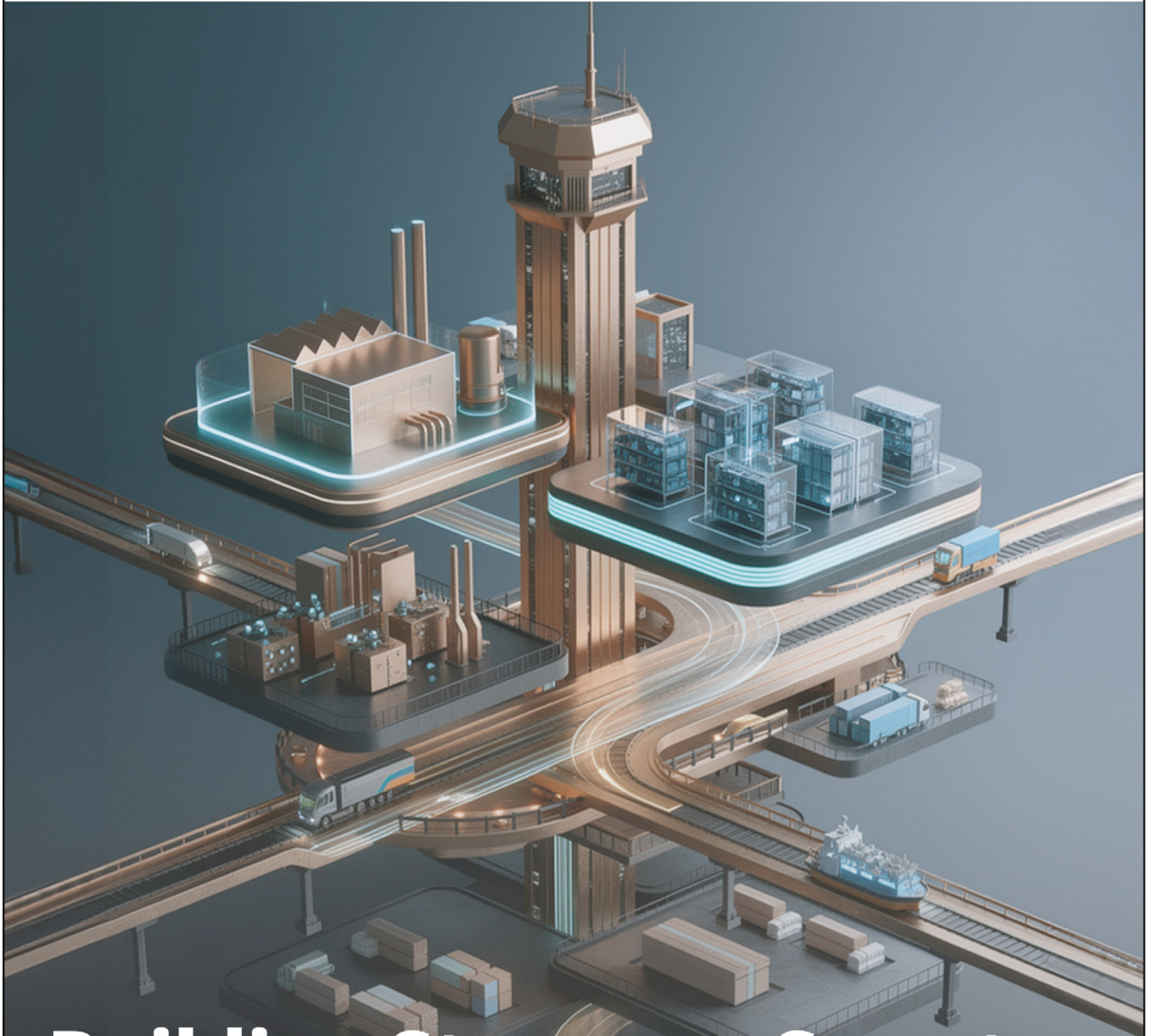




Building Stronger, Smarter Supply Chains

AI-enabled forecasting and resilience

EPICOR

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EDITOR'S NOTE

Supply chains are no longer judged solely on efficiency. In today's environment, resilience has become a competitive advantage—the ability to anticipate disruption, adapt in real time, and keep operations moving even as conditions shift. Volatility in logistics, rising sustainability expectations, and growing data complexity are forcing organizations to rethink how their supply chains are designed, managed, and governed.

In this February issue of ERPNews, we explore how companies are using ERP and AI not just to react faster, but to think smarter. Across manufacturing, logistics, and enterprise operations, digital tools are evolving from passive systems of record into active platforms that support visibility, coordination, and informed decision-making. Yet technology alone is not the story. The most resilient supply chains emerge where human judgment and intelligent systems work together, combining automation with experience, context, and accountability.

This issue features conversations with industry leaders who are shaping that shift. In our interview with Brenda Nobleza of Epicor, we examine how partner ecosystems and services-led ERP strategies help mid-market organizations build agility and long-term resilience. Ron Davis of QAD | Redzone shares how Agentic AI is transforming ERP into a true system of action—one that supports real-time execution on the plant floor and across supply networks. We also speak with SecurityBridge about the growing role of AI in safeguarding SAP-driven supply chains, where trust, governance, and transparency are becoming as critical as speed. Finally, Johnny Than of Appficiency offers a forward-looking perspective on AI as the interface layer for ERP, simplifying complexity and enabling organizations to orchestrate multiple systems as one connected supply chain.

Together, these perspectives highlight a common theme: resilient supply chains are built on visibility, collaboration, and intelligent decision-making. As AI-driven forecasting improves disruption prediction, ERP and manufacturing systems become more tightly linked, and sustainability pressures reshape cost models, organizations that invest in adaptability today will be better positioned for whatever comes next.

We hope this issue provides both insight and inspiration as you work to build supply chains that are not only stronger—but smarter.



Pinar SENGUL, EDITOR

ERPNEWS

CONTENTS

Issue # 57, February 2026

06

BUILDING A SERVICES-LED ERP CHANNEL: BRENDA NOBLEZA ON EPICOR'S PARTNER-FIRST GROWTH STRATEGY

*Interview with Brenda Nobleza,
Vice President, Channel Solutions, Epicor*

18

WHEN ERP BECOMES INFRASTRUCTURE: JOHNNY THAN ON ASKCIPHER AND THE FUTURE OF AI-LED ENTERPRISE INTERACTION

*Interview with Johnny Than,
CEO and founder, Appficiency*

29

HOW AI IS REVOLUTIONIZING MANUFACTURING: TRENDS, TECHNOLOGIES AND BENEFITS

*Article by Brent Dawkins,
Director of Product Marketing, QAD*

10

FROM SYSTEMS OF RECORD TO SYSTEMS OF ACTION: RON DAVIS ON AGENTIC AI AND THE FUTURE OF ERP

*Interview with Ron Davis,
SVP of Product Engineering, QAD / Redzone*

23

5 CHANGES MANUFACTURERS ARE MAKING TODAY AND FOR TOMORROW

*Article by By Chris Pinaire,
MBA, PMP Director of New Implementations,
Global Shop Solutions*

38

2026 MANUFACTURING INDUSTRY TRENDS AND PREDICTIONS

*Article by Maggie Slowik,
Global Industry Director for Manufacturing,
IFS*

15

FROM FINDINGS TO ACTION: HOW SECURITYBRIDGE IS BRINGING TRUSTED AI INTO SAP SECURITY

*Interview with Ivan Mans,
Co-Founder & Board Member, SecurityBridge*

27

AARON HARRIS 2026 PREDICTIONS

*Article by Aaron Harris,
Global CTO, Sage*

42

WHAT TO EXPECT IN 2026 - SUPPLY CHAIN TECH STARTUP TRENDS

*Article by Malene Hartung,
Ecosystem Insights Manager, Maersk Growth*



44

**THE HIDDEN COSTS OF POOR
PRODUCTION SCHEDULING**

Article from Rootstock

48

**CADILLAC FORMULA 1® TEAM
PARTNERS WITH IFS AHEAD OF THE
TEAM'S DEBUT SEASON**

Press Release from IFS

50

**APTEAN ACQUIRES OPSVEDA TO
BRING END-TO-END AGENTIC
ORCHESTRATION TO THE LOGILITY
SUPPLY CHAIN PLANNING AND
EXECUTION PLATFORM**

Press Release from Aptean

52

**SAGE COPILOT LAUNCHES IN SAGE
OPERATIONS GIVING EARLIER
INSIGHTS, FASTER DECISIONS
FOR MANUFACTURING AND
DISTRIBUTION TEAMS**

Press Release from Sage

54

**IN A SHIFT FROM AI HYPE TO AI
REALISM, ORGANIZATIONS ARE
INCREASING THEIR AI INVESTMENTS
WITH A FOCUS ON LONG-TERM VALUE**

Press Release from Capgemini

56

**MANUFACTURING AI AND
AUTOMATION OUTLOOK 2026: 98%
OF MANUFACTURERS EXPLORING AI,
BUT ONLY 20% FULLY PREPARED**

Press Release from Redwod

58

**WORKDAY TO INVEST CAD \$1 BILLION
IN CANADA OVER FIVE YEARS**

Press Release from Workday

60

**PROTERA ACQUIRES REDFIG
TO EXPAND ENTERPRISE IT
MODERNIZATION CAPABILITIES**

Press Release from Protera

62

**ENHANCING CYBERSECURITY
THROUGH PRIVILEGED ACCESS
MANAGEMENT**

Customer Stories from Capgemini

64

**PASSION MEETS POWER: HOW A
HIGH- END MOTORCYCLE RETAILER
MANAGES 50K INVENTORY ITEMS
WITH ODOO**

Customer Stories from Odoo

67

**BAYER BRINGS ITS MANUFACTURING
OPERATIONS' OT SECURITY UP TO
DATE**

Customer Stories from NTT Data

70

**RIMINI STREET'S SAP EXPERTISE
POWERS THE IMPOSSIBLE FOR SP
ELECTRICITY NORTH WEST**

Customer Stories from Rimini Street

74

**CLOSING GAPS, GAINING CONTROL:
STRENGTHENING SAP SECURITY
PRACTICES GLOBAL MARKET
EXPANSION SERVICE PROVIDER
AUTOMATES PATCH MANAGEMENT
FOR SAP**

Customer Stories from Security Bridge



Building a Services-Led ERP Channel: Brenda Nobleza on Epicor's Partner-First Growth Strategy

Brenda Nobleza is the Vice President of Channel Solutions at Epicor, where she plays a key role in driving partner success and expanding the company's global channel ecosystem. Known for fostering an open, collaborative, and growth-oriented work environment, Brenda is a strong advocate for empowering teams and enabling long-term business impact through strategic partnerships. Her leadership influence extends beyond channel strategy—she is also deeply committed to mentoring women early in their careers and championing professional development across the organization.

1. To begin, could you introduce yourself and share your leadership vision at Epicor, including how your role shapes the company's long-term channel and partner ecosystem strategy?

I lead Epicor's global channel sales organization, with responsibility for building and scaling a partner ecosystem that drives long-term, sustainable growth for both Epicor and our partners. My leadership vision is rooted in **mutual value creation**—ensuring

that partners are not simply resellers of software, but trusted advisors delivering meaningful business outcomes to customers.



Interview with
Brenda Nobleza,
Vice President, Channel Solutions

EPICOR

At Epicor, the channel is a strategic growth engine. My role is to ensure our partners are aligned to our industry focus, equipped with the right enablement, and positioned to build profitable, services-led practices over time.

2. How has Epicor's channel strategy evolved in recent years, particularly for small and mid-sized technology and business services firms?

Our channel strategy has evolved significantly. We've moved beyond a traditional transactional model to one that emphasizes *industry specialization, cloud adoption, and lifecycle services*.

For small and mid-sized technology and services firms, this means greater opportunity to differentiate—by developing industry expertise, delivering advisory-led engagements, and building recurring revenue through managed services, optimization, and IP. This evolution mirrors how our customers are buying today and how partners want to grow.

3. For consulting firms, custom software developers, and IT service providers with 10–200 employees, what defines an “ideal” Epicor channel partner today?

An ideal Epicor partner is services-led, industry-focused, and committed to long-term growth. We look for partners who invest in skills and certification, understand their customers' operational challenges, and view ERP as a strategic platform rather than a one-time implementation.

Size matters less than mindset. Partners who succeed are those who want to build a practice—not just close deals.

“My leadership vision is rooted in mutual value creation—ensuring that partners are not simply resellers of software, but trusted advisors delivering meaningful business outcomes to customers.”

4. Many of our readers operate in management consulting and business advisory. What tangible business value does Epicor offer to service-led partners beyond traditional software resale margins?

Epicor enables consulting and advisory firms to engage in *high-value transformation initiatives*. ERP becomes the foundation for broader advisory work across finance, operations, supply chain, manufacturing, and growth strategy.

Beyond resale margins, partners gain long-term services revenue from implementation, optimization, continuous improvement, analytics, and cloud lifecycle management. This creates durable client relationships and predictable revenue streams.

5. The ERP channel space is crowded. From Epicor's perspective, what differentiates your partner ecosystem from other ERP vendors?

Epicor is purpose-built for the mid-market, with deep industry expertise and a strong partner-first philosophy. We differentiate through:

- Industry-specific solutions that reduce risk and complexity
- A profitability model centered on services and recurring revenue
- Enablement programs designed for real-world delivery success

We are intentional about who we partner with because long-term success matters more than sheer scale.

6. When a company that is already a partner of another ERP system decides to join the Epicor ecosystem, how does Epicor approach this transition?

We take a strategic, phased approach. That includes clear guidance on where Epicor is best positioned to win, structured onboarding, and realistic timelines for enablement.

Common risks include overextending resources or lacking focus. We help mitigate this by working closely with

partners to define target industries, ideal customer profiles, and achievable growth milestones to ensure long-term value creation.

7. Custom software and integration firms often worry about being “boxed in” by ERP vendors. How does Epicor address this concern?

Epicor is designed to be extended and integrated. We actively encourage partners to build industry accelerators, develop proprietary IP, and integrate third-party solutions.

With modern APIs, cloud architecture, and low-code tools, partners have the flexibility to innovate. We believe in *co-creation*, not constraint.

“Size matters less than mindset. Partners who succeed are those who want to build a practice—not just close deals.”

8. Epicor has long been associated with the mid-market. Why does this segment remain strategically important?

The mid-market is where complexity and growth intersect. These organizations need industry-specific solutions, faster time to value, and trusted advisors who understand their business.

Our channel amplifies Epicor’s reach by delivering localized expertise, vertical knowledge, and hands-on services—exactly what mid-market customers expect.

9. What investments is Epicor making in training, certification, and go-to-market enablement?

We continue to invest heavily in role-based training, industry-specific certification paths, and cloud-focused implementation



methodologies. Enablement spans sales, pre-sales, delivery, and post-go-live support.

Our objective is simple: partners should feel confident selling, implementing, and supporting Epicor solutions from day one.

10. How closely does Epicor collaborate with partners on demand generation and marketing?

Very closely. We collaborate on joint marketing campaigns, regional and vertical targeting, account-based strategies, and co-branded content and events.

The most effective demand generation is shared, measurable, and aligned to partner strengths—and that's how we approach it.

“We are intentional about who we partner with because long-term success matters more than sheer scale.”

11. As cloud ERP and industry-specific solutions gain momentum, how is Epicor preparing partners for the next 3–5 years?

We're preparing partners by prioritizing cloud-first enablement, encouraging industry specialization, and supporting recurring revenue and managed services models.

We also actively support partners who want to innovate by developing IP and differentiated solutions. The future belongs to partners who combine technology with deep business insight.

12. From your experience, what are the most common mistakes new channel partners make?

The most common challenges are underinvesting in training, lacking a clear industry focus, and expecting immediate returns.

Successful partners are patient, disciplined, and intentional about building their Epicor practice over time.

13. Finally, for technology consultants, business advisors, and software resellers evaluating ERP partnerships in 2026, what key questions should they ask themselves before choosing Epicor?

They should ask:

- Do we want to be industry specialists rather than generalists?
- Are we committed to cloud and recurring services?
- Do we value long-term partnership over short-term volume?

- Can ERP serve as a strategic anchor for our advisory or services business?

If the answer is yes, Epicor is a strong fit.

EPICOR

About Brenda Nobleza

Brenda Nobleza is the Vice President of Channel Solutions at Epicor. She is known for fostering a work environment that is open, collaborative, and growth-focused. Her influence extends throughout the organization, including mentoring women early in their careers.

About Epicor

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



From Systems of Record to Systems of Action: Ron Davis on Agentic AI and the Future of ERP

As manufacturers face rising complexity, tighter margins, and growing pressure to act in real time, the role of ERP systems is undergoing a fundamental shift. No longer confined to reporting and record-keeping, ERP platforms are increasingly expected to participate actively in day-to-day operations—anticipating issues, guiding decisions, and helping teams execute faster.

In this interview, Ron Davis, Senior Vice President of Product Engineering at QAD | Redzone, shares how Agentic AI and Champion AI are transforming ERP from a passive system of record into a true system of action. He explains what makes Agentic AI fundamentally different from traditional machine-learning features, how it operates on the plant floor, and why this evolution is especially critical for mid-market manufacturers with lean teams. Ron also discusses governance, trust, and the practical realities of embedding AI directly into manufacturing workflows—delivering measurable value without adding complexity.

1. Champion AI & Agentic Intelligence

QAD and AWS have introduced Champion AI as a transformative step for mid-market manufacturers.

In practical terms, what differentiates Agentic AI from the traditional machine-learning features manufacturers have seen in ERP systems?

Traditional machine learning in ERP mostly analyzes data. It looks for patterns, makes predictions, and flags issues, but people still have to decide what to do and then go execute it.

Agentic AI is different because it's built to act.

With Champion AI, agents understand the manufacturing process, know the goal they're working toward, and can take or recommend actions across systems and teams.



Interview with
Ron Davis,
SVP of Product Engineering,
QAD | Redzone



That shift from insight to execution is what makes this meaningful for mid-market manufacturers with lean teams.

**How does Champion AI actually operate on the plant floor?
Can you share examples of real workflows or decision cycles it autonomously executes today?**

One example is our Line Lead Champion, operating within Redzone, our connected workforce solution for frontline teams. It helps line leads prepare for their shift by reviewing what's already in progress, what's coming next, and flagging risks—such as upcoming changeovers, predicted top losses, or known equipment and quality issues.

Using machine learning, it helps prepare for changeovers, anticipates where losses are most likely to occur, and surfaces previously successful actions taken in similar situations to help avoid the same problems. From there, it can recommend or initiate actions—like creating maintenance work orders, assigning follow-ups, or escalating issues early.

The result is simple: line leads start the shift prepared, instead of reacting after performance has already slipped.

2. The Evolution of QAD Adaptive ERP

With Agentic AI now embedded across QAD Adaptive, what types of decisions can the ERP system now make proactively?

With Agentic AI built into QAD Adaptive, these Champions don't wait for someone to click a button or run a report. They're

always paying attention to what's happening and stepping in when it matters.

Productivity Champions take care of the routine, repetitive work in the background, freeing people up to focus on more important tasks.

Optimization Champions keep an eye on demand, supply, and constraints and proactively suggest, or kick off actions that drive real ROI, like freeing up working capital through better inventory decisions or simplifying how teams work with suppliers.

Implementation Champions help teams get up and running faster by guiding them through the process, automating setup and follow-ups, and removing friction along the way.

The end result is that the ERP starts helping teams get work done, not just keeping track of it.

How does this shift impact core operational areas such as planning, maintenance, quality, and supply chain responsiveness?

The biggest impact is that these areas stop working off outdated information. When intelligence lives inside the workflow, planning adjusts faster because the system can point out the moment when the plan no longer matches what's happening on the floor. Maintenance gets an earlier warning because the system can recognize patterns that typically lead to a problem instead of alerting after the fact.

Quality becomes more preventative — many issues start upstream, and an agent can surface those signals before

they turn into defects. On the supply chain side, the system can immediately interpret what a disruption means for production instead of simply logging the delay.

The most transformational common change is speed. People get the right information at the right time, which lets them respond before small issues become larger ones.

“Traditional machine learning in ERP mostly analyzes data. Agentic AI is different because it's built to act. That shift from insight to execution is what makes this meaningful for mid-market manufacturers with lean teams.”

3. Systems of Record → Systems of Action

Many manufacturers still rely on ERP as a passive information repository. What does “system of action” mean in practice, and why is this transition so important now?

In our world, a system of action means ERP doesn't stop at recording what happened. It continuously senses what's going on in the process,

understands the impact and prompts the next best step in real time. The system of record is still there as the foundation, but the agentic layer interprets those signals and drives action inside the workflow, not in a separate report.

That matters now because manufacturing runs faster than the old ERP model. If you only find out about a problem in tomorrow's dashboard, you've already lost the chance to respond. A system of action is about catching that moment while you can still do something about it.

How do you expect this shift to change the daily work of frontline teams and plant managers?

Frontline teams will spend less time hunting for what's wrong and more time fixing what matters. Instead of digging through data or walking the floor to spot issues, the important signals show up in the tools they already use.

For plant managers, it means fewer "where did that come from?" surprises. They see risks and deviations as they form, not just in hindsight, so their day shifts from firefighting to steering. The system takes on the monitoring load so people can focus on judgment and leadership.

4. Mid-Market Manufacturing Impact

Mid-market manufacturers often have limited IT resources. How does Champion AI balance advanced capabilities with usability for smaller teams?

We designed Champion AI so you don't need a data science team to benefit from it. The agents are embedded in existing workflows for planning, scheduling, quality and so on, which means their functionality is right at your fingertips and teams don't need to learn a new analytics environment.

Because it's built on AWS and grounded in QAD's manufacturing process knowledge, a lot of the complexity sits under the hood. What people see is a timely prompt, a recommendation or a "pay attention here" moment, not a model configuration screen. That's how you give mid-market manufacturers serious AI without turning it into another IT project.

Are there specific mid-market case studies or early results you can share?

We're already seeing mid-market customers use Champion AI to bring issues forward earlier and stabilize their operations. Teams are learning about risks and drifts sooner, and they're able to make decisions faster.

Going back to that inventory optimization example, one early adopter of Champion AI was able to identify adjustments that translated to roughly \$300,000 in working-capital savings. And with the support of



our migration agent, customers are going live and seeing real value from QAD Adaptive with Champion AI in just 90 days – unheard of for ERP deployments.

