheduling tools go far beyond spreadsheets. They provide visual Gantt charts, real-time alerts, and smart algorithms that adjust sequences for efficiency and service.

Key capabilities:

- Sequencing by product families to reduce changeovers
- Syncing upstream/downstream operations in multi-step processes
- Flagging issues like short materials or line conflicts
- Using product wheels to build regular, repeatable production cycles

Real-world impact:

- Less downtime and fewer emergency setups
- Better use of team members and machines
- More consistent production of high-priority SKUs
- Improved inventory management and cost control

The Planning-Scheduling Loop: Continuous and Connected

Think of planning and scheduling as a closed-loop system:

1. Demand Planning – forecast sales based on real-world inputs
2. Production Planning – convert demand into realistic weekly goals
3. Production Scheduling – translate weekly goals into daily line tasks
4. Execution Feedback – feed real-time performance back into the plan

This loop ensures that long-term decisions rely on real factory limits. It also ensures that short-term actions match the company's strategic goals.

Managing Change with Aligned Planning and Scheduling

Manufacturers today face supply chain management headaches on all fronts:

- Unexpected order changes
- Material shortages
- Global shipping delays
- Regulatory changes
- Weather or global events

If your [planning and scheduling](#) are siloed, these disruptions become crises. But with real-time data, shared visibility, and tight coordination, teams can adapt fast—and keep costs under control.

Bottom Line: Plan Smart. Execute Fast.

In an unpredictable world, mere planning is insufficient. Neither is great scheduling. The companies who thrive are the ones who master both—and bring them together. That means:

- Investing in connected planning and scheduling systems
- Empowering planners and schedulers with shared data

- Automating where it adds speed and visibility
- Building efficient production flows that balance service and cost

With QAD's [Digital Supply Chain Planning](#) and [Advanced Scheduling](#) solutions, manufacturers can see everything clearly. They can manage resources well and deliver on time, no matter what happens tomorrow.

Watch the [full webinar](#), "Managing the Planning & Scheduling Paradox." See how QAD helps manufacturers cut costs, meet customer needs, and gain control.



About Dorothee Dossmann

With over 20 years of professional experience—including 8+ years passionately promoting digital supply chain planning and advanced scheduling and federating the supply chain community—Dorothee is a lifelong learner. She is CPIM certified, holds a Master's in Marketing & Sales, and recently earned an MBA in Digital Strategy.



Tariff Management Systems: How ERP Can Help

If product companies ever needed a [tariff management system](#), it's now. Tariffs have been at the top of the news cycles for the better part of 2025 and apply directly to imported and exported manufactured goods.

Today, legacy ERP systems don't offer tariff management capabilities. However, modern ERP solutions have taken steps to incorporate tariff management system capabilities that can help product companies assess and minimize the impact of tariffs on their production costs.

Here's what you need to know about tariff management systems and ERP.

The Tariff Management Challenge for Product Companies

As tariffs are introduced and adjusted, and governments renegotiate tariffs, business owners must adhere to the shifting rules. If you thought doing your taxes was rife with complexity, [The Harmonized Tariff Schedule of the United States \(HTS\)](#) adds intricacy, record-keeping, accounting, auditing, and additional administrative requirements to your back-office burden.

And, it's up to you to submit tariff fees to the U.S. Customs and Border Protection agency, whether you collect tariffs from customers, pay from your profit margin, or share the cost.

The Current State of Tariffs

In 2024, [global trade hit a record high of \\$33 trillion](#), according to the UN Trade & Development. The World Trade Organization expects that to [increase 3.3% this year](#).

It's a safe bet that global trade issues impact nearly every manufacturer's supply and demand chains. And, as governments worldwide jockey for leverage, cut deals, and signal their next move (or misdirection), tariff management complexity increases.

Adding to the confusion is the complex web of trade agreements that span products, components, regions, and more.

Key Tariff Management Challenges Product Companies Face

Consider a kitchen dishwasher manufactured in the U.S. using domestic steel, fasteners from Germany, plastic components from China, chips from Taiwan, insulation from Japan, and an electric pump from Mexico. Once complete, the product ships to a Canadian retailer. Each component (and potentially sub-components) has a tariff schedule, which may or may not change based on its country of origin, as does the finished product.

Add global tariff volatility to an already complex global supply chain, shake it up every few weeks with changes to tariff codes and rates by products and countries, and the complexity skyrockets.

If you use a manual tariff management system (e.g., spreadsheets, emails, and shared files), it's a huge burden to keep up with changing regulations, especially across complex supply chains, product lines, and customer locations. This leads to errors and delays, which can result in paying higher-than-necessary tariffs due to misclassifications—or facing fines and back duties if inaccuracies are discovered during audits.

For Finance, these delays—combined with tariff volatility—make it difficult to accurately forecast landed costs, extend the time needed for monthly close and consolidation, and delay the delivery of financial performance reports relied upon by executives, operations, and other stakeholders.

A tariff management system can help.

“Modern ERP gives you a single platform for a 360° view across your entire organization to increase productivity, reduce risk, and maximize business insights.”

What Is a Tariff Management System?

Many product companies are now realizing their current ERP systems lack the flexibility and functionality necessary to manage the changing tariff landscape. So, they rely on workarounds that limit visibility and cause further delays.

A tariff management system provides manufacturers with speed, accuracy, and agility in managing operational, financial, and supply chain challenges related to fluid tariff rules and regulations. Product companies want the following capabilities in place:

- Automated tariff classification and duty calculations to accelerate and simplify tariff calculations and reporting.
- Real-time updates from customs and trade databases to keep tariff efforts up to date and compliant with changing regulations automatically.

- Integration with supply chain and financial systems to keep sourcing, inventory, finance, and production teams aligned and collaborative when tariff-driven changes impact decision-making efforts.

A tariff management system enables teams across the business to adjust to shifting tariff scenarios, promoting increased agility. Sourcing uses accurate landed cost tracking to adjust pricing to the true cost of goods. Supply Chain reassess suppliers proactively to identify more cost-effective options. Inventory Management uses tariff insights to strategically time purchases—buying ahead of tariff increases or holding off when decreases are expected.

Finance gains visibility into changing costs and profit margins for better investment and budgeting decisions. Meanwhile, audit and compliance teams can easily track and report on tariff impacts, calculations, and payments.

How ERP Powers Tariff Management

Modern ERP systems can house many key tariff management system capabilities, connecting with other systems to keep company-wide teams working from a single source of truth.

Why ERP Is a Strong Foundation

ERP is already the operating system for manufacturing. It serves as a centralized solution that connects operations, logistics, finance, and more—for instance, integrating seamlessly with CRM for accurate quoting, customer service systems for real-time information, and field service to further drive efficiency. In real-time, ERP with tariff management system capabilities

keeps data flowing from supply chain decisions to financial models and forecasts.

Modern ERP underpins a tariff management system with built-in master data. By connecting to cross-border tax systems, it also ensures that planning, budgeting, forecasting, and reporting all reflect the latest tariff schedules for streamlined compliance and enhanced back-office operations.

Benefits of Tariff Management System Within ERP

Modern ERP gives you a single platform for a 360° view across your entire organization to increase productivity, reduce risk, and maximize business insights. Adding a tariff management system provides greater speed, accuracy, and agility as you navigate and influence the operational and financial impact of tariffs within your operations.

For manufacturers, ERP plus a tariff management system turns insights into strategic action:

- Predictable landed costs enable more informed pricing and quoting to maintain profitability and avoid surprises for customers.
- Better sourcing decisions help optimize suppliers, supply chain options, and shipping modes and routes based on the impacts of tariffs.
- Greater agility enables quick responses to changes in trade policy and geopolitical shifts in a way that best suits your customers and corporate goals.
- Enhanced visibility provides a comprehensive view of tariff impacts across Finance, Operations, and Logistics, enabling better-informed decisions throughout the business.

How to Choose the Right Tariff Management System

With tariff volatility at never-before-seen levels, waiting to secure a tariff management system means product companies are left to play a guessing game when it comes to tariff impact. As you evaluate solutions, here's what to look for in a tariff management system:

- Scalability: No matter your operation's size, be sure a tariff management system can accommodate your current needs, scale for tomorrow's changing business landscape, and keep up with your organization's growth.
- Regulatory coverage: Find a tariff management system that integrates with cross-border tax compliance, so your operations can adjust to new rules and regulations and, as your company grows and enters new markets, it can easily incorporate regional regulatory needs.
- Integration capabilities: Changing costs can alter every team's strategy, so be sure a tariff management system easily integrates with sales, customer and field service, quality control, inventory management, and other crucial systems across the business.
- User interface and support: The tariff environment is confusing enough, so ease the burden on teams to comply and adjust by selecting a tariff management system that's intuitive, familiar, and works across devices.

Conclusion

Tariff volatility is unlikely to fade. And regardless of volatility, tariffs will always be a necessary component of global supply chains and manufacturing.

ERP provides an innovative, future-ready approach to enabling a tariff management system in your manufacturing operations. Rather than spreadsheets and emails that invite errors and delays, use a modern tariff solution that speeds up compliance, saves time and effort, reduces costs and risks, and gives you a strategic advantage over the competition.

To learn how you can adjust to shifting global tariffs with greater speed, accuracy, and agility, read [Tariff Management Central](#). It's a new white paper written by manufacturing experts to help create a winning strategy in today's changing tariff environment.



About Rootstock

[Rootstock Software](#) provides the leading [ERP for product companies](#), empowering manufacturers, wholesalers, and distributors to turbocharge their operations. Natively built on the [Salesforce Platform](#), Rootstock is a modern, future-proof ERP with a fresh user experience. Users appreciate Rootstock's focus on customer success and its AI capabilities that offer a human-first approach. IT teams value Rootstock's platform as it minimizes the need to coordinate complex customizations and third-party integrations. All of these factors add up to delighted customers. As Rootstock continues to grow, stay tuned to hear about its new [customers](#), [career opportunities](#), and [LinkedIn posts](#).



3 Ways Manufacturers Do More With Less

These are new times for manufacturers. Global pandemics. World-wide supply chain disruptions. Steep price increases for parts and materials. Increasingly competitive global markets.

Manufacturers are can-do people but doing becomes harder when operating in today's "do more with less" manufacturing environment. Just like the lean manufacturing phase in the 1990s, manufacturers are now seeking ways to simplify processes, cut costs, and get more done with fewer people. Fortunately, the tools and technologies required to accomplish these goals are already here: automation, integration, and tailored ERP. And they're improving all the time.

These three tools are constantly expanding capabilities, including the ability to connect with the Internet of Things (IoT), and manufacturers who get to the top of the "do more with less" mountain ahead of others will find themselves with a powerful competitive advantage.

Automation

For years, automation was considered the future of manufacturing. In case you haven't been paying attention, that future is here now, and it's the driving force behind doing more with less.



Article by
George Thuo,
Director of Cloud ERP,
Global Shop Solutions



Manufacturing automation comes from three primary sources – auto features built into your ERP system, state-of-the-art computer-guided production machines, and third-party software programs that integrate with your ERP. Each in their own way helps reduce labor costs, eliminate paper and waste, process orders faster, reduce setup and production times, and get your product out the door on time every time. All of which can be accomplished with fewer employees and with less overhead.

ERP already provides many types of automation, such as [auto scheduling](#) and [auto purchasing](#). It wasn't too long ago that scheduling required a team of planners, reams of paper, and never-ending spreadsheets to get the job done. With ERP, you enter the job data and requested due date into the Scheduling application, which automatically assesses labor and machine capacity and material availability in inventory and fits the job into the right place on the schedule.

Want to reduce headcount in the purchasing department while lowering purchasing costs? Auto purchasing lets you buy parts and raw materials for less money in a fraction of the time by automatically importing and consolidating all work order and inventory information. No more hours spent poring over handwritten purchase orders. No more researching which materials are needed for upcoming jobs because with auto reorder you never run out of frequently used parts and materials

OTHER ERP AUTOMATIONS INCLUDE:

- **[Accounting.](#)** ERP automates many [accounting processes](#), making it quicker and easier to complete everything from daily accounts payables and

receivables to monthly closes. For example, invoices can now automatically be scanned and mapped to your ERP system, taking your employees from entering data with keystrokes to approving and moving faster by clicking.

- **[Inventory.](#)** With [automated inventory processes](#) you can track material movement, such as picking materials and lot tracking, from anywhere on the shop floor and the transaction instantly gets recorded in inventory.

Computer-based CNCs offer a great example of how machine automation can lower production costs and increase speed without sacrificing quality. Using a programmable logic controller (PLC), automated CNCs can control an assembly line, robotic device, or other processes that require high reliability. The PLC guides the cutting process by connecting to the CNC machine and sending the job data directly to the ERP system. Depending on the CNC and the complexity of the part being made, manufacturers can make parts without a human operator present or with minimal human interaction.

Growing numbers of manufacturers are using automated CNCs for “lights out” manufacturing – the process of making parts overnight without any machinists to clock in and out of the job. Making parts with minimal staff for 2nd and 3rd shifts mitigates the shortage of skilled employees, increases output, and reduces labor costs.

