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ENTERPRISE AI GETS TO WORK

EXCLUSIVE INTERVIEWS

- HOW AI IS RESHAPING INVENTORY AND ERP | BEN HUSSEY
- FROM FRAGMENTED SYSTEMS TO INTELLIGENT ERP | CHRIS HAWLEY
- RETHINKING THE ENTERPRISE BUYING EXPERIENCE | SHAZ KHAN

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EDITOR'S NOTE

ENTERPRISE AI GETS TO WORK



Dear Readers,

For several years, enterprise technology discussions have focused on what artificial intelligence might eventually make possible. This issue of ERP News shows that the conversation is changing. AI is moving beyond experimentation and becoming part of the systems, decisions and workflows that keep businesses running.

Our interviews reflect this transition. Ben Hussey of Katana explores the connection between AI, inventory accuracy and product discoverability. Chris Hawley of The Noledge Group discusses integrated systems and reliable data, while Shaz Khan of Vroozii examines how intelligent procurement can combine automation with a better user experience.

The same shift is visible across manufacturing, finance and professional services. SYSPRO Torque brings industrial AI into auditable workflows. Sauder Woodworking reports a 93% reduction in changeover time and an increase of almost 40% in productivity. Sage Intacct is applying AI to financial anomalies, while Certinia is expanding agentic capabilities across the services lifecycle.

Yet adoption alone does not guarantee better performance. Tempo found that 91% of surveyed organisations are piloting or using AI in project delivery, but only 33% have delegated real work to agents. Many still struggle to connect AI investment with measurable returns.

Our customer stories provide another perspective. Storm Smart, Volac, BES Limited and MotoNovo operate in different industries, but each transformation began by removing fragmented processes and establishing a more reliable operational foundation. The value of enterprise AI will not be determined by the number of agents a platform offers. It will depend on trusted data, clear accountability and meaningful business outcomes.

We hope this issue provides useful perspectives and practical ideas for navigating that change.

Enjoy the issue.

PINAR SENGUL

Editor-in-Chief, ERP News

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THIS ISSUE

ENTERPRISE AI GETS TO WORK

From intelligent systems to governed action across the enterprise.

INTERVIEW

HOW AI IS RESHAPING INVENTORY AND ERP



Ben Hussey
Katana

INTERVIEW

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Chris Hawley
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THE TECHNOLOGIES, COMPANIES AND IDEAS SHAPING INDUSTRIAL AI.

HOW AI IS RESHAPING INVENTORY AND ERP

Ben Hussey, Co-CEO of Katana, discusses stockouts, agentic commerce, data quality, and the future of AI-driven inventory management.

katana

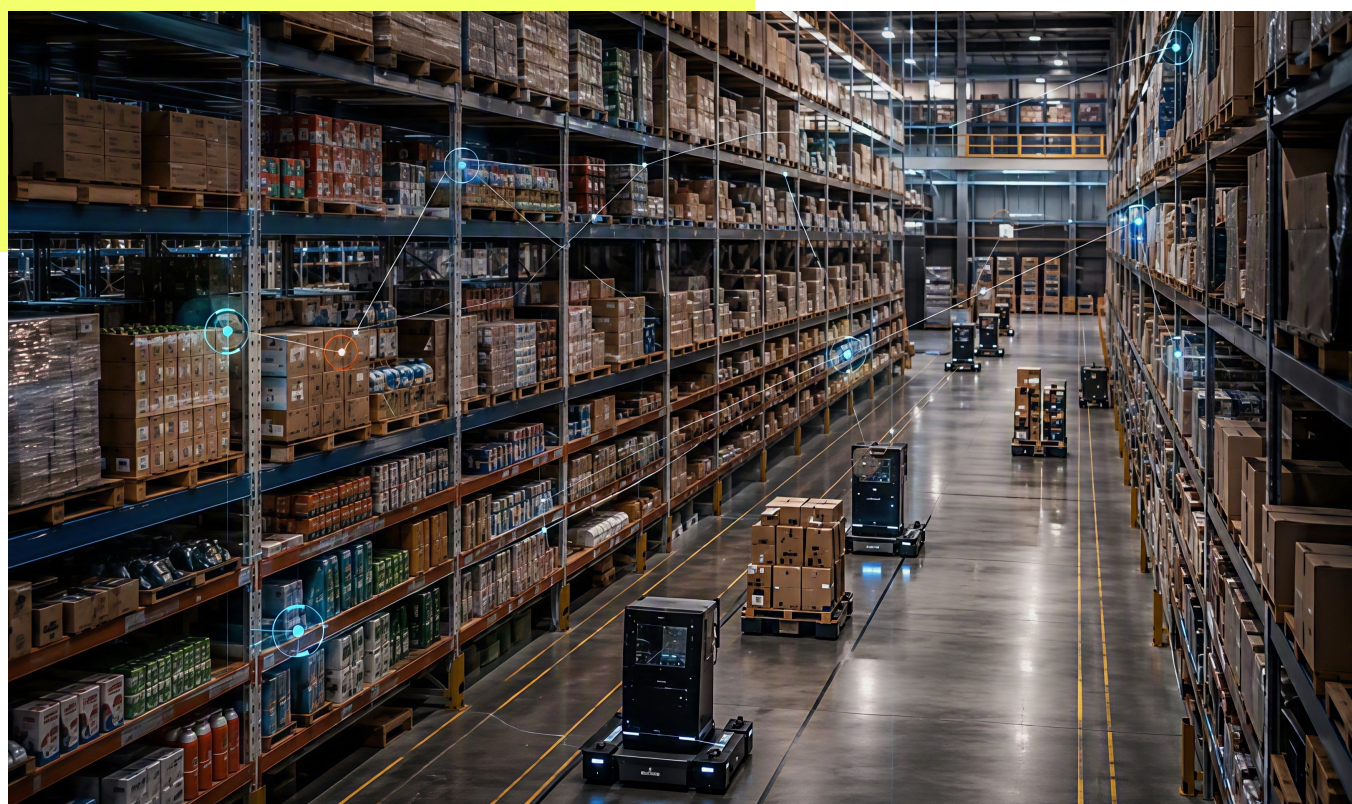
FROM RECORD-KEEPING TO INTELLIGENT ACTION

Recurring stockouts are no longer just an inventory problem. They often reveal deeper weaknesses in the data, systems, and replenishment processes supporting modern commerce.

WHEN INVENTORY ACCURACY DRIVES DISCOVERABILITY

As AI shopping assistants rely on real-time availability data, inaccurate inventory can prevent a product from ever reaching the customer's consideration.

In this ERP News Q&A, Ben Hussey, Co-CEO of Katana, explores how AI is turning ERP and inventory platforms from reactive systems of record into proactive systems of action. He also discusses agentic commerce, data quality, automation, and the future of adaptable ERP.



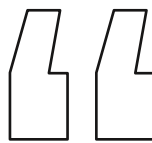


BEN HUSSEY

Co-CEO, KATANA

Ben Hussey is a growth-focused leader with extensive experience driving business transformation through sales, product innovation, and operational excellence.

He has led high-performing teams across eCommerce, inventory, and order management, working in SaaS leadership roles from both the client and vendor perspectives. Passionate about using software to create customer value, he is known as an innovative problem solver, team builder, and trusted partner in driving long-term business success.



If the same products keep failing, the process that generates the reorder point is broken.

Q: Stockouts have traditionally been treated as an inventory or merchandising problem. Why should they increasingly be viewed as a systems problem—and what does that change for ERP and operations leaders?

BEN HUSSEY: Buying more inventory doesn't necessarily address why the same products keep running out. Replenishment logic is historically disconnected from sales velocity or supplier lead times. Instead of having buffer stock everywhere, I recommend that operational leaders understand whether their reorder points reflect how fast a product sells and whether inventory is accurately recorded across every channel it's sold on.

Q: Katana's research found that 59% of stockouts affect products that had already gone out of stock earlier in the year. What does that level of repetition tell us about traditional forecasting and replenishment processes?

BEN HUSSEY: This tells us that most forecasting is reactive. A brand sees a stockout, restocks the product, and considers the problem solved until the same SKU runs out again a few weeks later. The issue here is that the reorder point never changed. Our 2026 data also found that a typical brand's best seller sits unavailable about 34 days a year, spread across roughly 14 separate stockouts. If the same products keep failing, the process that generates the reorder point is broken. As more product businesses embrace a multi-channel selling approach, they need to look past one-time predictions as the default forecasting strategy.

Q: AI-powered shopping is creating a new dynamic: if an inventory system reports a product as unavailable, an AI shopping assistant may simply exclude it from consideration. Does this make inventory accuracy a customer acquisition issue as much as an operational one?

BEN HUSSEY: Absolutely. This is the part that most brands haven't priced into their operational strategies yet. In a store, a shopper who hits an out-of-stock item can grab something similar or come back tomorrow. Even online, they'll browse the site for comparable items. An AI agent, however, will simply look at the data. If it reads that your product is unavailable, it's never even surfaced to the shopper in the first place.

The shift agentic commerce brings to the way brands sell products online isn't just hype. Google's [Shopping Graph](#) carries over 50 billion listings and updates more than 2 billion of them an hour. AI traffic to US retailers is up 393% year over year, according to Adobe. That traffic converts about 42% better than traditional search ever did. The impact of all this: brands with clean, real-time inventory data end up both avoiding bad customer experiences and being more discoverable.

Q: For years, ERP and inventory platforms have primarily acted as systems of record, documenting transactions and providing visibility into what has already happened. How do you see that role evolving as AI enables systems to anticipate problems and recommend, or even initiate, the next action?

BEN HUSSEY: The record-keeping function of legacy ERP and inventory platforms isn't going anywhere. Most of these tools will tell you that a stockout happened after the fact. Looking ahead, we'll see a shift toward systems that catch the pattern while it's forming, like a SKU trending toward a repeat stockout or a sudden demand spike from a product going viral on social media. The system will then flag it or trigger the reorder itself.

The ability to offer operational leaders proactivity is a fundamental change from what these platforms traditionally offer. ERP and inventory tools have long documented decisions humans made. It's reactive and reliant on manual updates. The next phase of inventory management will be built upon tools that make the routine calls and restock before it's too late, so operators can spend their time on the decisions that need judgement.



Q: There is considerable pressure on businesses to introduce AI into their operations, but not every workflow necessarily benefits from it. Where do you believe AI genuinely adds value in inventory and order management today, and where is conventional automation still the better answer?

BEN HUSSEY: AI earns its place where it can solve a problem that is genuinely predictive. That could be spotting when a SKU's sell-through has changed or catching a demand spike before the reorder point does. Being able to recognize patterns at a scale humans and static rules can't match is the differentiator. And as we continue to see an influx in AI-driven search and agents rapidly crawling the web for recommendations, keeping inventory machine-readable from a volume perspective is critical. Automating machine-facing work is key to helping retailers meet AI outputs without losing visibility or that uniquely human touch. If a workflow is already deterministic, regular automation can often do the trick. "When X happens, do Y" doesn't necessitate AI. A lot of what gets marketed as AI in inventory management is really just automation with better branding.