The biggest early win I see is time; time saved from digging through data, and time gained to respond before problems grow. That's where the measurable value is showing up first.

“The next big differentiator is whether your ERP can act, not just record. That's where ERP starts to feel less like a database and more like a digital teammate.”

5. AI Governance & Trust

As AI becomes more embedded in operational decisions, how is QAD approaching transparency, explainability, and governance?

We believe that trust starts with context. Champion AI is grounded in the customer's own data, processes and KPIs, not a generic model guessing from the outside. We make it clear what the agent is reacting to and keep humans firmly in the loop. The agent can recommend, but people decide.

On top of that, QAD has a strict AI policy around privacy, security and responsible use, and we're building Champion AI on AWS infrastructure that's already proven at scale in those areas. Governance is not an afterthought; it's baked into how we design and deploy the agents.

What safeguards ensure that Agentic AI actions are correct, compliant, and aligned with business rules?

The first safeguard is that agents operate inside your configured business rules and workflows. They learn your world – what you make, how you make it and what “good” looks like for you – and they stay within that frame.

The second safeguard is human oversight. We're not pushing fully autonomous, black-box decisions into a factory. Champion AI proposes actions and changes based on clear signals; people review, approve and tune that behavior over time. That feedback loop keeps the system aligned with compliance, standards and how you actually want to run the plant.

6. Competitive Landscape & Industry Direction

QAD has made one of the boldest moves toward operational AI this year. Where do you see the manufacturing technology landscape heading over the next 2–3 years?

I think we're moving quickly away from systems that just report and toward systems that participate. Dashboards and static analytics won't go away, but they won't be

enough. Manufacturers are going to expect software that understands their processes and can work alongside people in real time.

You'll see more vertical depth, more role-based intelligence and a greater focus on the “messy reality” of how factories actually run. The winners will be the platforms that combine a strong system of record with an agentic layer that can sense, decide and respond in the flow of work.

“One early adopter was able to identify adjustments that translated to roughly \$300,000 in working-capital savings—and customers are going live and seeing real value in just 90 days, unheard of for ERP deployments.”

Do you view Agentic AI as the next major differentiator in ERP?

Definitely. The next big differentiator is whether your ERP can act, not just record. Agentic AI is the first serious step in that direction. When ERP carries agents that understand specific roles, care about the same KPIs as the people in those

roles, and work with them in real time, that's a very different value proposition than another reporting feature.

That's where ERP starts to feel less like a database and more like a digital teammate.

7. Looking Ahead

What is next for Champion AI? Are there upcoming capabilities or roadmap items you can preview?

The direction is to expand Champion AI across more roles and decision points in the factory. Today you see it in areas like inventory and core workflows; over time, you'll see more agents tuned to specific responsibilities and pain points. We recently acquired Kavida.ai, a leader in Agentic AI for industrial companies, and expect that to significantly accelerate our product roadmap.

We're also investing in making the experience feel more "ambient," less like interacting with a separate AI tool and more like the system simply knowing when to step in and help. The long-term vision is that every critical role in manufacturing has a champion working alongside it.

How will QAD continue supporting manufacturers transitioning toward AI-powered operational models?

We know not every manufacturer is starting from the same place, so we've built on-ramps like the Champion Benchmark to help them understand where they are and what's possible. From there, we use approaches like Champion Pace and AI-assisted migration to reduce the pain of modernization and get to value faster.

Our job is to bring AI into their world without overwhelming them – keeping the intelligence inside the workflow, keeping people in control and keeping the focus on outcomes instead of hype.

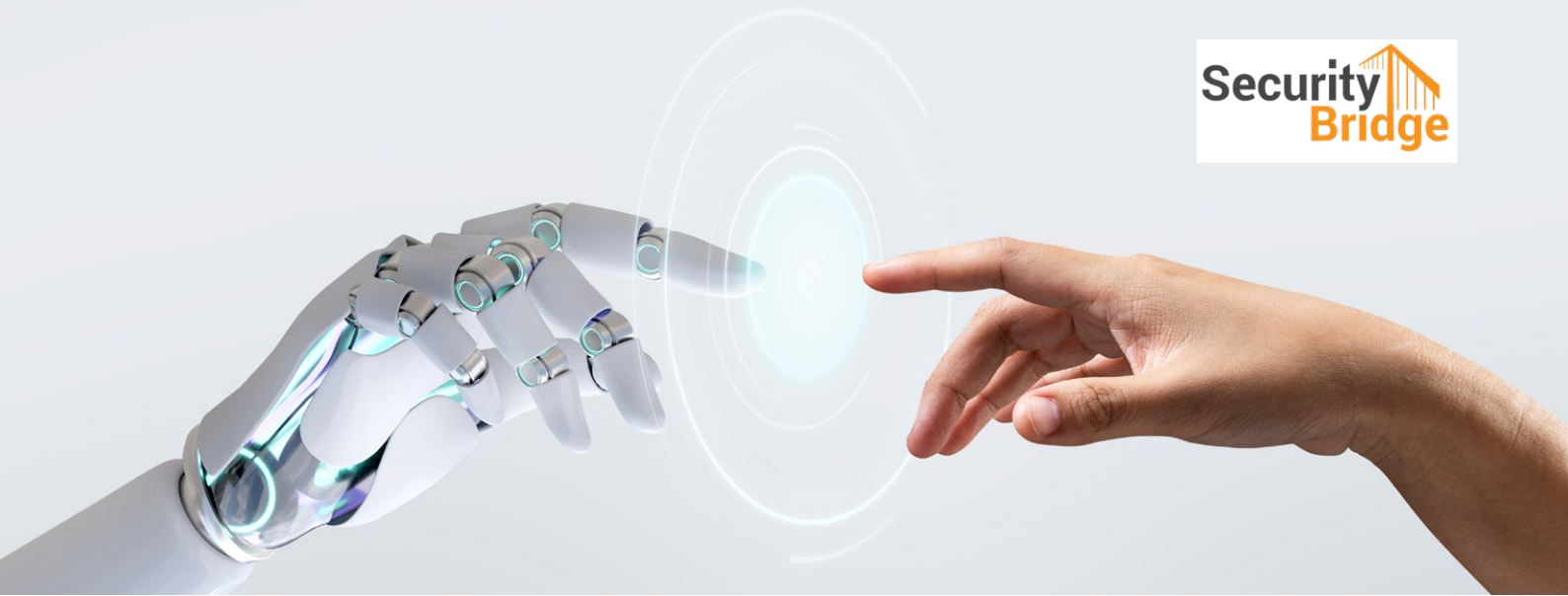
About Ron Davis

Ron is both a strategic and hands-on technology leader with 20+ years of Engineering, DevOps, Operations and Sales experience possessing a B.A in International Business with a minor in Computer Science as well as a Master of International Business from Saint Louis University.

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](#).





From Findings to Action: How SecurityBridge Is Bringing Trusted AI into SAP Security

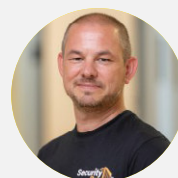
SAP security remains one of the most complex and expertise-driven areas of enterprise IT. Organizations face thousands of technical findings across custom code, configurations, interfaces, and authorizations—yet translating those findings into clear priorities and actionable remediation often requires scarce and highly specialized SAP security expertise.

In this interview, Ivan Mans, Co-Founder & Board Member at SecurityBridge, discusses the launch of the SecurityBridge AI Companion, the first AI-powered security assistant purpose-built for SAP. He explains how proprietary SAP security intelligence, context-aware risk analysis, and natural-language interaction are reshaping how SAP teams understand threats, prioritize risks, and respond with confidence—without sacrificing trust, governance, or human oversight. The conversation also explores how AI can augment SAP security teams at scale as organizations prepare for an increasingly complex threat landscape.

1. SecurityBridge positions the AI Companion as the first AI-powered security assistant purpose-built for SAP. What specific gaps in existing SAP security tools or workflows led you to develop this solution?

In our opinion, existing SAP security tools (including SAP's own) leave critical gaps between SAP security expertise, data findings and the actions that must be taken to mitigate/remediate. Yes, tools may tell you there are 1,000+ findings but where to start? To

take a risk based approach, with recommendations to perfectly align to your environment, AI paves a much more effective road to secure SAP operations.



Interview with
Ivan Mans,
Co-Founder & Board Member,
SecurityBridge



2. SAP security is often described as highly complex and expert-driven. How does the AI Companion help reduce dependency on scarce SAP security specialists while maintaining high accuracy and trust?

SecurityBridge was purpose-built to uncover and manage the complexity of SAP security in large enterprise environments. Over the past decade, our engineers have systematically captured their deep SAP security expertise in a central knowledge base, which has evolved into one of the most comprehensive repositories of SAP security intelligence available today.

By combining the results of automated SAP system scans with this extensive, continuously enriched knowledge base, the SecurityBridge AI Companion delivers context-aware, actionable guidance. The result is a powerful security assistant that helps organizations prioritize risks, accelerate remediation, and measurably strengthen the security posture of their SAP landscape.

“Existing SAP security tools leave a critical gap between findings and action. AI allows us to take a true risk-based approach—helping teams understand where to start, why an issue matters in their environment, and what to do next.”

-Ivan Mans,
Co-Founder & Board Member,
SecurityBridge

3. The AI Companion is trained on SecurityBridge’s proprietary SAP security knowledge base. Can you explain what differentiates this knowledge base from general AI models or publicly available security data?

There are two fundamental challenges in SAP security today. First, critical SAP security knowledge is highly fragmented, siloed, or locked away in individual expertise, and is therefore not publicly accessible or consistently reusable.

Second, organizations are understandably reluctant to expose their SAP security posture to generic AI models, where sensitive information risks being reused for model training, effectively turning the customer into the product.

The SecurityBridge AI Companion addresses both challenges. It is built on a continuously evolving, curated knowledge pool to which our customers and partners contribute, without sharing sensitive system data. By securely and contextually blending this collective expertise with each customer’s SAP security insights, the AI Companion delivers trusted, purpose-built intelligence for SAP security, without compromising confidentiality.

4. One of the key promises is real-time explanation of security alerts. How does this change day-to-day incident response for SAP teams compared to traditional alert-based security tools?

Traditional SAP security tools are alert-driven, manual, and slow, producing raw technical findings that require extensive interpretation. SecurityBridge

shifts this model to actionable, trustworthy alerts that are context-aware and self-explanatory, grounded in deep SAP business and security knowledge and validated against real SAP system context.

“The SecurityBridge AI Companion operates strictly in an advisory role. We deliberately keep humans in control—AI provides context and guidance, but accountability and decision-making always remain with the customer.”

-Ivan Mans,
Co-Founder & Board Member,
SecurityBridge

5. Natural-language interaction is central to the AI Companion experience. What types of questions are customers already asking during pilots, and which use cases are generating the most value?

Answering that question alone does not require AI. The real value emerges when those issues are interpreted in the context of the customer’s specific SAP security posture, clearly explaining why they matter, how they can be exploited, and what to do next.

SecurityBridge blends real-time system insight with deep SAP security knowledge to deliver clear, prioritized risks

and a concrete remediation path forward. Instead of commissioning a multi-week manual audit, customers can ask SecurityBridge to generate an up-to-date, contextual security assessment and a practical roadmap on demand.

6. The platform not only explains risks but also recommends remediation actions. How do you ensure that these recommendations are context-aware and aligned with each customer's SAP landscape?

Each SecurityBridge customer maintains a dedicated, shielded SAP vulnerability database, covering areas such as missing patches, configuration weaknesses, code security issues, vulnerable or exposed interface endpoints and much more. This information is highly sensitive and cannot be fed directly into an AI model.

To address this, SecurityBridge applies context-preserving anonymization. Sensitive details are abstracted while retaining the technical and functional context required to deliver accurate, meaningful, and actionable recommendations without exposing customer-specific security data.

7. AI in cybersecurity often raises concerns around reliability and over-automation. How do you balance AI-driven guidance with human oversight in critical SAP security decisions?

Today, the SecurityBridge AI Companion operates in an advisory role. All insights, recommendations, and actions remain fully human-controlled.

We deliberately do not allow the AI to make unattended decisions or perform automated remediation, ensuring that accountability, governance, and operational control stay firmly with the customer.

8. The AI Companion is included at no additional cost within the standard SecurityBridge subscription. What role does this decision play in your broader product and customer success strategy?

There was a time when installing a radio in a car was a paid option; today, it is a standard expectation. The same evolution applies to our AI Companion, but AI gets adopted at a much faster pace. It is not a separate novelty, but a logical and natural progression of the SecurityBridge platform, further enhancing and reinforcing the value we already deliver to our customers.

9. Looking ahead to general availability in Q1 2026, what feedback from pilot customers has been most influential in shaping the final version of the AI Companion?

The SecurityBridge AI Companion is not a finished product. It is designed to continuously evolve and improve over time. While it operates in an advisory role today, its long-term vision is to become a persistent security capability that can monitor, harden, and intercept threats 24/7 at machine speed, always under appropriate governance and control.

10. More broadly, how do you see AI transforming SAP security over the next three to five years, and what role do you envision SecurityBridge playing in that evolution?

AI will play a critical role in addressing the shortage of skilled professionals by augmenting human expertise, not replacing it. It allows teams to focus their skills on areas where human judgment, accountability, and creativity remain essential, while AI handles analysis, correlation, and scale in areas where automation is both safe and effective.

About Security Bridge

Real-time Intrusion Detection and Vulnerability Monitoring for SAP® applications. SecurityBridge is the first and only holistic, natively integrated security platform, addressing all aspects needed to protect organizations running SAP from internal and external threats against their core business applications. SecurityBridge's unique approach to protecting SAP NetWeaver, ABAP, and S/4HANA platforms reveal exploits, and uncovers previously unknown vulnerabilities, directing and enabling remediation before any harm is done.



When ERP Becomes Infrastructure: Johnny Than on AskCipher and the Future of AI-Led Enterprise Interaction

Despite years of investment in cloud ERP platforms such as Oracle NetSuite, many organizations still struggle to unlock their full potential. Complex interfaces, fragmented institutional knowledge, and costly integrations often leave users accessing only a fraction of the functionality they've paid for—while IT teams absorb growing operational overhead.

In this interview, Johnny Than, CEO and Founder of Appficiency, shares his perspective on AskCipher, an AI interface layer designed to fundamentally change how organizations interact with enterprise systems. Drawing on three decades of enterprise IT experience and hundreds of ERP implementations, Johnny explains why he believes ERP systems are becoming infrastructure—and why AI is emerging as the primary interface layer. He discusses how AskCipher simplifies adoption, preserves organizational knowledge, reduces integration complexity, and enables faster time to value across NetSuite, Salesforce, QuickBase, and beyond.

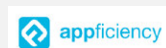
1. Could you start by explaining what this new product is designed to address and the core value proposition behind it?

- AskCipher is an AI interface layer designed to fundamentally change how organizations interact with their enterprise systems. Rather than forcing users to adapt to complex software interfaces, AskCipher allows natural language interaction with NetSuite, Salesforce, QuickBase, and other business applications. AskCipher acts as an intelligent business

operations partner, not just a chatbot, that learns and adapts over time, eliminating the need for users to learn multiple complex software environments.



Interview with
Johnny Than,
CEO and founder,
Appficiency



2. What gaps or challenges did you observe in the NetSuite ecosystem or customer operations that led to the development of this solution?

- After implementing NetSuite for 200+ customers across diverse industries, we identified three persistent gaps that traditional consulting couldn't solve.

- The complexity barrier: even with NetSuite's powerful capabilities, users face steep learning curves navigating hundreds of features and multi-step workflows, resulting in organizations typically using only 20% of their ERP functionality because the other 80% is too difficult to access.

- The knowledge fragmentation problem: institutional knowledge about configurations, workarounds, and best practices lives in people's heads and disappears when employees leave, forcing each new hire to start from zero and repeat mistakes the organization has already solved.

- The integration complexity trap: customers running NetSuite alongside aforementioned platforms were spending upwards of hundreds of thousands of dollars on middleware and custom integrations, yet still manually switching between applications and synchronizing data across systems.

- These challenges created a pattern: organizations invested in best-in-class software but struggled to access their full value. We realized they didn't need more training or more integrations — they needed a unifying layer that

simplifies interaction, preserves organizational memory, and eliminates unnecessary technical steps.

“Organizations invested in best-in-class ERP software, but struggled to access even 20% of its value. They didn't need more training or more integrations—they needed a unifying layer that simplifies interaction, preserves organizational memory, and eliminates unnecessary technical steps.”

3. How does this product fit into Appficiency's broader technology and innovation vision for the coming years?

- AskCipher represents Appficiency's strategic evolution from traditional ERP consulting to full tech stack consulting, marking our shift toward what we call the “Plumber vs. Homeowner” vision, where SaaS applications become infrastructure behind the drywall, and AI is the only interface that matters. This vision extends across product and service innovation:

- Product innovation, with AskCipher expanding to support additional enterprise platforms, plus advanced multi-system orchestration and deeper continuous learning within each deployment

- Service evolution, where our AI Augmented Implementations

(AIAI) deliver faster, cheaper software implementations that improve over time, while our AI Enabled Consulting (AIEC) helps organizations identify AI opportunities across their entire operations, regardless of tech stack.

4. In what ways does this offering stand out from similar tools in the NetSuite marketplace or third-party solution landscape?

- Most NetSuite marketplace solutions are in-app agents that are deeply connected to NetSuite, but they analyze your business in isolation. AskCipher is fundamentally different because it's a layer, not another app. We connect NetSuite, Salesforce, Quickbase, with more integrations to come, simultaneously, enabling true cross-system intelligence. For example, you can compare customer data across NetSuite and Salesforce in real-time, enforce organizational policies across all platforms, and execute workflows that span multiple systems through natural language. The real differentiator is our enterprise-grade memory architecture. While typical AI tools forget information between sessions, AskCipher is designed to remember your organizational policies, personal preferences, and learns from every interaction. It's not about adding another tool to your stack; it's about creating the last user interface you'll ever need. We're solving the '100 apps problem' where businesses are using hundreds of applications, each with its own AI agent. Instead of learning 100 different interfaces, you learn one layer that orchestrates everything underneath.

5. Are there key technical components—automation, workflow orchestration, AI, etc.—that play an important role in its impact?

- AskCipher focuses on reducing three types of GenAI friction:
- Human friction – requiring user approval for sensitive or high-impact actions.
- Organizational friction – automatically applying administrative rules and compliance requirements.
- Technical friction – maintaining context and organizational knowledge through persistent memory.
- Technically, AskCipher combines natural language processing, workflow orchestration, real-time integrations across connected platforms, and a full audit framework to support transparency and control.

6. How does the solution help customers reduce operational overhead or simplify complex processes?

- AskCipher improves efficiency across the full ERP lifecycle.
- During implementation, documentation and configuration accelerate through intelligent requirements gathering and best-practice guidance, reducing timelines by roughly 20% and lowering costs by minimizing manual work.
- During training and adoption, users receive contextual, personalized support instead of static documentation,

shortening the path to proficiency.

- In daily operations, tasks that previously required multi-step navigation—such as building saved searches, exporting reports, or assembling cross-system insights—can be performed in seconds with natural-language queries.

The shift is from users adapting to complex software to software adapting to the way users work.

“AskCipher is not another app—it’s a layer. Instead of learning 100 different interfaces, you learn one intelligent layer that orchestrates everything underneath.”

7. Which industries or customer profiles will benefit the most from this new offering?

- AskCipher delivers exceptional impact in industries where Appficiency has deep expertise from our 200+ NetSuite implementations:
- Construction Companies: Managing job costing, progress billing, change orders, and AIA compliance benefit from simplified project setup and

financial analysis through natural language, with organizational memory built from Appficiency’s construction-specific best practices.

○ Transportation, Logistics, and Distribution: A core Appficiency specialization, these operations benefit from cross-system intelligence providing instant visibility into routing, multi-warehouse inventory, and shipment tracking without the middleware costs.

○ Manufacturing and CPG: Another key vertical where companies managing bill of materials, work orders, and production scheduling benefit from queries like “Show me all work orders with material shortages” through simple natural language rather than complex saved searches.

8. Could you share an example or scenario that illustrates the measurable value customers can expect?

- Consider a mid-sized construction company implementing NetSuite with traditional consulting versus AskCipher-augmented ERP implementation and AI Enablement Consulting:
- Traditional Approach:
- Implementation timeline: 6 months
- Middleware/integrations: \$100,000 for connecting tech stack
- Training: 40 hours of sessions, static documentation
- User adoption: 6-9 months to proficiency
- Functionality utilization: ~20% of NetSuite capabilities

- AI strategy: None—company struggles to identify where AI could improve operations

○ AskCipher-Augmented Approach with AI Enablement Consulting (AIEC):

- Implementation timeline: 4.8 months (20% faster through AI Augmented Implementation)
- Middleware/integrations: \$10,000 (AskCipher eliminates middleware needs)
- Training: Interactive AI-guided onboarding, 24/7 contextual help
- User adoption: 2-3 months to proficiency (60% faster)
- Functionality utilization: 40-50% of NetSuite capabilities (2-2.5x improvement)
- AI strategy: AIEC pilot (\$5K-\$10K) identifies AI opportunities to streamline and simplify processes in the office of the CFO, speeding up time to reporting significantly
- *These are projections based on beta customers

9. Have early adopters reported any specific ROI or efficiency improvements so far?

- AskCipher was officially released in October 2025 and is currently in beta phase, concluding Q1 2026
- Beta customers are already experiencing the implementation acceleration we projected
- Organizations report a major reduction in help desk inquiries as users self-serve through AskCipher rather than contacting IT or consultants, directly reducing operational overhead.
- Executives access real-time operational data through natural language

queries, eliminating the traditional request-wait-analyze cycle.

- As we expand beyond beta in February 2026, we expect to report more comprehensive ROI data, particularly around the compounding efficiency gains

“ERP is becoming infrastructure, and AI is becoming the interface. The organizations that win won’t have the most AI tools—they’ll have one intelligent layer that actually understands their business.”

10. How do you see customer expectations evolving within the Oracle NetSuite ecosystem?

- Users increasingly expect to interact with systems through natural language rather than detailed navigation flows. They want applications that surface insights proactively, identify anomalies, and provide recommendations.
- Organizations also prioritize privacy and cost. They are looking for AI that operates within their existing infrastructure, avoids new data-storage risks, and doesn’t require expensive additional middleware.