On routine or less complex processes, automated machines reduce scrap and rework by producing repeatable accuracy unmatched by highly skilled operators. Some automated machines can also perform multiple

operations, eliminating the time required to move materials from one workcenter to another.

One caution with automation: it needs to be implemented carefully and with a strategic perspective that aligns with your business and operations strategies. Every automation should have a clearly defined purpose and an outcome that supports your long-term business goals.

“Every automation should have a clearly defined purpose and an outcome that supports your long-term business goals.”

Integration

Few innovations have impacted the manufacturing industry as much as ERP's ability to communicate with third-party software applications and other IoT technologies. And rightfully so because your ERP system is the heartbeat of your

entire manufacturing enterprise and the center spoke of the wheel for everything you do. [Integrating ERP](#) with third-party applications vastly increases the available data by feeding it directly into your ERP system. This enables you to make real-time decisions critical to the success of your business and lets you do it with confidence because you can trust the data.

One integration no manufacturer should be without is [Electronic Data Interchange \(EDI\)](#). This integration saves time and money by enabling the exchange of business data between two computers across different platforms. Purchase orders, invoices, inventory levels, shipping notices, and other customer information can be instantly downloaded into your ERP system, eliminating the need for manual data entry and ensuring accuracy. Customers and vendors can receive data from you in the same manner.

“For integrations to work, your ERP must be able to communicate with each third-party software and translate the information into your system’s language.”

Some of the most widely used integrations throughout the industry include:

- [RFID](#). A multi-faceted tool that improves the speed and reliability of employee logins, facilitates faster, more accurate payroll processing and tracking of job costs, provides real-time tracking of materials movement, and more.
- [CAD Interface](#). Enables the building of huge BOMs in a fraction of the time it normally takes – a must-have if you regularly build large, complex BOMs – and then easily imports that data into your ERP.
- [Nesting Interface](#). Automatically configures part shapes on bulk pieces of stock material to maximize usage and minimize waste, and allows for two-way, bi-directional communication between your ERP and your nesting software.
- [eCommerce Integration](#). Lets customers order and pay directly from your website and sends all job data to your ERP system to get the production process started. Integrating your website also lets your customers check on the status of orders and shipments without human interaction, saving you time, money, and giving them better 24/7/365 service.
- [Human Resources and Payroll](#). Significantly reduces HR personnel costs by managing employees and benefits in one system and allows you to use a best-in-class partner of your choice.

For integrations to work, your ERP must be able to communicate with each third-party software and translate the information into your system’s language. If your ERP system doesn’t include these capabilities, it’s time to look for a new one.

Tailored ERP

Imagine having an ERP system built specifically for your business; one that lets you do everything exactly the way you need it done. ERP systems that let you tailor the software allow you to customize screens, programs and processes to meet your exact needs, providing a real advantage in the race to do more with less. This includes adding or removing functionality and automating processes to maximize efficiency and improve productivity.

Tailoring the way you organize and manage data offers a perfect example. In the manufacturing world, data is simply data until it becomes information. The best way to turn data into information is with [Interactive Dashboards](#) that let you tailor the screens so they look and act exactly how you want. Suppose your ERP system comes out of the box with a purchasing screen that displays 20 fields and six buttons, but you only need 10 fields and three buttons. With tailored ERP you can reduce the “noise” by removing the unwanted fields and buttons so users only see the data they need to see.

Think of it this way – your ERP software may come with dozens of screens built into the system, some of which you don’t need or don’t fit the way you do business. When you buy a new phone you don’t put every application on it, only the ones you need. Tailoring ERP screens to your needs reduces distractions and makes it easier to find the data you want.

Some ERP providers offer two ways to tailor your dashboards. One is to build them from scratch using a [Dashboard Designer program](#). This handy tool lets you pull real-time data from your ERP system to create custom layouts and grids that are

easy to filter and sort. The program also includes custom widgets and visuals such as charts, pie graphs, sales and territory maps, gauges, and more.

The other method involves using a [software development kit \(SDK\)](#) to customize existing Dashboards built into the software. This approach allows you to:

- Tailor screens for users and create applications specific to manufacturing processes that work with your ERP software.
- Change standard screens by removing or adding functionality to maximize efficiency for users.
- Create, schedule, and automate reports or workflow beyond what is included in your ERP's standard applications.
- Pull data and functionality from several screens into one so you can work all day, every day from a single screen.

When you need functionality beyond your ERP's standard applications, the most flexible systems provide a full-featured [software development tool](#) that allows virtually limitless customization. With this tool you can customize and augment existing screens, create custom applications, automate a series of tasks, implement workflows, and much more.

These types of customizations often need to be re-created when the ERP provider updates the software version. The best software development tools read and manipulate the data via business objects, so your customizations won't break due to changes to the underlying data structure during version upgrades.

Interactive Dashboards offer another important feature – allowing users to perform job tasks related to the information on the screen, such as receiving incoming materials or editing a work order in progress.

Until recently, performing job tasks in standard Dashboards required clicking over to another screen and then back upon completing the task. Interactive Dashboards combine dashboard data with functionality in one screen. Instead of just reviewing data you can perform everyday job functions directly from the screen to work faster and more accurately. Eliminating the need to click on another screen may seem inconsequential. But when you consider how many employees click over and back dozens or hundreds of times a day, it can add up to significant time savings.

“When you need functionality beyond your ERP’s standard applications, the most flexible systems provide a full-featured software development tool that allows virtually limitless customization.”

About Geore Thuo

[George Thuo](#) is the Director of Cloud ERP for Global Shop Solutions and has a bachelor's degree of Mechanical Engineering and a master's degree in Information Systems Management from Baylor University along with more than two decades of cloud and technical experience. Thuo is dedicated to helping customers run more efficiently with cloud ERP.

About Global Shop Solutions

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



Leveraging IoT for Manufacturing: Smarter Inventory Management through ERP Integration

Manufacturers have started implementing features of the Fourth Industrial Revolution (4IR) to be more flexible and responsive and make more intelligent, data-driven decisions. One of the technologies of the 4IR is the [Internet of Things \(IoT\)](#). Manufacturing can not only use IoT for manufacturing, but also to give inventory management greater flexibility and improve decision-making.

IoT works by harnessing a connected mesh of devices with computers that enable the devices to communicate. Using this to track goods in real-time in warehouses and throughout the supply chain can save time, improve warehouse efficiency and prevent stock-outs.

How IoT works with inventory

With [inventory management](#) being a key factor in profitability and cost containment, active inventory management is essential. How much inventory a company holds depends on demand factors, supplier lead times, manufacturing capacity, and stock-holding policies. In many cases, these are slow manual processes. However, if IoT is used for inventory management, much of the

information could be accessed in real-time for better and faster decisions.

As part of an [ERP system](#), this data can be centralized, allowing for a single source of truth that the whole enterprise can use to improve efficiency, reduce waste and cost, and provide better customer service.



Article by
David van Rensburg,
Product Manager, SYSPRO



Six benefits of IoT for inventory management

1. Determine inventory availability

Businesses can get detailed, real-time insights into inventory in various locations. This includes visibility into stock levels and status, which improves decision-making, prevents shortages and overstocking. In a crisis, information at this detail could be crucial.

2. Automated replenishment

IoT sensors can trigger replenishment orders when inventory levels drop below a predefined threshold, automating replenishment in the ERP to prevent stock-outs as well as optimizing inventory levels.

3. Supply chain optimization

IoT data can be used to optimise supply chain operations, including transportation, warehousing, and distribution. By monitoring inventory levels and locations throughout the supply chain, businesses can make more informed decisions about logistics. Real-time inventory data can improve collaboration across the supply chain. The participants in the supply chain — manufacturers, suppliers, distributors — can use the information to coordinate delivery with production schedules, and enhance logistics to boost overall supply chain efficiency.

4. Enhanced warehouse management

Using IoT sensors to track the location of items within a warehouse can optimize storage space, identify stock that will expire, and improve picking efficiency. Inventory counts are updated automatically, reducing the need for manual stocktaking.

5. Improved Decision Making

Storing real-time data from IoT devices in an ERP system can help to identify trends, predict demand, and make informed decisions about inventory management.

6. Better efficiency and productivity

Using IoT for manufacturing in inventory management reduces manual stock reviews and speeds up searching for inventory items. Allowing staff to concentrate on higher-value tasks improves performance and productivity, leading to cost savings.

Pre-requisites for using IoT with inventory

Before a business can adopt an IoT-based inventory management system, it must have the necessary infrastructure.

Manufacturing ERP

IoT for manufacturing is creating data at an exponential rate. The ability to manage this flood of data is becoming critical. The answer to overcoming the data deluge can be found in the adoption of a manufacturing ERP system. An ERP enables the automation of processes and provides the tools for inventory management. It can be used to deliver up-to-date information on critical business processes and allows streamlining of the inventory management process.

As well as benefiting the organization internally, the ERP system can share data across the entire business ecosystem. By doing this, manufacturers can unlock additional value and accelerate innovation.

Cloud infrastructure

Most manufacturers will not have the on-premise systems or infrastructure to handle IoT data. A cloud service like the Microsoft Azure IoT Hub can be used as a management service to handle IoT devices. This service connects to all IoT devices wherever they are and provides a unified, central location where devices can be configured, turned on or off, settings changed, and firmware updated.

“Before a business can adopt an IoT-based inventory management system, it must have the necessary infrastructure.”

A [manufacturing ERP](#) that supports IoT for manufacturing will have a message queue service and a queue data structure to manage IoT messages from an IoT Hub. In addition, the ERP should have a service to aggregate and analyze the IoT data received, and structure the data in a meaningful format that can be used to provide analysis and empower accurate and real-time decision-making.

Using IoT to manage inventory in an ERP

The digitization of the manufacturing process using IoT is a long-term project. To benefit from IoT for manufacturing, an [ERP system](#) can prepare a manufacturer for the changes. Adding inventory to the IoT project will further improve the benefits to the project.



Mergers Without Mayhem: How Smart Capacity Planning Makes M&A Work in Field Service

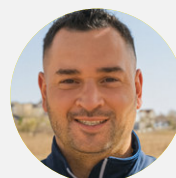
Mergers and acquisitions (M&A) can be a powerful growth lever.

They help service organizations expand market reach, consolidate operations, and unlock scale. But anyone who's been through an M&A knows it can also introduce operational chaos, overlapping teams, mismatched skills, redundant territories, and rising labor costs.

So how do you take the strategic promise of an acquisition and turn it into day-one operational reality, without disrupting service or blowing the budget? The answer lies in smarter, data-driven capacity planning.

At IFS, we work with many field service organizations navigating post-M&A integration or expanding into new

markets. And here's what we see time and again: the companies that succeed aren't just those with the boldest strategy. They're the ones that back it up with clear, confident execution at the workforce level. That's where [IFS WISE](#) makes the difference.



Article by
Matt Shea,
Vice President of Sales -
Asset & Service, IFS



The Post-Merger Puzzle: Duplication, Disruption, and Decisions

When two field service businesses join forces, it's not just systems and org charts that need to align. The real complexity lies in your workforce. You suddenly have multiple teams operating in the same geography, varied skill sets, and different standards of service delivery. Without clarity, that leads to inefficiency, cost overruns, and most damaging of all, declining service performance.

WISE gives you a consolidated, data-rich view of capacity across both legacy and acquired teams. You can see at a glance where you're overstaffed, where demand is unmet, and where technician skills don't align with asset needs. This enables fast, fact-based decisions to:

- Eliminate overcapacity without hurting service
- Reassign techs to demand hotspots
- Standardize planning across the combined organization

The result? Faster post-merger integration, lower labor costs, and sustained service levels.

Scenario Planning for Smarter Expansion

The same principles apply to organic growth. If you're expanding into a new market, whether by acquisition or greenfield, guesswork is expensive. Over-hire and your margins suffer. Under-hire and you miss SLAs before you've even built a customer base.

WISE enables you to run "what-if" models to simulate headcount needs by region, estimate travel time impacts, and forecast training requirements. You're not relying on averages or gut feel, you're planning with real data, which means you're scaling with confidence.

Aligning Skills Post-Merger

Training is often one of the first casualties post-M&A. Merged teams have inconsistent skills, and training budgets rarely stretch far enough. But without proper alignment, you risk service gaps, repeat visits, and reduced quality.

With WISE, you can map your install base and identify skill mismatches at a regional level. Instead of spreading training thinly, you can target investment where it will make the biggest impact, ensuring your techs are ready to support the newly combined customer base from day one.

**"WISE
gives you a
consolidated,
data-rich view
of capacity
across both
legacy and
acquired
teams."**

Validating Synergies with Real Numbers

For executives, validating cost synergies is essential, not just during due diligence, but long after the deal closes. WISE provides scenario models to forecast labor savings, utilization improvements, and travel cost reductions.