Q: AI forecasting is only as reliable as the operational data behind it. What data quality or process weaknesses most commonly prevent businesses from getting meaningful results from AI-driven inventory planning?

BEN HUSSEY: Bad location data can make it challenging to improve inventory planning. A brand's total stock count can look completely healthy while the specific warehouse or 3PL meant to fulfill an order sits empty. AI forecasting built on an aggregate number instead of per-location availability will confidently give you the wrong recommendation. The second most common issue is stock that's technically available, but in reality, it's backordered or mixed in with incoming inventory. If the underlying data doesn't distinguish between those states, no amount of AI on top will produce a forecast that operational leaders can trust.

Q: As AI assistants become connected directly to ERP, inventory, commerce, and accounting systems, users can increasingly query operational data and execute tasks through natural language. How significant is this shift away from traditional software interfaces, and what new governance or control considerations does it introduce?

BEN HUSSEY: This isn't another over-hyped transformation. Once someone can ask, in plain terms, "Which SKUs are at risk of stocking out this month?" instead of having to build out a full report, more people in the business start asking that question and achieve a better understanding of the state of their operations. Katana MCP, for example, connects merchant accounts directly to tools like Claude and ChatGPT, allowing the user to upload a supplier invoice into their AI chat and get back an accurate purchase order.

There's certainly a governance question that comes with this change, too. Natural language interfaces make it easy to execute an action without understanding the downstream effect. Anyone building tools in this space needs to consider clear permissions around who can query versus who can act and keep an audit trail of what the AI did versus what it recommended.





Q: One of the persistent challenges in enterprise software is the tension between standardization and the reality that every business operates differently. How should ERP and inventory platforms become more adaptable without recreating the complexity and technical debt associated with heavy customization?

BEN HUSSEY: The better option, especially for small and mid-sized businesses that need more bespoke solutions, is a configurable system. Customization works up to a certain point but can quickly turn into the thing that holds a brand back. A system with strong defaults that can flex to how a specific business operates enables more adaptability and resilience. I like to challenge operational leaders to ask themselves if their business can change how it works without touching code, and if that change would survive the next product update. If the answer is no, they've just rebuilt the customization problem with newer software.

Q: Smaller and mid-sized product businesses often reach a point where spreadsheets and disconnected applications can no longer support their operational complexity, yet traditional ERP can feel disproportionately heavy. How is the technology landscape changing for companies caught in this middle ground?

BEN HUSSEY: A business outgrows spreadsheets when it's selling across more than one or two channels, and the manual reconciliation starts producing errors that cost real money. But legacy ERP is built for an entirely different customer. Most growing product businesses either avoid ERP entirely or take on more complexity than they're capable of managing. This gap is where the opportunity lies.

Mid-market and SMB brands can now get real-time, multi-channel inventory visibility without taking on that overhead. These businesses don't operate the same way. A food and beverage brand tracking expiration dates needs different fields than an apparel brand tracking size and color variants. Meeting that kind of variation historically called for custom development, which is an example of the technical debt that makes ERP slow to change down the road.

The more interesting shift I'm seeing is in software that can adapt to how a business runs without getting a developer involved. It plugs right into an existing tech stack. It's a fundamentally different product philosophy than what spreadsheets or legacy ERP offer. Filling in the mid-market gap has become one of the more active areas of development in the category not just for Katana, but across the sector broadly.

Q: Looking three to five years ahead, what will distinguish the inventory and ERP platforms that remain strategically relevant? Will competitive advantage come primarily from better AI, better data connectivity, greater adaptability, or from something else entirely?

BEN HUSSEY: Operational leaders will have to look beyond AI and connectivity and lean into data quality. Inventory management adoption will largely be driven by whether the platform's data is trustworthy enough for another system, an AI agent, a marketplace, or a shopping assistant, to act on without a human always checking it first. AI will not produce good results if it's fed bad data. Better connectivity would just move bad data faster.

ERP NEWS EDITORIAL TAKEAWAY

The next era of ERP will be defined not by how much AI a platform contains, but by whether its data can be trusted by every person, system, and agent that depends on it.

As ERP platforms move from reporting past events to initiating the next action, data accuracy, governance, connectivity, and adaptability become strategic foundations. Poor data does not become more useful when it moves faster, it only spreads uncertainty at greater speed.

For business leaders evaluating the next generation of enterprise systems, the question is no longer simply, "What can the AI do?" It is, "Can we trust the data behind every decision it makes?"

**TRUSTED DATA IS THE FOUNDATION OF
INTELLIGENT ERP.**



FROM FRAGMENTED SYSTEMS TO INTELLIGENT ERP

Chris Hawley, Managing Director for Great Britain at The Noledge Group, discusses connected data, sector-focused platforms, AI governance, and the next generation of finance and ERP technology.



CONNECTED DATA CHANGES THE DECISION

ERP and finance platforms are no longer expected simply to process transactions and report what has already happened. Businesses increasingly want connected systems that provide real-time visibility across finance, inventory, purchasing, and operations—without forcing every organisation into the same operating model.

AI MUST COMBINE SPEED WITH CONTROL

As AI becomes embedded across enterprise software, its value will depend on more than automation alone. The real opportunity lies in accelerating everyday work while preserving the governance, accuracy, and controls businesses need to act with confidence.

In this ERP News Q&A, Chris Hawley, Managing Director for Great Britain at The Noledge Group, explores how expectations of ERP and finance technology have evolved. He discusses fragmented data, sector-focused platforms, SME modernisation, and why the next generation of business systems must combine connectivity, adaptability, and intelligent assistance.



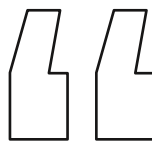


CHRIS HAWLEY

MANAGING DIRECTOR FOR GREAT BRITAIN, THE NOLEDGE GROUP

Chris Hawley is Managing Director for Great Britain at The Noledge Group, which delivers financial management and ERP solutions across the UK and Ireland through Envisage and OSSM. The group helps businesses connect finance with wider operations, improve visibility, and simplify complex processes through technology.

Before joining The Noledge Group, Chris spent nearly 25 years at Sage, where he helped develop technology solutions around evolving customer needs and changing business expectations. His experience spans software development, commercial leadership, financial services, and consultancy, giving him a broad perspective on how organisations can modernise, adapt, and grow.



Businesses now want a genuinely joined-up approach, with real-time visibility across every department.

Q: You spent 24 years at Sage and played a significant role in the development of Sage 200. Looking back at that period and comparing it with today, how have the expectations businesses place on ERP and finance technology fundamentally changed?

CHRIS HAWLEY: The fundamentals haven't changed - businesses still need to get invoices out the door and get paid. What has changed is the technology: smaller businesses can now run far more efficiently without adding headcount, and AI is accelerating that pace of change further.

Tools that were once the preserve of large enterprises, with the budgets and IT teams to support them, are now accessible to SMEs too, levelling the playing field and letting smaller businesses compete on the same footing as much larger organisations. That shift hasn't just been about access to better tools, though - it's also been about how those tools work together.

Traditionally, finance and operational systems operated independently. Businesses are now on their third or fourth generation system and want a genuinely joined-up approach, with real-time visibility across every department.



Q: At The Noledge Group, you work with various overlapping brands of financial management/ERP systems. How do you know which solution is right for each customer?

CHRIS HAWLEY: First and foremost, we're there to help customers find the best fit for their business, not push a particular product. Certain sectors naturally suit one system over another, though there's sometimes overlap where two options could work. It comes down to understanding the organisation - their current needs, future plans and ambitions - and matching that to the solution that fits best.

Q: Traditionally, organisations would fit their business into a system. Now, they don't have to. What are your thoughts on this?

CHRIS HAWLEY: It used to be common for organisations to adopt a generic accounting system and keep every operational task in separate systems or spreadsheets. That's changed - customers now expect all their data accessible in a centralised or connected platform, rather than shoehorning their processes into something pre-built. Getting there is a combination of the right technology, the right implementation partner and genuine industry know-how, so everything flows seamlessly.

Q: Many businesses have invested heavily in digital transformation but still operate with fragmented data across finance, inventory, purchasing and other systems. How much does this fragmentation limit their ability to make faster, more informed decisions?

CHRIS HAWLEY: We see this every day. Older systems are still working, but so are the teams propping them up - manual workarounds and overtime creep in, and it becomes a spiral. Businesses end up working hard but unable to spot trends or opportunities, while competitors with better data forge ahead. Having reliable data at your fingertips is what enables faster, more informed decisions. This only happens when systems are truly integrated.

"Having reliable data at your fingertips is what enables faster, more informed decisions. This only happens when systems are truly integrated."

CHRIS HAWLEY, THE NOLEDGE GROUP



Q: Enterprise software is increasingly moving beyond reporting what has already happened toward recommending what businesses should do next. How significant is this transition from systems of record to systems of intelligence for finance and operational leaders?

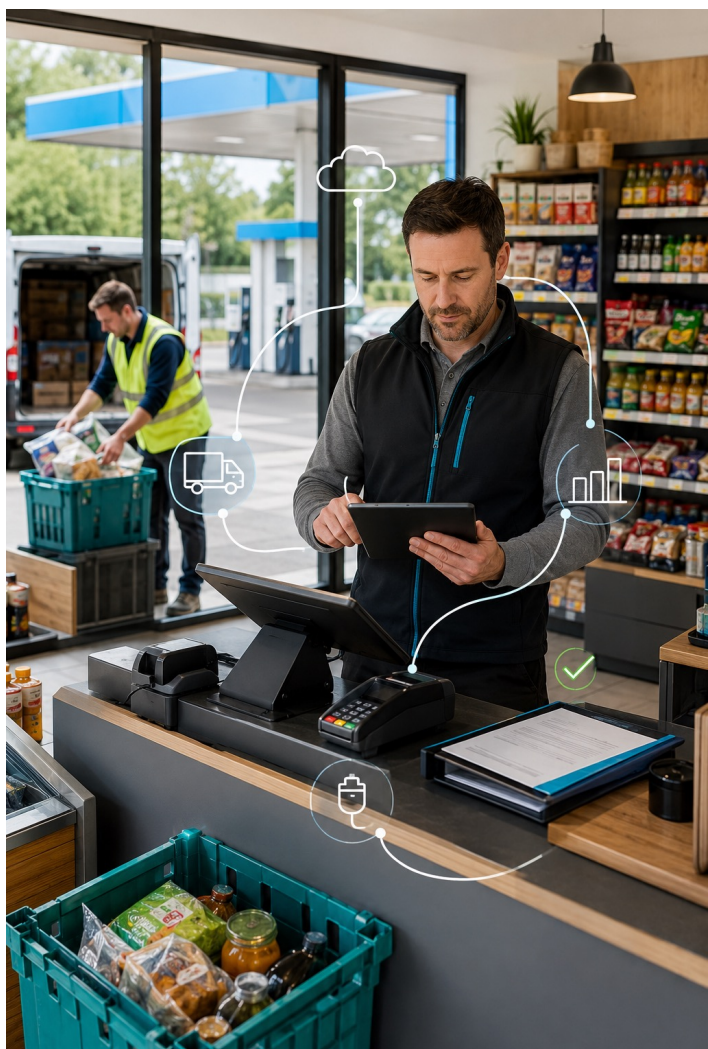
CHRIS HAWLEY: Accounting systems used to be little more than big calculators - totting up what you'd made and what you were owed. Modern finance and ERP platforms give businesses a real-time snapshot of financial and operational KPIs, centralising data in one place and reducing errors. When everyone is working from the same accurate data, leaders can make better decisions, faster. AI is accelerating this shift further still: the old model of "remember to run a report to find out" is giving way to proactive, always-on understanding, where systems surface the right insight at the right moment rather than waiting to be asked.