11. What broader trends—AI-driven workflows, verticalization, automation—do you believe will shape cloud ERP adoption next?

- AI as Infrastructure: One AI tool connected to all your business applications will become the universal layer that everything connects to. The ERP becomes infrastructure—just like servers became infrastructure when everyone moved to SaaS in the 2000s. Now SaaS is becoming infrastructure for AI. This will solve tool sprawl by giving you one intelligent layer instead of multiple AI agents that don’t know your business or each other.
- Traditional ERP Gets Smarter: ERP modernization is becoming much less risky
- because AI layers like AskCipher can handle data entry, validation, and integration between systems. This means implementations can be more standard, with AI adapting the interface and workflows instead of requiring extensive customization. Modern ERP deployment is getting a lot faster and easier.

12. How is Appficiency positioning itself to meet these emerging needs?

- FasterERPImplementations: AI Augmented Implementations (AIAI) streamline configuration, automate data entry and validation, and remove the need for most customization or middleware, resulting in faster, more efficient deployments.
- Accelerated Time to Value: AskCipher speeds up user adoption through AI-guided onboarding and contextual support, helping teams access more platform capabilities sooner and realize ROI faster.

- AI Enabled Consulting (AIEC): helps organizations identify AI opportunities to speed up processes and automate repetitive tasks through pilot programs (\$5K-\$10K).

13. Appficiency is known for deep industry-focused solutions. What leadership principles guide your product and innovation decisions?

- At Appficiency, we aim to solve the most complex tech problems in specific industries that others avoid. Our innovation philosophy is simple: go deep, not wide. We combine 10+ years of vertical expertise in construction and manufacturing with cutting-edge AI through our AskCipher platform, always with the belief that technology should amplify human expertise, not replace it. We build products like our ProjectSOS suite because we've seen our clients' pain points up close. That depth of focus, paired with a global team of diverse problem-solvers, is what allows us to build and deliver solutions that truly transform how businesses operate.



14. What are your top priorities for Appficiency's roadmap in the next 12-18 months?

- For Appficiency, key roadmap areas for 2026 include:
 - Scaling AskCipher beyond beta and expanding to additional enterprise applications
 - Strengthening cross-system orchestration for complex multi-application workflows
 - Deepening persistent memory that allows organizations to encode policies and industry-specific knowledge
 - Expanding AI-Augmented Implementations and building industry-specific AI playbooks for sectors like construction, transportation and logistics, and manufacturing

15. Finally, what message would you share with organizations preparing for major digital transformation efforts in 2026?

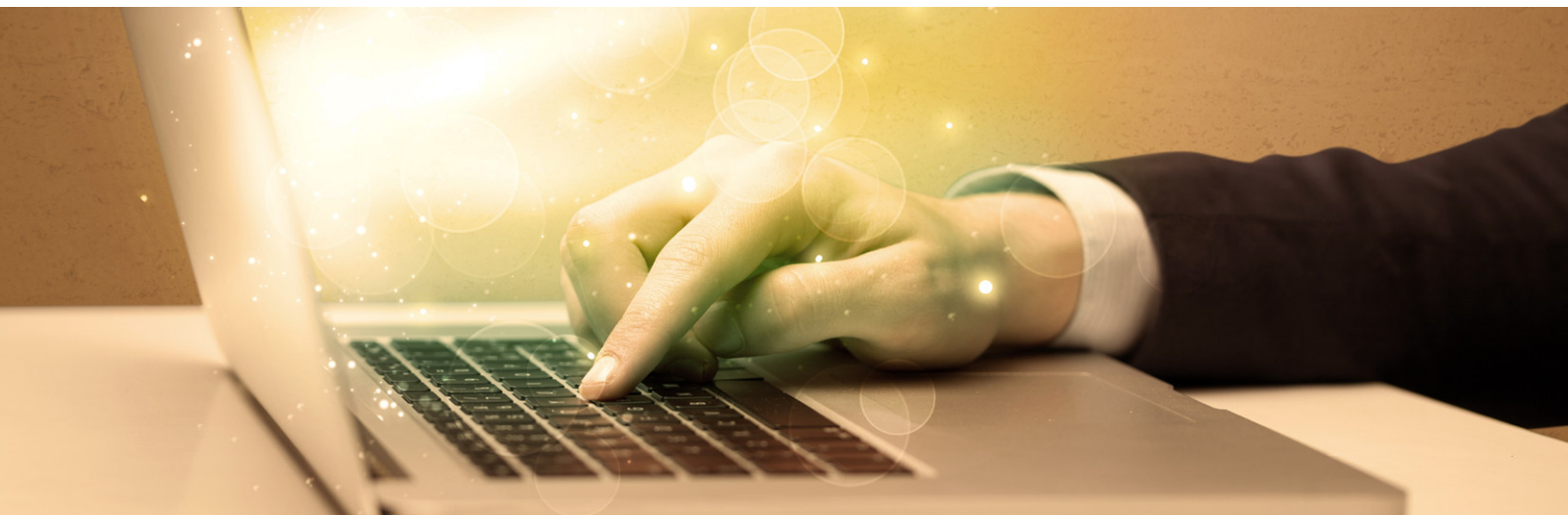
- The most practical step for organizations preparing for digital transformation in 2026 is to look for flexible, broader tools that augment your existing technology stack rather than replacing it. Start with a project you've already allocated budget for, research how AI can automate or expand

its capabilities, and aim to get value in under three months. However, you don't want to go at it alone; you can engage an AI Enablement Consultant at firms like Appficiency that have deep expertise in your vertical. The organizations that win in 2026 won't be those with the most AI tools, but those with the smartest AI strategy executed with clarity, control, and measurable results.

About Johnny Than

As CEO and founder of hyper-growth firm, Appficiency, Johnny Than brings 30 years of corporate IT experience with significant amounts of networking and client applications to current business enterprise applications. He has consulted with over 300 clients, focusing on mid-market and Fortune 500.

Earning his MBA from McMaster University in Innovation and Strategic Marketing in 2001, he centralized his career primarily in education, retail, manufacturing and software development. At Appficiency, he guided his company to conceive and lead strategic verticals in blue-chip companies such as Salesforce.com and NetSuite, where they have generated solutions for over 1,000+ clients and decision-makers.





5 Changes Manufacturers are Making Today and for Tomorrow

The manufacturing industry is undergoing a transformation driven by rapid technological advancements, changing consumer preferences, and evolving regulatory frameworks. Manufacturers everywhere are facing unprecedented challenges as they seek to remain competitive, profitable, and sustainable in the face of unreliable supply chains, uncertain economies and global competition. When times were more stable, manufacturers focused primarily on their people, processes, and business models to sustain success. These key elements remain a foundation for any manufacturing enterprise, yet by themselves they are no longer enough to maintain success over the long term.

The complexity of the current manufacturing world is forcing companies to respond in ways that go far beyond traditional elements. This whitepaper examines five areas where manufacturing businesses are making changes today that enable them to generate significant improvements in data management, forecasting, and getting to where customers need to go before they do. These changes include broader adoption of automation, more emphasis on business intelligence, protecting company data, implementing sustainability initiatives, and “future proofing” their businesses.



Article by
By Chris Pinaire,
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Implementations,
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1. More Automation

Automation in the manufacturing industry has been around for decades. The difference now is that automating machines, software and processes continue to expand into broader and more impactful areas. Increasingly, processes and tasks traditionally performed by people are giving way to high-tech machines and sophisticated digital technologies that enable the production of extremely accurate parts faster and at less cost.

Automation began with ERP software that offered automatic scheduling, purchasing, invoicing, work order and router creation, and other features. These made it possible to reduce labor and material costs, eliminate paper and material waste, improve quality and safety, minimize scrap and rework, and provide customers with faster turnaround times. The next step involved software programs to automate machines, such as nesting programs to optimize the cutting of different parts from the same piece of metal faster and more efficiently. Other examples include:

- **Product Configurator.** Reduces the time required to process orders by using predefined options to configure product and sales quotes.
- **CAD Interfaces.** Eliminates manual data entry by importing the bill of material (BOM) into ERP directly from CAD software.
- **BOM Compare.** Significantly reduces the time and engineering costs involved in creating large BOMs by comparing BOMs in your CAD/CAM and ERP software to identify discrepancies, additions, or modifications.

Now it's the Internet of Things (IoT) and artificial intelligence (AI)

driving automation to a previously unheard-of level. The ability of modern machines, equipment, and computers to share real-time data with each other continues to grow – to the point where manufacturing plants run by robots have left the world of science fiction behind and become a reality. Currently, only a fraction of manufacturers has achieved full automation of their plants, but their numbers will grow when the machines and technology become more affordable.

Automation can be costly. So don't implement a certain type of automation just because it's the latest fad. Start by defining the problem the automation will solve. Create a strategy that aligns automation with your business and operational goals. Determine how it will benefit your business and your customers. Forecast your expected ROI. And don't expect overnight results, especially if it's your first foray into automation.

“The complexity of the current manufacturing world is forcing companies to respond in ways that go far beyond traditional elements.”

2. Making Decisions Based on Business Intelligence

The initial value of ERP consisted of having easy access to data in every area of the business. However, there's a big difference between data and information that can be used to make decisions and take action. Business intelligence, also known as “big data,” is software that organizes and displays data from many different sources in user-friendly dashboards, reports, graphs, and charts. These sources range from current and historical internal data to information gathered through private and public sources, including social media.

Business intelligence provides actionable information, but it doesn't tell manufacturers what to do. Instead, it presents data in ways that allows decision makers to analyze information, identify trends, and gather insights about where their customers are headed and how the business needs to respond. It also provides decision-makers with an in-depth understanding of how their company operates, which leads to easier identification of opportunities for improvement where they are needed.

This kind of analysis is now possible because ERP providers are adding new features and functionalities that allow manufacturers to see big data the way they want to see it, when they need to see it, and use the data at all levels of the company. Some of the ways they are doing this include:

- **Tailored ERP.** Increasingly, ERP providers are building software kits into their platforms that enable users to create applications for specific manufacturing processes and custom screens.

- **Dashboards.** Until recently ERP only let you import data into a screen if it fit the categories built into the dashboard. Now, many ERP platforms let you create your own dashboards to bring all the data you want from many different sources into one screen.

- **Data flow automation.** Tailored ERP software also lets you create, schedule, and automate reports and workflow that goes beyond the software's standard applications.

Perhaps the most important factor in business intelligence is the ability to manage data in ways that were previously not available. ERP business intelligence doesn't just display the raw numbers; it provides intelligent information that informs critical decisions to simplify production processes, boost revenues and net profits.

3. Moving to Cloud-Based ERP Cybersecurity

According to an article in [*Industry Week*](#), manufacturing now ranks as one of the top three industries targeted for ransomware. It is also prone to intellectual property theft and attacks on supply chains and the IoT. In response, growing numbers of manufacturers are migrating from on-premise to cloud-based ERP.

With [*cloud-based ERP*](#), the manufacturing company's information resides in a data center owned and operated by the ERP vendor or a third-party host such as Amazon Web Services. Cloud ERP provides security features that monitor internal and external activity. When these features detect an unusual event, such as a denial-of-service attack, the system immediately creates an incident response notification. Cloud ERP adds a further layer of protection by encrypting all ERP data and can also monitor internal fraud or asset theft by employees.

The best approach with Cloud ERP is to develop a partnership relationship with the provider. Your data is monitored by the provider, who also handles licensing and upgrades for the software. Your job as a security partner is to make sure you and the vendor know who is responsible for each task. Security personnel recommend annual reviews of all current and new tasks.

"Manufacturers are highly vulnerable to cyber threats because of their many interconnected systems and sensitive financial data. Cloud ERP reduces the risk of data breaches, protects against financial losses, and enhances brand reputation."

4. Sustainable Manufacturing

This can be one of the most difficult changes for manufacturers to achieve. Yet, according to the [*Environmental Protection Agency \(EPA\)*](#), sustainable practices are gaining favor within the manufacturing industry, in large part because companies that implement them can reap substantial financial and environmental benefits. Manufacturers that reduce their resource footprints also enhance the company's brand, build trust within the community, and attract new

customers who support sustainable practices. Other benefits include increasing growth and global competitiveness by reaching out to international markets that favor sustainability.

The EPA defines sustainable manufacturing as "the creation of manufactured products through economically-sound processes that minimize negative environmental impacts, while conserving energy and natural resources."

Manufacturers embrace this approach for a variety of reasons:

- Lower resource and production costs
- Reduce waste
- Improve operational efficiency
- Respond to regulatory constraints and opportunities
- Enhance employee, community and product safety
- Lower regulatory compliance costs
- Improve sales and brand recognition
- More access to financing and capital
- Easier to hire and retain employees

The path to sustainability can be a long and challenging one. To make steady progress, the

EPA recommends implementing sustainability by focusing on the long term in a coordinated, consistent manner. Prioritize increased competitiveness and revenues over cost-cutting and risk reduction. Integrate sustainability across business functions to avoid having different sustainability silos that don't work well together. Learn more about sustainable manufacturing by visiting the [EPA's E3 website](#).

5. Future Proof Your Business

Change happens faster and faster in the manufacturing industry, and the impact is often game changing. Manufacturers can no longer afford to get caught by surprise with the "next big thing." Future proofing – preparing your manufacturing enterprise for what customers will want and what manufacturing will look like in the next few years – requires several technologies.

- **Automation.** Automation provides an essential tool for future proofing your business. When sudden or unexpected change occurs in your market or the industry as a whole, automation gives you the speed, flexibility and efficiency to respond quickly. It also improves the ability to forecast trends from customer and industry standpoints and develop a strategy to get there ahead of the competition.

- **Business Intelligence.** Manufacturing success often relies on seeing where your customers are going and getting there before they do. Business intelligence identifies trends with customers, products and your industry segment, enabling you to forecast future customer needs and the products/ solutions to meet them. When you solve a problem or meet a need customers don't know they have, you'll go to the head of the class.

- **Data Analytics and AI.** Future proofing your business requires tight control over the finance function. Data analytics and AI provide detailed insights to keep your business financially healthy. Advanced analytics tools help identify patterns and anomalies in financial data, providing valuable insights into revenue streams, costs, and profitability. AI helps automate data analysis, predict future outcomes, and improve forecasting accuracy regarding customers, products and industry trends.

- **Key Performance Indicators** (KPIs). Tailored software and customizable dashboards make a big difference by allowing you to create KPIs that are searchable, flexible and targeted to your company's needs. Tracking and analyzing them show where your company is now and where it's headed. KPIs enhance the quality of your decision making by analyzing cost by customer and product line, predicting future actions and results, and improving the results of your forecasting. More important for future proofing, they create a culture of proactive, rather than reactive, decision making.

These five changes aren't the only ones taking place in the current manufacturing landscape, but they are having the biggest impact on shaping what the industry looks like today and what it will look like tomorrow. In the near future, market leaders will be manufacturers who are flexible, quick to respond, and have the tools, technologies and resources to forecast changing customer needs with a fair degree of accuracy. Will your company be one of them?

About Chris Pinaire

Chris Pinaire, MBA, PMP is the Director of Consulting and Implementation at Global Shop Solutions, where he has been a part of more than 350 ERP software implementations. His team has more than 250 implementations active at any given time. With Global Shop Solutions for more than 18 years, Pinaire daily helps manufacturers simplify their operations and become better.

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.





Aaron Harris 2026 Predictions

1. CFOs take the lead on AI assurance

AI is already in the room influencing how teams plan, how customers are supported, and how finance gets its work done. As this technology plays a bigger role in day-to-day decisions, there's a growing expectation that CFOs will take accountability for how they behave: whether the data is sound, whether the recommendations make sense and whether the outputs actually support the goals of the business.

Article by Aaron Harris



Article by
Aaron Harris,
Global CTO,
Sage

Sage

This shift is being driven by pressure on all sides. More decisions are being generated by AI, regulators are paying closer attention, and the risks are concentrating in systems that can learn faster than any team can review. Finance leaders simply won't be able to rely on blind trust, because in finance, "almost right" is wrong. CFOs will expect AI to earn trust the same way their teams do: by showing how it got there. They'll need visibility into why a model reached a recommendation, whether the underlying data holds up and how reliably those decisions can be traced and audited.

"Trust won't be earned through vague promises or statements; it will be earned through evidence—because if a model is going to support financial decisions, it needs to be as transparent as a spreadsheet."

When CFOs understand and trust the systems working beside them, they can move faster, make better calls and take huge amounts of manual oversight off their teams. And like any critical contributor, AI will earn its place only when its decisions can be explained, examined and relied upon.

2. Trust moves from principle to proof in accounting AI

Finance doesn't run on 'close enough', the numbers are right, or they're wrong. So generic claims about responsible AI won't cut it anymore. Businesses want to see how a model reached a recommendation, how its data is governed and whether its output can withstand an audit.

These aren't nice-to-haves; they're the baseline for using AI in financial workflows. In 2026, trust becomes something you can measure. We'll see the first wave of independent assurance applied to AI systems, with firms assessing models behind reconciliation, forecasting and anomaly detection. And we're already seeing the groundwork, major accounting firms like PwC and KPMG launched dedicated 'AI assurance' services last year to bring external scrutiny to data integrity, model governance and compliance.

If AI is going to support critical financial work, it has to hold up to the same level of professional oversight that finance teams live with every day.

Trust won't be earned through vague promises or statements, it will be earned through evidence, because if a model is going to support financial decisions, it needs to be as transparent as a spreadsheet – and you should always be able to see how it got there.

3. The CTO becomes the hottest job in accounting firms

As intelligent systems take on more of the execution layer in finance, someone needs to guide how those systems behave - and yes, I'm biased, but the role best positioned for that is the CTO. We've been preparing for this moment for a long time.

In many firms, technology leadership will shift from supporting the business to shaping it. The leaders who treat technology as the source of innovation - not just a stack of tools - will stand out. Those ahead of the curve will spot where AI can streamline workflows, strengthen accuracy and open entirely new advisory opportunities. They'll also give teams the confidence and skills to work effectively with intelligent systems.

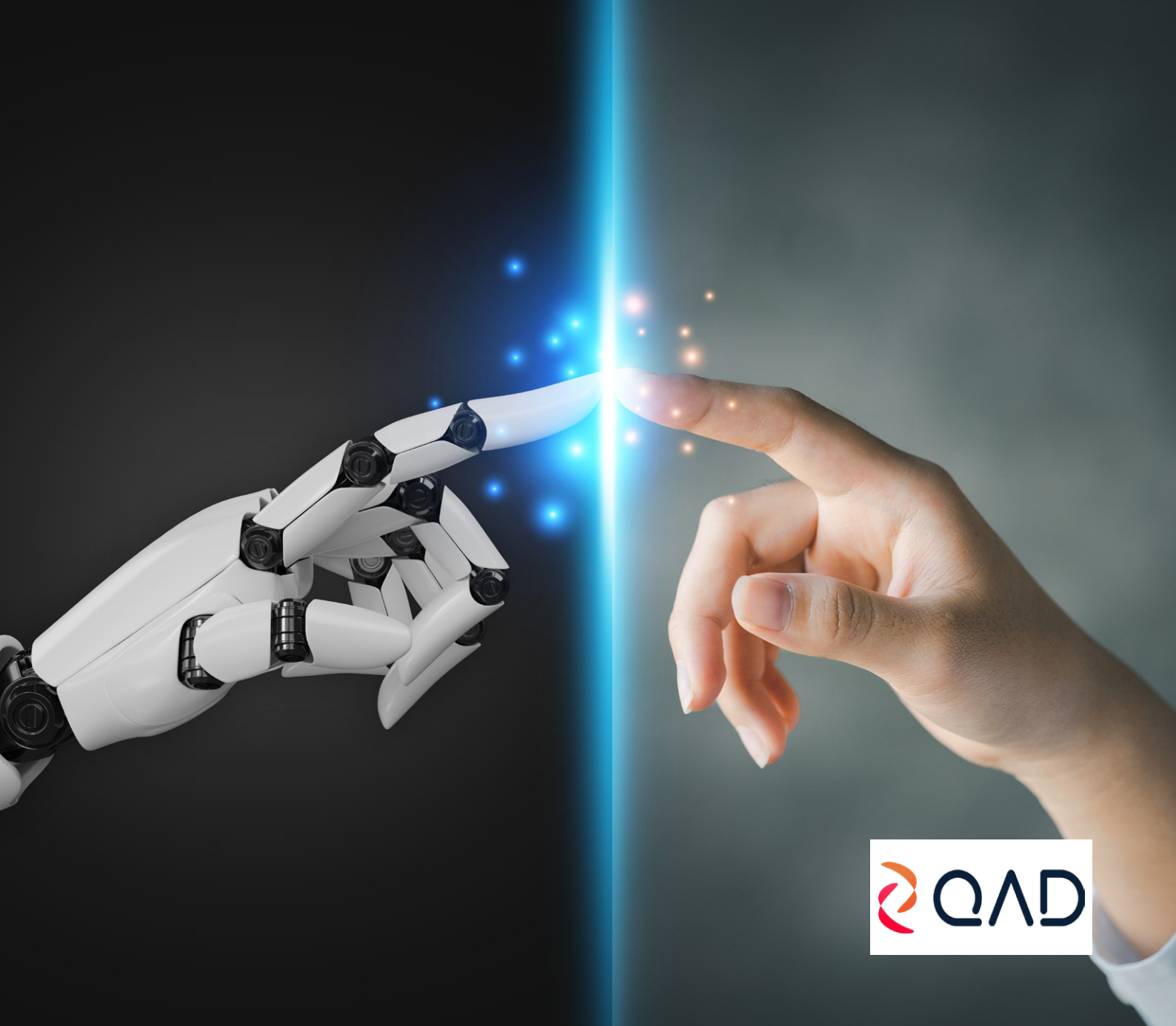
And when teams take that first step with AI, something interesting happens: once they see it work even once, trust grows quickly. That confidence snowballs. The hardest part is getting started, after that, the benefits become obvious.

The firms that invest in this capability now - the leadership, the mindset and the skills - will move faster for clients, offer better advice and stand apart in a profession that's evolving quickly.