This turns high-level synergy goals into trackable, measurable outcomes. More importantly, it builds confidence at the C-suite and board level that the M&A business case is being realized in real operational terms.

Protecting Service During Transition

Let's not forget: service continuity is non-negotiable. Customers won't tolerate disruption just because you're going through a merger. WISE allows you to model changes without impacting live operations, using existing data from both legacy and acquired systems. It's transformation without the risk.

Merging enterprises is complex because training/certifications are often different and geographical overlap exists. With IFS WISE, you have ability to optimize resource allocation based on skill, geography, and cost.

[Start planning smarter with IFS WISE](#) – turn insights into action and realize the value of IFS for your organization.



About Matt Shea

With over 10 years of selling software to large enterprises, Matt was previously a field engineer for a large construction company. With this field experience & passion for technology, he has ability to bring a unique lens the conversations. Matt leads a team in North America responsible for positioning the value of IFS Cloud capabilities within our strategic industries.

Connecting Operational Efficiency to Financial Innovation in CDMOs

How CDMOs can successfully align operational KPIs with financial goals to improve cost efficiency, innovation, and measurable value creation.

Connecting Operational Efficiency to Financial Innovation in CDMOs

You face a unique challenge in bridging operational efficiency with the demand for innovation in the life sciences sector. For Contract Development and Manufacturing Organizations (CDMOs), finding a balance between thin margins and high performance expectations often feels like managing opposing forces. However, with the right strategies and technologies, you can align these goals to drive measurable success.

Hidden Costs of Inefficiencies

Operational issues like equipment downtime or expired materials may seem small, but they can accumulate into substantial costs. Without preventive measures like predictive maintenance or real-time inventory management, you risk increased repair expenses, inventory write-offs, and lost production hours. These operational inefficiencies also create obstacles to innovation and long-term profitability.

While short-term measures might seem to save costs, neglecting to address inefficiencies with clear financial impact risks worsening performance over time. Connecting operational improvements to metrics like EBITDA or ROI ensures that strategies address not just immediate concerns but long-term resiliency.

Aligning Operational KPIs with Financial Outcomes

The key to linking operational efficiency with innovation lies in data integration and ensuring your KPIs align with financial outcomes. This is where SAP technology really shines. The system helps you capture the operational KPIs



Article by
Russell DeLapp,
Industry Solutions Principal,
NTT DATA Business Solutions



Article by Russell DeLapp

that will help you build your case for your next innovation project. The key factor is being able to make sense of data from disparate sources so that you can have better context as you work with various stakeholders to determine what projects are likely to deliver the most value. Here are two specific examples:

Cost-Avoidance Through Performance Analytics: Real-time performance monitoring doesn't just prevent problems—it quantifies the financial impact of prevention. When your predictive maintenance systems reduce unplanned downtime by 20%, you're looking at measurable cost avoidance that flows directly to operational margins.

Your analytics dashboard in SAP can then connect equipment performance metrics to financial outcomes. Every percentage point of improved Overall Equipment Effectiveness (OEE) translates to specific cost savings in labor, materials, and overhead allocation.

“Operational issues like equipment downtime or expired materials may seem small, but they can accumulate into substantial costs.”

Yield Optimization as Revenue

Protection: Small improvements in batch yields create substantial financial impact as well. A 2% improvement in first-pass yield doesn't just reduce waste—it accelerates production schedules, reduces raw material consumption, and minimizes quality control overhead.

Your financial modeling can then capture these cascading effects, allowing you to demonstrate measurable revenue protection. Then your innovation investments become strategic necessities rather than operational luxuries.

Data-Driven Decisions and Risk Reduction

To get there, you need frameworks that connect operational improvements to financial outcomes with precision and clarity.

Multi-Dimensional ROI Calculation:

Traditional ROI calculations miss the broader value creation from operational efficiency. Your modeling should incorporate direct cost savings, avoided costs, revenue protection, and risk mitigation into comprehensive value assessments.

For example, automated quality control systems don't just reduce labor costs—they prevent costly batch failures, accelerate production cycles, and strengthen regulatory compliance. Each dimension contributes measurable value that supports your funding requests.

Scenario-Based Financial

Projections: Your transformation projects operate within dynamic business environments. Your financial models should reflect those various scenarios—from conservative efficiency gains to optimistic performance improvements.

This forward-looking approach strengthens your funding requests by demonstrating not just current value creation, but projected financial benefits that justify continued investment in transformation initiatives.

“When your predictive maintenance systems reduce unplanned downtime by 20%, you're looking at measurable cost avoidance that flows directly to operational margins.”

Strategic Takeaway

When you connect operational efficiency to financial outcomes systematically, transformation projects evolve from cost centers to profit drivers.

Your SAP ecosystem provides the foundation for this integration. This isn't about better reporting—it's about strategic positioning. When you demonstrate that operational improvements generate measurable financial value, you shift from defending costs to driving growth.

Your next transformation project doesn't need to be a leap of faith. With the right analytical framework, every efficiency gain becomes a data-driven argument for continued innovation investment.

For a deeper look into the operational KPIs that can help drive value, download [this e-book](#).



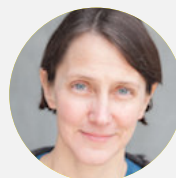
Reciprocal Tariffs Explained: Impact on Your Business

Updated on July 28, 2025, at 10:30 a.m. ET. We're updating this blog post as new information becomes available. [Avalara Cross-Border](#) can help your business adapt to the changing dynamics of cross-border duties and tariffs. [Contact us](#) to get started.

Reciprocal tariffs originally announced on "Liberation Day" for a host of countries were scheduled to increase July 9, 2025. But on July 7, President Donald J. Trump delayed the effective date to August 1, 2025. Countries have a bit more time to strike a deal with the United States, should they want to.

President Trump is sending letters to countries facing higher tariffs. The tariff letters provide the rate of duty that will come into effect August 1 and explain that the tariffs "may be modified, upward or downward, depending on our relationship with your Country."

The letters released as of today, July 14, increase reciprocal tariffs for five countries, lower tariffs for 12 countries, and leave tariffs unchanged for five countries. They also warn that retaliatory tariffs could be imposed should a country raise tariffs on the United States.



Article by
Gail Cole,
Author, Avalara
Avalara

Key takeaways

- Reciprocal tariffs on dozens of countries were set to increase July 9, 2025. However, on July 7, the White House extended the current 10% modified reciprocal tariffs until August 1, 2025.
- President Trump is sending letters to countries facing tariff increases. The letters announce the rate of duty that will apply to the country starting August 1 and allow for increasing or lowering that tariff.
- The White House was expecting to strike [90 trade deals](#) during the 90-day hiatus from the higher tariffs (April 9–July 9), but deals have been slow in coming.

What is the meaning of reciprocal tariff?

If a [tariff is a tax on goods imported](#) from other countries, what is a reciprocal tariff?

[Reciprocal](#) means “consisting of or functioning as a return in kind” or “mutually corresponding.” So, a reciprocal tariff is a tariff on a country that matches the tariff imposed by that country. Should Country A impose a 14% tariff on Country B, Country B’s reciprocal tariff for Country A would be 14% or the equivalent.

Reciprocal tariffs are designed to combat unfair trade practices and fix trade imbalances.

What are US reciprocal tariffs in 2025?

In February 2025, President Trump announced the coming of a [“Fair and Reciprocal Plan”](#) to “counter non-reciprocal trading arrangements with trading partners by determining the equivalent of a reciprocal tariff with respect to each foreign trading partner.”

In addition to existing tariffs on U.S. goods, the plan considered such factors as value-added tax (VAT), nontariff barriers, and other practices judged to impose “any unfair limitation on market access or any structural impediment to fair competition with the market economy of the United States.”

“Effective August 1, 2025, the 25 % Canada tariff will jump to 35 % and the 25 % Mexico tariff will increase to 30 %...”

The White House unveiled its [reciprocal tariff plan](#) on April 2, 2025, during a “Liberation Day” Rose Garden event. The plan established:

- An additional 10% ad valorem rate of duty on all imports from all trading partners starting April 5, 2025
- Higher rates of duty for trading partners listed in [Annex 1](#), starting April 9, 2025

The baseline 10% tariff on all countries took effect as planned on April 5. However, on April 9, President Trump [suspended the higher country-specific reciprocal tariffs](#) for all nations except China, Canada, and Mexico.

The 90-day pause was to end July 9, 2025, but on July 7, President Trump delayed implementation of the country-specific reciprocal tariffs until August 1. On July 8, U.S. Customs and Border Protection (CBP) published [guidance on extending the modified reciprocal tariff rates](#).

Which countries are affected by US reciprocal tariffs in 2025?

President Trump imposed a 10% tariff on virtually all countries effective April 5, 2025. Canada, Mexico, and China are the only exceptions; different tariff policies apply to them.

Dozens of countries will be subject to higher rates of duty starting August 1, 2025 — or at least that’s the plan announced July 7. Whether tariffs will actually increase on that date remains to be seen.

The White House seems open to dealmaking. President Trump started sending letters to his counterparts in other countries on July 7; the Trump tariff letters announce the rate of duty that will take effect starting August 1 but leave the door open to adjusting the tariff. (See a [sample tariff letter](#).)

Countries subject to higher reciprocal tariff rates are listed below, with the [tariffs announced in April](#) and the adjusted rates announced by letter sent [July 7](#) and [July 9](#) or later. We’ll update this list as more adjusted rates are announced

Country	Reciprocal tariff announced April 2, 2025	Adjusted reciprocal tariff announced by presidential letter July 2025
Algeria	30%	30%
Angola	32%	
Bangladesh	37%	35%
Bosnia and Herzegovina	35%	30%
Botswana	37%	
Brunei	24%	25%
Cambodia	49%	36%
Cameroon	11%	
Chad	13%	
Côte d'Ivoire	21%	
Democratic Republic of the Congo	11%	
Equatorial Guinea	13%	
European Union	20%	15%
Falkland Islands	41%	
Fiji	32%	
Guyana	38%	
India	26%	
Indonesia	32%	19%
Iraq	39%	30%
Israel	17%	
Japan	24%	15%
Jordan	20%	
Kazakhstan	27%	25%
Laos	48%	40%
Lesotho	50%	
Libya	31%	30%
Liechtenstein	37%	
Madagascar	47%	
Malawi	17%	
Malaysia	24%	25%
Mauritius	40%	
Moldova	31%	25%
Mozambique	16%	
Myanmar (Burma)	44%	40%
Namibia	21%	
Nauru	30%	
Nicaragua	18%	
Nigeria	14%	
North Macedonia	33%	
Norway	15%	
Pakistan	29%	
Philippines	17%	19%
Serbia	37%	35%
South Africa	30%	30%
South Korea	25%	25%
Sri Lanka	44%	30%
Switzerland	31%	
Syria	41%	

Taiwan	32%	
Thailand	36%	36%
Tunisia	28%	25%
Vanuatu	22%	
Venezuela	15%	
Vietnam	46%	
Zambia	17%	
Zimbabwe	18%	

A 25% product currently applies to many products of Canada and Mexico. Energy and potash are subject to a 10% tariff, and products covered under the United States-Mexico-Canada Agreement (USMCA) are duty free.

Effective August 1, 2025, the 25% Canada tariff will jump to 35% and the 25% Mexico tariff will increase to 30%, according to letters shared on Truth Social on July 10 and 12.

Tariff letters address transshipping

Transshipping is the practice of sending goods from one country to another country before shipping them to the final port of destination, or transferring cargo from one vessel to another while en route. It’s a way to sidestep tariffs imposed on the country of origin.

The Trump tariff letters specify that “goods transshipped to evade a higher tariff will be subject to that higher tariff.”

Ordinarily, this would mean the higher tariff on the country of origin would apply, rather than the lower tariff on the country the goods passed through. But that may not be what President Trump means. “Vietnam will pay the United States a 20% tariff on any and all goods sent into our territory,” he wrote on Truth Social on July 2, “and a 40% tariff on any transshipping.”

The “40% on transshipping,” Commerce Secretary Howard

Lutnick later [explained on X](#), means “if another country sells their content through products exported by Vietnam to us, they’ll get hit with a 40% tariff.”

So, there are questions about what this transshipping tariff means and how it will be enforced.

What reciprocal tariffs mean for your business

Tariffs have been in flux since February 1, when President Trump revealed his intention to impose new tariffs on China, Canada, and Mexico. New tariffs for many countries and specific products have been announced, implemented, paused, increased, and decreased, often within a matter of hours. We’ve been tracking tariff changes in this [blog post](#).

This is a challenging environment for businesses, both for planning and compliance. When we don’t know what trade policies tomorrow will bring, it’s difficult to forecast future costs and revenue or rework supply chains.

How Avalara helps with tariff compliance

Fortunately, technology can help businesses reduce the burden of international compliance. [Avalara Cross-Border](#) automates tariff code classification, which is key to determining tariff rates, and delivers real-time calculation of customs duties and import taxes. We stay on

top of regulatory changes worldwide, so our customers can focus on other aspects of their business.