Q: AI is now being added to almost every category of business software. From your perspective, how should organisations distinguish between AI capabilities that create measurable operational value and those that simply add another layer of technology?

CHRIS HAWLEY: AI is certainly a game-changer, but not all AI is created equal. When it's embedded well in a finance or ERP platform, businesses get real added value - not just automation, but governance and accuracy that come built in alongside it. The measurable gains show up when acceleration and control move together: everyday tasks and reporting speed up, while the right checks stay in place rather than being bolted on afterwards. Without that balance, it's just another layer of technology rather than genuine value. We're still at the start of this journey, but the organisations that get this right - speed matched with control - are the ones who'll see the real benefit.

Q: The Noledge Group recently launched sruu for the UK forecourt and convenience sector. What specific operational and financial challenges in this market convinced you that a more sector-focused technology platform was needed?

CHRIS HAWLEY: Every sector we specialise in has its own quirks, and retail is no different. Traditionally, EPoS systems worked alongside or were loosely connected to the accounting system, deliveries were reconciled manually between the two, and supplier invoices were keyed in by hand. It was slow and labour-intensive, and left finance and admin teams working with inaccurate, incomplete data. sruu closes that gap - a unified retail platform that brings EPoS, supplier, accounts and energy data together, so retailers get deeper insight and save real time.





Q: srue is an example of a broader move toward technology designed around the requirements of specific industries. Do you expect vertical platforms to gain ground against more general-purpose ERP systems, particularly among SMEs with specialised operational needs?

CHRIS HAWLEY: Our customers span construction, manufacturing, distribution, field services, retail, healthcare, education and many more, and every situation is different. If a customer has already invested in a vertical solution, they may just need to fix a financial bottleneck, so rather than reinventing the wheel, we'd propose a connected solution. Others have bigger issues with fragmented internal systems and want one centralised platform to run the whole business, vertical applications included. Whatever the setup, the finance or ERP system underneath needs the flexibility to let the customer adapt and scale.

Q: For SMEs, digital transformation often involves balancing the need to modernise with concerns around cost, complexity and disruption. What should business leaders prioritise when deciding what to modernise first - and how can they avoid introducing technology faster than the organisation can absorb it?

CHRIS HAWLEY: Start by reviewing the whole business, not just one department - work out where you're going, then break that down into priorities. Where are the real bottlenecks? What's stopping you taking advantage of new opportunities? Traditionally, businesses solved problems by adding people or applying sticky-plaster fixes, patching things up until they lost sight of what the real issue was underneath. Now it's about introducing technology in a measured way, proving the benefit, then moving on to the next challenge - staying focused on the business goals and letting technology serve them, not the other way round.

Q: Having experienced several generations of ERP and finance technology, from the evolution of on-premise accounting systems to cloud and AI-driven platforms, what do you believe the next generation of business systems will look like? Will AI simply enhance ERP, or fundamentally change how people interact with enterprise software?

CHRIS HAWLEY: From a finance and ERP perspective, we're already seeing the benefits - closing the books faster, assistants that can answer questions about transactions or reports, systems that spot anomalies automatically. Will AI ever fully take the wheel of an accounting or ERP system? Not without strong controls and governance in place. Narrow AI, built purposefully into a platform, adds real value. AI is at an early stage and it will be exciting to see where it goes to next.

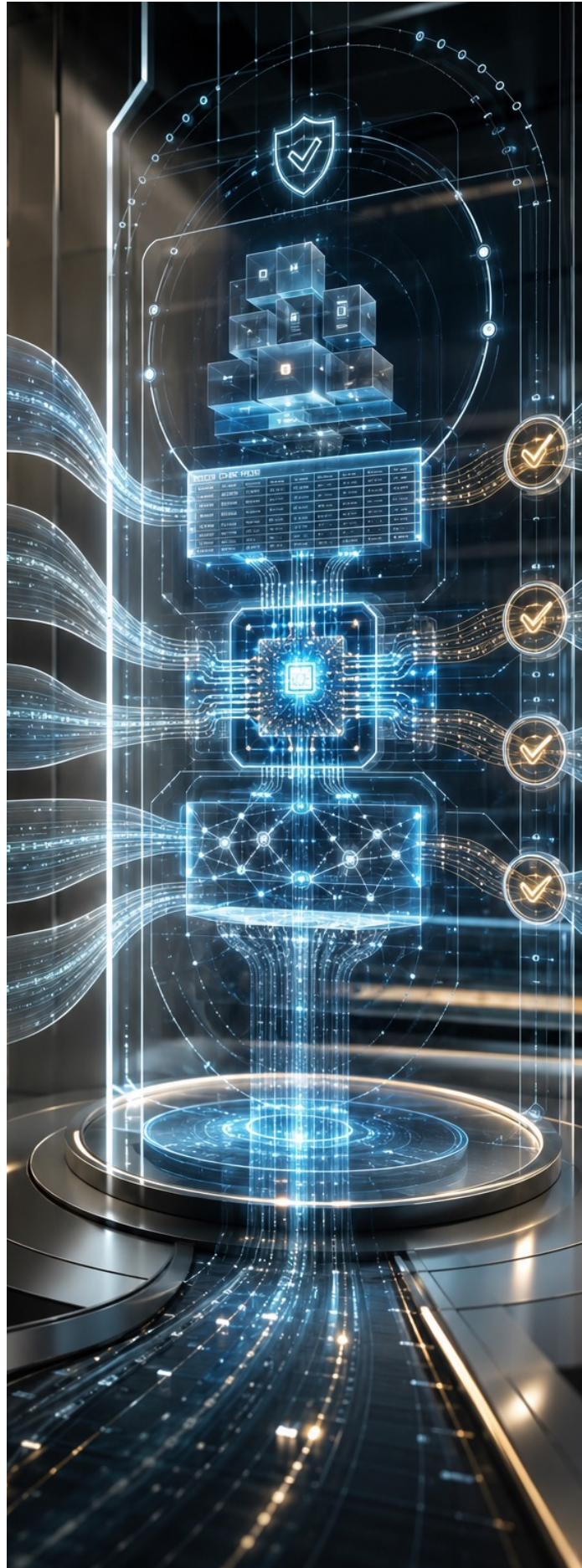
ERP NEWS EDITORIAL TAKEAWAY

The next generation of ERP will be defined not by how much AI it contains, but by how effectively it connects data, adapts to each business, and delivers useful insight without adding complexity.

Modernisation does not require replacing everything at once. It starts with real bottlenecks, introduces technology in measured stages, and proves value along the way.

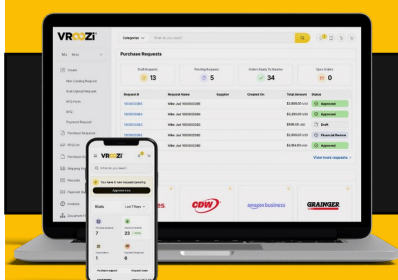
AI can accelerate reporting and decision-making—but only when accuracy, governance, and control are built into the platform.

**CONNECTED DATA BECOMES VALUABLE
WHEN IT LEADS TO CONFIDENT ACTION.**



RETHINKING THE ENTERPRISE BUYING EXPERIENCE

Shaz Khan, Co-Founder and CEO of Vrooz, discusses procurement transformation and adoption, SAP clean core, consumer-grade user experiences, AI governance, and the evolving role of ERP in enterprise purchasing.



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USER EXPERIENCE DRIVES ADOPTION

Procurement transformation often fails when it is treated primarily as an IT project. A system may technically work, but if the buying experience remains complex, employees will continue using emails, spreadsheets, and manual workarounds.

For Shaz Khan, successful modernisation begins with making enterprise purchasing intuitive, approachable, and easy to trust, while preserving the control and compliance procurement teams require.

AI AUTOMATES TASKS, NOT JUDGEMENT

AI is already creating value by interpreting invoices, matching purchase orders, detecting spend anomalies, and executing structured tasks. But negotiation, supplier risk, contractual decisions, and exceptions still require human judgment.

In this ERP News Q&A, Shaz Khan, Co-Founder and CEO of Vrooz, discusses SAP clean core, procurement adoption, consumer-grade user experiences, AI governance, and why ERP's future role may be smaller—but more focused—as intelligent applications reshape enterprise purchasing.





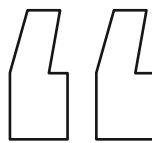
SHAZ KHAN

CO-FOUNDER AND CEO, VROOZI

Shaz Khan is Co-Founder and CEO of **Vroozi**, a leading provider of AI-powered procurement and accounts payable automation solutions. He brings more than 25 years of experience across enterprise software, management consulting, and business transformation.

Before Vroozi, Shaz founded Above Commerce and Ciena Solutions and worked at Ernst & Young. He has led major transformation initiatives for Fortune 1000 companies, including Time Warner and Dow Chemical.

Shaz holds dual B.A. degrees in Computer Science and Economics from the University of California, Berkeley, and is based in Los Angeles.



Most procurement transformations start as IT projects instead of user experience projects.

Q: Procurement transformation has been on the enterprise agenda for years, yet many organizations still struggle with fragmented processes, manual work, and low user adoption. Why has meaningful procurement modernization proved so difficult to achieve?

SHAZ KHAN: If the experience is clunky, people will work around the system and the control promised by procurement policy disappears. Companies buy a system, roll it out, and expect behavior to change simply because the tool changed.

But employees have been trained to use consumer applications and now expect technology to be intuitive and flexible. When a new procurement system still feels like the old one beneath a new login screen—with hundreds of data fields—people inevitably find ways to work around it.

That is how organizations end up recreating the fragmented processes and manual workarounds the transformation was supposed to eliminate.



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Q: As more SAP customers embrace clean core principles, how is this changing the way organizations think about procurement technology and the role of applications that sit alongside the ERP?

SHAZ KHAN: Clean core has forced a healthier and long-overdue conversation: leverage the standard capabilities and add-ons in the ERP platform. For years, procurement complexity got absorbed into SAP through custom code, and every upgrade became a renegotiation and litigation with your own history. Now IT teams are drawing a harder line: SAP stays standardized, and the buying experience, workflows, and supplier catalogs live in a layer built and personalized for that job. Mega-processes that are fundamental to an organization, such as procure-to-pay and settle-to-close, become digitally integrated across a standardized platform, resulting in a much lower total cost of ownership and faster ROI.

Q: There is often tension between keeping the ERP core standardized and giving procurement teams the flexibility they need to respond to changing business requirements. How can organizations strike the right balance without creating another layer of technology complexity?