About Sage

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

Sage



How AI is Revolutionizing Manufacturing: Trends, Technologies and Benefits

AI in Manufacturing: Transforming Industry and Innovation

The rapid rise of artificial intelligence (AI) has made a tangible impact across industries—with each sector harnessing its capabilities in unique ways to meet specific challenges and unlock new opportunities. In manufacturing, this includes driving unprecedented levels of efficiency, precision, and adaptability across production lines.



Article by
Brent Dawkins,
Director of Product Marketing,
QAD



As a cornerstone of Industry 4.0, AI technologies such as machine learning, predictive analytics, and intelligent automation are transforming traditional factories into smart, data-driven environments. These advancements enable real-time monitoring, quality control, supply chain optimization, and more—helping to minimize downtime and maximize output.

By leveraging AI-powered methodologies, manufacturers are not only enhancing operational performance but also gaining the agility needed to meet rapidly changing market demands and customize production at scale.

Industry 4.0

Industry 4.0 refers to the fourth industrial revolution—a conceptual framework that envisions a fully connected, intelligent manufacturing environment powered by advanced technologies like AI, machine learning, the Internet of Things (IoT), and real-time data analytics.

It represents the shift from traditional automation, where machines follow fixed instructions, to AI-driven systems capable of learning, adapting, and optimizing processes on their own. While automation laid the groundwork, Industry 4.0 builds on it by introducing a new level of intelligence and interconnectivity across the production lifecycle.

Generative AI & Agentic AI

Generative AI refers to advanced algorithms that create new content—such as images, text, or designs—based on patterns learned from existing data. In smart manufacturing, it plays a key role by enabling rapid prototyping, optimizing product designs, and generating innovative solutions to complex production challenges.

Agentic AI, on the other hand, goes beyond generating content by autonomously making decisions and taking actions to achieve specific goals—effectively acting as an intelligent agent within manufacturing systems. While generative AI supports creativity and design improvements, Agentic AI drives adaptive problem-solving and real-time decision-making on the factory floor.

“The rapid rise of artificial intelligence (AI) has made a tangible impact across industries—with each sector harnessing its capabilities in unique ways to meet specific challenges and unlock new opportunities.”

The Role of Generative AI in Manufacturing

Generative AI differs from traditional AI by focusing on creating new designs, models, and solutions, rather than just analyzing data or automating processes. This ability to generate innovative ideas and optimize complex workflows accelerates both product innovation and operational efficiency, providing manufacturers a valuable competitive edge.

Let’s dive a bit deeper into some of the benefits that GenAI can provide.

Enhancing Supply Chain Management

By enabling advanced scenario modeling and highly accurate demand forecasting, generative AI helps manufacturers anticipate disruptions, optimize inventory levels, and streamline logistics more effectively. Simulating a wide range of variables—such as supplier delays, market fluctuations, and production constraints—empowers manufacturers to make proactive decisions that reduce costs and improve responsiveness.

These capabilities are especially valuable in industries with complex supply chains and high variability—like automotive, electronics, and consumer goods—where agility and precision in planning are essential to staying competitive.

Optimizing Production Processes

GenAI also enables manufacturers to pinpoint process inefficiencies by analyzing vast amounts of operational data—uncovering bottlenecks and areas for improvement that might otherwise go unnoticed.

For example, it can automate routine tasks such as quality inspections and data entry, freeing up human workers for more complex activities, while also dynamically adjusting production parameters in real time to optimize throughput and minimize waste. These efficiency gains often translate into immediate cost savings, allowing the technology to pay for itself quickly through tangible return on investment (ROI).

Boosting Maintenance and Equipment Reliability

Using vast streams of machine data—such as sensor readings, vibration patterns, and temperature

fluctuations—generative AI models forecast potential equipment failures before they occur. These models summarize complex maintenance information into clear, actionable insights, enabling maintenance teams to quickly identify and prioritize repairs.

This approach reduces costly downtime, prevents unexpected breakdowns, and extends the lifespan of critical manufacturing equipment for more efficient operations.

Streamlining Quality Control

Through AI-driven image recognition combined with advanced data analysis, GenAI automates quality assurance processes by identifying defects in real time—ensuring products meet strict standards throughout production.

This technology continuously monitors manufacturing lines, quickly detecting issues such as assembly errors or dimensional inaccuracies, allowing for immediate corrective actions and ongoing product improvements. Manufacturers in industries like electronics, automotive, and [food and beverage](#) benefit greatly from these capabilities, as precision and consistency are critical to maintaining quality and customer satisfaction.

The Role of Agentic AI in Manufacturing

Agentic AI represents the next transformative phase in manufacturing technology, building upon the capabilities of generative AI, smart manufacturing automation, and human expertise to create a more dynamic and collaborative production environment.

Unlike earlier technologies that

primarily focused on data generation or automation in isolation, Agentic AI combines real-time intelligence with the deep knowledge of workers to power orchestrated action. This advanced AI perceives and comprehends live operational data as it flows, enabling it to prescribe actionable steps that keep processes running smoothly and efficiently.

By reasoning through performance patterns, Agentic AI can identify emerging threats such as equipment failures or supply chain disruptions, as well as uncover new opportunities for optimization and innovation. Its ability to act autonomously is what truly sets it apart: these systems can trigger alerts, suggest process improvements, or escalate workflows to the right teams without delay—thus accelerating response times and reducing downtime.

“AI technologies such as machine learning, predictive analytics, and intelligent automation are transforming traditional factories into smart, data-driven environments.”

The Internet of Things (IoT): Essential Data for AI Systems

The Internet of Things (IoT) refers to a network of interconnected physical devices—such as sensors, machines, and tools—that collect and share data through the internet.

For manufacturers, IoT sensors embedded in equipment gather critical data on factors like temperature, vibration, machine performance, and product quality. This data serves as a foundation for AI-driven insights, allowing organizations to detect inefficiencies and predict failures before they occur.

Feeding AI Models with Real-Time Data

IoT sensors provide manufacturers with continuous, real-time monitoring data on machine conditions, environmental factors, and production performance—forming the backbone of AI systems used for predictive maintenance and smart decision-making.

By capturing metrics such as temperature, vibration, pressure, and cycle times, these sensors help identify subtle changes that may indicate wear or impending equipment failure. AI algorithms then analyze this data to predict maintenance needs before breakdowns occur, reducing unplanned downtime and extending asset life. Additionally, the [insights generated from sensor data](#) support more informed decisions around scheduling, inventory, and process optimization, enabling manufacturers to operate more efficiently and cost-effectively.

Enabling Smart Factory Automation

Working in tandem with AI, IoT devices also allow for automation across factory processes by collecting and transmitting data that AI systems use to make real-time decisions. From coordinating machinery to optimizing inventory levels, these technologies streamline operations with minimal human intervention.

For instance, AI can analyze production data to adjust machine settings on the fly or trigger automatic reordering of materials when stock runs low. This integration boosts productivity by reducing delays and inefficiencies while also minimizing human error in areas like resource allocation and quality control.

Enhancing Supply Chain Visibility

By tracking materials, equipment, and shipments in real time, manufacturers gain continuous visibility into the movement and status of assets throughout the supply chain. This data feeds AI systems that analyze patterns, predict potential bottlenecks, and optimize routing and scheduling to minimize delays.

“Generative AI ... enables real-time monitoring, quality control, supply chain optimization, and more—helping to minimize downtime and maximize output.”

For example, AI can use information to adjust inventory levels proactively, ensuring just-in-time delivery and reducing storage costs. Real-time tracking also improves equipment utilization and shipment accuracy, enabling manufacturers to respond quickly to disruptions and maintain smoother, more efficient logistics operations.

Supporting Predictive Quality Assurance

Continuous monitoring of environmental factors like temperature, humidity, and air quality, combined with tracking operational conditions such as machine performance and processing times, enables detailed real-time data collection in manufacturing settings. IoT sensors play a key role in gathering this information, which AI systems then analyze to detect anomalies that could impact product quality.

This is particularly beneficial in [the food and beverage industry](#), where maintaining strict control over production environments is essential for safety and consistency. Early detection of issues allows manufacturers to intervene promptly, ensuring regulatory compliance and the delivery of products that meet high-quality standards.

Strengthening Equipment Utilization Metrics

Tracking machine usage and performance through IoT devices generates a continuous stream of data that provides deep insights into how assets are functioning on the factory floor. This information allows AI systems to analyze patterns of operation, identify underutilized equipment, and detect inefficiencies or potential failures before they occur.

By leveraging this proactive approach, manufacturers can extend the lifespan of machinery and reduce maintenance costs by ensuring that equipment is used

Human-Robot Collaboration

It's important to keep in mind that AI is not here to replace human workers, but rather to work alongside them to enhance efficiency, safety, and productivity. For instance, collaborative robots, or cobots, are designed to operate in close proximity with humans, leveraging AI technologies such as computer vision, machine learning, and real-time data analysis to perform repetitive or physically demanding tasks.

By combining human creativity and problem-solving with robotic precision and consistency, AI-driven cobots help create safer and more agile manufacturing environments.

Flexibility in Factory Operations

With the ability to quickly adapt to different tasks and environments, collaborative robots bring significant flexibility to modern manufacturing processes.

They can be easily reprogrammed and redeployed for various functions, such as assembly, inspection or material handling, making them ideal for manufacturers with high-mix, low-volume production needs. This versatility is particularly valuable for small to mid-sized manufacturers, custom product makers, and industries with frequently changing production lines—such as electronics or consumer goods.

Reducing Ergonomic Injuries and Fatigue

By handling physically demanding or repetitive tasks, collaborative robots also help reduce worker fatigue and lower the risk of musculoskeletal injuries on the production floor. Whether it's heavy lifting, repetitive assembly motions, or continuous machine tending, they can assist in

alleviating the physical burden on human workers.

For example, instead of manually stacking heavy parts throughout a shift, an employee can supervise a cobot performing the task with consistent accuracy and no strain. This support not only safeguards workers' long-term health but also boosts efficiency and allows teams to focus on more skilled work.

Preventative Maintenance: Reducing Downtime and Costs

Proactive maintenance plays a crucial role in manufacturing by helping to prevent unforeseen downtime—which can result in significant financial losses, strained relationships with buyers, and damage to a manufacturer's reputation.

While manual preventative maintenance efforts are valuable, they often fall short in anticipating problems early enough to avoid costly disruptions. Leveraging AI and IoT technologies allows manufacturers to detect potential issues with far greater accuracy and timeliness—enabling interventions before failures occur and minimizing the risk of severe operational consequences.

AI and Machine Learning in Maintenance

By integrating AI and machine learning with sensor data collected from equipment, manufacturers can analyze patterns and detect subtle anomalies that indicate potential failures before they occur. These systems continuously monitor variables such as temperature, vibration, and pressure, feeding real-time data into predictive models that learn from historical maintenance records and operational trends.

For example, a manufacturer using AI-driven analytics might identify unusual vibrations in a motor early on, triggering a maintenance alert that prevents a costly breakdown.

Cost Efficiency Through Predictive Strategies

Predictive maintenance strategies can also significantly enhance cost efficiency by reducing unexpected downtime—which can disrupt production schedules and lead to expensive emergency repairs.

By proactively identifying equipment issues before they escalate, manufacturers avoid costly breakdowns and extend the lifespan of critical assets, lowering maintenance expenses over time. Additionally, minimizing unforeseen stoppages improves overall operational continuity, ensuring that production targets are met and customer commitments upheld.

“Agentic AI... goes beyond generating content by autonomously making decisions and taking actions to achieve specific goals—effectively acting as an intelligent agent within manufacturing systems.”

Extending Equipment Lifespan

Beyond preventing unexpected breakdowns, leveraging AI and IoT for predictive maintenance also plays a vital role in extending the overall lifespan of manufacturing equipment.

By enabling timely detection and repair of emerging issues, this technology reduces the cumulative wear and tear that occurs when problems go unnoticed or are addressed too late. Stronger proactive maintenance ensures machines operate within optimal conditions for longer periods, thus maximizing asset value and reducing the need for premature replacements.

Optimizing Supply Chain Management with AI

AI technologies are transforming [supply chain management](#) by enabling manufacturers to achieve immediate returns on investment through smarter, data-driven operations. These advanced capabilities help minimize waste while ensuring sufficient supply during peak demand periods.

Here are just a couple of the ways in which AI is revolutionizing the manufacturing industry.

Demand Prediction and Inventory Automation

AI plays a crucial role in accurately predicting demand by analyzing historical sales data, market trends, and external factors, enabling manufacturers to anticipate fluctuations with greater precision. This predictive capability supports automated inventory management systems that adjust stock levels dynamically—ensuring the right amount of materials and products are available at the right time.

For manufacturers, this means minimizing waste caused by overproduction or excess inventory while maintaining the agility to meet spikes in demand without delay. The result is a more responsive supply chain that balances efficiency and reliability, ultimately improving profitability and customer satisfaction.

Improving Logistics and Cost Efficiency

By leveraging advanced algorithms and real-time data, AI streamlines logistics processes by optimizing routes, scheduling deliveries, and managing transportation resources more efficiently. This results in reduced fuel consumption and faster response times to changing conditions such as traffic or demand shifts.

Enhanced visibility into the supply chain also enables proactive adjustments that minimize delays and improve overall operational responsiveness, helping manufacturers maintain a competitive edge while controlling expenses.

Addressing Cybersecurity in AI-Driven Manufacturing

Manufacturers' concerns about data security in the use of AI are well-founded, given the sensitive nature of operational and customer information involved.

However, there are numerous strategies to safeguard this technology, including robust encryption, secure access controls, and employee training on cybersecurity awareness. By adhering to proven best practices and maintaining a proactive approach to potential threats, manufacturers can confidently harness the advantages of AI while minimizing the risk of data breaches or cyberattacks.

Protecting AI-Integrated Systems

There are numerous strategies and security measures designed to protect AI systems from cyber threats and keep data safe. Consider the following list of practices and implement them to strengthen your defenses and ensure your AI-driven operations remain secure:

- **Robust Encryption:** Use strong encryption protocols to protect data both at rest and in transit, ensuring sensitive information remains confidential and secure from unauthorized access.
- **Secure Access Controls:** Implement multi-factor authentication and strict user permissions to limit access to AI systems only to authorized personnel.
- **Regular System Audits:** Conduct frequent security audits and vulnerability assessments to identify and address potential weaknesses before they can be exploited.
- **Employee Training:** Provide ongoing cybersecurity training to employees, helping them recognize threats like phishing and understand best practices for maintaining system security.
- **Incident Response Planning:** Develop and maintain a clear incident response plan to quickly detect, contain, and mitigate any security breaches or cyberattacks.



Managing Digital Vulnerabilities

Cyber criminals are constantly evolving their tactics to find new ways to penetrate AI systems, making it essential for manufacturers to stay ahead with the latest security measures. Understanding the methods attackers might use to infiltrate your systems is the first step in building strong defenses.

Here are some common threats you should be aware of—and strategies to effectively combat them:

- **Data Poisoning Attacks:** Malicious actors may inject corrupted or misleading data into AI training sets, causing the system to make faulty decisions. Manufacturers can combat this by implementing strict data validation processes and using anomaly detection tools to identify and filter out suspicious inputs.
- **Unauthorized Access:** Hackers may attempt to gain access to AI systems through weak passwords or compromised credentials, risking data theft or manipulation. Employing multi-factor authentication and regularly updating access controls helps ensure that only authorized personnel can interact with critical AI systems.
- **Model Theft and Reverse Engineering:** Attackers might try to steal AI models or reverse-engineer them to exploit vulnerabilities or replicate proprietary technology. Manufacturers can protect their intellectual property by encrypting models and using techniques like differential privacy to obscure sensitive information.

- **Adversarial Attacks:** AI systems can be tricked by subtle input manipulations designed to cause incorrect outputs or behavior. Robust training with diverse datasets and adversarial testing can help build resilience against such attacks and improve system reliability.
- **Insider Threats:** Employees or contractors with access to AI systems may intentionally or unintentionally cause harm through misuse or negligence. Regular employee training, activity monitoring, and strict access policies can reduce the risk posed by insiders while promoting a security-conscious culture.

“AI and IoT technologies allow manufacturers to detect inefficiencies and predict failures before they occur, reducing unplanned downtime and extending asset life.”

Challenges and Considerations in AI Adoption

While AI offers significant benefits for manufacturers, its adoption also comes with potential challenges that must be carefully considered. These include operational risks such as skills shortages, as well as financial factors like upfront costs and ongoing maintenance expenses.

Much like security concerns, many of these obstacles can be mitigated with thoughtful planning and effort—but it remains important for manufacturers to keep these potential drawbacks in mind when deciding whether to fully embrace AI technologies in their operations.

Addressing Skills Shortages

The skills gap in AI and manufacturing presents a significant challenge for many manufacturers, as the rapid advancement of intelligent technology often outpaces the availability of workers with the necessary expertise to implement and manage these systems effectively. This shortage can lead to slower adoption, increased reliance on external consultants, and underutilization of AI's full potential.

Fortunately, programs like AI Academy can help in bridging this gap by providing targeted training and education that equip employees with practical AI skills, empowering manufacturers to build in-house capabilities and accelerate their digital transformation efforts.

Budgeting and Risk Management

The upfront costs and ongoing expenses associated with AI implementation can pose a barrier for manufacturers operating within tight budgets—making it challenging to fully leverage these technologies.

Here, prioritizing budgeting and adopting risk management strategies—such as phased rollouts and focusing on high-impact areas—can help mitigate financial strain. Additionally, the return on investment often comes quickly through gains in efficiency, smarter decision-making, and freeing human employees to concentrate on more value-added tasks—ultimately enabling the technology to pay for itself and drive sustainable growth.

Why Use QAD's Champion AI vs. Free AI Agents like ChatGPT, Grok

While free AI-powered tools like ChatGPT and Grok are now available to the masses, opting for a more powerful, business-focused solution is still the way to go for manufacturers serious about maximizing their efficiency and securing a competitive edge.

QAD's Champion AI platform offers manufacturing-specific advantages that far outstrip what general-purpose free AI agents can deliver. Tailored for enterprise operations, it integrates with QAD's suite of Adaptive Applications—from ERP and Global Trade Compliance to Digital Supply Chain Planning—delivering targeted capabilities like process anomaly detection, predictive scheduling, and product classification by leveraging a private, secure LLM on Amazon Bedrock.

“It’s important to keep in mind that AI is not here to replace human workers, but rather to work alongside them to enhance efficiency, safety, and productivity.”

This means QAD customers benefit from actionable, domain-driven AI rather than adapting generic agents, accelerating ROI and operational effectiveness across supply chain environments.

Industry-Specific Expertise and Data Integration

QAD's Champion AI is purpose-built on a foundation of deep manufacturing and supply chain domain knowledge—enabling it to deliver insights that are both contextually relevant and operationally impactful.

Unlike generic AI solutions, it delivers agentic AI capabilities for production lines, supply networks, and business processes. This intelligence layer and network of purpose-built agents allows QAD's AI to generate actionable recommendations grounded in the specific workflows and challenges manufacturers face every day.

Enterprise-Grade Security and Compliance

Built on enterprise-grade security architecture, QAD enforces rigorous encryption, secure user authentication, and compliance with global data privacy regulations such as GDPR and ISO standards to protect sensitive business data. These robust protocols ensure that manufacturers can trust the integrity and confidentiality of their operational information—something that free AI agents typically cannot guarantee.

Customized Workflows and Decision Support

Designed with the complexities of manufacturing and supply chain operations in mind, QAD's AI solutions are fully customizable to specific business workflows and

challenges, offering tailored insights that standard AI tools simply can't replicate.

By integrating directly with an organization's operational systems, QAD's AI understands the unique context of each manufacturer's processes—from production scheduling to supply chain disruptions. This allows QAD to deliver precise recommendations and automation that align with real-world conditions and strategic goals.

“Whether it’s improved maintenance and energy optimization or agentic AI and tailored enterprise AI platforms ... AI technologies are rapidly reshaping how manufacturers operate and compete.”

Continuous Learning from Proprietary Business Data

Leveraging an organization's proprietary historical and real-time data, QAD's AI also continuously refines its understanding of specific operational patterns, allowing it to deliver increasingly accurate and relevant insights over time.

In contrast to general AI models trained on broad public datasets, QAD's solutions evolve within the unique context of each business—learning from actual production events and internal workflows. This ongoing learning process enables

the AI to adapt to shifting conditions, anticipate challenges more precisely, and support smarter decision-making that reflects the realities of each manufacturer's environment.

Dedicated Support and Integration Services

Responsive support, expert implementation, and continuous integration services make QAD's Champion AI offerings especially valuable for manufacturers seeking to maximize their return on investment.

While free AI agents that require significant internal resources to deploy and maintain, QAD provides hands-on guidance from industry specialists who understand the nuances of manufacturing operations. From initial deployment to long-term optimization, QAD ensures that AI solutions are aligned with evolving business goals—enabling sustained performance improvements and faster time to value.

The Future of AI in Manufacturing

Whether it's improved maintenance and energy optimization or agentic AI and tailored enterprise AI platforms like QAD's, AI technologies are rapidly reshaping how manufacturers operate and compete. To stay ahead in this quickly evolving industry, manufacturers must continue exploring and adapting AI solutions that align with their unique challenges and strategic goals. Again—the goal here is not to replace humans, but to work alongside them to help them execute tasks more effectively, efficiently, and safely.

Ready to experience the power of QAD's AI-powered solutions for yourself? [Request your free, personalized demo](#) today to see what we can do for your organization.

About Brent Dawkins

Brent is QAD's Director of Product Marketing with over 20 years of manufacturing and supply chain experience. In his spare time, you can find him hiking the Rocky Mountains of Colorado, coaching youth hockey or enjoying time with family.

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](#).





2026 Manufacturing Industry Trends and Predictions

If there were one word to define 2025 for manufacturers, it would be disruption. We witnessed supply networks being reshaped faster than they could stabilize. Tariffs and trade shifts redrew production footprints. Labor shortages continued to squeeze margins and expose critical skill gaps. And new sustainability mandates added another layer of complexity to how manufacturers plan, source and operate.

Amid all this turbulence, AI moved from the edges of experimentation to the center of industrial strategy. The conversation shifted from if to how fast, even as many manufacturers recognize that their urgency to move quickly exceeds their readiness to scale and achieve meaningful returns.

Against this backdrop, manufacturing leaders are doubling down on practical adoption, identifying where to begin, how to scale, and how to deploy AI in ways that deliver measurable outcomes across production, supply chain, the workforce, field operations, and the customer experience.