To learn how Avalara can help you comply with international tax requirements, [contact us today](#).

Reciprocal tariff FAQ

What are reciprocal tariffs?

Reciprocal tariffs are a tit for tat: They’re tariffs on imports that match the tariffs imposed by the country of export. Countries impose reciprocal tariffs to improve trade barriers and imbalances.

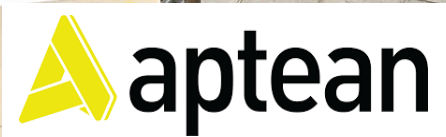
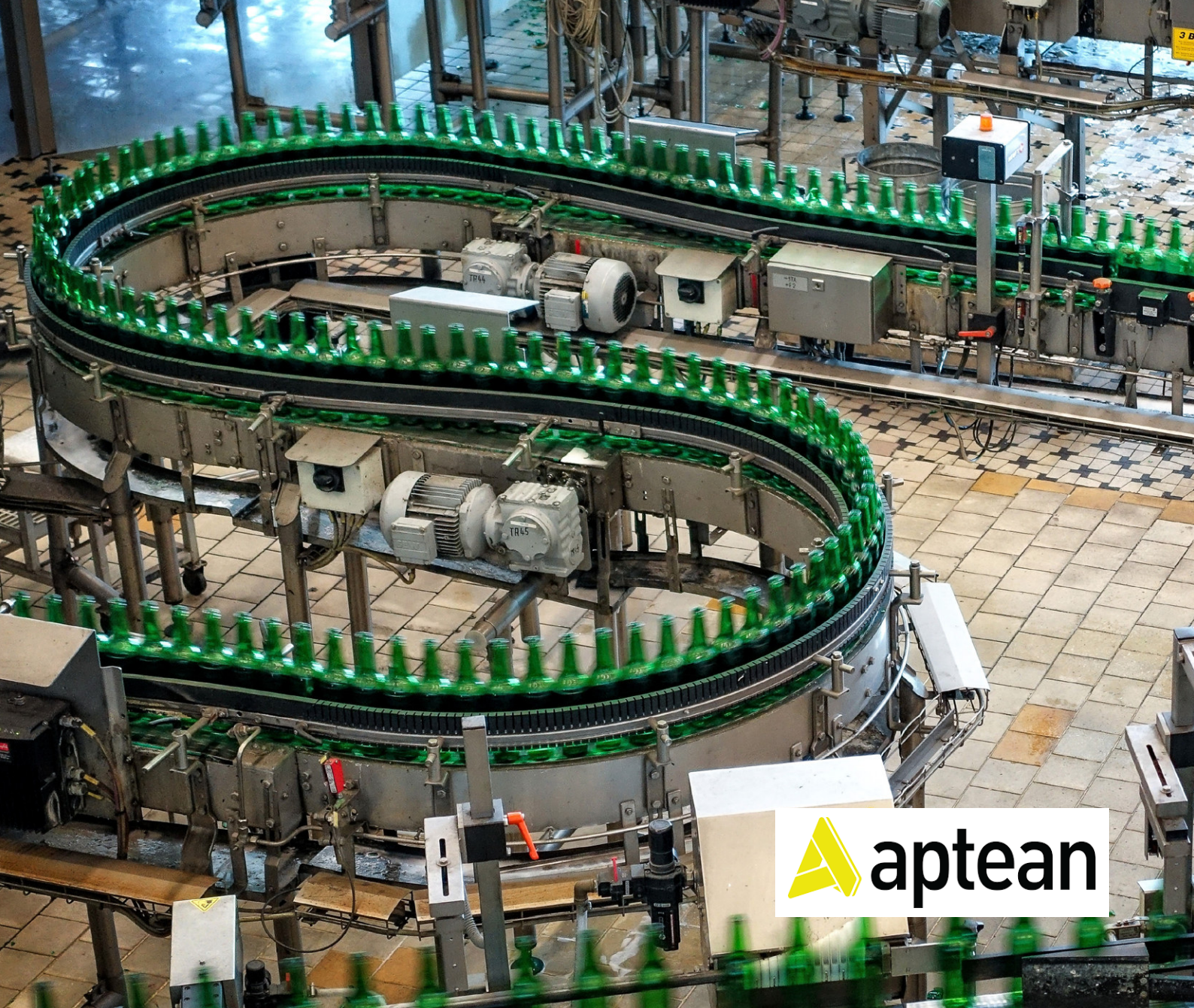
What’s the difference between reciprocal and retaliatory tariffs?

A reciprocal tariff matches another country’s tariff to balance trade between the two countries. A retaliatory tariff is a tax on imports from a country to punish that country for certain actions, such as setting high tariffs of its own or dumping.

What is dumping in international trade?

In trade, dumping means exporting goods to another country at a price lower than the actual cost of production or the domestic price in the country of import.





Apteian's Food and Beverage Partner Network Drives Record ERP Growth; Sparking Global Expansion of Partner Program

New Enhancements Offer Greater Value for Partners

Apteian, an AI-first company and global provider of mission-critical enterprise software solutions, announced the expansion of its Global Food and Beverage ERP Partner Program. Driven by strong performance from its existing partner network, Apteian is seeing record-breaking growth in new ERP customer acquisition. To further scale this success, the company is expanding the program to meet the growing global demand for localized, industry-specific solutions.

Building on a proven foundation, the enhanced program delivers even greater value for partners through innovative resources, strategic collaboration and new opportunities for growth. Designed to empower partners in an evolving industry landscape, Apteian's latest advancements ensure they have the tools and supports needed to maximize success.

Organizations interested in learning more or joining Apteian's growing network of reseller and service delivery partners can visit: [Apteian Global Partner Program - Become a Partner](#)

With significant investments in state-of-the-art tools, comprehensive support and innovative technologies - including embedded AI - Apteian's enhanced Partner Program empowers channel partners to seamlessly adapt and stay ahead of the evolving demands of the Food & Beverage sector. This robust framework enables partners to deliver exceptional service, deploy advanced technologies and offer expert guidance ensuring ERP customers worldwide gain lasting value and ongoing innovation.

Apteian has also invested heavily in building a strong and comprehensive Partner Program supported by a dedicated global team and centralized online Partner Portal. Combined with extensive enablement resources, training, go-to-market strategies and ongoing support, this program ensures partners have everything they need to drive success and deliver exceptional value to the Food & Beverage industry.

"Our investment in this Partner Program underscores our dedication to our partners' success," says Kara McClain, VP, Global Partner Program. "Through collaboration, we can unlock remarkable growth and deliver exceptional value to our customers. Apteian is deeply invested in our partners' futures, providing the support and industry expertise they need to navigate change with confidence and drive sustained success."

Benefits of The Apteian Global Partner Program

- **Market Leadership:** Apteian gives partners an opportunity to expand into new markets and boost win rates with the industry's leading Food and Beverage ERP solution. By leveraging Apteian's expertise and reputation, partners gain a competitive edge, driving growth and success in a rapidly evolving sector.
- **Global Support:** Apteian's extensive global presence ensures consistency in delivering exceptional customer experiences. Partners benefit from unmatched expertise in the Food & Beverage industry, equipping them with the

insights and resources needed to drive success in a changing market.

- **Growth Opportunities:** Apteian's comprehensive suite of solutions - including its Beyond ERP offerings - empowers partners to expand their businesses and deepen customer relationships. By leveraging these advanced, industry-specific tools, partners can unlock new revenue streams, increase share of wallet and deliver transformative value across their customers' operations. This positions partners as strategic advisors in the highly competitive Food & Beverage market, driving innovation and long-term growth
- **Enhanced Financial Incentives and Benefits:** Apteian's competitive pricing model and revamped compensation structure, delivers financial incentives for partners. By maximizing profitability and ensuring recurring revenue opportunities, Apteian enables partners to strengthen their financial position while delivering high value solutions.



Commenting on the continued expansion of the Partner Program, Bob Kocis, President and COO. Apteian, said: "Apteian's Partner Program remains a strategic priority, driving scalability across diverse regions and deepening our relationships with valued partners. Purpose-built for the Food & Beverage industry, our ERP solution is powered by the robust Microsoft Dynamics Business Central platform as its backbone, ensuring seamless functionality and adaptability. We remain committed to evolving and enhancing this program, equipping our partners with the tools, resources and support they need to thrive in a dynamic market."

Partner Testimonial - Adroit:

As a long-standing partner with Apteian, Richard Sides, CEO of Adroit North America shares:

"We formed Adroit with a specific focus on the Food and Beverage

industry. Our mission is to provide an integrated process and system transformation experience from Farm-to-Table. We specifically sought out a partnership with Apteian based on our experience with their legacy JustFood ERP and our understanding of their strategic vision for a fully built offering across the supply chain."

He continues:

"Together, we leverage our combined expertise in Enterprise Resource Planning, Supply Chain, E-Commerce, and Hardware Solutions. Apteian's new Food and Beverage ERP, including 'Beyond ERP' solutions such as TMS, OEE and EAM, now provides us with a fully integrated and leading-edge solution set. Over the past four years, we have successfully surfaced opportunities and collaborated with Apteian through multiple project cycles to deliver excellent value for our mutual customers."

Their continued investment in the development of the Partner Program has only served to enhance our partnership and to set us up for success."

Taking the Next Step with Apteian

If you are interested in joining Apteian's Global Partner Program for Food and Beverage or you would like to learn more, visit: [Apteian Global Partner Program - Become a Partner](#)

About Apteian

Apteian is a global provider of industry-specific software that helps manufacturers and distributors effectively run and grow their businesses. Apteian's solutions and services help businesses of all sizes to be Ready for What's Next, Now®. Apteian is headquartered in Alpharetta, Georgia and has offices in North America, Europe and Asia-Pacific. To learn more about Apteian and the markets we serve, visit www.apteian.com.





Società Gasdotti Italia Chooses IFS Cloud to Digitalize Field Service and Drive Innovation in The Energy Sector

Società Gasdotti Italia selects IFS Cloud to digitalize field service operations with real-time planning, mobility, compliance, supplier coordination & analytics.

Società Gasdotti Italia (SGI), the leading independent operator of natural gas transmission in Italy, announces a new partnership with IFS, a global leader in cloud-based enterprise software solutions for asset-intensive industries. SGI will adopt the IFS Cloud platform to digitally transform field service operations, supporting the operational and technological evolution of the national energy sector.

With a network of over 1,800 km of high-pressure gas pipelines and a widespread presence across the territory, SGI ensures the daily safety and efficiency of Italy's

energy infrastructure. The choice of IFS Cloud marks a key milestone in the company's digital transformation journey, aimed at making Field Service Management (FSM) processes smarter, more agile, and more connected.

The platform will provide an integrated approach to field operations, including advanced capabilities for planning, field mobility, work permit management, and supplier coordination. The goal is to improve efficiency, traceability, and real-time visibility, with a strong focus on safety, data quality, and sustainability.

“The adoption of IFS Cloud is a strategic investment to make our operations more effective, transparent, and resilient,” said Raffaele Maiello, Chief Operating Officer of SGI. “Thanks to the integration with the decision analytics solutions from Copperleaf – part of the IFS Group – we can take a truly data-driven approach, linking investment decisions with day-to-day operations, enhancing service continuity and long-term sustainability.”

The solution, developed jointly by the SGI and IFS teams based on specific business requirements, is designed to ensure regulatory compliance and operational continuity, while enabling more modern and efficient service models.

“We’re proud to support SGI in this important digital transformation project,” said Ruggero Breda, Head of Presales – for IFS platform in Italy. “The trust of a strategic player like SGI confirms our ability to deliver tangible, high-value solutions in the energy & utilities sector.”

With IFS Cloud, SGI gains a robust and scalable platform, ready to tackle future industry challenges and strengthen its position as a reference point in the technological innovation of Italy’s energy system.

SOCIETA’ GASDOTTI ITALIA

Società Gasdotti Italia (SGI) is Italy’s leading independent natural gas transmission operator, active in the country since the 1960s. SGI provides gas transportation services via a network of approximately 1,800 km of high- and medium-pressure pipelines, primarily located in Central and Southern Italy. In 2012, SGI became the first operator in Italy to be certified by the European Union as an Independent Transmission Operator (ITO) in accordance with Directive 2009/73/EC. SGI is currently promoting several initiatives to decarbonize its gas infrastructure, including the injection of sustainable gases such as green hydrogen, biomethane, and synthetic methane. SGI has also launched a major digital transformation program to ensure increasingly high standards of safety and service reliability.



About IFS

IFS is the leading global provider of Industrial AI and enterprise software solutions for complex businesses that deliver services, produce goods and manage critical assets. Our solutions help enterprises harness the power of Industrial AI™ to increase productivity, efficiency and sustainability. IFS Cloud is a fully composable AI-powered platform, designed for ultimate flexibility and adaptability to our customers’ specific requirements and business evolution. It spans the needs of Enterprise Resource Planning (ERP), Enterprise Asset Management (EAM), Supply Chain Management (SCM), and Field Service Management (FSM). IFS technology leverages AI, machine learning, real-time data and analytics to empower our customers to make informed strategic decisions and excel at their Moment of Service™. Founded in 1983 by five university friends, today IFS has over 7,000 employees in 80 countries. Driven by core values of agility, customer centricity, and trust, IFS is recognized globally for its ability to deliver value and support strategic transformation. We are the most recommended vendor in our sector.