SHAZ KHAN: The balance comes from connecting to SAP instead of living inside it. Vrooz sits alongside S/4HANA, ECC, or SRM through a snap-on, API architecture, so SAP stays the system of record, and we handle the integration and process points that change constantly, like approval paths, compliance checks, and supplier catalogs. The complexity still exists; it just moves to an interface layer that was built to handle and orchestrate change instead of one that penalizes it.

"The balance comes from connecting to SAP instead of living inside it. The complexity still exists; it just moves to an interface layer built to orchestrate change instead of one that penalizes it."

**SHAZ KHAN, CO-FOUNDER AND CEO,
VROOZI**





Q: Procurement systems have traditionally been designed around process and control, while employees increasingly expect consumer-like digital experiences. How important has user experience become to the success of enterprise procurement transformation?

SHAZ KHAN: It's become the whole ballgame. I've said before that we want procurement to feel like the Louis Vuitton of purchasing experiences. That's less about polish for its own sake and more about the feeling of effortlessness, approachability, and trust that comes with a well-designed product. Control and compliance still matter, but if the experience is clunky, people will work around the system, and none of the control articulated in procurement policy handbooks matters anymore.

Q: Many procurement initiatives look successful from an implementation perspective but struggle to achieve adoption across the business. What separates organizations that successfully change purchasing behavior from those that simply deploy new technology?

SHAZ KHAN: The organizations that succeed measure adoption, not just go-live dates. They watch whether organizational spend is actually flowing through the platform, whether employees are searching catalogs instead of emailing a manager for contracts, whether exceptions for invoices and payment delays are dropping over time. Going live tells you the system works. Watching those numbers for the next six months tells you whether people actually changed how they buy.

Q: AI is rapidly becoming embedded across procurement and accounts payable. Where do you see AI delivering meaningful value today, and where do you think expectations are running ahead of what the technology can realistically deliver?

SHAZ KHAN: I have found that AI is excellent in three areas: intelligent document processing, additive data for decision-making, and structured task execution. Reading and interpreting invoices, matching purchase orders, flagging anomalies in spend data, executing an inventory check. Where expectations run ahead is judgment. AI eliminates tedious tasks, but it also reveals gaps you didn't know existed, and a category manager still has to decide what those gaps mean for a supplier relationship or a budget. That part hasn't gone anywhere.

Q: As AI moves from recommendations and copilots toward more autonomous agents, which procurement and finance processes are most likely to become increasingly automated, and where will human judgment remain essential?

SHAZ KHAN: The high-volume, low-ambiguity transactions -- routine reorders, standard invoice matching, low-dollar-value catalog-based purchases -- are the areas ready for more autonomy. The introduction of AI agents creates a supercharged environment that can augment the workforce. Human judgment stays essential anywhere there's negotiation, risk, or a relationship involved: new supplier onboarding, contract terms, exceptions that don't fit the pattern. That's not a line I see moving anytime soon.

Q: Greater AI-driven automation also raises questions around governance, explainability, and financial control. What safeguards should finance and procurement leaders put in place as AI begins to influence or execute purchasing decisions?

SHAZ KHAN: Every AI-driven action in procurement needs a clear audit trail back to a policy, not just an output. Leaders should be able to answer why an agent approved or flagged something, in plain language, at any point. I'd also push back on the idea that autonomy has to mean invisibility. The best safeguard is keeping AI decisions visible and reversible until the organization has enough history with the system to trust it further.

ERP NEWS EDITORIAL TAKEAWAY

Procurement transformation succeeds when it changes how people actually buy—not simply which software they use. An intuitive experience is therefore not cosmetic; it is essential to adoption, compliance, and measurable value.

A standardized ERP core can remain the system of record while flexible procurement platforms manage the experiences and workflows that change more frequently.

AI will increasingly automate routine transactions, but judgment, negotiation, and supplier risk will remain human responsibilities. The priority is not maximum autonomy, but visible, explainable, and reversible automation built on reliable data.

**TRANSFORMATION IS MEASURED BY
BEHAVIOR, NOT BY THE GO-LIVE DATE.**

Q: ERP has traditionally been the central system of record for enterprise transactions. As specialized platforms and AI-driven applications take on more of the user experience, workflow, and decision-making layer, how do you see the relationship between ERP and procurement technology evolving?

SHAZ KHAN: I think the ERP's job gets smaller, and that's the right direction. It stays the system of record for financials and master data, no argument there. But enterprise search, predictive analytics, workflow, the AI-assisted parts, those belong in layers that can be rebuilt in weeks instead of waiting for an ERP release cycle. One system trying to execute all business processes will gradually give way to self-service prompts that will intelligently assign tasks across a company's application ecosystem.

Q: Looking ahead three to five years, what will distinguish organizations that genuinely transform procurement from those that simply digitize existing processes? And what should procurement, finance, and IT leaders be prioritizing today to prepare for that shift?

SHAZ KHAN: Three to five years out, I think the split comes down to whether a company changed how people actually buy or just changed what software they click through to do the same thing. A lot of "digital transformation" over the last decade has been the second one. What leaders should be doing now is less about picking the next AI feature and more about getting their data and their enterprise application architecture in order, because I've seen plenty of companies bolt on impressive AI tools that end up guessing at bad data underneath. The tool gets smarter. The output doesn't.

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SYSPRO TORQUE TURNS INDUSTRIAL AI INTO AUDITABLE ACTION

Syspro's new industrial AI platform detects operational problems, recommends the next step, and executes approved actions across the systems manufacturers already use.

Syspro has launched Torque, an industrial AI platform designed to move manufacturing operations beyond alerts and recommendations toward governed, automatic action.

Built for the complexity of the shop floor, Torque connects ERP data with production schedules, inventory, suppliers, MES, SCADA, and warehouse systems. Its AI agents can identify problems, recommend responses, and

carry out approved workflows without requiring manufacturers to replace their existing technology.

Unlike generic AI tools, every decision made by Torque is visible and auditable. The platform records the business rules applied, the data sources used, and the reasoning behind each action—giving operators control over what the system recommends and what it is allowed to execute.

WORKS WITH WHAT MANUFACTURERS ALREADY RUN

Torque is designed to work across the technology manufacturers already have in place. It connects ERP data with MES, SCADA, warehouse systems, production schedules, inventory, suppliers, and shop-floor operations whether those systems run in the cloud, on-premises, or across a hybrid environment.

Operations teams can describe the agent they need in plain language. Torque then builds the workflow without manual coding, allowing the people who understand the operational rules to shape how the agent works and determine which actions require approval.

By connecting legacy and modern systems through MCP connectors, Torque reduces the need for bespoke middleware and extensive integration projects.

Manufacturers gain an intelligent layer across the business without having to replace the systems that keep production running.

EVERY DECISION, OUT IN THE OPEN

Torque is built around Syspro's "Glass House" principle: everything visible, nothing hidden. Each recommendation reveals the business rule applied, the data used, the tools called, and the reasoning behind the proposed action.

Manufacturers decide how much authority to delegate. Operators can approve every action individually or allow trusted, repeatable workflows to run automatically.

Every decision remains traceable, giving operations teams and auditors a complete record of what happened and why.

This approach creates a safer path to transformation. Instead of slowing change because systems and data are in flux, manufacturers can move forward while keeping every action governed, explainable, and under control.

BUILT FOR MANUFACTURING

Torque combines nearly five decades of manufacturing knowledge with real-time operational data.

NO CODE REQUIRED

Operations teams can create AI agents in plain language and place them inside existing approval processes.

CONTROLLED AUTOMATION

Manufacturers determine which decisions Torque recommends and which actions it can execute.

"Manufacturers won't hand decisions to a black box—and they shouldn't. Most critically, Torque shows its work behind every action."

*CHRIS LLOYD
CHIEF SOLUTIONS & TECHNOLOGY
OFFICER, SYSPRO*





AI READINESS, ERP MODERNISATION AND OVERCOMING CHALLENGES OF SCALING ENTERPRISE AI

*Enterprise AI delivers value only when built on reliable data, efficient processes, strong governance, and a clear business purpose. **James Harvey** explores how organisations can move beyond pilots and scale AI with confidence.*

Enterprise AI has reached a pivotal moment. Years of experimentation, pilot programs and false starts are giving way to a hyper-focused era of AI demand. The conversation has moved beyond a general sense of enthusiasm for generative AI as more pressing, hard-to-answer questions emerge. Frustrated by an increasingly obvious gap between the money spent on GenAI tools and the technology's quantifiable benefits, more organisations want to know: how can we scale AI to deliver measurable business value? And, for some, is AI even the right solution?

Deloitte's 2026 AI Report highlights the emerging industry consensus that successful AI adoption is about focusing ambition through the lens of tangible results. Executive teams increasingly measure success by ROI, good governance, workforce readiness, security and the commercial implications of their AI adoption.

The opportunity is significant, yet the gap between experimentation and enterprise-scale deployment remains challenging to bridge.

Many enterprises still lack the necessary data, processes and governance foundations to scale AI effectively, while others worry about becoming locked inside a new and costly vendor ecosystem.

This readiness gap is increasingly becoming the difference between organisations that scale to achieve measurable outcomes with their AI programs and those that remain trapped in the pilot stage.

At the heart of this issue is that, not only is AI being applied to systems and processes that aren't in a position to best make use of the technology, but in the race to adopt, organisations are pushing AI into spaces where it isn't needed at all.

Not every question requires AI as the answer. Business and technology leaders are approaching every challenge with an AI-first assumption, when instead they should be asking:

1. How can we fix the underlying processes?
2. Can we use traditional automation to solve this problem?
3. Then, and only then, should we ask: "Does AI make sense?"

THE AI READINESS GAP

Despite widespread investment relatively few organisations have successfully crossed the gap between being AI pilots and deploying AI at scale.

According to McKinsey, just 1% of executives in 2025 believed their AI deployment had reached anything resembling maturity. McKinsey also found that fewer than 10% of organisations have successfully scaled AI agents.

While the potential of Agentic AI is difficult to deny, so too is the fact that there are still kinks to iron out. More than half (55%) of IT decision makers recently surveyed cited reliability and hallucination management as their primary concerns.

CIOs also continue to voice concerns over the long-term economics of Agentic AI, particularly as stories of skyrocketing token consumption emerge, as well as the risk of vendor dependency and rising operational costs.

These findings all point to the obvious truth that adopting, much less scaling, Agentic AI is a thornier issue than it seemed a year ago.

AI ISN'T ALWAYS THE ANSWER: TAKING A METHODOICAL, THREE-LAYER APPROACH

When all you have is a hammer, everything looks like a nail. Tech and business leaders need to catch their breath and realise there are other tools at their disposal, no matter how shiny the hammer or how much pressure they're under to start hitting things with it.

Approaching business problems under the assumption that AI is a magic wand will create more problems and costs than it solves. Agentic AI in particular needs strong foundations to be effective.

Many enterprises continue to treat AI as a technology initiative when it is fundamentally an operational capability. Deploying AI across poor-quality enterprise data and inefficient operating models rarely produces sustainable value. Agentic AI is a force multiplier for what already exists. Apply it to good data and clean processes, and the results speak for themselves. Fail to lay a solid foundation, and AI will accelerate and exacerbate existing problems by producing unreliable outputs, inconsistent decisions and ballooning governance risks.