Industry data highlights the shift in focus. [A global survey of more than 100 COOs at manufacturers \(revenues ≥ \\$1B\) revealed that 93% plan to increase investments in AI and digital technologies over the next five years.](#) Yet progress remains uneven because two transformations are unfolding simultaneously.



Article by
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Modernizing core systems and adopting AI are distinct efforts with different timelines, investment structures, and organizational implications. They are not maturing at the same pace, which directly threatens the efficacy of both initiatives, particularly as many manufacturers are still working through legacy upgrades, fragmented data architectures, and competing transformation priorities. In other cases, slowdowns are caused by cultural resistance, slow adoption of new technologies, or unclear ownership.

The result is a manufacturing landscape in transition, where connected factories and intelligent supply chains exist in pockets, but the technical, organizational, and cultural foundations needed for AI to operate end-to-end are still being built, and which many manufacturers are not yet in a position to fully support based on the aforementioned challenges.

From our vantage point, working alongside manufacturers every day, one thing is clear... AI is here to stay. The next year will be about making it work in practice, integrated into the wider operational model, not operating in isolation.

The question now is where that shift will be most visible and consequential. The following predictions reflect where we expect the most meaningful progress in 2026 and beyond.

Prediction 1
Organizational structures will be redesigned to support AI-enabled ways of working

Most manufacturing organizations were built for sequential work, fixed hierarchies, and departmental optimization. Through waves of digital transformation, systems

modernized and workflows digitized, but the structure around the work stayed the same. Work changed. Tools changed. Organizational design did not.

“Amid all this turbulence, AI moved from the edges of experimentation to the center of industrial strategy.”

That structure is now the bottleneck. AI can connect planning, production, supply chain, service and workforce activity in real time, but when an organization is still designed for linear, sequential work, the value stalls at departmental boundaries. Intelligence gets trapped in functions. Progress defaults to the pace of approvals and hierarchy, not the speed of what technology makes possible.

The challenge isn't just how to use AI, it's how to organize for it. How does work move when people, AI systems, and soon robots, all contribute to outcomes? How are

goals coordinated when value creation spans multiple functions at once? Who is accountable when automation enters a workflow, and how do humans stay empowered, rather than constrained? These aren't technology questions, they're organizational design questions.

In 2026, we expect manufacturers to begin reassessing their design, not to reduce roles, but to remove the structural barriers that limit what people can achieve with AI. This is not about replacing humans, it's about removing the friction that holds them back. Governance will always matter, but governance is not the constraint here. The constraint is the scaffolding around the work itself.

When structure aligns with how work actually flows, AI's impact expands, and the ceiling on what's possible rises. Linear operating models cannot support nonlinear systems. To realize returns on AI investments, organizations will need to move beyond hierarchies built for a different era and build designs that enable work to move fluidly across functions. This is, admittedly, a 35,000 ft view, not because the structure is vague, but because it will differ for every manufacturer. The shift is less about adopting a new org chart template and more about designing around how work, decisions, and outcomes actually move through a business.

Every organizational model will look different, but those who redesign around how work truly happens, not how it has historically been organized, will unlock new levels of speed, clarity, and performance.

When structure and intelligence reinforce one another, AI stops being a tool used in pockets and becomes a capability that connects a business end-to-end.

Prediction 2

Supply chain intelligence will shift from episodic analysis to a continuous internal capability

If 2025 proved anything, it is that predicting disruption is impossible, but preparing for it is not. Manufacturers now have the ability to model complex what-if scenarios, simulate disruptions, and plan responses before issues reach production.

For most organizations, supply chain data remains distributed across systems and formats. That reality has not changed. What has changed is how manufacturers can work with it. Most are already familiar with AI's ability to extract and structure data, making it more coherent and useable – even when it has been created or managed in siloed ways. What is new is that AI-enabled supply chain modelling and simulation tools can use that data, even where gaps remain, to build and test scenarios across the supply chain.

The constraint is no longer the availability of data or modelling technology. What matters now is how effectively manufacturers bring the two together to test assumptions at different stages and levels of their supply chain. Doing so makes it possible to see where gaps remain, which parts of the supply chain are more or less resilient, and how different scenarios are likely to play out.

Over 2026, supply chain intelligence will increasingly become a core internal capability. Rather than relying on third-party or consultant-led, periodic analysis, manufacturers will use AI-enabled supply chain intelligence tools internally on a regular basis to explore scenarios, test assumptions, and better respond to change. Over time, this embeds optimization, resilience,

and value creation directly into how supply chains are managed, not as a one-off exercise, but as part of day-to-day operations.

Prediction 3

Efficiency will turn sustainability into an operational requirement

By 2027, manufacturers will have built AI-driven sustainability systems that monitor, report, and optimize environmental impact in real time, as environmental compliance becomes an operational imperative.

As global regulations fluctuate and investor expectations rise, manufacturers must now measure environmental performance with the same rigor applied to cost and quality. Expanding mandates around emission disclosure and energy transparency will drive demand for continuous, verifiable data across operations. Sustainability will become AI-enabled and embedded into how factories, supply chains, workforces, and assets are managed day to day, integrated directly into planning, execution, and optimization cycles.

AI systems unify fragmented data, monitor resource use at the source, and generate real-time insight into energy consumption, emissions, and waste. What once required lengthy reporting cycles or audits will evolve into a continuous feedback system, one that learns, flags anomalies, and guides adjustments before targets are missed.

Prediction 4

Humanoid robots will become the new productivity engines on shop floors

Productivity challenges have been a familiar story in manufacturing for years, and they're only accelerating today. [OECD data](#) shows annual productivity gains have fallen from

2-3% in the early 2000s to less than 1% today. After years of digital transformation investment, many manufacturers are asking, why hasn't output kept pace?

“When structure aligns with how work actually flows, AI’s impact expands, and the ceiling on what’s possible rises.”

Legacy systems and fragmented processes play a role, but the deeper constraint is capacity. The global labor shortage has reached a breaking point. Skilled technicians are retiring faster than replacements enter the workforce, and open roles remain unfilled for months. In factories already running lean, every vacancy compounds downtime and lost throughput.

The next leap in industrial productivity will come from a fundamentally new workforce model, one where robots, and AI-enabled systems operate side by side. Humanoid and mobile robots are no longer science projects. They're proving their value on production floors, designed not to replace people but to extend their

reach, consistency, judgment, and problem-solving.

The progress is no longer theoretical. At China's World Robot Conference, humanoids now compete in what's been dubbed the [Robot Olympics](#), demonstrating dexterity, balance, and speed once thought impossible. Backed by more than \$20 billion in government investment and thousands of units already in operation, these programs are delivering measurable double-digit productivity gains. The technology has matured, the question now is how fast manufacturers will scale it.

For most, that won't mean overnight automation. It will mean rethinking how people and robots collaborate day to day, clarifying which tasks are best handled by each, updating safety protocols, and redesigning workflows so teams work confidently alongside intelligent machines. Success depends as much on change management and trust as it does technology.

Closing the productivity gap will take more than new equipment, it will take a new operating model. Manufacturers who modernize the relationship between people, robots, and AI will move beyond stagnation, regaining lost capacity and setting a new benchmark for industrial performance. Those who hesitate risk being constrained by a workforce model that can no longer scale with demand.

Conclusion

If 2025 was defined by disruption, then 2026 will be defined by disciplined action. The technologies shaping manufacturing – AI, robotics, and autonomous systems – are proven and already delivering value, and they will advance faster in the year ahead than ever before. At the same time, the world around us

– geopolitics, climate, and markets – will remain unpredictable and complex. None of this will slow down.

“Supply chain intelligence will increasingly become a core internal capability... embedding optimization, resilience, and value creation directly into how supply chains are managed.”

Manufacturers will continue to face pressure from multiple directions: technology accelerating at unprecedented speed, external conditions in constant flux, and the internal urgency to move faster than their foundations may yet allow.

What will make the difference is not the technology itself or the hope of calmer conditions. It will be the willingness to adapt, to restructure how work happens, and to take thoughtful, well-directed action even when the path is not fully certain. This is less about mindset and more about the capacity to evolve with the times – deliberately, continuously, and with intent.

The manufacturers who gain momentum in the year ahead will not be those waiting for perfect conditions, flawless data, or complete organizational readiness. They will be those who build

readiness as they move: prioritizing the highest-value use cases, modernizing selectively, addressing the foundations that matter most, and reducing the drag of legacy systems so progress can compound over time.

The challenge now is not whether to adopt new capabilities, it's how organizations choose to act, organize, and evolve with and around them. Disciplined action becomes the backbone of success – open to change, prepared to challenge legacy ways of working, and ready to move at the pace the world demands.

The next industrial era will not be shaped by hesitation. It will be shaped by those willing to move, learn, and lead.

If you'd like to explore these predictions in more depth, [join our upcoming webinar on 28 January](#), where we will unpack what these shifts mean in practice and what manufacturers can do now to set themselves up for success in the year ahead. If you'd like to see how [IFS supports](#) this transition, you can also request a demo to explore our solutions in action.



About Maggie Slowik

Maggie is a Global Industry Director for Manufacturing. Prior to IFS, she was a manufacturing analyst at IDC for nearly 5 years, working with both global software providers and manufacturers to help assess, define and drive digital transformation initiatives, including use case prioritization and technology selection. Previous roles include advisory work with supply chain C-suite members on topics including sustainability, supply chain risk and technology.



MAERSK

What to expect in 2026 - supply chain tech startup trends

The supply chain industry is on the brink of major transformation, and 2026 is set to accelerate this shift. From smarter automation to next-generation compliance tools, startups are redefining how global logistics operates.

The supply chain industry is entering a transformative era, and 2026 promises to be a pivotal year for tech-driven innovation. From AI-powered automation to blockchain-enabled transparency, startups are reshaping how goods move across the globe. In this article, we will explore the key trends that will define supply chain tech startups in 2026, and what companies, investors, and innovators should expect in the year ahead.

What is the current state of supply chain tech startup landscape?

Supply chain has always been the backbone of global trade, but the technology behind it is evolving fast. After years of ups and downs, the industry is entering a new phase. One that is less about chasing hyped trends and more about solving real-world challenges.

During the COVID-19 pandemic, supply chain technology funding went through a rapid growth phase followed by a sharp slowdown as global economic conditions tightened. After the reset in 2023, the market began to recover last year, yet with a different focus. Instead of chasing scale at

any cost, companies and investors now prioritize solutions that tackle real challenges like smarter forecasting with AI, managing disruptions, and meeting sustainability requirements.

Once, supply chain technologies represented [6-9%](#) of global startup investments (VC), but after 2023 its share dropped to just [2-4%](#). Meanwhile, AI solutions now account for more than [50%](#) of global venture funding flows, and the supply chain and logistic industry also benefit from these innovations. Today, supply chain innovation blends into broader AI investment flows, transforming logistics into a smarter, more resilient, and efficient ecosystem.



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What are the top supply chain technology trends predicted for startups in 2026?

Most of the technology trends identified over the past year remain relevant and will continue to evolve as they mature. However, when looking specifically at what is expected to shape 2026, the landscape is rich with innovation, especially where AI converges with logistics. The AI in supply chain market is set for explosive growth, [jumping from USD 14bn in 2025 to 50bn by 2031. That is a remarkable annual growth rate of ~23%](#), driven by businesses racing to make their supply chains smarter and more efficient. While there are many developments underway, here we focus on three standout trends that will have a significant impact on supply chain technology and logistics.

1. Agentic AI moves toward orchestration: AI-driven automation is moving beyond pilots and into real-world adoption. One of the most promising developments is “agentic AI”, intelligent systems that act like virtual team members, taking over repetitive, time-consuming tasks such as quoting, booking, compliance checks, and disruption alerts. Some of the largest logistics providers have already proven the model, with AI agents handling thousands of transactions daily. Smaller players are expected to follow suit to reduce costs and improve responsiveness. As the technology matures, agentic AI will move beyond simple tasks to orchestrating entire workflows. This could lead to fully automated logistics operations, where AI predicts demand, books carriers, and manages compliance, all in real time.

“Today, supply chain innovation blends into broader AI investment flows, transforming logistics into a smarter, more resilient, and efficient ecosystem.”

2. Control towers evolve into decision engines: Control towers have long been used to provide visibility across supply chains but in 2026, they are set to become true decision-making hubs. Powered by AI and digital twin technology, these platforms will move beyond monitoring to actively orchestrating operations. Instead of simply flagging delays, next-generation control towers will simulate “what-if” scenarios and automatically trigger mitigation actions like rerouting freight, adjusting inventory, or rebooking carriers in real time. This evolution is driven by growing complexity in global trade and the need for resilience amid tariff changes, geopolitical shocks, and capacity swings. AI copilots and generative tools now enable rapid scenario planning and even automate documentation, reducing response times from days to minutes. As these systems mature, they will become central to supply chain strategy by helping companies

anticipate disruptions, optimise costs, and meet sustainability goals with precision.

3. ESG compliance and risk intelligence becomes strategic: Global supply chains are becoming more complex, and compliance is shifting to be a strategic capability. By 2026, companies will face stricter ESG disclosure requirements and growing pressure to demonstrate ethical, sustainable, and resilient supply chains. While full due diligence obligations and forced labour bans in the EU start later (2027-29), businesses should begin preparing now to meet reporting standards, mitigate human rights risks, and adapt to trade volatility such as tariffs and sanctions. Compliance will move from reactive paperwork to proactive risk management, powered by AI-driven platforms that monitor suppliers, flag risks, and automate documentation - reducing delays, penalties, and uncertainty. Startups will accelerate this transformation with agile solutions like blockchain traceability, real-time risk scoring, and collaborative platforms.

In conclusion, a common direction across these three trends is clear: AI is becoming the connective tissue of logistics, turning fragmented processes into integrated, intelligent ecosystems where decisions are faster, risks are mitigated proactively, and compliance is built in by design.

Be ready for logistics to go all the way! Discover more with Maersk [Logistics Insights](#).



The Hidden Costs of Poor Production Scheduling

Production schedules are prone to disruptions, often requiring taking hasty measures to keep things running. Ideally, this shouldn't happen, but manufacturers can still find themselves in these challenging scenarios—even when they've done their best to streamline schedules and achieve stability. The far-reaching impact of these disruptions is felt at multiple levels and the real cost is a lot more than what meets the eye.

Before delving into the costs, it is critical to understand the causes of these disruptions. These include uncontrollable external macro factors such as geopolitical tensions, volatile policy level changes, and disruptions by catastrophic events and disasters. These are hard to predict, so at best, businesses can put contingency plans in place.

The other factors causing production schedule disruptions are completely controllable and internal. Factors such as lack of coordination between different functions, communication breakdowns, a lack of preparedness for inbound shipment or raw materials, inefficient management of loading and unloading operations at docks, and inadequate synchronization between systems are some examples.

It is critical for manufacturers to address these proactively due to the complex nature of costs, both direct and indirect, that they will incur when these factors are not addressed. The direct costs are typically associated with labor, disturbances in production schedules, shifts, material handling, and delay compensation. However, there is a whole other layer where the shockwaves traverse far and wide across the organization and cut across functional boundaries. These are often not surface level, much to the surprise of businesses who remain rather oblivious to their existence.

To better understand this complexity, we'll break down the costs functionally and gain a deeper understanding.

“Production schedule delays create significant operational strain on the shop floor, forcing manufacturers to make major adjustments to schedules that trigger a cascade of inefficiencies—from labor imbalances to equipment stress leading to wear and tear and quality failures.”

Operational Costs

Production schedule delays create significant operational strain on the shop floor, forcing manufacturers to make major adjustments to schedules. These disruptions trigger a cascade of inefficiencies, from labor imbalances to equipment stress leading to wear and tear and quality failures that ultimately drive up the cost of production. When schedules become unstable, every shift, restart, and adjustment compounds into measurable operational losses.

Overtime and idle labor costs:

When shift schedules go for a toss, they lead to workers having to do overtime or have idle time, both of which are not ideal. They have associated costs which drive up the overall operating costs. On top of that, inconsistent schedules hurt morale and make it harder for teams to plan their own lives. This kind of unpredictability leads to more errors on the floor and a higher risk of burnout. And eventually, it shows up in attrition, forcing manufacturers to spend even more on hiring and training replacements.

Machine wear and tear costs:

Due to idling, restarts, and extended usage during high stress periods, maintenance costs increase due to wear and tear. These unplanned stop-start cycles lead to additional strain on machines that are designed for steady throughput, not unpredictable bursts. Thus, components fail sooner, forcing unplanned maintenance that disrupts production even further. Frequent breakdowns also result in a rise in spare parts costs, the need for more technician hours, and downtime costs that start stacking up faster than expected.

Costs due to additional waste:

High-pressure environments often lead to errors in operations that cause an increase in waste. Much of this arises from ad hoc schedule changes, where small mistakes can compound quickly. This impacts margins and contributes to increased costs.

Supplier Efficiency Costs

Frequent disruptions strain supplier-dealer relationships, adding hidden costs through reduced reliability, reactive firefighting, and tighter oversight. It also forces partners to keep more inventory on hand than they normally would, which raises costs for everyone involved.

Expedited Shipping Costs – Inbound and Outbound

Urgency carries a premium. Manufacturers end up bearing it for both incoming supplies and outgoing goods, and these frequent escalations eventually snowball into notable operational costs. Last-minute trucking, air freight, and priority handling spike costs and cause budget spillovers faster than planned. Suppliers also charge more when they're asked to break sequence or expedite materials outside their normal cycles. Over

time, these repeated emergency moves shift the cost baseline upward, normalizing “firefighting mode” as the default and making cost efficiency harder to achieve.

Increased Inventory Holding Costs

As capacity management breaks down, additional requirements emerge to hold excess load and inventory at warehouses or production centers. These increase costs both in terms of space and labor needed to hold and manage the excess inventory. It locks up working capital that could have been deployed elsewhere in the business. As the need for additional storage builds, the risk of damage and handling errors rises, further adding to hidden costs.

Customer and Market Opportunity Costs

When production slips, the impact is not only operational but also reputational. A missed delivery commitment erodes trust and takes time to regain lost reliability. In markets with many competitive options, customers can easily switch to other manufacturers and winning them back can require acquisition costs that are many times higher.

OTIF Penalty Costs

In many cases, manufacturers end up paying heavy OTIF penalties for delivery delays. When an SLA is missed, especially with retailers of massive scale, they levy heavy penalties on the manufacturer sometimes to the tune of 3% of the total volume of non-compliant shipments, resulting in a significant dent on the margins.

NPS Costs

When trust is eroded, the ratings drop. In a world where brand perception and customer sentiment dictate popular customer choices, this can be a high cost to pay.

Consistency, perks, and creating emotional value can all be additional marketing expenditure to earn trust and customer advocacy.

Market Opportunity Costs

Loss of reputation not only impacts the present but also the future. Any future launches or new products will be looked at with a degree of distrust, even for high quality products as reliability becomes a huge stumbling block. This can hold back manufacturers from gaining a competitive edge for new product lines.

Workforce Costs

Production delays don't just disrupt the day's plan – they force people and systems into constant catch-up mode. When schedules shift, planners end up making manual tweaks across tools that were never designed for that level of ad hoc interventions, which is exactly when mistakes creep in. Every fix takes time, breaks focus, and slows down everyone involved. And when the backlog starts piling up, manufacturers often have no choice but to call in extra hands: gig workers, contractors, anyone who can keep the lines moving, only to pay a premium for capacity that should've been predictable in the first place.

Coordination and Planning Costs

When manual overrides and adjustments need to be made for reallocating the workforce, it leaves a lot of room for errors that cut across systems. These need manual fixing and rollbacks which result in significant productivity drains for capacity planners and managers.

Additional Capacity Costs

There can be situations where additional workforce requirements can lead manufacturers to crowdsource workers or turn to gig workers. While it keeps the production cycles on track, the costs associated with them are significantly higher.

Systemic Costs

Attrition Costs

Constant firefighting, prolonged exhaustion, lack of clarity, and poor work-life balance can lead to high attrition. It has its own associated costs of downtime, rehiring, and training costs. It also sets the company back in terms of culture, which is another invisible cost that has a long-term impact.

CapEx and OpEx Forecast Costs

Frequent disruptions render capacity forecasts and headcount planning

redundant and ineffective. This affects capital and operational expenditure planning by bumping up labor costs which are not provisioned for.

Steps to Avoid Production Schedule Disruptions

Avoiding production schedule disruptions starts with gaining real-time visibility and synchronization across the entire manufacturing workflow. Planners can do a lot better to mitigate costs with a real-time view into material availability, machine capacity, workforce readiness, and shop floor status. They can intervene early before minor hiccups turn into major line-stopping issues. A connected planning environment also ensures that every stakeholder operates from the same source of truth, breaking silos and reducing the risk of misalignment between procurement, production, and logistics. A modern, [*agile ERP*](#) can help sort this out to a great extent and also play a pivotal role in ensuring efficiency.

Here are some actionable steps to mitigate the different types of costs seen above:

Type of cost	Remedial measures
Operational costs	1. Manage schedules from a single ERP system with sync between material availability, labor availability, and capacity planning 2. Say goodbye to spreadsheets and manual execution
Supplier-side costs	1. Synchronize operations with suppliers through real-time exchange of data and alerts 2. Leverage AI to forecast surge periods and coordinate with suppliers ahead of time

Customer and market opportunity costs	1. Make realistic promises and allow a sufficient buffer for schedule lapses due to unforeseen reasons 2. Communicate delays ahead of time to ensure transparency and trust
Workforce costs	1. Stabilize schedules and in case of overtime, adopt a rotational model to ensure one set does not face burnout constantly 2. Predictive capacity management to keep ad hoc and contract labor costs at a minimum
Systemic costs	1. Automate and monitor everything that can be in real-time 2. Set up adequate buffers in every possible area – SLAs, capacity, materials etc., to control schedule changes and lapses

“When production slips, the impact is not only operational but also reputational—missed delivery commitments erode trust, and winning customers back can require acquisition costs many times higher.”

Conclusion

By adopting automation and adaptive, dynamic scheduling that responds to change faster and without manual intervention, manufacturers can replace manual overrides or static spreadsheets

with automated systems that re-sequence jobs, reassign resources, and flag bottlenecks as they emerge. Adding a layer of contextual intelligence can further help maintain production stability even when orders spike, materials arrive late, or equipment performance fluctuates. This approach also reduces planner workload and allows teams to focus on proactive decision-making rather than firefighting.