Canadian Businesses Transform Operations with Acumatica Cloud ERP

Business Solutions Leader Helps Mid-Market Organizations Unify Systems, Streamline Workflows and Enhance Scalability

While many Canadian mid-market businesses have confronted the challenges of mounting inflation, shifting consumer confidence and an increasingly uncertain economic landscape, they are optimistic about the future. With [92% of companies confident in their growth prospects](#) over the next three years, many recognize

that the patchwork systems and manual tools of the past can no longer support the agility needed to seize new opportunities. Companies across Canada are upgrading their technology by choosing [Acumatica](#), the leading cloud ERP provider, to unify operations, gain real-time insights and optimize performance.

“Canadian small and mid-sized businesses face unique challenges in today’s uncertain economic environment, ranging from the complexities of international trade to evolving regulatory requirements,” said John Case, CEO of Acumatica. “Our built-for-Canada solution delivers the operational visibility and financial agility these businesses need to adapt to shifting conditions. Acumatica offers growing Canadian businesses tailored features they need, like regional tax compliance and bilingual capabilities, supported by a coast-to-coast partner network that understands local market conditions.”

From specialty manufacturing to home improvement distribution, forward-thinking Canadian companies are choosing Acumatica to replace legacy systems and unlock new levels of performance.

PEARL® Canada/Superprem® Industries Ltd.: A New Path to Operational Excellence

As [PEARL® Canada/Superprem® Industries Ltd.](#) expanded its reach in the kitchen and bath supply space, the limitations of archaic systems, manual spreadsheets and data processing inefficiencies became increasingly apparent. With critical manpower wasted on time-consuming, manual and overly complicated business processes, PEARL® Canada/Superprem® Industries Ltd. urgently sought a new solution to scale the business and respond deftly to customer needs.

Adopting Acumatica enabled PEARL® Canada/Superprem® Industries Ltd. to streamline workflows, unify data management and scale up productivity to build a better way forward.

“We wanted a solution that could grow with us—Acumatica gave us that and more,” said Woody Chiang, CEO of PEARL® Canada/Superprem® Industries Ltd. “We’ve eliminated silos, gained valuable visibility and built a more agile operation. With over 1,500 active customers and 12% year-over-year sales growth, Acumatica has helped us stay ahead of demand and make more efficient and strategic decisions every day.”

Envent Engineering: Breaking Through Operational Limits in a Regulated Market

After two decades of running on legacy systems, [Envent Engineering](#), a Canadian manufacturer of specialized equipment for the oil and gas industry, reached an inflection point. Disconnected data, manual processes and limited visibility were holding the company back. Envent turned to Acumatica to unlock new performance levels.

With [Acumatica Manufacturing Edition](#), Envent Engineering gained real-time operational visibility for the first time in 20 years, driving better decision-making and directly improving profitability. Envent also quadrupled its manufacturing throughput, scaling from two to 20 units in only 12 weeks.

“Operating in a highly regulated and competitive industry means we can’t afford blind spots,” said Andy Hodgson, CEO of Envent Engineering. “Acumatica replaced our legacy system’s bottlenecks with a modern platform that gives us the visibility, control and scalability we need to lead with confidence.”

Canadian Support and Implementation Excellence

[Acumatica’s growing presence](#) in Canada and network of certified implementation partners across provinces underscores the

company’s commitment to the region. Having a local partner enables Canadian businesses to streamline implementation and comply with national data residency requirements. Acumatica also has regional offices located in Montreal and Ottawa.

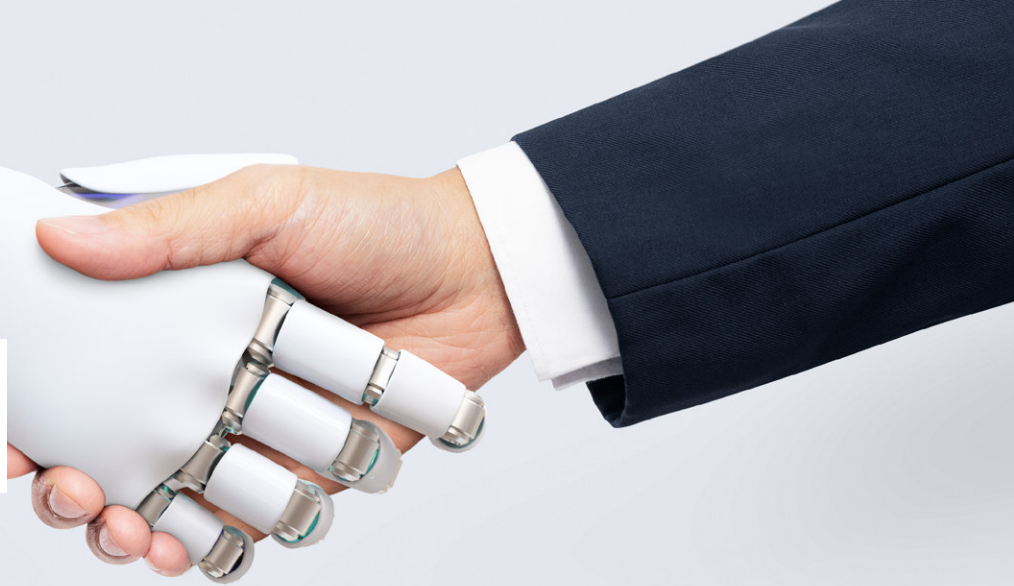
“Unlike other ERP solutions that simply retrofit U.S. software for the Canadian market, Acumatica was designed with multi-currency, multi-language and international tax capabilities at its core,” said Case. “Our cloud-native platform empowers Canadian businesses to scale confidently, adapt swiftly to regulatory changes and unlock new opportunities in an increasingly dynamic market.”

Today’s economic landscape demands agility, efficiency and accurate insights—qualities that disconnected tools and outdated systems can’t provide. Acumatica delivers the modern ERP foundation that gives Canadian businesses the agility they need to compete and succeed.

Request a demo today at <https://www.acumatica.com/request-a-demo/>.

About Acumatica

Acumatica Cloud ERP is a comprehensive business management solution that was born in the cloud and built for more connected, collaborative ways of working. Designed explicitly to enable small and mid-market companies to thrive in today’s digital economy, Acumatica’s flexible solution, customer-friendly business practices and industry-specific functionality help growing businesses adapt to fast-moving markets and take control of their future. For more information, visit [acumatica.com](https://www.acumatica.com) or follow us on [LinkedIn](#).



Trust and human-AI collaboration set to define the next era of agentic AI, unlocking \$450 billion opportunity by 2028

AI agents are poised to deliver up to \$450 billion in economic value by 2028 through revenue gains and cost savings, yet the path to scale is currently elusive

Confidence in fully autonomous AI agents dropped from 43% to 27% in the past year amidst privacy and ethical concerns

However, AI agents are expected to be involved in most business tasks within three years, with effective human-agent collaboration projected to increase human engagement in high-value tasks by 65%

Paris, July 16, 2025 – Agentic AI is poised to deliver up to \$450 billion in economic value by 2028 yet, despite strong momentum, only 2% of organizations have fully scaled deployment and trust in AI agents is declining. Organizations are discovering that AI agents deliver the greatest impact when humans remain actively involved. Nearly three-quarters of executives say the benefits of human oversight outweigh the costs, and 90% view human involvement in AI-driven workflows as either positive or cost-neutral. This is according to the Capgemini Research Institute's latest report "[*Rise of agentic AI: How trust is the key to human-AI collaboration*](#)", that finds trust and human oversight are critical factors in realizing the potential of agentic AI, and the gap between intent and readiness is now one of the biggest barriers to realizing the \$450 billion opportunity.

Agentic AI is one of the fastest-emerging technological trends, but organizations are still in the early stages of application. While nearly a quarter have already launched

pilots and a small number have begun implementation (14%), the majority remain in planning mode. This steady progress stands in contrast to executive ambition – nearly all (93%) business leaders believe that scaling AI agents over the next 12 months will provide a competitive edge, yet nearly half of organizations still lack a strategy for implementing them.

"The economic potential of AI agents is significant but realizing this value depends on more than just the technology, it requires a comprehensive and strategic transformation across people, processes and systems," said Franck Greverie, Chief Portfolio & Technology Officer, Head of Global Business Lines, and Group Executive Board Member at Capgemini. "To succeed, organizations must remain focused on outcomes, reimagining their processes with an AI-first mindset. Central to this transformation is the need to build trust in AI by ensuring it is developed responsibly, with ethics and safety baked in from the outset. It also means reshaping organizations to support

effective human-AI chemistry, creating the right conditions for these systems to enhance human judgment and help deliver superior business outcomes.”

Organizations prioritize transparency as the agentic AI trust gap widens

Trust in fully autonomous AI agents has dropped sharply, from 43% to 27% in the past year alone, with nearly two in five executives believing that the risks of implementing AI agents outweigh the benefits. Only 40% of organizations say they trust AI agents to manage tasks and processes autonomously, while most do not fully trust the technology.

The report finds that as organizations move from exploration to implementation, trust in AI agents grows: for organizations in implementation phase, 47% have an above average level of trust, compared to 37% in exploratory phase. Therefore, organizations are prioritizing transparency, clarity around how AI agents make decisions, and ethical safeguards to drive greater adoption.

Human-AI chemistry is key to lasting adoption

The real promise of agentic AI lies in tackling core business challenges and reimagining how work gets done. Within the next 12 months, over 60% of organizations expect to form human-agent teams where AI agents function as subordinates or enhance human capabilities. This means that AI agents can no longer be considered tools, they are becoming active participants in the team.

70% of organizations believe AI agents will necessitate organizational restructuring,

prompting leaders to rethink roles, team structures, and workflows. Enterprises are discovering AI agents deliver most value when humans remain in the loop. With effective human-AI collaboration, organizations expect a 65% increase in human engagement in high-value tasks, a 53% rise in creativity, and a 49% boost in employee satisfaction.

The time to scale is now

The \$450 billion dollar opportunity for AI agents to deliver new economic value by 2028 includes both revenue uplift and cost savings, driven by the implementation of semi to fully autonomous AI agents. Scaled adoption is found to hold far greater potential, as organizations with scaled implementation are projected to generate approximately \$382 million on average over the next three years, while others may realize around \$76 million.

In the near term, AI agents are expected to see most extensive adoption in customer service, IT, and sales, expanding into operations, R&D, and marketing over the next three years. However, most deployments remain at early stages of autonomy with only 15% of all business processes operating at semi-autonomous to fully autonomous levels in a year. While this is expected to rise to 25% by 2028, most agents today function as assistants or copilots, supporting routine tasks rather than independently managing complex workflows.

AI-readiness remains a challenge

Today, most organizations are not equipped to scale agentic AI effectively cites the report. 80% lack mature AI infrastructure and fewer than one in five report high levels of data-readiness. Ethical

concerns such as data privacy, algorithmic bias, and lack of explainability remain widespread, yet few organizations are taking decisive action. For example, privacy is the primary concern for over half of organizations (51%), yet only 34% are actively taking steps to mitigate it. Compounding this, only half of business leaders say they understand what AI agents are capable of, and even fewer can identify where these systems outperform traditional automation.

To harness the full potential of AI agents, organizations must move beyond the hype, recommends the report – working toward redesigning processes and reimagining business models, transforming organizational structure, and striking the right balance between agent autonomy and human involvement.

For more information and to download the full report, [click here](#).

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.



CHAMPIONS OF MANUFACTURING

Europe Brussels

Steigenberger Wiltcher's Hotel

October 21-22, 2025

Americas Dallas, Texas

Loews Arlington Hotel

November 12-14, 2025

QAD|Redzone Unveils Champions of Manufacturing, A Global Event for Industry Leaders and Visionaries

Designed for those in pursuit of smarter factories, faster supply chains, and better days on the shop floor

[QAD Inc.](#), the company transforming manufacturing and supply chains with intelligent, adaptive cloud solutions, has opened registration for its flagship customer event, Champions of Manufacturing, taking place October 21-22 in Brussels and November 12-14 in Dallas, Texas.

This isn't just a conference—it's a call to action. QAD will bring together the boldest manufacturers, sharpest technologists, and most forward-thinking leaders for two days that will redefine what's possible in modern manufacturing.

Meet Champion AI – Agentic AI Built for Manufacturers

At the heart of this year's event is Champion AI, QAD's breakthrough Agentic AI platform that transforms ERP from a passive system of record into a proactive system of action. Think faster decision-making, deeper insights, AI agents monitoring and driving actions, and frontline empowerment like never before.

