

# SYSPRO Navigator

## Asia Pacific

The magazine for customers,  
partners & friends of SYSPRO



**B&R Enclosures wins inaugural  
SYSPRO Customer Innovation Award**



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## CEO Introduction

# Welcome to the very first edition of SYSPRO Navigator Asia Pacific.

Firstly, I would like to take this opportunity to update you on a few changes within the SYSPRO APAC Region. As you may know, I was recently appointed as the SYSPRO APAC CEO to drive growth and operational efficiency across the region. We have a phenomenal business globally and I am delighted with the opportunity to head up the Asia Pacific Region which is poised for significant growth.

My goal is to meet and exceed our commitments in being a customer-first and channel-driven organization. Asia Pacific has huge potential as our solution offering ideally suits the manufacturing and distribution type of businesses that proliferates this region. In order to meet those goals, the recent organisational changes are all part of our 2020 and beyond global strategic plan. This includes the consolidation of our entities within Australia and Asia.

We are eager to work together with you as one team to enhance the level of customer experience and expedite the growth of the business. We pride ourselves on our relationships with our partners, and the changes in the business structure will only further improve our ability to deliver significant value to our customers and partners alike. As we move into 2020, we remain totally committed to innovation, service excellence and the continuity and growth of our partner community.

We have also initiated a new SYSPRO User Group, being opened up to all of Asia Pacific, which we call SUGA. Please get involved, as it is extremely powerful for all of you to get to know our vast SYSPRO community in this region, to collectively learn, collaborate and share. The success of this type of initiative is dependant on as many of you getting involved as possible, so please keep an eye out for the next User Group and please join in.

In October, we were delighted to welcome Phil Duff (Global CEO and SYSPRO Founder), as well as several senior executives from our Corporate team to participate in our very successful Australasia Customer Summits that were held in Sydney and Melbourne. We had capacity crowds at both events and the feedback has been overwhelmingly positive. Some of the key takeaways gained, included our exciting product development direction, our focus on partnering with you on your digital transformation journey and most importantly gaining a clear understanding of both our global and regional strategy for accelerated growth.

Our goal at SYSPRO is to partner with you to assist you to future proof your business. As your business grows and processes change, you need a flexible system that can easily adapt and scale. More importantly, we can offer you a team of industry experts that can be your best practice advocates. The latest version of SYSPRO is aimed to be agile, responsive and on the forefront of innovation, giving you a solution – and a team – you can rely on for the long-haul.

2020 is shaping up to be a transformational year for SYSPRO in Asia Pacific and I am looking forward to meeting many of you as I travel throughout the region over the coming months.

Have a safe and happy festive season.

All the very best

**Rob Stummer**



independent liquor group



## SYSPRO selected by Independent Liquor Group to future proof business, remove manual processes and improve data integrity and reporting

Australia's largest liquor co-operative Independent Liquor Group (ILG) has selected Enterprise Resource Planning (ERP) specialist, SYSPRO, to help future proof its business ahead of its national expansion. The Western Sydney headquartered wholesale alcohol co-operative has chosen to implement an integrated ERP system to reduce the number of manual and duplicated processes and to significantly improve data integrity and reporting capabilities.

ILG is a member owned co-operative wholesaler that services hotels, bottle shops, licensed clubs, bars, restaurants and sporting grounds across New South Wales, Queensland and Australian Capital Territory. Ahead of its expansion into Victoria and then South Australia, the company wanted to update its outdated technology systems to streamline the company's reporting capabilities in order to improve timely decision making.

The 45 year-old liquor co-operative identified a couple of years ago that there were some serious issues with the outdated and cumbersome technology it had developed in-house. There were various disconnected systems that failed to deliver accurate business analysis and month end reporting was taking three weeks and many labour hours to complete using a combination of the NAVISION accounting package and Microsoft Dynamics.

"Access to accurate data and real time reporting is crucially important to a liquor wholesaler and eCommerce business like ILG, as it is impossible for our mobile sales team to make timely decisions regarding stock holdings and deliveries without precise data integrity and the level of visibility that an integrated ERP system will provide us," said ILG's CEO, Paul Esposito.

Prior to selecting the SYSPRO 8.0 ERP system, ILG used a bespoke warehouse application called Licker for its three warehouses in Western Sydney, Brisbane and Townsville and one of the objectives of adopting an inte-

grated ERP system was to improve warehouse picking, optimise stock levels and to remove manual or duplicated processes for the distribution side of its business.