For isolated use cases, AI can generate rapid productivity gains, but scaling AI across an enterprise requires much stronger foundations. Data quality, governance, process standardisation, security, and operating models all become prerequisites for success.

When approaching Agentic AI ERP, first fix your processes. Remove instances of waste, redundancy, and time-consuming manual workarounds. Not all technology problems require technology solutions — just good operational discipline.

Then, if possible, use traditional automation to streamline processes as much as you can. Rules-based, non-decision work like approvals, routing, and reconciliation don't need an AI agent, just traditional automation that can take care of high volume, low complexity tasks.

Completing these two steps before having any serious conversations about AI puts an organisation in the best possible position to execute a successful pilot that stands a good chance of scaling organisation-wide. Target decision-oriented work where real ROI can be measured. Give your Agentic AI pilot clear success criteria supported by fallback paths and strong governance. Recognise that AI is just one tool in your toolbox. It's not the solution to every problem.

PREPARING FOR ENTERPRISE-SCALE AI

The enterprises that come out ahead in the next phase of AI adoption probably won't be the ones that rushed to be first or that spent the most money on the largest, shiniest technology platforms. Instead, it'll be the ones that firmed up their data quality before throwing AI agents into the mix, established strong governance frameworks, modernised their operational frameworks and retained the flexibility to pivot as AI capabilities mature.

Most importantly, they'll be the organisations that realise AI isn't always the answer, and that AI success relies upon setting your implementation up for success.

Enterprise leaders looking to be among the winners of the next tech race should get their priorities in order before committing to any AI roadmap:

- Do the necessary legwork to ensure operations and data foundations are in place to give AI the best chance of success.
- Take a critical approach to determining how (and if) AI should be deployed.
- Build on strong foundations of organisational discipline and automation that will allow AI to scale.
- Avoid unnecessary vendor dependency.
- Evaluate platform decisions according to measurable business outcomes, not technology trends.

The next 18 months will see the urgency among enterprises to move beyond pilot programs and into full-scale AI deployment grow. But I urge every enterprise leader who thinks it's better to take a leap of faith than to be late to the party to take a breath. Real competitive advantage will belong to the organisations that are genuinely ready to scale, and that do so in a considered, careful way. Without firm foundations, it doesn't matter how high or fast you build; it'll all come crashing down.



JAMES HARVEY

EMEA CTO, Rimini Street





HARTING ADVANCES CLOUD TRANSFORMATION WITH RISE with SAP

The industrial connectivity specialist is moving to SAP Cloud ERP Private to standardise global operations, expand automation and build a stronger foundation for data-driven growth and artificial intelligence.

HARTING Technology Group has signed a long-term agreement for RISE with SAP as part of its global IT and digital transformation strategy. The company will move to SAP Cloud ERP Private, bringing ERP, business process intelligence and service capabilities together within a unified cloud-based model. The transition is expected to reduce operational complexity, support future growth and simplify the integration of new technologies.

Standardising Global Operations

The cloud environment will help HARTING automate and standardise processes across its international operations. Continuous access to updates and new functionality should also reduce the resources required to maintain complex legacy systems.

HARTING CEO Philip Harting described the programme as a strategic business decision that extends beyond IT infrastructure. The company expects it to create a more agile and data-driven operating model.

Building the Foundation for AI

The transformation will also support new artificial intelligence capabilities, automation and data-driven business models. Connecting enterprise data and processes within a modern ERP environment could enable faster insights and more informed operational decisions.

NTT DATA Business Solutions, HARTING's long-standing consulting partner, will support the transformation. By combining cloud migration, process modernisation and AI readiness, HARTING aims to build a scalable ERP environment capable of responding more quickly to changing business requirements.





SALESFORCE AND ANTHROPIC BRING CLAUDE INTO THE FLOW OF ENTERPRISE WORK

Claudeforce combines Claude's reasoning capabilities with Salesforce data, workflows and governance, enabling employees to analyse live business information and take controlled action without leaving their preferred working environment.

Salesforce and Anthropic have expanded their strategic partnership with the launch of Claudeforce, an initiative designed to bring Claude's advanced reasoning capabilities directly into Salesforce's enterprise ecosystem.

The collaboration connects Claude with Salesforce data, workflows, business logic and governance controls. Its goal is to help employees move beyond simply asking an AI assistant for information and allow them to complete business tasks through a conversational interface.

The first product introduced through the partnership is Salesforce in Claude, a plugin offering 37 prebuilt sales skills. These capabilities include preparing for customer meetings, reviewing deal health, analysing pipelines and updating CRM records using live Salesforce information.

Rather than requiring users to navigate multiple dashboards and applications, Claude can surface relevant account and pipeline data in interactive views. Employees can then analyse the information and initiate approved actions within the same environment.

FROM CONVERSATION TO CONTROLLED ACTION

Salesforce in Claude is powered by Alforce, Salesforce's integration layer for connecting business data and workflows to AI agents through MCP servers, APIs and command-line tools.

The architecture is designed to reduce complex custom integrations while preserving existing permissions and business rules. Administrators connect the service centrally, giving users access without creating a separate permissions structure for every employee.

Actions initiated through Claude are routed through Salesforce, where approval requirements, security policies and operational controls remain in force. This becomes increasingly important as enterprise AI moves from generating content and recommendations toward executing tasks.

The partnership also reflects a broader change in how employees interact with enterprise software. Instead of locating information and navigating the correct interface, users can ask AI agents to access underlying data and workflows in natural language.

For sales teams, this could mean asking Claude to identify deals at risk, prepare an account briefing or review pipeline changes before taking the next governed action.

CLAUDE EXPANDS ACROSS SALESFORCE AND SLACK

The integration also works in the opposite direction. Claude is available as a reasoning model within Salesforce Agentforce and can support products including Agentforce Vibes, Agentforce Coworker and Agent Builder.

Salesforce customers can access Claude through Amazon Bedrock within the Salesforce Trust Boundary. This gives organisations, including those in regulated sectors, an option for keeping data and AI workloads within established security controls.

Claude is also becoming the default model supporting Slack's AI experiences, including Slackbot. It will help employees analyse conversations, collaborate on decisions and trigger approved Salesforce actions without leaving their workspace.

By connecting Claude, Salesforce and Slack, the companies aim to close the gap between workplace conversations and operational systems. Teams could discuss a customer issue in Slack, use Claude to assess the relevant context and perform an authorised Salesforce action within the same workflow.

A MUTUAL TECHNOLOGY PARTNERSHIP

Salesforce and Anthropic are also adopting one another's products internally. Salesforce is Anthropic's preferred CRM and Slack its preferred collaboration platform. Salesforce plans to make Claude Code and Claude Enterprise available to its developers and knowledge workers. According to Salesforce, its internal use of Slackbot is generating 8.1 million hours in annualised productivity gains.

Salesforce in Claude is available to selected pilot customers, with an open beta planned for September 2026. Additional prebuilt skills are expected later in the year.

Claudeforce illustrates how enterprise AI is evolving from a standalone assistant into an operational layer connected to core business systems. Its significance will depend not only on Claude's reasoning, but also on whether organisations can combine conversational access with reliable data, appropriate permissions and clear accountability.





CERTINIA ACQUIRES MOONNOX TO ADVANCE **AI-NATIVE SERVICES** DELIVERY

The acquisition brings Moonnox's context-aware AI technology into Certinia's Veda platform, helping professional services organisations automate delivery workflows, capture institutional knowledge and act on real-time project intelligence.

Certinia has acquired Moonnox, an AI-native services delivery platform developed for the professional services sector. The acquisition expands Certinia's use of artificial intelligence across project delivery and introduces a new suite of agents designed to automate administrative work, project management and the creation of client deliverables.

Moonnox's technology will become part of Veda, Certinia's AI System of Action. By combining operational data held within Certinia with information generated through meetings, documents and workplace applications, the companies aim to provide services teams with a more complete view of each engagement.

The deal addresses a persistent challenge: project knowledge is often scattered across emails, meeting notes and collaboration platforms, forcing teams to spend time gathering information instead of serving customers.



CONNECTING BUSINESS RECORDS WITH DAILY WORK

Certinia provides systems for professional services, financial management and customer success, while Moonnox captures real-time context from the applications employees use throughout their working day.

These include Salesforce, Google Workspace, Microsoft 365, Jira, Confluence and Zoom. Integrating these sources allows Veda to connect structured operational records with the conversations and documents surrounding a project.

The resulting context is intended to follow an engagement from proposal and planning through delivery, renewal and customer success. Information does not need to be repeatedly rebuilt or mapped as responsibility moves between sales, delivery and customer-facing teams.

This approach distinguishes the combined platform from AI tools attached to a single task or workflow. Rather than generating output from isolated prompts, its agents can draw on current project information, historical delivery data and organisational knowledge.

Security, scalability and governance will be provided through Certinia's existing platform. This is designed to help enterprises introduce AI automation while maintaining control over the information agents can access and the actions they can perform.

AGENTS ACROSS THE SERVICES LIFECYCLE

The acquisition adds several ready-made AI capabilities to Veda. During the sales and handover process, agents can help prepare proposal responses, generate Statements of Work from sales information and organise project kick-offs.

For scoping and planning, the technology can translate customer requirements into solution designs and phased implementation roadmaps. This may reduce the time needed to convert initial business objectives into an actionable delivery plan.

During execution, AI assistants can manage routine tasks, transform meeting conversations into summaries and monitor communications for potential issues. Other agents are designed to scan for scope changes, analyse customer sentiment and provide project leaders with earlier indications of delivery or margin risk.

The platform can also prepare project retrospectives, capture lessons learned and organise knowledge in a searchable repository. Certinia says this allows successful delivery practices to be reused across future engagements rather than remaining with individual project teams.

EARLY RESULTS POINT TO TIME SAVINGS

Spaulding Ridge has already used the technology to produce solution architecture documents, reducing the process from approximately 80 hours to less than 20.

The result demonstrates the potential of combining AI automation with reliable business context. For professional services firms, automating documentation and coordination can improve utilisation, protect margins and give consultants more time for higher-value customer work.

The acquisition also reflects a wider shift from standalone AI assistants toward agents embedded across business processes. By integrating Moonnox with Veda, Certinia aims to connect sales, project delivery, finance and customer success while turning project knowledge into a reusable organisational asset.



SAGE INTACCT EXPANDS AI-POWERED FINANCIAL CONTROLS AND INDUSTRY CAPABILITIES

The latest Sage Intacct update introduces AI-powered anomaly detection, connected reporting and new functionality for construction, lending and hospitality organisations.

Sage has released a major update to Sage Intacct, expanding the platform's artificial intelligence, reporting, billing and industry-specific capabilities. The release is designed to help finance teams identify potential risks earlier, reduce manual work and manage increasingly complex operations with greater control.

At the centre of the update is Anomaly Detection for AP Automation. The new capability uses AI to identify unusual invoice activity earlier in the payment process, including invoices received from unrecognised vendor email addresses.

At the centre of the update is Anomaly Detection for AP Automation. The new capability uses AI to identify unusual invoice activity earlier in the payment process, including invoices received from unrecognised vendor email addresses.