Finally, organizations benefit from integrating their planning and execution layers so schedules reflect real-world events—not outdated assumptions. When shop floor data flows seamlessly into scheduling engines, such as those available within platforms like [Rootstock ERP](#), manufacturers can maintain continuity and protect throughput. This alignment helps stabilize capacity, minimize idle time, and keep inventory levels within optimal

ranges, ultimately strengthening the resilience of the entire production ecosystem.

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](#).



Cadillac Formula 1® Team Partners with IFS Ahead of the Team's Debut Season

IFS software used by Cadillac Formula 1® Team to support multiple areas of the Team's operations

Partnership to showcase the power of IFS and include key brand placements for IFS across Cadillac Formula 1® Team assets

IFS, the leading provider of Industrial AI software, announces a strategic partnership with Cadillac Formula 1® Team ahead of the team making its highly anticipated debut in Formula 1. This partnership brings together two forces committed to precision, speed and innovation – values that define both motorsport and IFS's ability to deliver intelligence and impact to the world's most progressive industrial businesses.

As Cadillac Formula 1® Team's official technology partner, IFS is used across multiple areas of the team. The phased rollout, which began even before the team was granted formal entry to the sport, with core financials and procurement capabilities, expanded to include supply

chain, production and quality management. By supporting areas like inventory and engineering management, IFS's technology ensures that critical parts are available when the Team need them.

By optimizing resources and enabling real-time decision-making, IFS is empowering Cadillac Formula 1® Team to make informed decisions on car design and for race operations. These capabilities streamline operations, reduce manual processes, and enable automation – critical for meeting Formula 1's strict cost cap and technical regulations – so that the Team can perform when it matters most on track.

The partnership positions IFS at the heart of one of the most data-driven and demanding sports in the world, showcasing how software can improve performance under extreme conditions.

Tyler Epp, Global Head of Commercial Strategy of Cadillac Formula 1® Team, said: “IFS has been instrumental in helping Cadillac Formula 1 Team launch the first new Team to enter Formula 1 for over a decade. We decided to implement IFS early on in our journey – before we even had entry confirmed. It’s helped us rapidly scale our operations by providing tools to establish best practices, manage complexity, and accelerate innovation. From supply chain to engineering, IFS software is helping us make smarter decisions so we can focus on what matters most: building a competitive car and delivering results on the track.”

Mark Moffat, Chief Executive Officer at IFS, said: “The Cadillac Formula 1 team is making a bold entry into one of the world’s fastest growing and most popular sporting platforms. Formula 1 is a sport where milliseconds matter, and technology can make the difference between winning and losing. By embedding IFS into Cadillac Formula 1 Team’s operations, we’re helping the Team gain greater agility, optimize resources, and push the boundaries

of performance.” He continued: “We are proud to continue to support Cadillac Formula 1 on this journey from both a technical perspective, as well as with a multitude of brand activations.”

In addition to IFS software being used as part of Cadillac Formula 1 Team’s core operations, the partnership will also see IFS branding feature across a platform of Team assets, including placements on the race cars, drivers’ and official Team apparel.

About IFS

IFS is the world’s leading provider of Industrial AI for hardcore businesses that service, power and protect our planet. Our technology enables businesses which manufacture goods, maintain complex assets, and manage service-focused operations to unlock the transformative power of Industrial AI™ to enhance productivity, efficiency, and sustainability.

IFS’s AI-powered platform is fully composable, designed for ultimate flexibility and adaptability to a customer’s specific requirements and business evolution. 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™.

IFS was founded in 1983 by five university friends who pitched a tent outside our first customer’s site to ensure they would be available 24/7 and the needs of the customer would come first. Since then, IFS has grown into a global leader with over 7,000 employees in 80 countries. Driven by those foundational values of agility, customer-centricity, and trust, IFS is recognized worldwide for delivering value and supporting strategic transformations. We are the most recommended supplier in our sector. Visit ifs.com to learn why.

About Cadillac Formula 1® Team

The Cadillac Formula 1® Team is a specialist motor racing team competing in the FIA Formula 1 World Championship. Backed by TWG Motorsports and General Motors, the team has operations in Fishers, Indiana (USA); Charlotte, North Carolina (USA); and Silverstone, Northamptonshire (UK). With the confidence to dream big and the passion to deliver, the Cadillac Formula 1® Team is building everything from the ground up – from high-performance race cars to an inclusive, values-driving culture. The team will make its Formula 1® debut in 2026.



Aptean Acquires OpsVeda to Bring End-to-End Agentic Orchestration to the Logility Supply Chain Planning and Execution Platform

Builds on Aptean's recent acquisition of Logility by adding OpsVeda's AI-Driven command center and composable architecture to deliver end-to-end AI supply chain orchestration

Aptean, a global provider of mission-critical B2B enterprise software solutions, announced the acquisition of OpsVeda, an AI-powered operations command center. Building on Aptean's recent acquisition of Logility – a market-leading provider of AI-first supply chain management software – this latest move doubles down on Aptean's vision for an autonomous, end-to-end supply chain platform.

OpsVeda's real-time, agentic execution capabilities will complement and extend Logility's advanced planning and optimization solutions, helping customers move beyond static spreadsheets and siloed data toward continuous, AI-driven orchestration across the supply chain. The result is that businesses will be better positioned to eliminate operational blind spots, accelerate decision-making, and unlock unprecedented agility in today's volatile environment.

Logility applies advanced AI and optimization to demand, supply, and inventory planning, giving organizations predictive insights, visibility, and resilience. OpsVeda will add an agentic AI execution layer designed to continuously observe live operational data, reason over changing conditions, and take or recommend actions aligned with business goals and constraints, closing the gap between planning and execution.

“OpsVeda provides Logility with a composable architecture orchestration solution and an AI-powered command center designed to bridge planning and execution, supporting smarter, faster decisions,” said Allan Dow, EVP and General Manager at Aptean and prior CEO of Logility. “By aggregating data from a wide variety of enterprise systems and LLMs in real time to drive intelligent actions, OpsVeda sets a new standard. This acquisition underscores Aptean’s commitment to shaping the future of enterprise supply chain software and advancing Logility’s capabilities. On behalf of Aptean, we are thrilled to welcome the OpsVeda team as we accelerate our vision to transform how supply chains operate globally.”

“The combination of OpsVeda and Logility presents a fantastic opportunity to expand globally and deliver real-time visibility and execution for our customers,” said Sanjiv Gupta, CEO of OpsVeda. “By pairing Logility’s planning strengths with OpsVeda’s real-time data foundation, we can

accelerate Agentic AI orchestration - turning insights and decisions into coordinated actions across the enterprise, at scale. Our customers will also gain access to Aptean’s extensive suite of complementary ERP and SCM solutions, creating a unified platform for end-to-end supply chain excellence.”

Aptean is committed to extending the OpsVeda platform while also integrating its capabilities across Aptean’s portfolio, reinforcing Logility’s position as the intelligence core of an autonomous, AI-enabled supply chain platform and expanding opportunities for the entire Aptean customer community.

Orrick served as legal counsel to Aptean. Telegraph Hill Advisors served as exclusive financial advisor to OpsVeda, and Eversheds Sutherland served as legal counsel.

About OpsVeda

OpsVeda is an enterprise software company focused on making operations more agile, resilient, and profitable through real-time operational intelligence and AI-driven automation. Its patented command center platform delivers predictive visibility and prescriptive actions across order fulfillment, supply, manufacturing, logistics, inventory, assets, and retail channels. OpsVeda serves customers in consumer-packaged goods, food and beverage, fashion, retail, industrial manufacturing, and high-tech industries. www.opsveda.com

About Aptean

Aptean is a global provider of purpose-built, industry-specific enterprise software that helps manufacturers and distributors run and grow their businesses. Aptean’s solutions span ERP, supply chain planning, execution, and industry-focused applications – delivered on cloud and on-premise platforms. Headquartered in Alpharetta, Georgia, Aptean operates worldwide across North America, Europe, and Asia-Pacific. www.aptean.com

About Logility

Logility, an Aptean company, is a market-leading provider of AI-first supply chain management software engineered to help organizations build sustainable digital supply chains that improve people’s lives and the world we live in. Logility’s fully integrated, AI-driven end-to-end platform helps clients know faster, turn uncertainty into opportunity, and transform their supply chains from a cost center to an engine for growth. Learn more at www.logility.com





Sage Copilot launches in Sage Operations giving earlier insights, faster decisions for manufacturing and distribution teams

Sage Operations (formerly “Sage Distribution and Manufacturing Operations”—“SDMO”) improves fulfilment, supply chain, and customer communication

This update lays the groundwork for agentic workflows that shift operations from reactive to proactive, helping teams manage complexity and stay reliable at every step of the supply chain

[Sage](#), the leader in accounting, financial, HR, and payroll technology for small and mid-sized businesses, today announced the introduction of Sage Copilot to Sage Operations (formerly named “Sage Distribution and Manufacturing Operations”). The update gives manufacturing and distribution teams a clearer and more proactive way to manage daily operations, helping them spot issues earlier, make faster decisions, and maintain consistent performance across fulfilment and supply chain activity.

Manufacturers and distributors continue to feel pressure to improve visibility and act before problems escalate. Analyst research supports this move toward more autonomous decision-making, with Gartner predicting that 25% of supply chain KPI reporting will be powered by GenAI models by 2028¹. The introduction of Sage Copilot to Sage Operations is a key step in that direction, giving businesses reliable, context aware insights that help teams focus on customer needs instead of administrative work

“Manufacturers and distributors need tools that cut through complexity, not add to it,” said Rob Sinfield, SVP, ERP, Sage. “Sage Copilot gives teams a clearer view of emerging risks so they can act before problems escalate and safeguard service quality. By bringing trusted AI into everyday operational decisions, it strengthens performance where speed, accuracy and customer expectations matter most.”

Helping teams stay ahead of operational risk

Built using Sage AI, Sage Copilot surfaces timely insight on key operational, fulfilment and customer issues. Teams can identify potential delays and bottlenecks earlier, understand the drivers of operational risk, and act sooner to protect timelines and service levels.

Insights are delivered directly into existing workflows, so staff can prioritize tasks, resolve issues quickly and maintain consistent service quality without switching between systems or relying on manual checks. This improves performance in environments where speed, accuracy, and responsiveness are essential for customer satisfaction and revenue protection.

A step towards more agentic workflows

The introduction of Sage Copilot into Sage Operations lays the foundation for a broader network of intelligent operational agents embedded across the manufacturing and distribution lifecycle. These agents will not only flag emerging issues but will increasingly take on routine decision and action work that currently occupies operational teams.

As these capabilities evolve, organizations can expect fewer manual checks, faster responses to fulfilment risks and stronger customer relationships. This is enabled by domain-specific assistants that are built directly into workflow and designed to support the way operational teams work every day.

By bringing this level of autonomy into Sage Operations, businesses can shift from reacting to problems to staying ahead of them, allowing teams to focus on value-adding work instead of administrative tasks. This direction forms part of Sage’s wider roadmap to deliver trusted, real-world AI agents into industry-specific workflows, improving efficiency, resilience, and long-term performance across the supply chain.

These capabilities are powered by the Sage Platform, which provides the connected data, AI services and workflow foundation that enables more autonomous, agentic operations across the supply chain.



About Sage

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





In a shift from AI hype to AI realism, organizations are increasing their AI investments with a focus on long-term value

*Priorities in 2026 will be on infrastructure, data, governance, and workforce upskilling
Measures of AI success broaden beyond productivity to growth, risk management, and customer experience*

Two-thirds of CXOs say that clearer governance and accountability frameworks would help them better leverage AI in decision-making

New research shows that after an era of 'AI hype', business leaders are now increasingly realistic and pragmatic about their AI strategies, and have started using it in their decision-making. The Capgemini Research Institute publishes today a report on AI perspectives, [*The multi-year AI advantage: Building the enterprise of tomorrow*](#), along with a spotlight report on AI and decision-making, [*How AI is quietly reshaping executive decisions*](#). As organizations enter 2026, the research suggests that organizations and their leaders will need to be more deliberate about governance, skills, accountability and human-AI chemistry to realize the full transformative value of AI.

As AI adoption is growing, businesses are accelerating AI investments for competitiveness and long-term value creation

According to [*The multi-year AI advantage: Building the enterprise of tomorrow*](#), which surveyed 1,505 executives at large organizations globally, 38% of organizations already operationalize generative AI use cases, while six in ten organizations are now exploring agentic AI applications. Nearly half of Chinese organizations are piloting or deploying agentic AI, ahead of US and European ones. Two thirds of business leaders believe that if they fail to scale AI as rapidly as their competitors, they risk missing strategic opportunities and losing their competitive edge.

Meanwhile, the way organizations measure AI success is evolving. Operational efficiency and cost reduction are no longer the sole benchmarks: new measures of ROI include revenue growth, risk management and compliance, knowledge management and customer experience and personalization. Business leaders globally are more mindful than ever of the need to maintain control over their critical assets. More than half of organizations now prioritize data sovereignty, ensuring that sensitive or regulated data remains under their control.

Looking ahead, organizations are planning to accelerate AI investments, prioritizing functions with well-defined processes and measurable outcomes, and signaling a shift from experimentation towards long-term value creation. Nearly two thirds say they have started pausing lower-value AI projects to redirect their efforts toward high-impact areas. On average, they expect to allocate 5% of their annual business budget[1] to AI initiatives in 2026, up from 3% in 2025, and aim to focus on infrastructure, data, governance, and workforce upskilling, laying a strong foundation for AI adoption and impact.

“We have now entered a new, more pragmatic and realistic era of AI-driven transformation, focused on longer-term, enterprise-wide implementations, to improve not just productivity, but revenue, customer experience, risk management, innovation, or decision-making,” says Pascal Brier, Chief Innovation Officer at Capgemini and Member of the Group Executive Committee. “AI has now crossed a critical threshold: the question is no longer whether to pursue AI, but how to embed it into the fabric of the enterprise. As we enter 2026, many organizations are rightly prioritizing strong AI

foundations – data, governance, and human-AI chemistry – but one other area stands out as a critical factor in successful AI deployments – leadership readiness. AI use is also now informing strategic decision-making. How leaders set a clear vision for its use across the enterprise and take responsibility for it will be key to effectively harness its transformative power.”

AI is reshaping decision-making

In addition, a spotlight report on decision-making, [*How AI is quietly reshaping executive decisions*](#), surveyed 500 CXOs including 100 CEOs. It finds that more than half of CXOs are using AI to support or inform their strategic decision-making today, either “actively” – a trend expected to more than double within the next three years – or “selectively”, with close to another third currently “experimenting” with it. If these CXOs are currently mostly using AI to help with emails, meeting notes and documents, and research and analysis, in 3 years they expect to use it primarily to augment and challenge strategic thinking.

Early adoption is already delivering value. More than half of CXOs report reduced time and cost to make decisions, and improvements in creativity and foresight through the use of AI. At the same time, leaders are clear that AI remains an input rather than a replacement for human judgment. Just 1% of CXOs believe AI could autonomously make certain strategic decisions in the next one to three years.

CEOs, CFOs and COOs are also mindful of the ramifications of AI-driven decision making. Just 41% of them report an above-average level of trust in AI for executive decision-making, with the main concerns for all CXOs being legal and security risks as well as difficulty to explain

AI-influenced decisions. In addition, many senior leaders remain reluctant to discuss their own use of AI publicly. Only 11% of CXOs say they currently highlight or plan to highlight the use of AI in business decisions. Those who prefer not to disclose AI use cite concerns about reputational risk if AI-influenced decisions go wrong and uncertainty around how clients, partners and the public perceive AI use

Methodology of the reports

For The multi-year AI advantage: Building the enterprise of tomorrow report, 1,505 executives at organizations with more than \$1 billion in annual revenue across 15 industries in North America, Europe, APAC, and Latin America were surveyed. All these organizations have already deployed AI at limited or full scale and executives surveyed were director-level and above. The survey was conducted in November 2025.

For the How AI is quietly reshaping executive decisions report, the Capgemini Research Institute conducted a quantitative survey of 500 C-suite executives, including 100 CEOs. Executives surveyed were employed at organizations with annual revenue exceeding \$10 billion, spanning 16 countries and 13 industries. The survey was conducted in August and September 2025. The survey findings were complemented with insights from in-depth interviews with 6 C-level executives.

To access the AI perspectives report: <https://www.capgemini.com/insights/research-library/AI-perspectives-2026>

To access the report on AI and decision-making: <https://www.capgemini.com/insights/research-library/ai-and-decision-making/>



Manufacturing AI and Automation Outlook 2026: 98% of Manufacturers Exploring AI, but Only 20% Fully Prepared

New research from Redwood Software reveals automation maturity plateau, data readiness gaps and what separates AI-ready manufacturers.

Redwood Software™, the leading orchestration platform for the autonomous enterprise, released its [*“Manufacturing AI and automation outlook 2026,”*](#) based on a global survey of 300 manufacturing professionals, with data collected via panel by independent research firm Leger Opinion.

The research reveals a growing automation gap in manufacturing. While most manufacturers have invested heavily in operational technology (OT), engineering technology (ET) and information technology (IT) automation and are eager to adopt AI, the majority remain trapped in mid-stage automation maturity. Many automate tasks or processes in individual systems while critical workflows, data flows and exception handling remain fragmented and manual.

Key findings: 2026 manufacturing trends

- 98% of manufacturers are exploring or considering AI-driven automation, yet only 20% say they feel fully prepared to use it at scale
- Seven in ten manufacturers have automated 50% or less of their core operations
- 60% report reducing unplanned downtime by at least 26% through automation
- Only 40% have automated exception handling, despite citing it as one of the most disruptive processes
- 78% have automated less than half of their critical data transfers, limiting real-time decision-making
- Inventory turns remain difficult to improve, even as automation drives uptime and throughput gains, highlighting the limits of siloed execution
- Redwood customers are 2.7x more likely to be in mid-to-high stages of automation maturity

Key takeaways from the research

- Automation tends to stall at system boundaries, where workflows and data must be coordinated across environments

- AI ambition is widespread, but manual data transfers, script-based automation and disconnected enterprise resource planning (ERP), manufacturing execution systems (MES) and supply chain systems prevent AI from operating with real-time context
- Manufacturers who focus on orchestrating workflows, data flows and exception handling across systems are better positioned to move beyond the mid-maturity trap and prepare for AI-driven operations

“Manufacturers aren’t failing at automation — they’re hitting the limits of siloed execution,” said Kevin Greene, CEO of Redwood Software. “They have powerful automation across their enterprises, but it operates in fragmented workflows, slowed by friction at handoffs, unmanaged exceptions and delayed or unreliable data flows. Even the best AI models and tools can’t scale in that kind of execution pipeline. A well-orchestrated operation, powered by a Service Orchestration and Automation Platform (SOAP) like RunMyJobs by Redwood, connects those fragmented pieces into a single automation fabric, allowing manufacturers to scale automation and AI as they evolve toward autonomous operations.”

As manufacturers push toward AI-driven operations, the research shows that orchestration is what enables faster production without compromising quality.

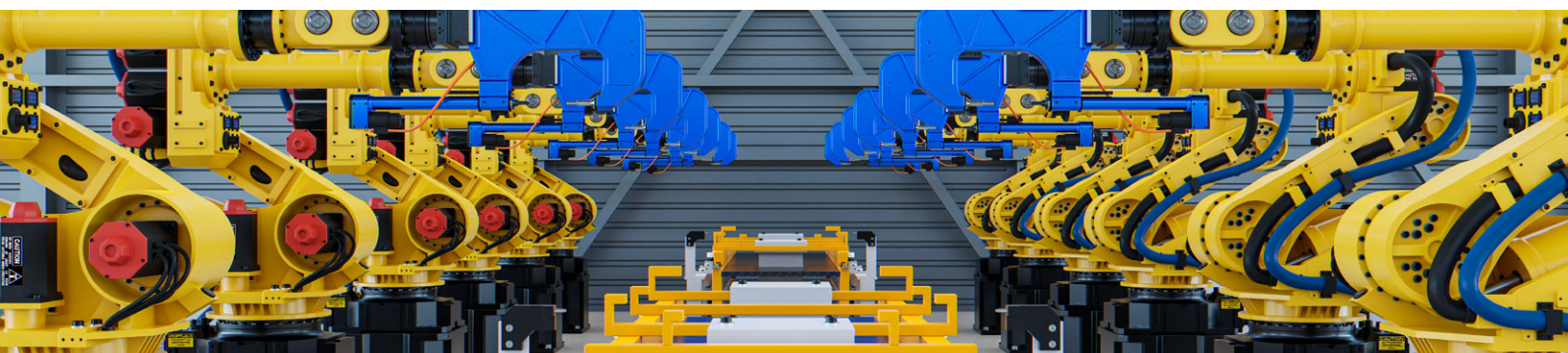
Access the report

The “Manufacturing AI and automation outlook 2026” provides detailed benchmarks on automation maturity, AI readiness, operational bottlenecks and the perception gap between leadership and frontline teams. Download the full report [here](#).



About Redwood Software

Redwood Software is the leading orchestration platform for the enterprise, driving business transformation at the lowest total cost of ownership. Redwood empowers organizations to intelligently automate and orchestrate mission-critical business and IT processes across complex ERP, hybrid cloud, data and emerging agentic AI systems. Through its SaaS-first automation fabrics — with AI embedded across the entire automation lifecycle — Redwood accelerates your path to the autonomous enterprise. Backed by 30 years of experience, the trust of more than 50% of the Fortune 50 and a culture of customer obsession, Redwood unleashes the human potential in your enterprise to focus on innovation, growth and what’s next. For more information, visit www.redwood.com. Follow Redwood Software on LinkedIn, [@Redwood Software](#).