"During the discovery process ILG surveyed many of our suppliers to see what ERP systems they were using and as part of this process we assessed Microsoft Dynamics, Oracle NetSuite and SYSPRO. SYSPRO and Oracle went through to the final stage and we ultimately selected SYSPRO as we needed a fully integrated ERP system that could handle the complexities of our business and we weren't convinced that Oracle's platform was flexible enough to manage this", Paul said.

The SYSPRO ERP system will integrate with ILG's Paperless Warehousing system, eCommerce website and Customer Relationship Management (CRM) system Rhino, so that sales teams on the road have access to accurate stock information exactly when they need it. There will be 110 users interacting with the system across ILG's three facilities, and more as the business expands into other Australian States. Currently ILG has 32 SYSPRO users.

"This move will make the process of expanding into Victoria and other states more straightforward for ILG as they will achieve greater efficiencies by eliminating manual process, removing duplication of data in multiple systems as well as ensuring data integrity across the whole business," said Rob Stummer, CEO for Australia and New Zealand at SYSPRO. "It's an exciting time for ILG's growing business and we are pleased to be integral to its digital transformation journey," Rob said.

SYSPRO and ILG are currently at the final design stage, with the system due to be finalised in May next year. The next step will be for SYSPRO to build the system, bringing data across from the old applications, testing it with the real data and integrating it with the other systems.

"SYSPRO has been great throughout the whole process; not only has its team been extremely knowledgeable about distribution and warehousing, but their depth of expertise about their product's capabilities and their ability to get the balance right in terms of adopting best practice meant that they were able to customise the SYSPRO ERP product to meet the needs of our business," concluded Paul Esposito.



## SYSPRO'S ERP solution to support the digital transformation and business growth for commercial upholstery manufacturer, Rae-Line.

If you've driven a Kenworth Truck, own a caravan or enjoy playing sport, then it is likely you've come across one of Rae-Line's products. The Australian family owned company is market leader in the design and manufacture of commercial upholstery for trucks, caravans, sports and safety padding.

The 47-year-old company counts Kenworth Trucks as one of its longest serving customers and prides itself on how its staff continue to deliver exceptional client service by providing timely solutions to help solve customers' problems. Rae-Line has been recognised as Kenworth's 'Supplier of the Year' seven times.

Brett Vorhauer, Managing Director for Rae-Line says the business has been successful at reactively addressing issues, but they are at a point where employees' time needs to be freed up to allow them to do more with the limited time they have.

Despite a solid customer base, the growth of the company and its customers' businesses means the organisation needs to progress its digital transformation journey, so that efficiency can be improved via better predictability throughout the supply chain.

"Due to customer growth, the business has outgrown our legacy system of relying on manual data collection and requires a more integrated IT system. Having the support of a systemised ERP solution will help us further service our clients efficiently whilst being able to predict any needs or issues one or two weeks ahead," says Brett.

"This in turn will help boost our profitability, not just in terms of cash flow but also with how an ERP helps replace the less mundane tasks for my staff so they can work on other aspects within the business."

The team at Rae-Line will be able to automate some manual processes such as material requirements planning, capacity planning and digitise customer schedules, ensuring staff are working on the latest information. Current systems, such as payroll and CRM, will be integrated with SYSPRO's software and cash flow will also be improved by reducing the need to hold more

materials on site.

Having access to a comprehensive dashboard will help the management see whether production is going to plan. While the decision to purchase a new ERP was collectively made by Rae-Line's key decision makers, the entire senior team is looking forward to overcoming several business challenges by being able to make better decisions with the data the business will be collecting through the SYSPRO ERP system. Of the companies who participated in the sales process, SYSPRO was a stand-out choice due to the company team's detailed knowledge and its complementary partnership approach.

"SYSPRO's approach and willingness to help its customers is the same culture we have at Rae-Line. Their team is an ongoing partner in our business, it's no different to my banker or insurance broker - these are people we rely on for their expertise in our business and to help us continue to improve," added Brett.

In addition to the cost and efficiency benefits, the well-being of employees is equally important. Rae-Line's Managing Director believes the ERP system will help reduce stress in the workplace as an estimated 70-80 staff members will have more certainty in what they're doing because they can see problems more clearly and be better prepared to deal with them.