Administrators can investigate and block suspicious senders before payments are made. By automatically highlighting transactions that require closer attention, Sage aims to reduce the burden of reviewing every invoice manually while strengthening financial oversight.

The addition comes as businesses face growing concerns about data security and AI-related threats. Sage research found that 52% of small and medium-sized businesses consider cybersecurity and data protection among their leading priorities for the next 12 months.

However, 81% remain unprepared or are only beginning to address AI-related risks.

CONNECTED REPORTING WITHOUT MANUAL EXPORTS

Sage is also introducing Smart Reporting for Excel, allowing finance teams to access Sage Intacct reporting structures directly within Microsoft Excel.

Users can refresh connected financial data without repeatedly exporting information or recreating reports. Sage Intacct permissions and access controls remain in place, giving employees the familiarity and flexibility of Excel while helping organisations maintain a consistent version of their financial information.

The capability is available through an Early Adopter programme in the United States and United Kingdom.

Other additions focus on billing and customer payments. Enhanced Billing Groups in Order Entry provide more control over complex invoicing processes through on-demand invoice generation, expanded workflows and draft invoice reviews.

A new Customer Payments Portal will offer a self-service experience supporting multiple payment providers and payment methods. Customers will be able to use payment links, schedule payments and securely save payment details, helping businesses accelerate collections and reduce administration.

sage Intacct

INDUSTRY-SPECIFIC FINANCE CAPABILITIES

The update expands Sage Intacct's functionality for construction, lending and hospitality organisations.

Sage Intacct Lending Management supports the full loan lifecycle, from origination to payoff, while automating interest calculations and borrower statements. This reduces dependence on separate applications and improves financial visibility.

For construction companies, new billing and retainage capabilities automate calculations and provide greater flexibility across contract workflows. Hospitality organisations can connect Sage Intacct with Craftable to synchronise purchasing, sales and inventory data and accelerate month-end close.

Availability varies by product and region. Some capabilities are generally available, while others are offered through Early Adopter programmes or in selected markets.

AI WITH FINANCIAL CONTROL

The release applies AI to specific financial risks rather than positioning it as a general productivity tool. Anomaly detection keeps finance teams in control while directing their attention toward invoices that require investigation.

Automation can process transactions faster, but finance leaders must still understand where data originated, who can access it and why an activity has been flagged.

By bringing reporting, payments and industry workflows closer to the core financial system, Sage Intacct aims to reduce manual reconciliation and improve access to current information. Its value will depend on helping finance teams work faster without weakening control, auditability or confidence in their data.



SAUDER CUTS CHANGEOVER TIME BY 93% WITH REDZONE'S AGENTIC AI

The furniture manufacturer is using real-time production data and AI-powered frontline insights to accelerate changeovers, raise productivity and act on operational problems as they emerge.

Sauder Woodworking has reduced average production changeover time by 93% and increased productivity by almost 40% after deploying Redzone's Connected Workforce platform and ChampionAI.

The company, North America's largest supplier to IKEA, implemented all four Redzone Connected Workforce modules within one year. The initial pilot focused on the facility producing its IKEA furniture lines.

A value-stream assessment recorded an average changeover time of 19 minutes before implementation. During a recent plant tour, Sauder completed the same process in one minute and 24 seconds, representing a 93% reduction.

The company attributes the improvement to greater shop-floor visibility, real-time performance feedback and increased involvement from frontline employees.

FROM HISTORICAL REPORTS TO REAL-TIME ACTION

Before implementing Redzone, Sauder's supervisors largely relied on reports describing what had happened during the previous day or week. The new platform allows production teams and managers to monitor performance throughout each shift.

ChampionAI, the agentic AI layer within Redzone's Connected Workforce platform, analyses operational activity and established manufacturing practices to identify areas requiring attention.

Managers can ask the agent what is happening on a production line, identify the most significant issues and receive answers based on current operating data. This allows teams to investigate problems while they are still affecting production rather than waiting for a later performance review.

The technology is intended to support rather than replace frontline knowledge. Employees remain responsible for interpreting conditions and implementing improvements, while AI provides faster access to the information needed to make those decisions.

Real-time feedback has also changed how employees participate in continuous improvement. Sauder says its plant now generates three times as many improvement ideas as it previously recorded through paper-based processes.

PRODUCTIVITY AND OPERATIONAL GAINS

The deployment delivered a productivity increase of close to 40% during its first year. Overall equipment effectiveness in the pilot area also increased from approximately 50% to more than 70%.

A Nucleus Research study calculated a 665% return on investment and a seven-month payback period. It also associated the platform with approximately \$3 million in lower inventory carrying costs and around \$400,000 in annual maintenance savings.

Sauder additionally reported a 76% reduction in out-of-stock products across its e-commerce operations.

These results show how frontline visibility can affect areas beyond individual production lines. Faster changeovers increase equipment availability, while improved performance data can support inventory, maintenance and customer fulfilment.

Sauder employs approximately 2,000 people and ships around 30 truckloads of ready-to-assemble furniture each day. At this scale, relatively small improvements can produce substantial operational benefits.

AGENTIC AI MOVES TO THE SHOP FLOOR

ChampionAI reflects the growing use of agentic AI within industrial workflows. Grounded in frontline activity, it gives managers faster access to operational information and highlights where intervention could have the greatest impact.

This moves manufacturing from retrospective reporting toward real-time guidance. Sauder's results also show that technology works best when combined with employee participation. By connecting live production data with frontline knowledge, the company has shortened changeovers, improved equipment effectiveness and raised productivity.





UNIT4 EXPANDS CANADIAN PUBLIC SECTOR ACCESS THROUGH CANOE PARTNERSHIP

The agreement gives eligible Canadian public organisations a simpler, compliant route to procure Unit4 ERPx and related implementation services through Canoe's nationally tendered framework.

Unit4 has entered into an agreement with the Canoe Procurement Group of Canada, expanding access to its cloud ERP platform across the Canadian public sector.

As a Canoe Approved Supplier, Unit4 will offer Unit4 ERPx through Canoe's competitively tendered procurement framework. The arrangement is intended to help municipalities, local government bodies, educational institutions, public agencies and other eligible organisations acquire modern ERP technology more efficiently.

Public sector procurement often involves lengthy tendering processes, detailed compliance requirements and considerable administrative work.

Canoe's framework gives participating organisations access to pre-qualified suppliers and implementation services through contracts already tendered for the Canadian public sector.

Unit4's agreement is listed under Canoe's ERP Program as Contract CAN-2026-001-UNT and remains valid until May 30, 2033.



SIMPLIFYING PUBLIC SECTOR ERP PROCUREMENT

Canoe operates as a not-for-profit organisation serving public sector institutions across Canada. Its cooperative procurement programmes are designed to provide compliant purchasing options while preserving choice, competition and value.

The framework can reduce the need for individual organisations to conduct a complete procurement exercise independently. This may help institutions move more quickly from identifying a technology requirement to selecting and implementing a suitable platform.

The agreement does not remove public sector governance requirements. Instead, it provides a purchasing route structured around applicable procurement regulations and established practices.

For public organisations facing pressure to replace ageing systems, this could reduce one of the practical barriers to modernisation. Procurement complexity can slow digital transformation even when the operational need for change is already clear.

ACCESS TO UNIT4 ERPX

Eligible organisations can procure Unit4 ERPx and supporting services through the programme. The platform covers financial management, budgeting and forecasting, procurement, spend management, human resources, payroll, project costing, reporting and analytics.

Designed for people-centric organisations, Unit4 ERPx can integrate with applications already used in public sector environments. Its cloud architecture also supports workflow automation, back-office extensibility and AI adoption.

Replacing disconnected legacy applications with a more integrated platform may also reduce manual reconciliation and improve access to current information.

However, public institutions must balance these potential benefits with data protection, implementation risk, governance and the need to maintain continuity of essential services.

Unit4 says its industry-specific experience enables the platform to accommodate the operational requirements of public sector organisations without forcing them into a generic commercial model.

SUPPORTING PUBLIC SECTOR MODERNISATION

Canadian public institutions face pressure to modernise operations while demonstrating responsible use of taxpayer funds. They must also respond to growing reporting requirements, changing workforce expectations and demand for accessible public services.

The partnership provides another route to cloud ERP modernisation without requiring every procurement process to begin from the ground up.

Unit4 says its technology can improve efficiency and financial oversight while giving employees more time to focus on public services. Canoe aims to help members access suppliers through purchasing programmes that are compliant, competitive and easier to navigate.

The agreement also strengthens Unit4's presence in Canada, where its existing public sector customers include Metro Vancouver.

Its significance lies as much in procurement as in technology. Modern ERP platforms may offer connected data and automation, but public institutions still need an efficient and compliant way to acquire them. By joining Canoe's ERP Program, Unit4 is seeking to shorten that path while retaining the transparency and control expected in public procurement.

CERTINIA EXPANDS VEDA AI WITH 14 NEW AGENTS

Certinia has introduced its System of Action for services businesses alongside its largest Veda AI expansion to date, adding 14 agents and increasing its library of intelligent actions from 64 to 135.

Certinia has unveiled a System of Action designed to connect data, business context and agentic capabilities across professional services, customer success and financial management.

The announcement is supported by the largest expansion of the company's Veda AI suite to date. Certinia has introduced 14 new agents and more than doubled the number of Veda Intelligent Actions, known as VIAs, from 64 to 135.

By the end of 2026, the company plans to offer more than 40 agents and 300 VIAs across the services lifecycle. Its stated goal is to provide agentic capability coverage for every major professional services, customer success and financial workflow.

The strategy responds to a continuing gap between enterprise AI adoption and measurable business value. Certinia's 2026 Global Service Dynamics Report found that 98% of surveyed services and IT leaders had deployed AI, yet only 20% said it had exceeded expectations.

Among organisations reporting successful outcomes, 70% described their sales, delivery, finance and customer success operations as aligned or fully integrated. Certinia is positioning connected data and operational context as essential foundations for AI that can move beyond recommendations and take governed action.

"AI can only move the needle for our customers when it is grounded in real business context and judgment they can trust."

DJ PAONI

Chief Executive Officer, Certinia

FROM BUSINESS CONTEXT TO AGENTIC ACTION

Certinia describes its System of Action as a combination of three connected components. The first brings together professional services, customer success, finance and CRM data with information from calls, meetings and workplace conversations. The aim is to create a unified and current view of what is happening across the organisation.

The second component applies intelligence developed through Certinia's services experience and operational data, including projects, timecards, estimates and resourcing decisions. The third uses agents and intelligent actions to apply that context within daily workflows.

Rather than functioning as a separate assistant, Veda AI is intended to support actions across the full services lifecycle. These may include preparing proposals, planning implementations, reallocating resources, reviewing account health and completing financial transactions.

The 14 new agents cover sales, project delivery, operational management and customer growth. They include Deal Coach, RFP Responder, SOW Drafter, Solution Architect, Implementation Plan, Project Manager, Business Analyst and Customer Story agents.

Certinia says the sales and planning capabilities can reduce proposal creation time from approximately eight hours to one hour, support 15 times more requests for proposals and contribute to sales cycles that are twice as fast.

For delivery teams, the company estimates that its agents can save between five and ten hours per employee each month. Additional capabilities are intended to improve project planning, reduce administrative work and identify quality risks earlier.