Workday to Invest CAD \$1 Billion in Canada Over Five Years

Investment to Fuel the Growth of Workday's Canadian Business and Support Workday's Rapidly Growing Canadian Customer Base

Company Joins With Glowing Hearts Reservist Registry as Part of Ongoing Efforts to Support Local Communities in Canada

Workday, Inc., the enterprise AI platform for managing people, money, and agents, announced its plans to invest CAD \$1 billion in Canada over the next five years. The multi-year investment demonstrates Workday's commitment to growing in Canada, including plans to further develop local tech talent, strengthen local customer support, and give back to Canadian communities through participation in the "With Glowing Hearts" reservist registry. This announcement comes as the Canadian government

advances its "Canada Strong" agenda, elevating responsible AI and domestic capability-building as national priorities. As Canada accelerates towards a more self-reliant digital economy, Workday is supporting that vision by helping Canadian organizations modernize how work gets done. Workday is the trusted partner for customers from government and higher education to financial services and energy leaders, delivering a unified, AI-powered platform that modernizes HR and finance

while supporting compliance and responsible innovation. That trust is reflected in Workday's momentum. Canada is one of Workday's largest markets worldwide with over 1,100 employees serving over 500 customers from various industries including financial services, technology and media, higher education and retail.

"Workday's roots in Canada run deep, and for more than two decades, we've been proud to work alongside the country's world-class technology talent in service of our customers' evolving needs," said Carl Eschenbach, CEO, Workday. "As we continue to redefine ERP for the AI era, this \$1 billion investment over the next five years will help shape Canada's digital future while supporting organizations to rethink how work gets done with AI-powered, human-centric systems."

Investing in Canadian Tech Talent

A core component of Workday's ongoing commitment in Canada is the company's continued investment in local tech talent across key areas such as AI development, engineering, product innovation, customer support, and field operations. This will result in stronger in-country support for Canadian customers, allowing organizations to benefit

from teams that understand Canada's regulatory, linguistic, and operational environment.

Canada already plays a leading role in Workday's global product and technology organization, with established teams in Toronto and Vancouver contributing to innovation across the Workday ecosystem. Workday will also engage with universities and academic institutions to help develop the next generation of technology and business leaders.

Giving Back to the Canadian Community

In line with Workday's commitment to supporting local communities, the company will also participate in Canada's "With Glowing Hearts" reservist registry, a national initiative that supports Canadian Armed Forces reservists in the workplace. Reservists bring distinctive strengths to the workplace, including operational discipline, leadership under pressure, adaptability, and a mission-first mindset that strengthens teams and culture. Through this commitment, Workday will provide protected leave, job flexibility, and the support employees need to meet their military service obligations without compromise.

"Workday is proud to join the With Glowing Hearts registry," said Edward Charter, Canada country leader, Workday. "Supporting reservists reflects our respect for the Canadians who serve and our belief that the skills they bring strengthen our teams, our culture, and our communities."

Workday supports Canadian customers coast to coast through offices in Toronto, Vancouver, Victoria, Montreal, and Calgary, delivering services in both Canadian English and Canadian French, with Workday applications fully available in both official languages.



About Workday

[Workday](#) is the enterprise AI platform for managing [people](#), [money](#), and [agents](#). Workday unifies HR and Finance on one intelligent platform with AI at the core to empower people at every level with the clarity, confidence, and insights they need to adapt quickly, make better decisions, and deliver outcomes that matter. Workday is used by more than 11,000 organizations around the world and across industries – from medium-sized businesses to more than 65% of the Fortune 500. For more information about Workday, visit [workday.com](#).





Protera Acquires Redfig to Expand Enterprise IT Modernization Capabilities

Protera, a global leader in IT modernization and enterprise cloud services, announced the acquisition of Redfig, an industry innovator in business transformation with a deep history in SAP application development, data integration, and intelligent automation. This acquisition expands Protera's service capabilities and accelerates its mission to deliver superior business outcomes through innovation, automation, and transformation.

"Redfig's deep experience in SAP BTP and application management services perfectly complements our mission to help enterprises modernize and innovate in the cloud," said Michael BeDell, CEO of Protera. "Together, we're expanding our portfolio to provide a suite of AI automation services that are unmatched in the industry and bring AI-driven, data-integrated capabilities to our clients to redefine what's possible in enterprise transformation."

With the addition of Redfig, Protera will offer customers a broad range of solutions, from enterprise AI automation, custom SAP applications and intelligent workflows to end-to-end data platform integrations. The acquisition also provides a foundation for expanding Protera's capabilities around BDC (Business Data Cloud), Clean Core initiatives and additional functional capabilities. The combined strength of Protera's managed cloud services and Redfig's deep business transformation expertise enables customers to optimize operations, accelerate digital transformation, and achieve measurable business impact.

"Redfig and Protera share a commitment to helping customers achieve meaningful business outcomes," said Olavo C. Figueiredo, CEO of Redfig. "By bringing together our SAP BTP and AI capabilities with Protera's global cloud leadership, we can accelerate transformation and deliver greater value at scale."

Redfig was among the earliest pioneers in the SAP BTP ecosystem and is an SAP Build Partner, certified to design and deploy SAP applications. Two of Redfig's innovative solutions are already available on the SAP Store: [Redfig Partnerportal](#) and [Redfig Partnerflow](#).

"With the rapid acceleration of AI, the ability to harness enterprise data is fast becoming a competitive differentiator. Protera's leadership in cloud and infrastructure, paired with Redfig's expertise in data, platform engineering, and AI gives customers a clear path to build, automate, and scale faster," said Matthew C. Reddy, CTO of Redfig. "Together, we're building the foundation for the next era of innovation."

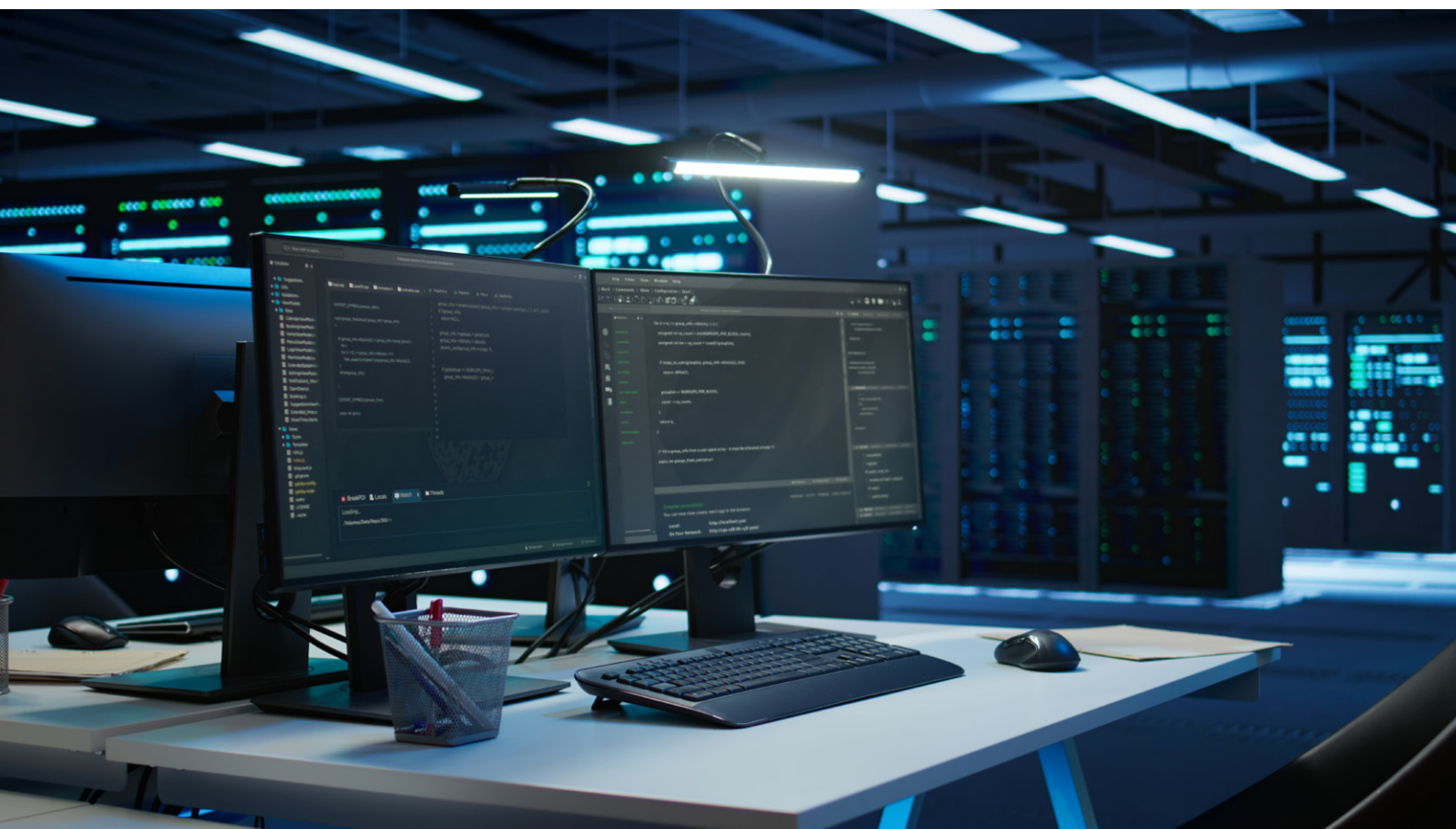


About Protera

Founded in 1998, Protera is a globally SAP-certified, Microsoft Azure, Amazon Web Services (AWS) and Google Cloud Platform (GCP) cloud migration and enterprise managed service provider offering a full suite of modern cloud, modern ERP, and modern work solutions. Learn more at www.protera.com.

About Redfig

Founded in 2019, Redfig LLC is a technology innovation firm focused on helping enterprises advance their operations through cutting-edge solutions, data modernization, and AI-driven automation. Redfig specializes in designing and integrating enterprise-grade applications across SAP Business Technology Platform (BTP), SAP ERP, and other cloud-native platforms, enabling organizations to streamline processes, enhance decision-making, and accelerate digital transformation for customers worldwide.





Enhancing cybersecurity through privileged access management

A European telecom leader strengthens identity security with cloud-based PAM, automation, and disaster recovery readiness

CLIENT

European multinational telecommunications company

REGION

Europe

INDUSTRY

Telecoms

Client challenge: The organization wanted to more effectively manage global privileged accounts, introduce onboarding applications, and establish a reliable disaster recovery plan, with limited governance and documentation for database access and architecture.

Solution: Capgemini implemented a cloud-based PAM solution, performed detailed database assessments, and deployed disaster recovery components.

Benefits:

- 25 databases onboarded
- Expanded security and access controls
- Streamlined account management

As part of its general effort to strengthen cybersecurity, a multinational telecommunications company engaged Capgemini to implement a new cloud-based Privileged Access Management (PAM) solution. The CyberArk PAM system delivered granular access control and introduced automation that simultaneously improved the organization's efficiency.

A global telecom leader sought to bolster its security posture through a series of transformative projects. More specifically, the company wanted to improve its ability to manage privileged accounts on a global scale. To do so, the organization needed a robust solution to deploy and migrate its PAM system, onboard various applications, and establish a reliable disaster recovery plan.

The existing system lacked governance and monitoring for database access, and the company possessed limited documentation related to its database architecture and processes. Additionally, the sale of public IPs at its data center posed a risk to PAM servers, necessitating a swift and effective disaster recovery solution.

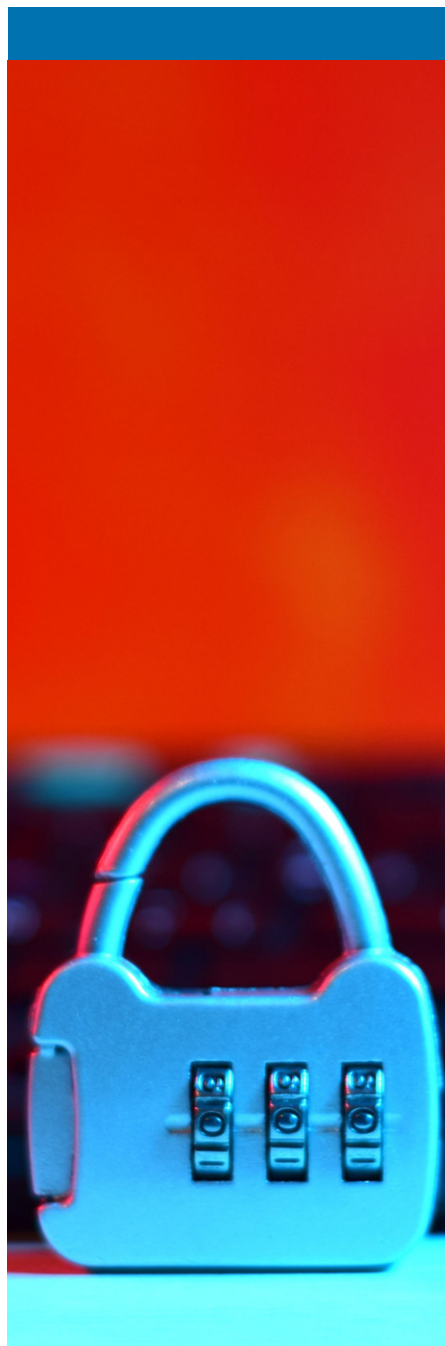
The Cybersecurity Identity and Access Management (IAM) team at Capgemini stepped in to deliver three key initiatives using CyberArk's PAM solution. These projects included a Greenfield implementation, migration of entitlements from the incumbent system to Capgemini's Identity as a Service (IDaaS) platform, and comprehensive application onboarding.

Strategic privilege management for enhanced security and efficiency

Following a methodical and strategic approach, Capgemini conducted a six-week fast-track assessment to evaluate the existing system and identify areas for improvement. Based on the results of this review, the project team transitioned the company to a cloud architecture hosted within Capgemini's Cloud. This move ensured that the service remained up-to-date and efficient.

In the application onboarding phase, Capgemini performed detailed assessments on 25 databases of various types, including Oracle, DB2, and MS SQL. Custom plugins were developed for session management in the QA environment, and additional databases such as Azure MSSQL, SAP S/4HANA, and Oracle were onboarded. The team also automated the onboarding of SOX servers to the PAM solution, providing clear visibility and a comprehensive solution blueprint.

The disaster recovery project was critical due to the company's mandate to complete the DR change before September 2024. Capgemini deployed CyberArk DR components, including the Central Password Manager and Session Manager for both Windows and Unix, each of which were installed and configured in the new Azure Data Center. This ensured seamless integration with all target applications and enabled smooth, uninterrupted updates to partner connectivity systems. Finally, the project concluded with a thorough clean-up of regional license records.



Achieving robust cybersecurity and operational excellence

The telecom leader now enjoys granular privileged access controls, preventing unauthorized access to account credentials while ensuring authorized users have the necessary access for legitimate business purposes.

Centralized secure storage protected privileged account credentials across on-premises, hybrid, and cloud environments, as well as throughout the DevOps pipeline. In addition, detailed audit reporting provided security and audit teams with clear visibility into who accessed which accounts, as well as when and why. Automatic credential rotation ensured that privileged account passwords and SSH keys were regularly updated and synchronized. End-to-end automation simplified privileged account management tasks by implementing REST APIs, streamlining workflows, onboarding new rules, and clarifying permission granting.

The successful implementation of CyberArk's PAM solution represented a significant step forward for the company's cybersecurity posture. By enhancing security, providing granular access control, and achieving end-to-end automation, Capgemini helped the organization demonstrate a strong commitment to security and resilience. This partnership propelled the company to develop a more secure and efficient operational environment, solidifying its position as a global leader in cybersecurity.





Passion Meets Power: How a High-End Motorcycle Retailer Manages 50K Inventory Items with Odoo

In the world of Harley-Davidson, passion drives everything from the growl of the engines to the bond between riders who share the same thrill of the open road.

At Richco Harley-Davidson, that passion has powered more than two decades of growth. But behind this legacy of freedom lies a finely tuned business machine that ensures every part, service, and sale runs as smoothly as the bikes they love.

Riding on Passion and Precision

Richco Harley-Davidson isn't just another dealership, it's a community built around a shared love for Harley-Davidson motorcycles and the lifestyle they represent. Every member of the team embodies this spirit, dedicating themselves to providing authentic service and genuine care for their riders.

To keep that spirit alive while scaling sustainably, Richco Harley-Davidson realized they needed a tool that could match their pace and precision. The answer came in the form of Odoo, an all-in-one business management platform that helps them blend their passion with operational practice.

Uniqueness of Richco Harley-Davidson

As Chiang Mai's first and only authorized Harley-Davidson dealer, Richco Harley-Davidson offers far more than bikes. They provide a complete lifestyle experience—genuine parts, accessories, and apparel that capture the Harley spirit. With three pop-up stores and a growing online presence, the team connects riders from across Thailand and beyond.

Behind the scenes, their operation is impressive in both scale and sophistication. Managing more than 50,000 genuine parts in inventory and a fleet of 3,000 motorcycles in their bike park, Richco Harley-Davidson represents a blend of tradition and advanced logistics. It's a level of complexity few retailers can match.

Managing Growth with Efficiency

Growth brought both excitement and complexity. As inventory expanded and teams grew, Richco Harley-Davidson faced challenges with employee tracking, HR management, and inventory accuracy. Their existing fragmented systems made administrative work slow and prone to errors. The need for a unified, real-time platform became clear.

Odoo Implementation

After extensive research, Richco Harley-Davidson partnered with Taube Digital, an experienced, English-speaking Odoo partner known for seamless implementation. Together, they rolled out key Odoo apps focused on improving daily operations and data visibility. proactive mindset is exactly what we needed."

"Taube Digital has helped us a lot in terms of implementation and an English speaking team with a proactive mindset is exactly what we needed."

-Phil Gebbett
Director of
Richo Harley-Davidson

Core Applications

Inventory

Real-time tracking of over 50,000 parts with accurate stock levels and efficient order management.

Dashboard

A single, intuitive interface giving managers instant insight into sales, stock, and team performance.

CRM

Helping the sales team nurture customer relationships, follow up leads, and personalize marketing efforts.

Field Service & Fleet Management

Efficiently scheduling and tracking maintenance for thousands of motorcycles.

Knowledge

Centralized product and procedure resources to support training and consistent service quality.



Team Empowered by Technology

The results were immediate. From management to sales associates, every team member found Odoo improving their workday rhythm and control.

General Manager, Thitipat Teerachaianan, and Director Phil Gebbett highlight how Odoo's Dashboard and CRM have transformed management at Richco Harley. With real-time visibility across sales, service, and inventory, they can now track performance, allocate resources,

and make strategic decisions instantly. What once required multiple systems and reports is now unified in one clear view, helping management align operations with long-term goals and maintain full transparency across teams.

“If local SME businesses want to grow and become more stable, the system you use may be important. At Richco, we’ve proven that Odoo is a highly stable system.”

**-Thitipat Teerachaianan
General Manager of
Richo Harley-Davidson**

On the operations side, Nativadee Saranan, and Werapong Bunnak all rely on Odoo’s Sales, Fleet, and Field Service apps to manage their day-to-day work. From checking parts availability to coordinating maintenance and following up with customers, the system keeps everything connected in real time. Whether they’re using a desktop, tablet, or mobile device, Odoo integrates seamlessly into their workflow, allowing the team to work faster, smarter, and with greater confidence in every task.

The Road Ahead

Today, Richco Harley-Davidson runs like a finely tuned engine, driven by passion, powered by Odoo. With every process streamlined, from inventory to sales and customer care, the business operates with greater efficiency and responsiveness.



“If local SME businesses want to grow and become more stable, the system you use may be important. At Richco, we’ve proven that Odoo is a highly stable system.”

**-Thitipat Teerachaianan
General Manager of
Richo Harley-Davidson**

About Odoo

Odoo is an open-source suite of integrated business applications actively programmed, supported, and organized by Odoo SA. Odoo is similar to many open-source projects where customized programming, support, and other services are provided by an active global community and partners network. The community is comprised of more than 1,500 active members and has contributed more than 4,500 modules to the ongoing enrichment of Odoo. The network of certified partners, established in more than 120 countries, deploys the solution locally. The software, with more than 1,500 downloads a day, is one of the most frequently installed business suites worldwide.



Bayer brings its manufacturing operations' OT security up to date

Bayer AG wanted to improve the visibility and transparency of the complex Operational Technology (OT) environment in their Pharmaceuticals Division, which is spread across the company's 15 largest sites worldwide. The goal was to increase asset availability and protect critical infrastructure from potential cyberattacks. The chemical and pharmaceutical company selected Guardian appliances and the Central Management Console from Nozomi Networks. Our security experts designed, implemented and rolled out the solution globally.



Client Profile

Bayer AG, headquartered in Leverkusen, Germany, is a listed chemical and pharmaceutical group with over 100,000 employees at more than 170 locations worldwide. The operating business is managed through three divisions: Pharmaceuticals, Consumer Health and Crop Science.

“We need to be able to constantly detect attacks and anomalies in our production network as early as possible in order to prevent a system failure.”

**-Jürgen Focke,
Global Program Manager
Manufacturing IT-
Security, Bayer AG Division
Pharmaceuticals**

Vision

Bayer wants to protect its critical infrastructure from interruptions

In the development and construction of a production plant, the functional requirements are the first and foremost priority. Availability around the clock is of the utmost importance so that production does not come to a standstill. However, the integration of the corporate network increases the need to protect such OT systems against cyber risks. Companies that are considered operators of critical infrastructures need to protect themselves through the latest technologies so that they can respond at the earliest signs of attacks and anomalies within the network. Bayer AG's Pharmaceuticals Division also faces this challenge. While Bayer already had well-established security policies and protocols in

place, in light of the rapid increase in cyberattacks they wanted to better protect themselves against new threats, as well as prevent data from being compromised or from intellectual property falling into the wrong hands. For Bayer, the issue of product safety – and therefore patient safety – is a top priority. Since the company's supply chain is spread across several production sites and countries, the transparency and security of OT processes and networks required further optimization. Although Bayer had an overview of the number of individual devices in its networks, the IT team was not able to identify how they communicate with each other and where vulnerabilities and risks lie. Meanwhile, those responsible were faced with the challenge of standardizing security processes across IT and OT. The new solution, as an additional building block in securing production facilities, was intended to help Bayer Pharmaceuticals find weak points and detect and respond to attacks at an early stage. Additionally, Bayer wanted a uniform management level to consolidate global risk monitoring and OT visibility across all sites in order to optimize workflows.