"Rae-Line and SYSPRO share the same business philosophy. We put the customer first and take pride in delivering exceptional customer experiences," said Rob Stummer, CEO, SYSPRO Australasia. "We are committed to partnering with Rae-Line to enable them to better respond to the challenges of a rapidly-evolving customer-facing business."

Using the best technology to remove paper-based records, and to make the information flow immediate, relevant and as accurate as possible is an IT strategy which works for Rae-Line. After the current initial phase of the project is complete, Rae-Line will work with SYSPRO'S engineering team to actualise the design process. The project is currently ahead of schedule and expected to officially go live by April 2020.

# Navigating News Around the World

## SYSPRO continues to Innovate and Deliver Last-mile Functionality in ERP

SYSPRO continues to Innovate and Deliver Last-mile Functionality in ERP. The innovations in SYSPRO's latest ERP release are designed to improve overall ease of use, system performance and security, and that last mile industry-specific functionality to streamline business functions, increase control and boost the overall productivity of a business. New features include:

- In Ken the SYSPRO Bot, the ability to set alerts to surface on preferred messaging apps, enabling the user take action all within one simple conversation.
- New artificial intelligence capabilities have also been included to predict and inform certain business outcomes such as forecasting customer profitability based on customer characteristics and even the probability of an order being shipped late.
- Digitalization of the supply chain by launching an interactive web self-service platform for customers to make available to their suppliers and customers. This Supply Chain Portal minimizes manual processes and at launch provides the ability to formally invite suppliers to tender for the supply of goods and services. Additional capabilities will be added in subsequent releases.
- The ability to manage supplier returns, thereby further streamlining the procurement process.
- Greater governance and compliance, through a full traceability system and the inclusion of new product recall capabilities. The new capabilities allow organizations to recall suspect products from customers quickly with all the critical and relevant information available at the touch of a button.
- A digital tax tool which allows financial controllers to create digital tax outputs that align with regulatory requirements to remain compliant.

1

SYSPRO Positioned as a Major Player in IDC MarketScape for SaaS and Cloud-enabled Operational ERP

2

SYSPRO Appoints Geoff Garrett to Lead USA Region as SYSPRO USA is acquired by SYSPRO Group



**//CODiE//**  
2019 SIIA CODIE WINNER

3

SYSPRO ERP Software Recognized by SIIA as Best IoT or IoT Enablement Solution

4

SYSPRO ERP Software Executives Sandra Fraga and Dawna Olsen Recognized as Visionary Leaders in CRN's 2019 Women of the Channel List

5

SYSPRO Retains Top 3 Leader Position in 2019 Nucleus Research ERP Technology Value Matrix



6

SYSPRO Customer BKB, a global provider of agricultural products based in South Africa, cites Digital Transformation benefits gained from ERP deployment. Global analyst firm IDC states "In addition, SYSPRO is fuelling its growth by bringing continued innovation into its products, continued technology and geographic expansion investment, and by demonstrating results with clients like BKB who can demonstrate digital transformation with SYSPRO ERP at their core."



## The top technology predictions for the worldwide manufacturing industry in 2020



**By Kevin Dherman,  
Chief Innovation  
Officer at SYSPRO  
Corporate**

It is no secret that the manufacturing sector is critically important for both developed and emerging economies. From producing necessities like food for a nation to creating much-needed jobs, the sector is a source of innovation,

productivity and global trade. According to McKinsey, the sector now accounts for approximately 16 percent of global GDP and 14 percent of employment.

The sector has also had to evolve rapidly to meet global needs, while recovering from the global recession. McKinsey goes on to say that by 2025, a new global consuming class will have emerged, and the majority of consumption will take place in developing economies. This will create rich new market opportunities. Meanwhile, in established markets, demand is fragmenting as customers ask for greater variation and more types of after-sales service.

Many are viewing technology as the vital ingredient that manufacturers need to apply to their business. Here are my predictions for how technology will metamorphose manufacturing in the next few years.