INTELLIGENT ACTIONS ACROSS SERVICES AND FINANCE

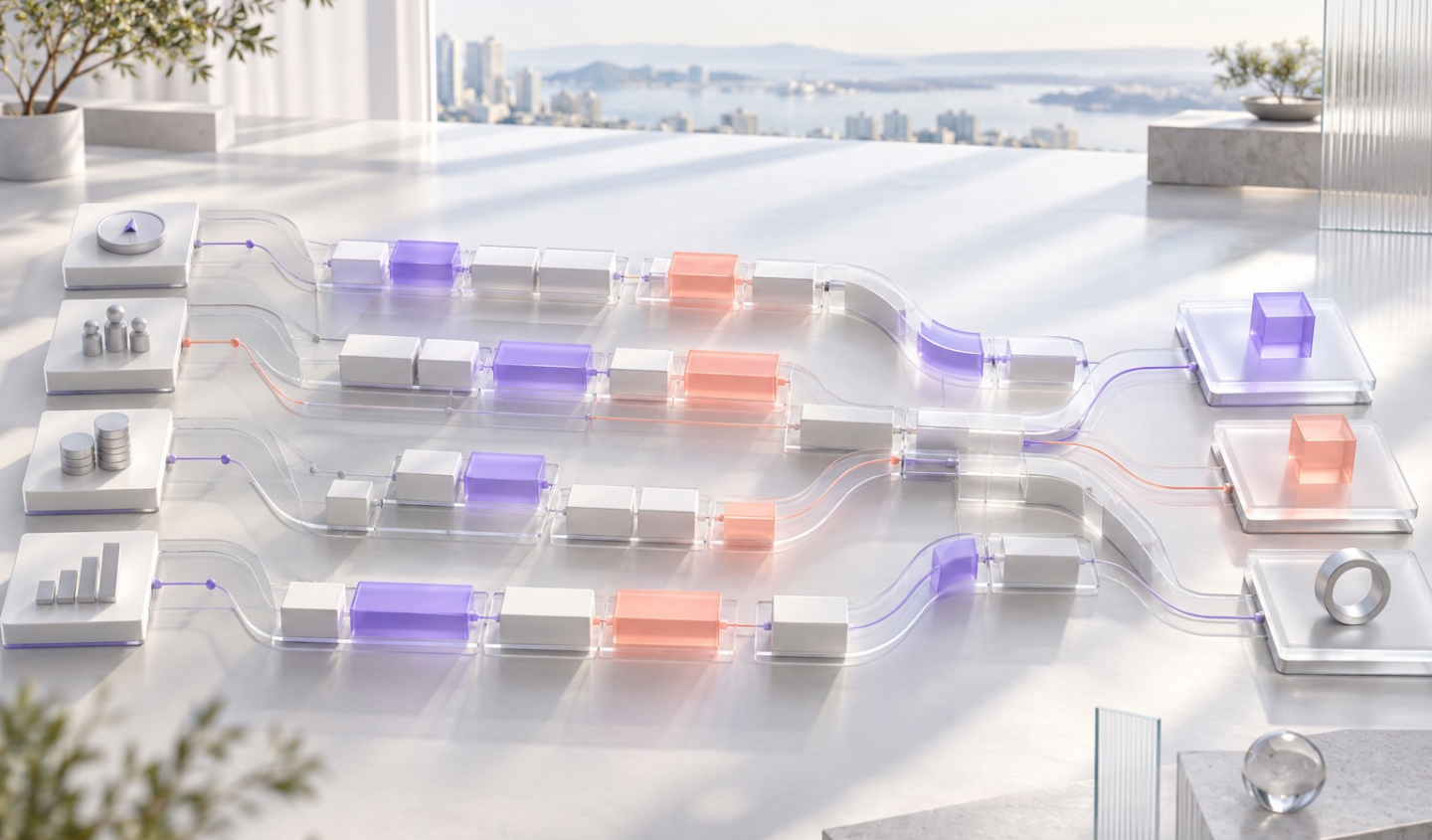
Certinia has expanded its Veda Intelligent Actions library to 135 reusable capabilities. Within professional services, AI can create skills profiles and recommend resources, while customer success teams can summarise account health, prepare business reviews and identify expansion opportunities.

Financial teams can use intelligent actions to manage general ledger transactions, allocate inventory and generate revenue schedules within governed workflows. Certinia says these capabilities can reduce resource allocation time by 90%, accelerate client onboarding by 60% and deliver more than \$400,000 in annual savings and cost avoidance per customer.

AI YOUR WAY EXTENDS DEPLOYMENT CHOICE

AI Your Way allows organisations to access Veda through Certinia, Salesforce Agentforce or workplace platforms including Claude, Microsoft Copilot and Slack. Every option uses the same governed library of actions and business context.

Certinia plans to provide agentic capability coverage across its System of Action by the end of 2026. The value of this approach will depend on whether agents can understand operational context and take reliable action while preserving data quality, governance and human oversight.



ONLY ONE THIRD OF ENTERPRISES PUT AI AGENTS TO WORK

Tempo research finds that enterprise AI adoption has become widespread, but most organisations are still experimenting rather than delegating meaningful project delivery work to agents.

Artificial intelligence may now be present across most large organisations, but adoption alone is not producing a clear performance advantage.

Tempo's 2026 State of AI in Portfolio Management report found that 91% of surveyed organisations are piloting or actively using AI in project delivery. However, only 33% have deployed agents capable of completing real delivery work.

Conducted by Potloc, the research surveyed 300 senior project, portfolio and PMO leaders across enterprise organisations in North America and Western Europe.

Reporting remains the most common application, with 47% using AI to prepare reports and dashboards. Only 20% use it for scenario planning, while 33% use AI to identify risks and 26% to prioritise work.

Despite widespread adoption, 42% cannot connect AI investment to ROI and 39% cannot reliably distinguish work completed by AI from work performed by employees.



ADOPTION DOES NOT GUARANTEE PERFORMANCE

The report identifies a clear difference between organisations using AI tools and those delegating operational work to production agents.

Among AI users without deployed agents, 55% cannot see AI costs and the same proportion struggle to distinguish AI work from human work. For organisations with agents in production, these figures fall to 22% and 16% respectively.

The proportion unable to connect AI spending to ROI also falls from 60% among AI users without production agents to 19% among those with agents performing delivery work.

REGIONAL AND INDUSTRY DIVIDES EMERGE

AI maturity varies significantly by geography. Some 40% of North American organisations have deployed agents in production, compared with 21% in Western Europe.

Software companies lead adoption at 47%, followed by retail and ecommerce at 38%. Production agent adoption stands at 29% in transportation and logistics, 29% in consulting and 27% in manufacturing.

Construction and engineering remain far behind, with only 5% having deployed agents into production.

The report also highlights the complexity facing portfolio leaders. Nearly half of respondents say a typical project involves between four and six teams, while 40% describe dependencies as very or extremely difficult to manage.

A SMALL GROUP MOVES AHEAD

Tempo examined seven capabilities: scenario planning, resource planning, timeline forecasting, reporting, risk identification, work prioritisation and autonomous project management agents. Only 18 of the 300 organisations surveyed have deployed production agents and activated all seven capabilities.

Within this group, only 6% cannot distinguish AI work from human work, compared with 39% across the full sample. Just 17% struggle to connect AI investment to ROI, compared with 42% overall.

The findings suggest that AI creates greater value when capabilities operate together. Connected agents can influence how projects are planned, resourced, monitored and adjusted rather than improving only isolated tasks.

PORTFOLIO TOOLS FACE NEW EXPECTATIONS

Portfolio leaders increasingly want platforms capable of managing people and AI within the same environment. They also expect continuous replanning, real time cost visibility and stronger connections between strategy and execution.

However, only 30% have a platform that effectively connects planning to execution. Just 26% have continuous replanning capabilities and 27% can manage human and AI resources within one system.

Tempo is developing an Intelligent Portfolio Orchestration approach designed to align strategy, investment and execution while tracking the contribution of human and AI resources.

The company is also introducing Workforce Intelligence, an application that connects AI activity with Jira work items. It aims to help organisations understand how AI is being used, what it costs and whether it improves productivity.

CUSTOMER STORY

STORM SMART BUILDS A CONNECTED FOUNDATION FOR 50% GROWTH



Storm Smart replaced disconnected applications and paper-heavy processes with Acumatica Construction Edition, creating a unified operational foundation that improved inventory accuracy, accelerated financial close and supported rapid growth without a comparable increase in administrative overhead.



CUSTOMER AT A GLANCE



Industry:	Construction and Manufacturing
Operations	United States
Employees	250 - 500
Previous System	QuickBooks and multiple disconnected applications
ERP Solution	Acumatica Construction Edition

RESULTS AT A GLANCE

50%

Growth since implementing Acumatica

23%

Increase in inventory accuracy

70%

Reduction in monthly close time



"I could imagine opening my laptop and seeing the whole business at a glance. Not last month's business. Today's."

SCOT BURRIS

*Chief Executive Officer,
Storm Smart*

THE CHALLENGE: GROWTH OUTPACING THE SYSTEMS

Storm Smart's expansion was being constrained by a fragmented technology environment. Employees worked across as many as 15 applications, entered information manually and relied heavily on paper-based processes.

Because systems did not communicate effectively, teams had to search multiple applications to assemble even basic operational information. Leadership also lacked the forward visibility required to plan resources, manage inventory and respond quickly to changing customer demand.

THE TRANSFORMATION: ONE VIEW OF THE BUSINESS

Storm Smart selected Acumatica to consolidate its operations within a unified cloud platform. The new environment connected finance, manufacturing, field service, project management, CRM and warehouse activities while integrating with the company's existing CRM and CPQ tools.

Role-based dashboards and mobile access gave employees in the office, warehouse, factory and field access to the same current information. Automated workflows reduced manual data entry and allowed the company to support higher volumes without building a larger administrative structure.

FROM FRAGMENTED DATA TO OPERATIONAL CONTROL

With Acumatica, Storm Smart reduced manual entry by more than 80% and shortened responses to customer enquiries from days to hours. Monthly close fell from ten business days to three, while inventory accuracy rose from approximately 75% to more than 98%.

Improved inventory visibility reduced stockouts during peak periods and released cash previously tied up in excess materials. The business can now plan months ahead instead of reacting to immediate operational problems.

MEASURABLE BUSINESS IMPACT

- Monthly close reduced from ten business days to three
- Inventory accuracy increased to more than 98%
- Manual data entry reduced by over 80%
- Customer response times reduced from days to hours
- Growth supported without comparable administrative expansion

WHAT COMES NEXT

Storm Smart now has a scalable operational foundation capable of supporting additional growth, higher transaction volumes and more customers. Its focus has shifted from reconciling disconnected information to using current data to anticipate demand and make earlier decisions.

ERP NEWS EDITORIAL TAKEAWAY

Storm Smart's experience shows that ERP transformation creates its greatest value when it removes the operational friction surrounding growth. Consolidating systems was important, but the decisive improvement came from giving every department access to the same current information.

The result is not simply a more efficient back office. It is a business capable of planning further ahead, responding faster and scaling without allowing administrative complexity to grow at the same rate.