Transformation

Advanced detection capabilities identify potential cyberthreats and vulnerabilities in the plant

Bayer selected us to implement the Guardian solution with Nozomi Networks' Central Management Console (CMC). To begin the project, a Guardian appliance and virtual management console were initially installed at a selected production site as part of a proof of concept (PoC) to demonstrate the solution's features and capabilities. Nozomi Networks' Guardian appliance automatically tracks OT and IoT assets and monitors communications and device behavior to gain insight

into the network and its activity patterns. In this way, it detects anomalies in behavior as well as attacks and identifies the respective vulnerabilities with the appropriate priority. In doing so, the CMC consolidates OT and IoT visibility and risk monitoring across all sites to streamline workflows and accelerate incident response. The results of the PoC impressed those in Bayer's inhouse OT security team: Guardian not only automatically creates a comprehensive asset inventory, but also creates full transparency of all operations in the company's own network, which supports optimized network configuration. The security team is thus able to reduce manual troubleshooting and forensic efforts, speeding up the response to potential vulnerabilities.

NTT's security experts handled the design, implementation and global rollout of the solution at all production sites in close coordination with Bayer. NTT's tried-and-tested project method was chosen for the implementation, in which eight so-called work packages were “worked through” step by step. The project started with a kick-off and the general design of the architecture. This was followed by an initial inventory and a rough design for each individual site, defining where the appliance would be inserted into the network and what data traffic would be monitored. The next step was configuration and – as soon as the number of alarms had been reduced and all false alarms had been fished out – final fine-tuning, including activation of the protection mode. All further measures were then implemented, including real-time reports, dashboards, audits, integration into the central Security Operation Center (SOC) and final training sessions for the security managers at Bayer.



Results

Bayer now has visibility of its complex, globally distributed OT environments. With the new solutions, Bayer AG has the capability to optimize its network security in a highly targeted manner. Network communication and behavior are constantly monitored in order to detect anomalies and possible attacks, which allows for a swift response to potential incidents before they can disrupt operations. Advanced threat intelligence capabilities identify cyberattacks as well as production risks early. The included threat intelligence service continuously updates Guardian appliances with the latest data and analysis. The pharmaceutical company is thus always kept up to date on emerging OT and IoT threats and can promptly detect and prevent the spread of potential infiltrations across its networks. This allowed around-the-clock availability of the production plants, which is essential for the pharmaceutical sector. The central console at the main site in Leverkusen also gives Bayer's managers a consolidated overview of all production sites around the world, providing company-wide transparency. With the help of our experts, the systems were also configured in such a way that false alarms and operating costs are reduced to a minimum.

What technologies?

- Guardian appliances from Nozomi Networks
- Central Management Console (CMC) from Nozomi Networks

What services?

- Technology Infrastructure Services
- OT/IoT services
- Project management
- Design, delivery, implementation and transition (including SOC connectivity)
- Training

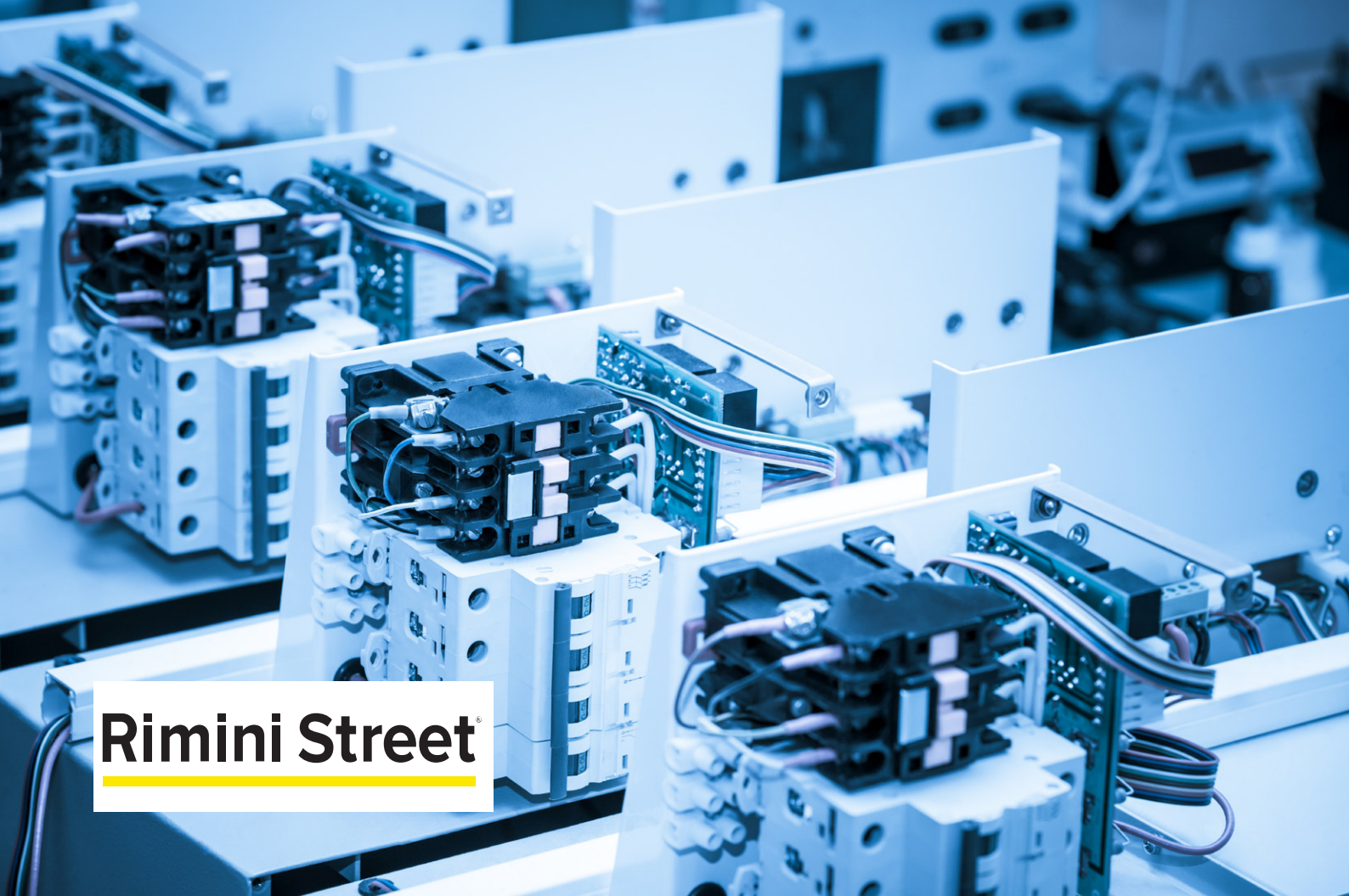
What partners?

- Nozomi Networks

“As a major supplier in the pharmaceutical sector, providing patients with their medications is our top priority. An intrusion detection system is an essential component of our strategy, which we have successfully integrated, together with our partner NTT.”

**-Jürgen Focke,
Global Program Manager
Manufacturing IT-
Security, Bayer AG Division
Pharmaceuticals**

Technology plays a crucial role in driving business outcomes, which is why 85% of the Fortune 500 companies come to us. Find out how our full range of capabilities will empower your people, strategy, operations and technology to achieve your business modernization and transformation goals.



Rimini Street®

Rimini Street's SAP Expertise Powers the Impossible for SP Electricity North West

**99% drop in
password reset
tickets**

SSO solution automates most password requests

**10% of service desk
time freed**

Analysts able to focus on more complex issues

**Resolved disruptive
outages**

Root cause analysis eliminates hours of downtime



Client Profile

SP Electricity North West plays an essential role in delivering power to more than 5 million customers daily, leveraging its existing network and investing in new technology to spark innovative energy solutions ready for the future.

Industry

Energy & Utilities

Geography

UK

Technology Platforms

SAP ECC 6, BusinessObjects

“Instead of spending cycles on accessibility issues, our team is now focusing their efforts on value-add projects that deliver real ROI for our business.”

**-Martin Williams,
Problem and Knowledge
Manager SP Electricity
North West**

Client Story

SP Electricity North West (SP ENW) keeps the lights on for more than five million people from the UK's Lake District to the city of Manchester. As one of the region's key power distribution operators, it maintains 57 km (about 35.42 mi) of power lines and electricity cables with the goal of developing ground-breaking solutions to deliver reliable, affordable and sustainable service to its customers.

For SP ENW, ECC 6.0 and BusinessObjects serve as the backbone for their daily operations, covering everything from HR and finance and more. Like many energy and utilities providers, heavy customizations were created to align with their specific business processes and to adhere to government regulations.

With vendor support for ECC 6.0 and other core platforms soon sunset, regional providers like SP ENW face increasing pressure. They cannot afford to sacrifice day-to-day operations while allocating resources to the looming disruption of their mission-critical systems. This makes it critical that businesses understand that alternatives to support exist that will allow them to keep the lights on, run without disruption and move toward innovation on their own terms.

Deep SAP expertise sparks stability

In 2022, SP ENW engaged an L2 support provider to oversee the day-to-day management of their SAP systems. However, they quickly realized that the level of expertise needed was much more than what the provider could deliver.

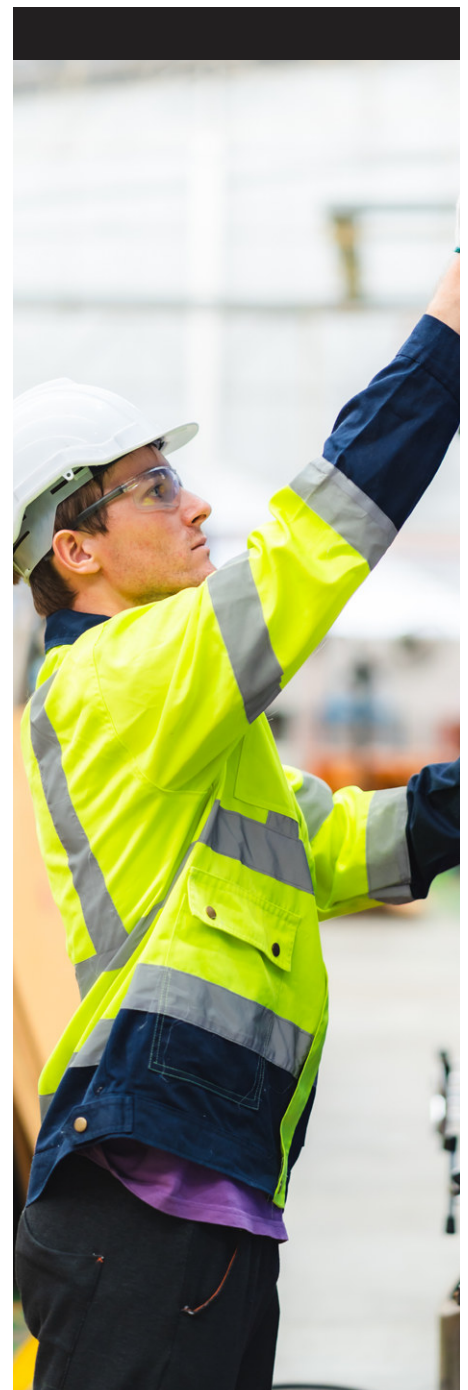
After experiencing 10 outages in a few months, with each reboot taking up to 90 minutes, the support provider told them it would be impossible to fix the issue. The team was not convinced and decided to explore new options.

Upon selecting Rimini Street as their L4 support partner, the [Rimini Support™ for SAP engineers](#) stepped in and investigated the issue, found the root cause related to document handling and corrected it. After enduring months of disruption with their previous provider, SP ENW finally achieved system stability. “There was a lot of praise from our senior management for Rimini Street helping to ultimately resolve that issue,” Mark Ingleby, IT Supplier Relationship Manager at SP ENW, said.

In unique cases like this, highly skilled engineers apply the Rimini Support™ for SAP model to combine deep product expertise with cross-functional analysis. This

process allows them to investigate beyond surface-level symptoms and identify underlying causes that other providers often overlook. This delivers targeted and lasting fixes tailored to each client's environment.

“With the customizations and adaptations that we've done to our system, we needed someone with more experience to understand how changes impact all these areas, and that's what Rimini Street does for us,” said Martin Williams, Problem & Knowledge Manager at SP ENW.



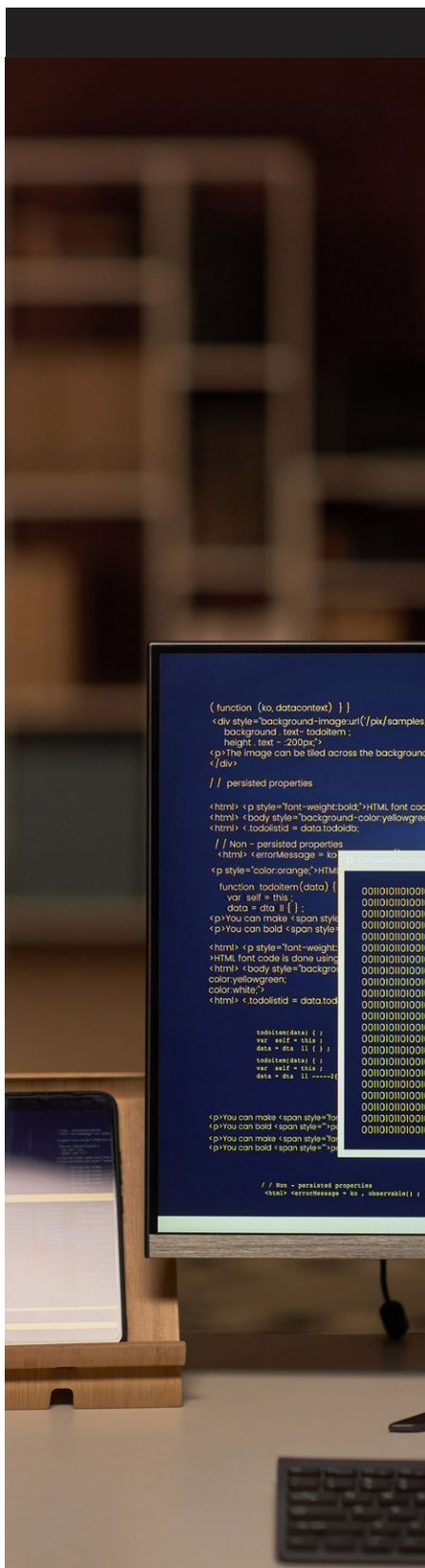
Where others say no, Rimini Street says YES

On the heels of that success, SP ENW brought another critical issue that the L2 provider said couldn't be solved to Rimini Street's attention. Williams, responsible for reducing incident volumes through effective problem management, saw an opportunity; if the company could remove the flood of SAP password reset tickets with a Single-Sign-On (SSO) solution, their analysts would have the bandwidth to identify broader incident patterns. "The other vendor said SSO wasn't technically possible, but they also said they couldn't fix our servers, which Rimini Street managed to do," Ingleby said.

The service desk was being bombarded with up to 200 password reset requests per month, and according to Ingleby, operational efficiency was impacted. "Although they may only be 10-minute calls, they averaged out to up to 20 minutes of on-call work plus logging time. Over the course of years, it accounted for hundreds of thousands of British pounds in overhead costs." In addition to operational impacts, users avoided the system because of the password complications.

Enabling SSO would require specialized engineering expertise to accommodate the power provider's customized SAP environment. After a competitive bidding process, [*Rimini Consult™*](#) came out as the best fit solution to complete the project based on both expertise and value. The proposed solution eliminated the need for SP ENW to invest in a costly, dedicated SSO product, [*maximizing the value of their existing SAP estate*](#) and saving an unnecessary IT expenditure.

The result? Seamless one-click access to SAP applications and an enhanced user experience. With SSO, employees could now access all their SAP applications with a single click, no longer delayed by forgotten passwords. For SP ENW's 2000+ employees, this meant smoother workflows and fewer frustrations.



Lighting the way to real business value

Password reset tickets once accounted for 10% of the tickets in their service desk queue. After the SSO implementation, the number of password reset tickets was reduced by 99%.

On top of the quantitative benefits, the service desk is now able to deliver more value to users. Analysts who once spent hours resetting passwords were now freed to focus on higher-value problem-solving. It also gave staff room to grow professionally, engaging with more complex technical challenges rather than repetitive tasks. "It's improving our service desk representatives because now they have more time to spend with users and investigate complex issues rather than being time-pressured with password incidents," Williams said.

The SSO implementation also improved the quality of incident analysis, enabling SP ENW to identify patterns faster. Williams explained, "Now, when I'm looking at the incidents, it's easier to spot trends without 1000s of password reset tickets in the way. It's like getting rid of some of the trees that are stopping me from seeing the woods."

These gains reflect how Rimini Street's process often goes beyond break and fix support to help organizations optimize how their systems are used day to day, turning technical stability into practical business improvements moving into the next era of tech.

Charging ahead with confidence

SP ENW runs an internal scorecard for their vendors based on stringent criteria. Based on Ingleby's analysis, "Rimini Street has outscored our

baseline. There are only two other vendors that have ever done that since I've been calculating the scores." A cornerstone of the Rimini Street approach and the successes with SP ENW is a focus on root cause analysis. This methodology goes beyond just closing tickets; it means digging deeper to understand what caused the issue and fixing it so that it doesn't repeat. Paired with the expertise of senior-level engineers, SP ENW was able to turn "can't be done" projects into business realities.

While many IT departments struggle with being labeled the "[Department of No](#)" due to resource constraints or knowledge gaps, with Rimini Street, SP ENW is empowered with the resources and deep expertise to say "yes" to improvements across productivity, profitability and user experience.

As they plot their SAP roadmap through 2032, the SP ENW IT team feels strong in their outlook, knowing they are backed by a capable support partner with unmatched support, optimization and innovation capabilities, which in turn generates confidence from the organization in their ability to deliver transformation without disruption.

SP Electricity North West's journey with Rimini Street demonstrates how energy and utility providers, many running on thin margins and balancing strict compliance and regulations, can [avoid unnecessary upgrades and continue running and optimizing their mission-critical SAP platforms](#) well into the future. Most importantly, they can reallocate resources to accelerate growth and profitability goals.

As part of their 'Innovate Pillar,' Rimini Street turns focus from fixing problems to planning for the future by identifying opportunities to modernize selectively, adopt new technologies at the right pace and ensure systems remain in fighting form for years to come. This forward-looking pillar allows organizations like SP ENW to strengthen today's operations while freeing up budgets and resources for future success.

"Instead of spending cycles on accessibility issues, our team is now focusing their efforts on value-add projects that deliver real ROI for our business," Ingleby said.

Our solutions for SP Electricity North West

Receive comprehensive enterprise software support from a proven provider. Whether you need issue resolution, performance tuning or regulatory compliance, you can trust Rimini Support™ to deliver.

With Rimini Support, you gain:

- Support for customizations not covered by the vendor
- The strength and knowledge of hundreds of seasoned engineers on your team, but not on your payroll
- Potential savings of up to 90% of total support costs

Rimini Street





Closing Gaps, Gaining Control: Strengthening SAP Security Practices Global Market Expansion Service Provider automates Patch Management for SAP

SAP landscapes are so interconnected that every system deserves strong protection. With the right SAP security processes in place, you can keep your entire environment safe and resilient. For DKSH, SAP is critical not only as the backbone of business operations but also as a driver of reputation and trust. With cybersecurity positioned at management level and strong awareness across the company, DKSH recognized the importance of protecting its SAP environment against growing threats.

With SecurityBridge Patch Management, the monthly [SAP Security Notes](#) are no longer a problem even for junior SAP administrators. By gaining process efficiency, the SAP Basis team can now focus on its core tasks.

About DKSH



Headquartered in Switzerland, DKSH markets, sells, and distributes high-quality products and brands for multinational and Fortune 500 companies in Asia Pacific, Europe, and North America. Through their business units Consumer Goods, Healthcare, Performance Materials, and Technology, DKSH provides a full range of tailored market expansion services for their partners.

Why SecurityBridge?

“With SecurityBridge, we elevated [SAP security operations](#) to a fully automated, streamlined, and resilient process. This transformation enabled our team to execute its security mandate with confidence while ensuring cybersecurity initiatives are closely aligned with executive priorities.”
Senior Manager, Group Enterprise Technology Services

Challenges

As DKSH’s SAP landscape evolved, the organization recognized opportunities to further optimize how [SAP vulnerabilities](#) were managed. At the time, reviewing and applying SAP Security Notes requires significant effort each month and depended heavily on highly experienced subject matter experts.

To enhance efficiency, the SAP Basis team explored complementary tools beyond standard SAP capabilities. While these tools added functionality other perspectives were also considered. Complexity also limited broader team involvement.

These insights highlighted the need for a more sustainable, scalable, and future-oriented approach to SAP security—one that could support both operational excellence and long-term objectives.

Solution

DKSH selected SecurityBridge to automate SAP security, beginning with Patch Management to address one of its most critical operational priorities. The solution stood out for its SAP-native design, ease of use, and ability to operate without additional external hardware. Transitioning to SecurityBridge, DKSH streamlined its security processes to an automation framework. The platform also fostered knowledge sharing and

collaboration across the team effectively and ensuring consistent achievement of SAP security KPIs.



Results and Customer Benefits

With SecurityBridge, DKSH realized clear gains in both efficiency and effectiveness. Patch Management is now fully automated and operationalized, ensuring vulnerabilities are remediated within defined timelines and security KPIs are met reliably and

without disruption. The move to SecurityBridge further strengthened DKSH’s commitment to SAP-native security solutions.

Beyond resolving immediate operational challenges, SecurityBridge has established a robust, long-term SAP security foundation aligned with management priorities and DKSH’s reputation for excellence. Looking ahead, DKSH views SecurityBridge as a strategic platform to support continued growth and maturity in SAP cybersecurity.



About SecurityBridge

SecurityBridge is the leading provider of a comprehensive, SAP-native cybersecurity platform. Trusted by organizations worldwide to safeguard their most critical business systems. Our platform seamlessly integrates real-time threat monitoring, vulnerability management, and compliance capabilities directly into the SAP environment, empowering organizations to protect their data’s integrity, confidentiality, and availability with minimal manual effort. With a proven track record, including a stellar customer success rating and over 8,000 SAP systems secured globally. SecurityBridge stands out for its ability to accurately provide a 360° view of the SAP security posture, ease of use, rapid implementation, and transparent licensing. We are committed to innovation, transparency, and customer-centricity, ensuring businesses can confidently navigate the evolving landscape of SAP security threats.