"This is not an industry update. This is a leap forward," said QAD CEO Sanjay Brahmawar. "Champions of Manufacturing is where leaders and visionaries can

come together to see breakthrough technologies in action, connect with their peers to tackle challenges, and walk away with a clearer vision of the future of manufacturing.”

What to Expect

- **Mainstage at Full Speed**
Live unveiling of QAD’s latest innovations—AI-native, cloud-smart and built for speed
Fireside chats with trailblazing customers and QAD leaders
An unforgettable keynote from a champion in their craft
- **Hands-On Experience**
Real product demos in action
Innovation labs focused on ERP, Supply Chain and the Connected Workforce
Tactical breakouts to help you execute faster and better
- **Exclusive Access to the People Building What’s Next**
Executive networking
Direct Q&A with product leaders and engineers
Celebrate transformation with our Champions of Change Awards

Why It Matters

Manufacturing is entering a new era—where agentic AI, time-to-value and operational excellence define success. Champions of Manufacturing is where these forces converge. Whether you’re leading digital transformation or accelerating shop floor innovation, this is your platform to connect, explore, and lead the change.

Register Now

Spots are limited. Learn more and secure your seat [here](#). For the latest updates on QAD Champions of Manufacturing, follow us on social media and engage using #ChampionsofMFG.

Event Details

QAD Champions of Manufacturing Europe

October 21-22, 2025
Steigenberger Wiltcher’s Hotel |
Brussels, Belgium
[Register here](#)

QAD Champions of Manufacturing Americas

November 12-14, 2025
Loews Arlington Hotel | Dallas, Texas
[Register here](#)

About QAD

[QAD Inc.](#) is a leading provider of next-generation manufacturing and supply chain solutions in the cloud. To succeed in a turbulent world, facing disruptions in supply and fluctuations in demand, manufacturers and supply chains must rapidly respond to change and seamlessly optimize agility, efficiency, and resilience for effective customer service. QAD delivers Adaptive Applications to enable these Adaptive Enterprises. Founded in Santa Barbara, California, QAD has customers in 84 countries around the world. Thousands of companies have deployed QAD enterprise solutions including enterprise resource planning ([ERP](#)), digital commerce ([DC](#)), supplier relationship management ([SRM](#)), digital supply chain planning ([DSCP](#)), global trade and transportation execution ([GTTE](#)) and enterprise quality management system ([EQMS](#)). To learn more, visit www.qad.com or call +1 805-566-6100. Find us on [LinkedIn](#), [Twitter](#), [Facebook](#) and [Instagram](#).





Intuit Launches New Agentic AI Experiences and Financial Management Capabilities for Intuit Enterprise Suite to Drive Mid-Market Business Growth

Growing, more complex businesses experience increased productivity and profitability with added automated workflows and AI-powered, data-driven decision making

[Intuit Inc.](#), the global financial technology platform that makes [Intuit TurboTax](#), [Credit Karma](#), [QuickBooks](#), and [Mailchimp](#), announced significant updates to [Intuit Enterprise Suite](#), the all-in-one solution designed to help mid-market businesses scale with the addition of new proactive AI agents, enhanced automation, business intelligence, and financial management capabilities that increase productivity and profitability. These enhancements deliver an integrated solution built for enterprise-level operations, all in one place on the Intuit platform.

“With Intuit Enterprise Suite, something that used to take me a whole day or maybe even two days now happens in minutes and I’m able to spend that time working on the company, building out our future plans, or pivoting to a different opportunity,” said Intuit Enterprise Suite customer Marsha Morales, co-founder and co-owner, Humble House Foods.

Introduced last September, Intuit Enterprise Suite is transforming how more complex, mid-market businesses grow, eliminating the need for companies to juggle

multiple applications to manage their operations. Intuit Enterprise Suite provides businesses with a configurable, AI-powered solution that includes ERP-level multi-entity and multi-dimensional financial management capabilities, business intelligence and reporting, payments and bill pay, project profitability, payroll, HR, and marketing, in one connected, scalable, cloud-based product.

“Mid-market companies are turning to Intuit Enterprise Suite to reduce the cost and complexity of growing their business,” said Ashley Still, executive vice president, Intuit Mid-Market. “This release further streamlines multi-entity financial management and gives customers proactive business intelligence. Through the power of AI, we’re giving businesses access to more accurate data, faster, so they can make more informed decisions and focus on driving growth.”

Introducing Intuit AI Agents: Streamlining Operations and Optimizing Cash Flow

Intuit’s new AI agents act as intelligent business partners, transforming how companies manage their finances by delivering done-for-you experiences through the automation of tedious, day-to-day financial, accounting, and payments tasks. The result: 78% of customers say Intuit’s AI makes it easier for them to run their business; and 68% state it allows them to spend more time growing their business.¹

- **Finance Agent:** Provides robust reporting, KPI analysis, and scenario planning and forecasting based on performance and peer benchmarking, helping finance teams make smart decisions to achieve financial goals.

- **Accounting Agent:** Automates bookkeeping and transaction categorization, and assists in reconciliation, delivering cleaner, more accurate books.
- **Project Management Agent:** Automates projects from start to finish, creating estimates, setting up project details, plans, and tasks, and suggesting profitability targets. It also builds project summaries and provides insights and recommendations to improve profitability for future projects.
- **Payments Agent:** Optimizes and grows cash flow by getting businesses paid an average of 5 days faster² by automating and streamlining payment collections with tailored acceleration strategies that predict late payments, automate invoice tracking, and create and send invoices and reminders.

Improved Multi-Entity Financial Management: Holistic Views for Better Decision Making

Intuit Enterprise Suite now delivers ERP-level operations with new and enhanced features that help more complex businesses better manage their multiple entities, users, and locations with real-time visibility, all in one place.

- **Multi-entity reports and dashboards:** Get a comprehensive view of a business’s accounts payable, accounts receivable, vendor expenses, and transactions with new consolidated reports.
- **Multi-entity hub:** See a holistic picture of intercompany debits and credits without having to navigate to each entity.

- **Multi-entity reporting:** Experience more granular control, customization, and deeper insights into consolidated financial data to easily assess key performance drivers and make quicker, better-informed decisions.
- **Shared dimensions and chart of accounts:** Achieve consistent reporting protocols across entities more quickly by automatically standardizing chart of accounts and dimensions across entities, eliminating manual comparisons and updates.

New, More Robust Business Intelligence: Driving growth with AI-powered insights

Intuit Enterprise Suite’s new and more robust business intelligence tools deliver deeper, AI-powered financial insights and facilitate more strategic planning to drive overall business growth.

- **AI-powered report insights:** Streamline financial report reviews with AI-powered insights on individual and consolidated P&L and Balance Sheet accounts, uncovering trends and anomalies that translate into actionable insights.
- **AI-powered, advanced financial planning and analysis (FP&A):** See complex data clearly with multi-dimensional reporting and advanced FP&A, including robust three-way cash flow forecasting to make informed decisions for growth.
- **KPI scorecard:** Track business performance quickly and effectively by building a customized scorecard of key performance indicators using an

exclusive library of more than 30 pre-defined KPIs across growth, profitability, cash flow, liquidity, and efficiency measures.

"I think with Intuit Enterprise Suite, there is no limit now from a software standpoint. It's really just how much we can leverage that software to actually be more productive, and be more profitable, and then continue to scale and grow," Jason Corby, Founder and Owner, HFMM.

In addition to these added enhancements, Intuit Enterprise Suite now also includes new payroll features, a Customer Hub that centralizes a business's

CRM processes, and improved product performance, ensuring a more responsive experience for businesses with high transaction volumes or multiple entities.

Pricing and Availability

The new and improved capabilities for Intuit Enterprise Suite are available today in the US. Learn more about all the improvements [here](#). Delivered through a robust sales organization, Intuit Enterprise Suite takes a contract-based approach to pricing so customers pay based on their tailored solutions. For more information, visit <https://www.intuit.com/enterprise/>.

About Intuit

[Intuit](#) is the global financial technology platform that powers prosperity for the people and communities we serve. With approximately 100 million customers worldwide using products such as [TurboTax](#), [Credit Karma](#), [QuickBooks](#), and [Mailchimp](#), we believe that everyone should have the opportunity to prosper. We never stop working to find new, innovative ways to make that possible. Please visit us at [Intuit.com](https://www.intuit.com) and find us on [social](#) for the latest information about Intuit and our products and services.





Fyffes' Global Fruit Distribution Powered by Aptean Process Manufacturing ERP



For over 130 years, Fyffes has been one of the world's largest tropical produce importers and distributors. Since 1993, the company has relied on Aptean's process manufacturing enterprise resource planning (ERP) system to power its operations. The 32-year partnership between provider and customer has evolved through multiple software versions and corporate ownership changes.

Ready to leverage modern cloud technology and enhanced functionality after 14 years on its previous version, Fyffes recently upgraded to the latest version of [Aptean Process Manufacturing ERP](#) Ross Edition (formerly Ross ERP).

“The less I hear about the ERP, the better it is. And I hear almost nothing.”

The IT Philosophy Behind a 32-Year ERP Partnership

When you’re moving tropical produce with tight perishability windows internationally, your ERP system needs to function reliably without constant attention. Luis Fernando Caicedo, Director of IT at Fyffes, has built his technology strategy around this reality.

“There’s no sense in putting resources, time and energy into managing servers, systems, patching, all that stuff,” he explains. “Because at the end of the day, those are things that take out energy from you or put your mind in another place. So, you need to focus more on how to be an ally to the business.”

Aptean Process Manufacturing ERP Ross Edition serves as what Caicedo calls “a reliable backbone to the organization,” purpose-built for the unique demands of food distribution. “When we evaluated Ross, we saw that it was going to be a very good solution because it accommodates very well to our processes,” he shared.

Despite the platform’s proven consistency and flexibility, the decision to stay with Aptean’s process manufacturing ERP for more than three decades has not been automatic. Over the years, Fyffes has faced pressure to change technology stack from shareholders who have used different ERP systems.

“They were pushing us in that direction, but we fought to stay with Ross, and I think it was a very good decision,” Caicedo explained.



Fyffes’ Growth From Single-Source to Multi-Origin Supplier

Since Fyffes started using Aptean Process Manufacturing ERP, the company has grown far beyond its origins as a single-vendor operation. It now manages multiple partners across numerous countries, delivering produce to ports throughout the U.S. and Canada. A later transition from breakbulk vessels to containerized shipping has added another layer of operational complexity.

Through these shifts, the ERP system built for process manufacturers adapted smoothly to each new business requirement.

“Aptean Process Manufacturing ERP is a flexible system, and throughout our last two decades we have had significant business changes. We have been able to accommodate very easily. There has been almost no impact, no disruptions during these business changes,” recalled Caicedo.

“Whenever we have challenges or new projects, one of the least concerns we have is the system. The less I hear about the ERP, the better it is. And I hear almost nothing,” Caicedo said.

Aptean Deployed ERP Upgrade in a Tight Timeframe

While Aptean Process Manufacturing ERP has been a reliable platform for three decades, after 14 years on an outdated version, Fyffes knew it was time for an upgrade.

“We had two main challenges. One was outdated software or end-of-life software, and the other one was related to all the cybersecurity challenges that this implies,” Caicedo said.

“Aptean Process Manufacturing ERP is a flexible system, and throughout our last two decades we have had significant business changes. We have been able to accommodate very easily. There has been almost no impact, no disruptions during these business changes.”

The company set an ambitious six-month timeline for upgrading to the latest ERP version, including refreshing all surrounding systems. Despite it being a 90-95% remote implementation, which is unusual for an ERP project, the results exceeded expectations.

“The Aptean team was always on top of the implementation. All the tasks were done diligently with high quality,” Caicedo emphasised. The project finished with only a one-week delay, which Caicedo called “a record.”

Aptean’s global support structure remained dependable throughout deployment, leading to what Caicedo described as “a very seamless implementation.” He credits the partnership as a key component: “The success of the implementation and of the uplift was because of Aptean’s team.”

Ready To Explore New AI Features With AppCentral

Fyffes is now building towards what Caicedo calls being “future ready.” After attending Aptean’s UNITE customer event and exploring the artificial intelligence (AI) capabilities of Aptean solutions, he sees clear cohesion with Fyffes’ IT vision.

Fyffes has already developed internal AI assistants and sees potential in combining these with Aptean’s expanding capabilities through the new AppCentral AI-powered platform, which offers integration between various Aptean systems and tons of smart AI functionalities to streamline end-to-end processes.

Caicedo’s three-year IT roadmap includes standardizing custom solutions into the Aptean suite and leveraging new capabilities in analytics and AI that will provide competitive advantages.

“What I’m seeing at Aptean, and what the company is building makes a lot of sense and is very aligned with what we’re doing,” Caicedo shared. “For sure, Aptean Process Manufacturing ERP Ross Edition is going to be an enabler.”

“I know I’m going to stay with Aptean much more than the 32 years we’ve already been together.”