### 1. The Augmentation of Human Ability

Artificial Intelligence (AI) is no longer just an industry catch phrase. According to the Accenture AI is the new UI report, despite skepticism of AI as just another technology buzzword, its momentum is very real. 85% of executives surveyed stated that they will invest extensively in AI-related technologies over the next three years. The report goes on to say that with AI in place, interactions with customers will move from straightforward transactional models to multidimensional conversations spanning a variety of complementary channels. Within the manufacturing sector, this could take the form of an AI chatbot.

This takes me to my first prediction – the rise of the augmentation of human ability. Chat bots or ‘digital citizens’ have enabled or augmented human ability by allowing manufacturing businesses to make decisions much faster. What is important is the fact that they chatbot is not replacing the human element in customer service, but rather adding value by offering customers a 24/7 touch point. Technology is simply enhancing human abilities in order to place the customer at the centre of a business.

### 2. 5iR and the ‘digital opportunity’

By 2023, IDC predicts that the global economy will finally reach “digital supremacy” with more than half of all

GDP worldwide driven by products and services from digitally transformed enterprises. The truth is that the digital revolution is inevitable and it is vital to embrace the digital opportunity or face the risk of redundancy in a highly competitive world.

For the manufacturing sector, the fifth industrial revolution will require manufacturers to incorporate a level of artificial intelligence, managed infrastructure, advanced analytics and even robotics to remain relevant. Deloitte calls this Digital “muscle building”, where technology will allow manufacturers to connect and monitor every facet of their business. This is all while their ability to flex production, delivery, and customer support continues to be important.

### 3. The Circular Economy and the evolution of sustainability

According to Nielsen’s recent global sustainability report, 81 percent of respondents feel strongly that companies should help improve the environment by implementing programs to this effect. There is also an appeal for the manufacturing sector to contribute to the global sustainability zeitgeist by opting into the ‘circular economy’.

The circular economy is a simple concept. It essentially refers to the reuse of resources and decrease of waste. Each product at end-of-life becomes a new resource rather than merely being discarded. It recognizes the value of waste items, repurposing them as alternative resources that can be used again and again in a circular goods cycle.

For example, a plastics manufacturer could incorporate more recycled content in each packaging unit that they sell. Energy reduction is another bi-product of the circular economy. By reducing energy usage, the environment benefits of less air pollution are close to follow. Technology can make this process a lot easier. Increased intelligence can help managers and directors make decisions on a range of topics, from planning the factory floor in a more efficient manner, buying more energy efficient machines to looking at implementing a full green initiative.

### 4. Advanced Food Tracking and Packaging

An article within the World Economic Forum site indicated that about 600 million people suffer food poisoning every year, according to the World Health Organization, and 420,000 die as a result. When an outbreak occurs, investigators can spend days or weeks tracking its source. A good example is the recent recall of lettuce within the US where reports stated that least 40 people in 16 states had reportedly gotten sick due to a strain of E. coli traced back to the lettuce, 28 of those have been hospitalized.

Increasingly, technology is playing a more pivotal role in risk detection as opposed to disaster recovery. This is known as traceability, where technologies such as ERP allows manufacturers to meet the consumer demands for food transparency while enhancing the ability to identify, respond to and even prevent food safety issues.

### 5. The Wise Pivot

With the competitive landscape changing, businesses have had to investigate the option of shifting away from traditional business models. The shift is called a wise

pivot, and it is sometimes a necessary move for companies to remain relevant in a highly competitive landscape. It also talks to the generation of new revenue streams, made only possible by the introduction of the digital opportunity. Some famous examples include Netflix, which started out as a DVD rental service or Starbucks that started off selling espresso makers and coffee beans.

The introduction of new technologies has also opened the door for more opportunities within the manufacturing sector. Manufacturing leaders are investing in new connected services offerings, which will facilitate an integration both within and beyond their enterprise. For example, instead of excess stock (such as chairs) being obsolete and in stock for months, a manufacturer can now place inventory items in a third-party platform such as Amazon.

### 6. Point-of-Sale at The Edge

Another pivot that has been observed in recent years is that many manufacturers are extending their supply chain to end customers through a retail service. This requires a Point-of-Sale system that delivers an overall good customer experience. In order to achieve this, customer data should be maintained at The Edge to keep the traffic and processing local in order to reduce latency. This system should also keep working without interruption should the network or main server go down.