CONNECTED GROWTH REQUIRES A SINGLE OPERATIONAL TRUTH.

CUSTOMER STORY

VOLAC REMOVES LEGACY COMPLEXITY TO BUILD A MORE RESILIENT GLOBAL BUSINESS



Volac reimplemented its core operational platform with IFS Cloud, removing almost 80% of existing customisations and establishing cleaner data, standardised processes and real-time visibility across manufacturing, supply chain, finance and HR.



CUSTOMER AT A GLANCE



Industry:	Animal and Ruminant Nutrition Manufacturing
Operations	United Kingdom, United States and Asia
Employees	473
ERP Solution	IFS Cloud
Transformation Focus	Simplification, visibility and global standardisation

RESULTS AT A GLANCE

ALMOST 80%

Reduction in platform customisations

3,350+

Custom items removed

ONE GLOBAL VIEW

Across supply chain and operations



"This was about business transformation enabled by technology, not simply an IT upgrade."

MARK LARGE

Group Chief Operations Officer,
Volac

THE CHALLENGE: TECHNICAL DEBT LIMITING CHANGE

Years of customisation had made Volac's legacy platform increasingly difficult to maintain, upgrade and adapt. Spreadsheets and manual workarounds had become part of daily operations, limiting the company's ability to access reliable information across its global network.

The challenge extended beyond technology. Volatile commodity prices, freight costs, exchange rates, supply constraints and changing sustainability requirements demanded faster and more confident decisions.

THE TRANSFORMATION: REIMPLEMENTATION, NOT REPLACEMENT

Volac treated its move to IFS Cloud as a business transformation rather than a conventional software upgrade. Before migrating data, the company mapped its processes from end to end, challenged established working practices and standardised information.

IFS Cloud became the core platform connecting manufacturing, supply chain, finance, HR and global operations. Familiarity with the IFS Aurena interface also helped employees adapt quickly to the new environment.

SIMPLIFICATION CREATES BETTER VISIBILITY

Removing more than 3,350 custom items reduced the maintenance burden on Volac's business systems team and created a more sustainable foundation for future upgrades.

Cleaner data and fewer external spreadsheets are improving the reliability of dashboards and accelerating decision-making. Teams can now view exposure across commodities, freight, exchange rates and supply capacity without waiting for information to be assembled manually.

MEASURABLE BUSINESS IMPACT

- Almost 80% of platform customisations removed
- More than 3,350 custom items eliminated
- Technical debt and maintenance requirements reduced
- Real-time visibility across global supply chain exposure
- Strong employee adoption within weeks of go-live
- More reliable data available across commercial and operational teams

WHAT COMES NEXT

Volac plans to build on this foundation through targeted AI automation, beginning with supplier invoice processing. The company has also secured IFS Sustainability Management to support environmental measurement and its ambition to reach net zero by 2045.

ERP NEWS EDITORIAL TAKEAWAY

Volac's transformation demonstrates that ERP modernisation should not preserve every decision embedded in the legacy environment. Reimplementing the platform created an opportunity to question outdated processes, remove unnecessary customisation and improve the underlying data.

Its most important achievement may therefore be the complexity it chose not to carry forward. By simplifying first, Volac has created a stronger foundation for automation, sustainability reporting and future AI adoption.

THE CLEANEST PATH FORWARD OFTEN BEGINS WITH LEAVING LEGACY COMPLEXITY BEHIND.

CUSTOMER STORY

BES TURNS REAL-TIME DATA INTO FASTER, MORE CONNECTED DISTRIBUTION



BES Limited replaced a two-decade-old on-premises ERP environment with Epicor Prophet 21 and Automation Studio, reducing paper-based work, connecting warehouse and digital commerce processes and giving teams immediate visibility across inventory, customers and finance.

EPICOR

CUSTOMER AT A GLANCE



Industry:	Plumbing, Heating and Gas Supplies
Location	Birmingham, United Kingdom
Inventory	More than 15,000 products
Warehouse	77,000 square feet
ERP Solution	Epicor Prophet 21 and Epicor Automation Studio

RESULTS AT A GLANCE

AROUND 75%

Reduction in training time

FEWER BACKORDERS

Through improved inventory insight

REAL-TIME VISIBILITY

Across operations, inventory and customers



“We chose Epicor because we needed a system that would grow with us.”

BEN BISPHAM
Head of IT,
BES Limited

THE CHALLENGE: A LEGACY PLATFORM RESTRICTING GROWTH

BES had outgrown an on-premises ERP system that had been in place for more than 20 years. Paper-based processes remained common across warehouse, order management, shipping and invoicing activities.

Limited operational visibility made it harder to manage inventory, respond to changing order volumes and maintain the speed customers expected. The company needed a platform capable of connecting established warehouse technologies with modern commerce and delivery workflows.

THE TRANSFORMATION: MODERNISATION WITHOUT DISRUPTION

BES selected Epicor Prophet 21 for its cloud capabilities, scalability and integration flexibility. Epicor Automation Studio connected the ERP platform with the company's website, warehouse systems, voice-picking technology and delivery carriers.

The implementation allowed BES to modernise its technology while preserving familiar workflows for warehouse employees. Automated order transfers, pricing updates and shipping labels reduced manual handoffs and helped the business move toward paperless operations.

VISIBILITY THAT IMPROVES EVERYDAY DECISIONS

Live dashboards help BES identify bottlenecks, reallocate labour and respond to changing order volumes without relying on delayed reports. Better demand data has also reduced backorders, improved stock availability and enabled more efficient use of warehouse space.

Financial teams now have clearer visibility into customer accounts, credit limits and payment behaviour, strengthening credit control and reducing open debt.

MEASURABLE BUSINESS IMPACT

- Training time reduced by approximately 75%
- Significant reduction in paper-based processes
- Fewer backorders and improved stock availability
- Faster and more accurate shipping workflows
- Stronger credit control and reduced open debt
- Improved use of warehouse space
- Real-time pricing and promotional updates

WHAT COMES NEXT

BES plans to expand customer self-service, automate invoice processing and strengthen analytics and reporting. The company is also exploring how greater visibility and process automation could support later order cut-off times and faster delivery.

ERP NEWS EDITORIAL TAKEAWAY

BES demonstrates that distribution ERP modernisation does not have to disrupt the operational practices that already work. The transformation succeeded by connecting familiar warehouse processes to a more scalable digital foundation.

The value of real-time data becomes visible in everyday decisions: where labour should be allocated, which products should be reordered, which customers require attention and where financial risk is increasing.

MODERN ERP TURNS DISTRIBUTION DATA INTO IMMEDIATE OPERATIONAL ACTION.

CUSTOMER STORY

MOTONOVO SLASHES FOS REFERRALS BY 80% WITH APTEAN RESPOND



MotoNovo Finance consolidated fragmented complaint handling with Aptean Respond, creating consistent workflows, improving regulatory compliance and giving teams a single source of customer information. The transformation reduced FOS referrals from 10% to 2% and employee attrition from 52% to 3%.



CUSTOMER AT A GLANCE



Industry:	Motor Finance
Location	Cardiff, United Kingdom
Customer Base	Approximately 500,000
Parent Company	Aldermore Banking Group
Solution	Aptean Respond
Transformation Focus	Complaint and Case Management

RESULTS AT A GLANCE

10% to 2%

Reduction in FOS referral rate

26% to 1%

Reduction in complaints exceeding 56 days

52% to 3%

Reduction in staff attrition



“Aptean Respond allowed us to bring a commonality to processes and procedures that simply hadn’t existed before.”

MARIA VIDLER
MotoNovo Finance

THE CHALLENGE: FRAGMENTED COMPLAINT HANDLING

MotoNovo's complaint management was divided across four teams following different processes. Limited communication made it difficult to maintain consistency, obtain a complete view of cases and record every complaint accurately.

More than 10% of complaints were referred to the Financial Ombudsman Service, while 26% exceeded the FCA's eight week resolution timeframe. High employee absence and attrition placed further pressure on service levels.

THE TRANSFORMATION: ONE PROCESS AND ONE SOURCE OF TRUTH

MotoNovo selected Aptean Respond to replace inefficient spreadsheets with consistent workflows for logging, investigating and resolving complaints. Customer interactions were consolidated in one location, giving case handlers a complete view of each case.

The company also merged its four complaint teams into a single department and introduced new training and competency frameworks to support a more consistent operating model.

FROM COMPLAINT RECORDING TO OPERATIONAL INSIGHT

Following the transformation, recorded general complaints increased from approximately 50 to 1,056 per month, indicating that customer concerns were being captured more accurately.

The FOS referral rate fell from 10% to 2%. A further 26% of complaints are now resolved at first contact, while cases exceeding 56 days decreased from 26% to 1%. Improved management information also helps teams identify deadlines and recurring issues earlier.

MEASURABLE BUSINESS IMPACT

- FOS referrals reduced from 10% to 2%
- 26% of complaints resolved at first contact
- Cases exceeding 56 days reduced from 26% to 1%
- Staff attrition reduced from 52% to 3%
- Complaint records consolidated into one system
- More consistent quality assurance and customer communication
- Greater visibility into recurring and systemic issues

WHAT COMES NEXT

MotoNovo has introduced monthly quality assurance checks to identify training needs and share effective practices across its complaints team.

More complete complaint data will also help the company identify patterns and address root causes, turning complaint management into a source of operational and customer insight.

ERP NEWS EDITORIAL TAKEAWAY

MotoNovo's increase in recorded complaints reflects more accurate identification rather than declining service. Shared workflows, organisational change and employee development created a more consistent approach.

The result is a transparent complaint management model that supports regulatory compliance, employee engagement and continuous improvement.

BETTER COMPLAINT VISIBILITY CREATES BETTER CUSTOMER OUTCOMES.

TURN RESULTS INTO RECOGNITION

YOUR SUCCESS STORY COULD BE NEXT.

Show enterprise technology leaders how your customer overcame complexity, transformed operations and achieved measurable business results.



CUSTOMER STORY

CONNECTED OPERATIONS. MEASURABLE GROWTH.

How a manufacturer streamlined operations and built a stronger, more connected business with ERP.

THE CHALLENGE

Disconnected systems gave this manufacturer limited visibility and slowed decision making. As demand grew, manual processes and siloed data made it harder to respond quickly and control costs across its global network.

BUSINESS IMPACT

With a fully connected operation, the manufacturer achieved faster decision making, higher accuracy and greater operational efficiency. ERP provided the foundation for sustainable growth and a more resilient supply chain.

THE TRANSFORMATION

The company unified operations with ERP, connecting production, inventory and distribution on a single platform. Real time data and automated workflows improved coordination, increased efficiency and gave teams the visibility they needed to grow.

**50%
FASTER**

Order processing times improved by 50%

**98%
ACCURACY**

Inventory accuracy reached 98% across all sites

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TURN CUSTOMER RESULTS INTO AN INDUSTRY FEATURE.

ERP News Customer Stories transform real implementation outcomes into premium editorial features that demonstrate business value to the global ERP community.

EDITORIAL STORYTELLING

Built around the customer challenge and transformation.

PREMIUM DESIGN

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Highlight verified operational and business results.

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