Fyffes Remains Committed to Aptean Process Manufacturing ERP

For a company that introduced the world’s first branded fruit in 1929 and now employs 8,700 people globally, growing from a single market innovator to a multi-continent distributor demands an ERP system that can evolve and scale alongside the business.

Fyffes’ long-standing partnership with Aptean and its process manufacturing ERP software demonstrates the value of choosing a technology partner that delivers continuous innovation through decades of change.

“I know I’m going to stay with Aptean much more than the 32 years we’ve already been together,” Caicedo concluded.

Ready to scale your food distribution business? [Request a demo](#) to see how an Aptean ERP can support your infrastructure.

Want to learn more about UNITE, our annual customer conference? [This page](#) has information on this year’s event and a link to pre-register.

About Aptean

Aptean is a global provider of industry-specific software that helps manufacturers and distributors effectively run and grow their businesses. Aptean’s solutions and services help businesses of all sizes to be Ready for What’s Next, Now®. Aptean is headquartered in Alpharetta, Georgia and has offices in North America, Europe and Asia-Pacific. To learn more about Aptean and the markets we serve, visit www.aptean.com.

Aker BP Breaks Through in Predictive Maintenance and Operational Excellence



Aker BP, one of Norway's privately owned [*oil, gas, and energy companies*](#), operates six major fields on the Norwegian continental shelf. The company produces around 440,000 barrels of oil equivalent daily, making it one of Europe's largest independent listed oil producers.

Its equipment and personnel operate in some of the harshest environments on Earth. Every piece of equipment is vital for safe, efficient operations; even minor failures can cause significant downtime, production losses, or safety risks.

Maintenance costs for oil, gas, and energy companies are substantial, involving helicopters, specialized technicians, and strict safety protocols. A single maintenance trip can cost hundreds of thousands of euros, while unplanned downtime can result in millions in losses.

Recognizing these challenges, Aker BP decided to embrace digitalization to improve efficiency and safety. Its goal was to build an infrastructure where equipment could communicate its needs proactively, alerting operators well before problems occur.

To realize this vision, Aker BP implemented [SAP Asset Performance Management](#) as a hub for condition-based maintenance (CBM). In partnership with [Lighthouse](#), the company leveraged [SAP S/4HANA](#) and [SAP Business Technology Platform](#) (SAP BTP) as well as artificial intelligence and machine learning to automate maintenance and enable predictive, data-driven decision-making.

Vision behind Aker BP's digital ambitions

Within the company, the key challenge was not just collecting data but making it actionable. Knowing the importance of digitalization, Aker BP decided to deepen the understanding of available data and use it effectively for informed decision-making while ensuring thorough documentation of these decisions.

“In Aker BP, we have a strong ambition to modernize and digitalize the way we work.”

“In Aker BP, we have a strong ambition to modernize and digitalize the way we work,” shared Torben Kristensen, Advanced Reliability engineer at Aker BP. “It is not just an ambition, it is a necessity.”

Operating Normally Unmanned Installations (NUIs), Aker BP required robust monitoring solutions to gain clear insights into system health and to anticipate maintenance tasks ahead of time. This proactive approach was crucial given the remote and automated nature of the company's facilities.

Aker BP knows that automation is integral to achieving these objectives. The company decided to automate the processing and management of the decisions made in the previous steps to enhance efficiency and accuracy.

Putting plan into action

The foundation of the project was the use of SAP Asset Performance Management to create a robust CBM hub. To meet Aker BP's unique needs, the team leveraged standard building blocks from SAP BTP to extend SAP Asset Performance Management with the asset data onboarding application to manage data ingestion and integrate third-party alerts.

The challenges were efficiently collecting and processing time-series data and real-time alerts. With the assistance of Lighthouse, the team developed a custom onboarding application to streamline the data ingestion process for smooth integration and accurate real-time monitoring.

“Our goal is to establish a comprehensive maintenance strategy that eliminates unknown breakdowns on critical equipment,” explained Kim Alexander Jørgensen,

operations manager for Reliability and CBM at Aker BP. “By leveraging real-time data and condition-based maintenance, we aim for zero unknown failures, ensuring optimized reliability across our operations.”

Using the data from SAP S/4HANA allows engineers to fine-tune how thresholds for various assets are set; alerts are only triggered when necessary, avoiding interruptions. This integration meant that the system was always working with accurate, up-to-date information, which is critical for timely and effective decision-making.

“Our goal is to establish a comprehensive maintenance strategy that eliminates unknown breakdowns on critical equipment”

Recognizing the value of third-party specialist systems that had years of accumulated knowledge about specific equipment, Aker BP focused on integrating alerts and events from these systems into the SAP Asset Performance Management hub. This integration allowed Aker BP to benefit from external expert data without duplicating efforts, with maintenance responses based on real-time information.

The condition monitoring was handled in silos by different specialist systems, leading to inefficiencies and manual processes. The team created a unified overview page on SAP BTP that consolidates data ingestion, alert management, and monitoring in one place, allowing engineers to manage alerts more efficiently and ensure that responses are timely and well coordinated.

Seamless user experience meets workflow efficiency

With the CBM hub, engineers now have a comprehensive view of system activities at their fingertips. The heartbeat overview continuously monitors both core and third-party systems, making sure they are operational and providing confidence in the reliability of the data. This also allows engineers to quickly detect any issues that may arise during the data ingestion process.

Alerts from multiple sources offer details on system health, maintenance needs, or potential failures. Presented hierarchically, these alerts help users prioritize and easily access the most relevant, actionable information.

The 2020 migration to SAP S/4HANA was a key milestone, enabling integration of various SAP applications with SAP Asset Performance Management. This links alerts from asset performance management to business processes like work orders and notifications. For example, an SAP Asset Performance Management alert triggers an [SAP Fiori](#) notification with context-specific data, allowing immediate action without switching systems.

Integration with third-party systems adds further context, including links to original alerts in source systems

for deeper analysis. By centralizing maintenance data, Aker BP has integrated multiple SAP applications into SAP Asset Performance Management, facilitating seamless workflows and supporting the growing scale and complexity of operations.

Fine-tuning was essential after implementation, as alerts were initially too frequent. The team introduced a “mass close” feature to categorize multiple alerts as false positives or data anomalies, maintaining transparency by recording closure reasons and enhancing future learning. Additionally, engineers can now add comments to alerts, documenting and sharing findings directly within the system.

Business benefits and what lies ahead for Aker BP

SAP Asset Performance Management has provided significant business value to Aker BP, including increased operational efficiency through automated monitoring and maintenance, which allows engineers to focus on critical tasks. Cost savings have been achieved through reduced emergency repairs and lower operational expenses, and real-time monitoring improves safety by identifying potential issues before they escalate, particularly in high-risk environments.

The company implemented proactive maintenance, driven by AI and machine learning, and now can estimate potential failures, which has helped the company to minimize downtime and extended the asset lifespan. The system’s centralized data — integrated with SAP S/4HANA — enhances data accessibility and interpretation, while its scalability means it can handle Aker BP’s growing operations.



“For our new project, ‘Yggdrasil,’ starting up in 2027, this solution is a prerequisite,” said Terje Lindrupsen, senior maintenance engineer at Aker BP.

The company plans to expand this solution to all of its brownfield and greenfield installations, and also plans to transition to the latest Internet of Things (IoT) capabilities in SAP Asset Performance Management, embedded IoT, in 2025, enabling even more advanced real-time monitoring capabilities.

About SAP

As a global leader in enterprise applications and business AI, SAP stands at the nexus of business and technology. For over 50 years, organizations have trusted SAP to bring out their best by uniting business-critical operations spanning finance, procurement, HR, supply chain, and customer experience. For more information, visit www.sap.com.



Convotherm Digitizes Procurement and Achieves 3.2x ROI with QAD SRM



Convotherm, a Welbilt brand based in Germany, is renowned for its industry-leading combi steamers used in professional kitchens across the globe. With more than 35 models in circulation and customers in over 100 countries, Convotherm plays a key role in the commercial foodservice market.

Despite the company's success, Convotherm faced increasing pressure to streamline its [supplier management processes](#) amid rising supply chain volatility, growing regulatory demands and the need for greater efficiency. Manual sourcing processes and fragmented data made it difficult to engage a wide supplier base, mitigate compliance risk and respond quickly to disruptions.

To address these challenges, Convotherm turned to [QAD Supplier Relationship Management \(SRM\)](#), successfully digitizing its procurement operations and realizing a 3.2x return on investment in the first year alone.



Eliminating Manual Processes and Gaining Supplier Visibility

Convotherm's [sourcing activities](#) were previously managed using spreadsheets and ad-hoc communication. As a result, RFQs were time-consuming to issue, supplier responses were difficult to compare and vendor selection was limited to just a handful of familiar partners.

According to Stefan Sadler, Sourcing Leader at Convotherm, "Because this is so much work, you only send inquiries to a small number of your suppliers. There's also a big risk of human error — you may forget to ask something or don't get all of the answers. The big impact is that you don't know your supplier."

These inefficiencies presented several challenges:

- Manual RFQs required an hour or more to complete and limited supplier outreach
- Supplier qualification lacked consistency and relied heavily on internal effort
- Data was siloed, making it hard to track compliance or assess supplier risk
- Global disruptions and new regulations, like the German Supply Chain Act, added urgency to improve supplier transparency and resilience

A Strategic Shift with QAD SRM

Convotherm selected QAD SRM to digitize [supplier onboarding](#), centralize sourcing activities and improve supplier collaboration. The decision was influenced by the company's existing success with [QAD ERP](#), along with the platform's flexibility and strong local support.

"What really convinced us was how well QAD SRM could adapt to our

specific processes and needs," said Steven Greiner, Sourcing Buyer at Convotherm.

Implementation followed a phased, process-by-process approach to avoid overwhelming suppliers. The immediate focus was on:

- **[Supplier Data Management](#)** – Standardizing onboarding and qualification processes
- **[Sourcing](#)** – Automating RFQs and expanding supplier participation
- **[Collaboration](#)** – Centralizing all communications and documentation in a single platform

"We wanted to have a pool where we could gather all of our supplier information and find it in a very quick time period. That's the reason we chose QAD SRM," added Greiner.

"Previously, the tender process took about one hour. In SRM, this process was reduced to a good five minutes."

Tangible Results: Efficiency, Savings and Compliance

The impact of QAD SRM was immediate and measurable.

- **90% Reduction in RFQ Time:** What once took an hour now takes just five minutes. Buyers can issue RFQs to dozens of suppliers simultaneously and review responses in a single interface.
- **3.2x ROI in Year One:** Faster processes and broader supplier engagement drove significant cost savings. Requests that previously went to five suppliers now reach up to 50.
- **Improved Compliance:** Centralized supplier data ensures traceability, audit readiness and support for ISO and supply chain regulations.

“The biggest improvement is the fact that there is a central place for everything,” said Greiner. “It can be found there: agreements, requests, communication.”

A Scalable Platform for Future Growth

Encouraged by early success, Convotherm is now extending QAD SRM across more departments. The scheduling team is using the platform for delivery reminders, and the quality team is preparing to manage complaints and supplier evaluations within the system.

“We’re gradually incorporating more processes into SRM,” said Sadler. “We’re building it up department by department.”

The [QAD Customer Success](#) team continues to support Convotherm’s evolution with proactive updates and responsive collaboration. “We present an issue, talk through it, and by the next meeting, we usually have a solution implemented,” said Greiner.

“We usually only had five suppliers in manual requests. Now in SRM, requests go out to up to 50 suppliers. Due to time savings, we also request significantly more items.”