### 7. Every enterprise is a platform

According to the 2020 IDC Future Scape Report, by 2023, 60% of the G2000 will have a digital developer ecosystem with thousands of developers; half of those enterprises will drive 20%+ of digital revenue through their digital ecosystem/platform. In a nutshell, this refers to how manufacturers could transition into more of a platform enterprise, where they make money from services delivered via apps and APIs on a scalable technical foundation.

### 8. Greater customer engagement

Despite continuous technological shifts, one element remains the same: your customer experience journey needs to remain phenomenal. According to ChannelFutures.com, your customers’ perception of your brand—and, ultimately, their buying behavior—is directly tied to their end-to-end experience with your company’s products and services, employees, website, apps, marketing and promotional materials, and more. The article goes on to say that an important part of delivering a good customer experience is the reliance on interconnectivity and integrated workflows. This has been made possible with technologies such as SYSPRO Enterprise Resource Planning.

Ultimately, the manufacturing sector has seen constant growth and change with the introduction of new technologies ranging from AI to IoT. Customers are also calling for greater sustainability efforts, quicker response times and improved service levels. As long as every business decision is made with the customer in mind, technology can offer a digital opportunity for manufacturers to flourish in 2020 and beyond.

# Product Spotlight - SYSPRO 8



**Jakes Mantle, Solutions Director, Asia Pacific**

## SYSPRO Avanti

SYSPRO ERP but better! Avanti can be used on any device, platform, from anywhere at any time. Avanti can be deployed on-premise, in the cloud or both giving you flexibility and easy access through a web browser.

The major benefits of Avanti:

- You get to experience the same look and feel 24/7 whether you are in the office, on the shop floor or on the move across the globe.
- You get to select the best UI for the role or specific task at hand, through a browser on any device.
- The web interface allows for easy customization without the need to get development involved, enabling you to personalize and design your own workspace.

## Actionable Insights

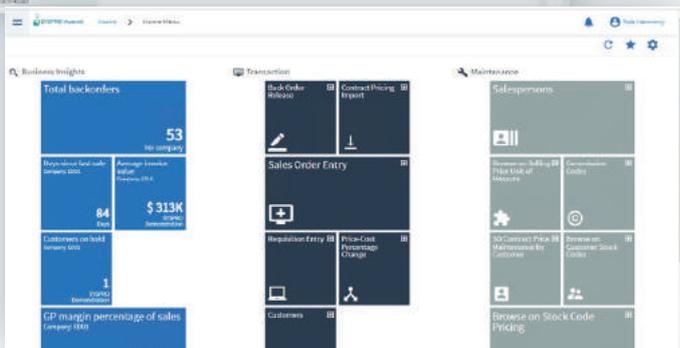
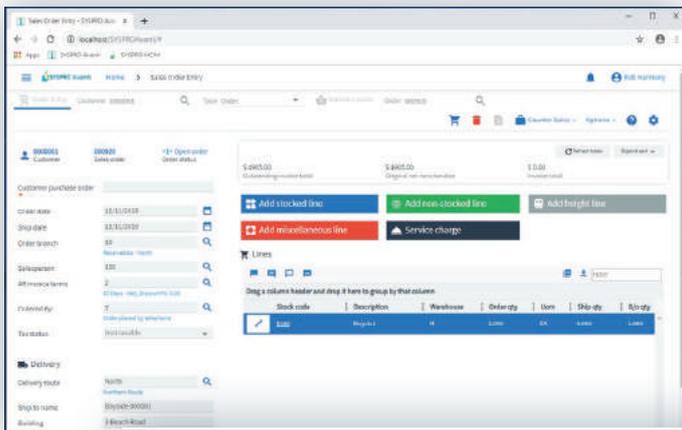
Giving your business the competitive edge by empowering your users with insights that are actionable and focused for their needs in real-time.

What will business insights allow you to do:

- Make **proactive and informed business decisions** with increased visibility across the organization;
- Drive business behaviour by providing your users with **actionable business-critical insights**;
- Improve business performance through a **productive workforce** that is empowered to act quickly and proactively;
- **Increase responsiveness**, lead times and overall productivity;
- Increase collaboration and **seamless connectivity** across the entire organization;
- **Improve profitability and minimize risk** with increased visibility into your company's financial health.

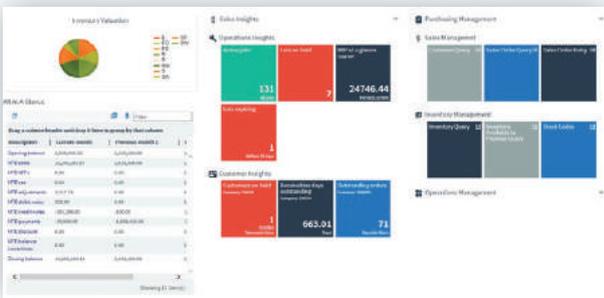
The Four Pillars of Actionable Insights

- **Business Insights** - Get a single, real-time view of the company's key business drivers with the flexibility to define operational goals, targets and deadlines at an individual, role or organizational level with SYSPRO Business Insights. By providing individuals with relevant and real-time business-critical insights and the means to act quickly and proactively, KPI's are converted into meaningful improvement.
- **Social ERP Collaboration** - Facilitate enterprise-wide collaboration and seamless communication between colleagues, workstations, divisions, branches and territories with **SYSPRO Harmony**, a user-friendly social media platform at the core of your SYSPRO ERP system. **SYSPRO Harmony** helps promote a more collaborative way of working by providing users with a familiar, easy, effective and engaging way to connect, communicate and conduct their daily business. By accessing and relating real-time information, insights and trends through Social ERP, users can act instantly and decisively – helping increase responsiveness, lead times and overall productivity.

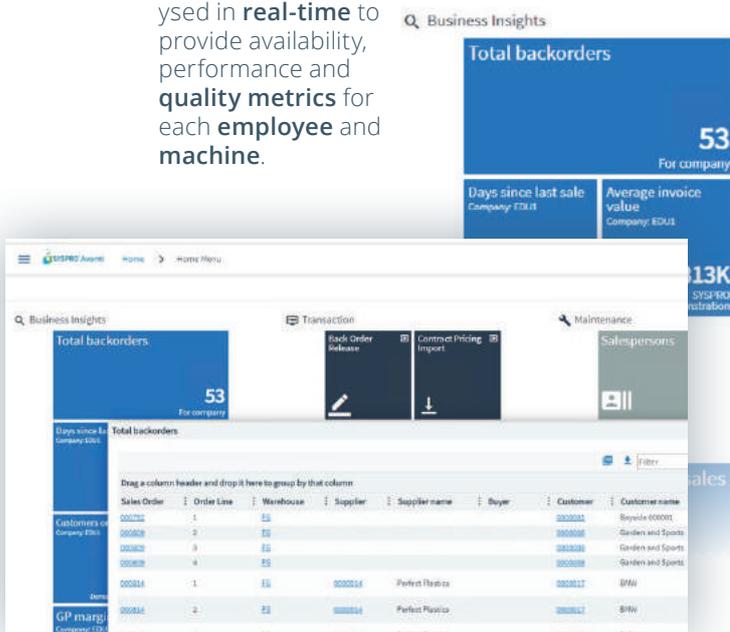


# Tips and Tricks - Short cut keys

- Corporate Performance Management** - Identify revenue trends, create assumptions and analyse potential adjustments with Corporate Performance Management (CPM) for SYSPRO. By automating critical financial processes across the organization, you can gain greater insight into your company's financial health and overall performance, improving profitability and minimizing risk. Specifically designed for financial departments, CPM for SYSPRO provides a solution for **integrated financial planning** and consolidation so you can budget, plan, analyse, consolidate and report across the organization.



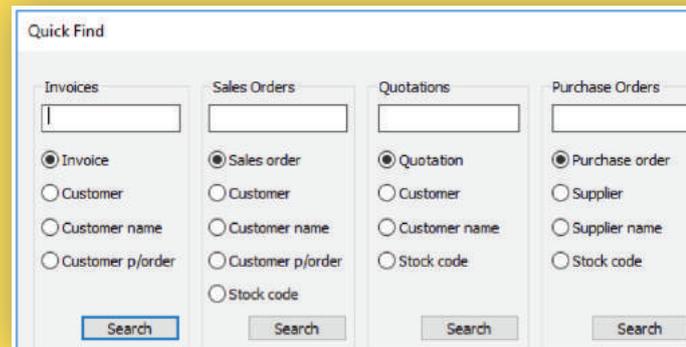
- Factory Performance Analytics** - Visualize losses and effectively measure and improve business performance with SYSPRO's Manufacturing Operations Management solution which supports the measuring and calculation of overall equipment effectiveness (OEE), total effective equipment performance (TEEP) and overall labour effectiveness (OLE). Data is analysed in **real-time** to provide availability, performance and **quality metrics** for each **employee** and **machine**.