Key Benefits of QAD SRM at Convotherm

With QAD SRM in place, Convotherm has not only [improved sourcing efficiency](#) but also laid the groundwork for better supplier relationships and long-term process improvement. Highlights include:

- 90% reduction in RFQ processing time
- 3.2x return on investment in the first year
- Centralized supplier data for better compliance and transparency
- Scalable adoption across sourcing, scheduling and quality teams
- Stronger supplier engagement through streamlined collaboration

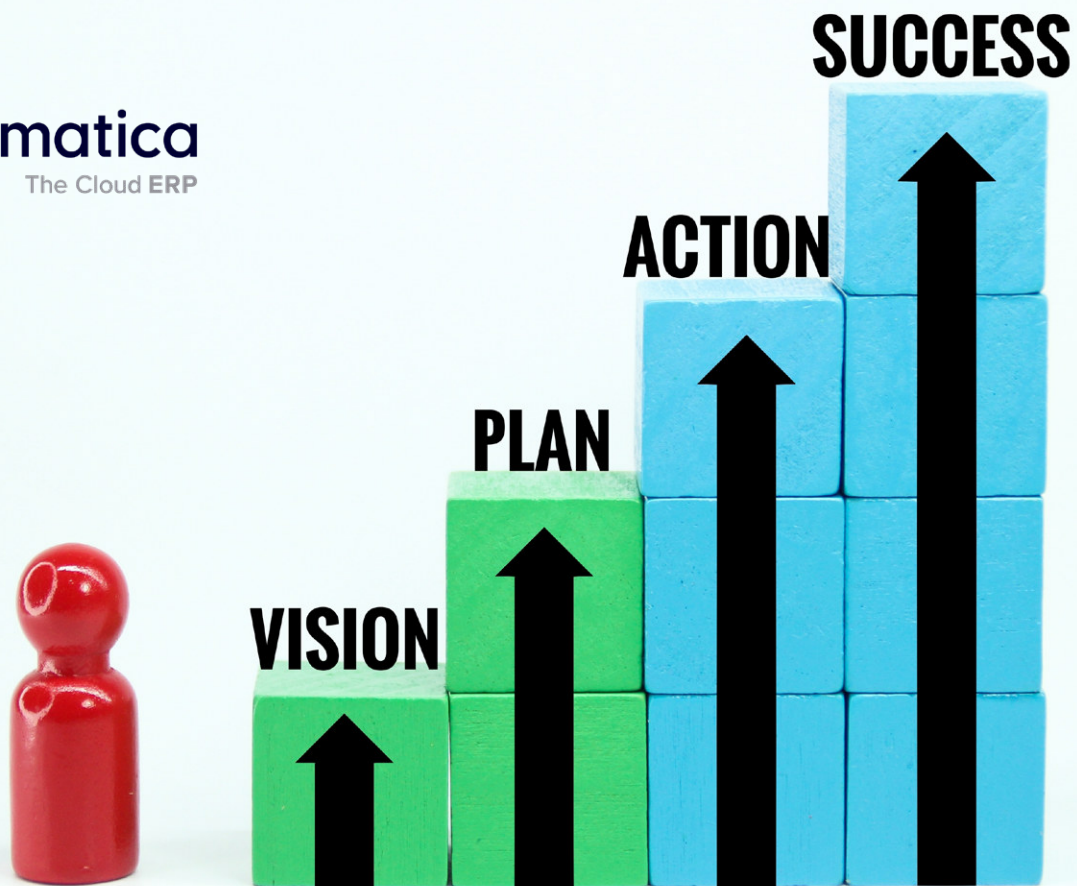
Convotherm’s journey with QAD SRM demonstrates how digitizing supplier management can deliver both immediate and long-term value. By simplifying complex sourcing activities and improving visibility, the company has enhanced [procurement](#) efficiency, reduced risk and built a scalable framework for future compliance and growth.

“Definitely implement QAD SRM,” advised Greiner. “The savings from RFQs and the process improvements bring you one, if not two or three, steps forward.”

Read the full [Convotherm customer success story](#) to learn more, and check out their customer success video below.

About QAD

[QAD Inc.](#) is a leading provider of next-generation manufacturing and supply chain solutions in the cloud. To succeed in a turbulent world, facing disruptions in supply and fluctuations in demand, manufacturers and supply chains must rapidly respond to change and seamlessly optimize agility, efficiency, and resilience for effective customer service. QAD delivers Adaptive Applications to enable these Adaptive Enterprises. Founded in Santa Barbara, California, QAD has customers in 84 countries around the world. Thousands of companies have deployed QAD enterprise solutions including enterprise resource planning ([ERP](#)), digital commerce ([DC](#)), supplier relationship management ([SRM](#)), digital supply chain planning ([DSCP](#)), global trade and transportation execution ([GTTE](#)) and enterprise quality management system ([EQMS](#)). To learn more, visit www.qad.com or call +1 805-566-6100. Find us on [LinkedIn](#), [Twitter](#), [Facebook](#) and [Instagram](#).



Customer Success with Acumatica: Carma Group

CARMA Group was rapidly growing, but QuickBooks was unable to grow with it. The company turned to Acumatica for help, becoming a noteworthy customer success story in the process.

Based in Las Vegas, Nevada, CARMA Group is the go-to general contracting company for businesses in the hospitality, entertainment, and gaming industries. Founded and owned by Angie and Chris Rowe, CARMA provides extensive construction services, including estimating, design, engineering, project management, logistics planning, disruption avoidance, cost tracking, and so much more.

CARMA's revenue grew to nearly \$100 million in its first seven years thanks to the Rowe's obsession with giving their customers value-filled service with the help of their hand-picked, skilled, and dedicated team members they consider family. But their dramatic growth was not supported by the team's accounting solution.

That's why CARMA embarked on a search for a new, more sophisticated system, and it led them straight to Acumatica.

From QuickBooks to Acumatica: The Road to Success

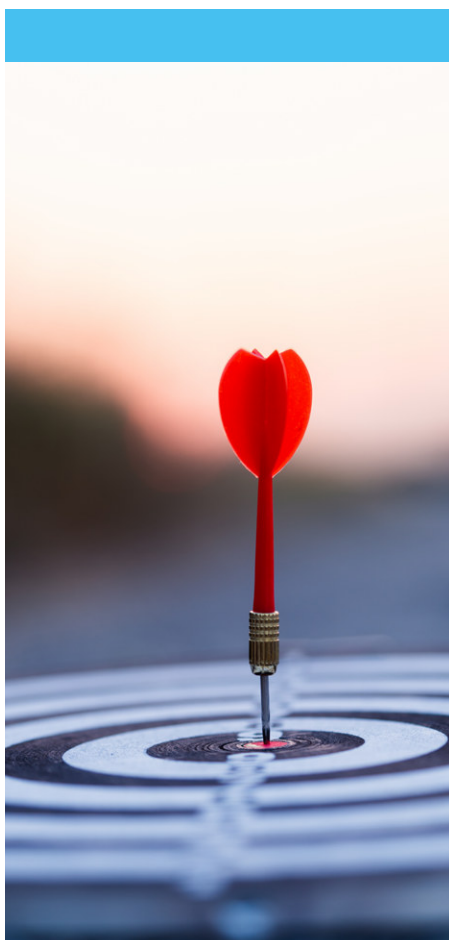
CARMA's tagline is "We Build Fun," and its long list of impressive projects, like the Vanderpump Cocktail Garden in Paris, Mandalay's Bay Terrazzo, and the amazing grandstand built over the Bellagio Resort's Fountains at Bellagio (to protect them from the annual Formula One race), support the claim. But fun wasn't anywhere to be found when CARMA was relying on QuickBooks Online as its accounting package.

Bob Scott, CARMA's Chief Financial Officer, says QuickBooks was unable to meet their needs, especially when the company's revenues exceeded \$10 million in its second year. "If you want to bounce along at \$5 million, you can get away with it, but if you want to do what we're doing now, you absolutely cannot. You're driving blind."

Replacing the simple accounting system with a comprehensive business management solution that could seamlessly integrate with Procore (while also being easy to use, affordable, customizable, and built to serve the construction industry) was Scott's plan, which he executed by evaluating various ERP solutions, including Acumatica. According to Scott, [Acumatica Construction Edition](#)—with its job costing, change order, and commitment functionality—was exactly what he and his team were looking for.

"One of the things that I really liked about Acumatica is they started being cloud based. Acumatica was built from the ground up and cloud-based all the time."

Relying on a cloud-based platform came in handy during the pandemic. Instead of shutting or slowing down, CARMA was able to shift to remote work easily. Plus, not having to spend money on expensive technology infrastructure was a huge bonus.



"If it's on the cloud, it's just simply done," Scott says. "I don't have to worry about updates and taking the server offline. With Acumatica, it just happens."

Another thing that just happens as an Acumatica customer? Saving hours of time by accessing operational data in one place. "[With Acumatica], I can filter, and I can sort, and I can get the information the way I want it. I can hit this button, and it dumps data right into Excel. I don't need to dump it into Excel and then manipulate it again."

"Acumatica gets me information really, really quick."

Even More Acumatica Benefits

Remote work and at-your-fingertips data aren't the only benefits Scott and the CARMA team have experienced. They've taken advantage of Acumatica's highly configurable solution (that doesn't require a developer) to personalize screens and dashboards, gaining actionable insights in the process. Seamlessly integrating with third-party application Velixo to improve their reporting and budgeting has been another impressive benefit.

"[Connecting with Velixo] basically creates a whole new set of formulas, and it reaches Acumatica, pulls data, and puts it right where I want it. I absolutely love that," Scott explains.

He enjoys that he can color code his dashboards to establish his priorities for the day and that his team can enter data "in the order that makes sense to them." CARMA project coordinator Keisha Baum is also a big fan of Acumatica.

"I've found Acumatica to be very time efficient," she says. "I can pop into the system and find information inside of probably less than a minute. Compared to other systems, it's definitely a lot easier to find information because you don't

have to go to 8,000 places to find it. I found it very, very, very user-friendly and very navigable."

Additionally, their ability to attach documents—whether they're invoices, spreadsheets, or financial statements—is something they can't say enough about. Scott notes, "I put notes on anything. I can leave breadcrumbs, put work papers up there, and attach spreadsheets."

"Instead of bending your ways to the way the ERP system works, it's so easy to change Acumatica to accommodate the way you are used to."

**-Bob Scott,
Carma Group CFO**

Scaling with Acumatica

As the CARMA team continues to take on more projects and to serve their customers with a forward-thinking, collaborative approach, they know that Acumatica will help them grow unhindered. And they know they can do it their way.

"Instead of bending your ways to the way the ERP systems works, it's so easy to change Acumatica to accommodate something the way you want," Scott says. "It's the little things that make Acumatica different."

[Reach out](#) to our experts today to learn more about how Acumatica can make a difference for you.



Navantia Enhances Efficiency and Collaboration with Microsoft 365 Copilot

The nationwide implementation, supported by Capgemini and Microsoft, has made Navantia the public sector company with the highest use of Microsoft 365 Copilot AI

Client challenge: Navantia wanted to modernize the way it works by adopting Generative AI with Microsoft 365 Copilot, improving employee productivity and collaboration across the organization.

Solution: The company worked with Capgemini and Microsoft to implement a comprehensive Microsoft 365 Copilot adoption program, with a focus on training, dynamization, monitoring, and extensibility.

Benefits:

- 91.7% of allocated licenses activated
- Average savings of 30 minutes per day per user
- High satisfaction with the program (8.3/10)
- Easy integration with tools such as SAP
- Optimization of data management and use

Supporting naval innovation with Gen AI

Navantia, a strategic shipbuilding, defense and green energy company, was looking to modernize the way it works by implementing Microsoft 365 Copilot. However, the company needed a structured accompaniment program with robust methodologies in the adoption of Microsoft 365 Copilot. By doing so, Navantia intended to change the way employees worked and collaborated by incorporating and supporting the use of Generative AI in their daily operations.

To enable this vision, the organization engaged Capgemini and Navantia to form a collaborative project team that brought together a variety of expertise and technical skills.

A collaborative journey

The partners launched a structured adoption program based on four fundamental axes. First, the project team emphasized dynamization and communication by creating a Copilot community. This provided a centralized space for sharing training resources and addressing doubts among potential users, which promoted the solution's impact.

Navantia, Capgemini, and Microsoft then collaborated to define a training plan per the application per user profile, differentiating between managers, champions, and other users throughout more than 40 sessions split in three waves. This approach was based on sessions called “Coffees with Copilot,” in which the objective was to train users in an interactive and practical way in the most relevant functionalities of each application, adapting the content to the needs of different user groups.

“Navantia saw the solution experience rapid adoption, with more than 1500 licenses allocated and a 91.7% effective activation rate among employees.”

The third axis was monitoring, wherein the project team developed a measurement plan based on four key levers: usage, productivity, satisfaction, and quality. This approach used periodic surveys, adoption metrics, and measurement experiments to collect data that compared employee productivity when completing tasks with and without Copilot.

Finally, Navantia, Capgemini, and Microsoft will now extend Copilot using other tools, such as SAP, which will optimize key process as part of the fourth axis: extensibility.

Working together with Capgemini and Microsoft, Navantia has optimized employee productivity and enhanced collaboration across the organization by adopting Microsoft 365Copilot. This technology has transformed day-to-day operations by enabling employees to quickly summarize information, generate content, and extract insights from various data sources. As a result, decision-making processes have become faster and more data driven.



Efficiency now and future innovation

Navantia saw the solution experience rapid adoption, with more than 1500 licenses allocated and a 91.7% effective activation rate among employees. This has boosted operational efficiency by reducing the time spent on administrative tasks by an average of 30 minutes per day, allowing employees to focus on higher value activities. And the high adoption rate was accompanied by an average rating of 8.3 out of 10, reflecting a satisfactory perception on the part of users.

The integration of Copilot with key tools such as SAP and SharePoint have also improved operational efficiency, reduced manual work and promoted a more connected digital environment. Throughout the project, champions proved essential for gathering feedback that allowed the partners to iterate and continuously improve the adoption, identifying specific use cases for Navantia’s operations and ensuring maximum utilization of the tool.

“Capgemini provided technical expertise to design, implement, and accelerate the adoption of Microsoft 365 Copilot.”

-Miguel Angel Roji
Digital Adoption Manager
at Navantia

ERPNEWS