**F1 - Help** Pressing the F1 key when in a program or screen will give you help on the section you are in.

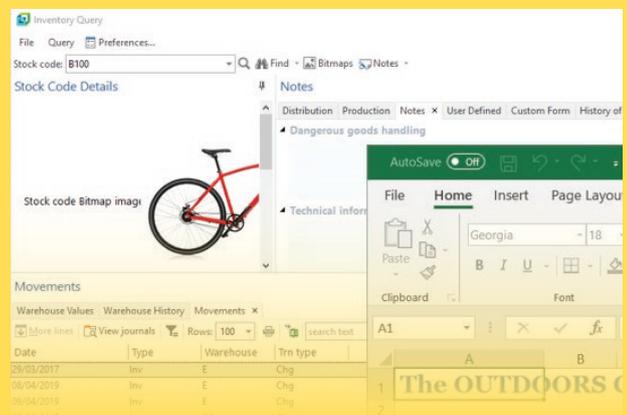


**Shift+F2 - Quick Find** Use this short cut key to perform a detailed search on Invoices, Sales Orders, Quotations, Purchase Orders, and Jobs within SYSPRO. For example, the Invoices category allows you to search for invoices according to the Customer, the Customer Name or the Customer Purchase Order.



**Ctrl+C - Change Company** Using the change company short cut key stroke allows you to swap from one company to another quickly, this can only be used when you are not in a program.

**Ctrl+F8 - Drop data to Excel** You can drop any list view in SYSPRO to MS Excel using Ctrl+F8 where the data will be formatted correctly (Text, Date and Numeric). N.B You can only drop the list view that you are active in.



# Risk Management in the Digital Age

By Sanjay Galal, APAC CFO



Over the last few decades manufacturing has changed profoundly, in response to factors that include: the opening up of world markets, the economies of Cloud-based computing, and the global adoption of ERP and Industry 4.0 applications. With the strategic introduction of connected, digital technologies, manufacturers open themselves up to enormous rewards – but they also expose their companies to brand new areas of risk.

## The Evolution of the CFO

In the old days, the role of the CFO was strictly finance-related. Today, however, the strategic CFO (in harmony with the board of directors) bears a company-wide responsibility for risk mitigation. As a CFO, I'm expected to be data-driven, revenue-focused, and capable of mitigating risk across the entire enterprise.

A typical week could see me vetting commercial arrangements with suppliers, providing mechanisms to mitigate against legal disputes, improving debt collection processes, reviewing

pricing structures, as well as countless other tasks. In general, a CFO is expected to provide governance and controls over everything that involves finance, but this can be expanded to operations, strategy, sales, and even human resources.

## Sharing the Responsibility of Risk Management

All companies generally have the same risk framework (Strategic, Compliance, Operational, Financial, Reputational) but in manufacturing, there is more emphasis placed on one over another. For example, operational risk is a key area – products may have many sub-processes that need to be configured, operated, monitored and managed, to minimize the risk of failure. This too falls within the responsibilities of the modern CFO.

However, risk avoidance activities are carried out by most department heads. The warehousing manager, for example, owns the risk of housing stock items and ensuring that mechanisms are in place to prevent theft, damage, and obsolescence; while finance ensures that the control framework is derived and set up for the warehousing function to operate within, thus ensuring less risk to the business as a whole. Likewise, the plant manager owns the risk associated with the physical plant and equipment. It's their job to ensure that safety and health regulations are adhered to. Again, it is finance that makes sure that the control framework is derived and set up for the plant function to minimize risk to the business. Believe me – and I'm speaking from personal experience – all this is a lot of work.

## Technology that Manages Risk

Fortunately, the same technology that informs and inspires our innovative, disruptive, digital business plans can also help us prevent accidents, shut down exploits and put a stop to fraud. In terms of risk mitigation, Industry 4.0 technologies such as machine learning, artificial intelligence, and predictive analytics are quickly becoming the CFO's best friend.

As I've mentioned before, risk mitigation is a data-driven exercise. What, then, could be more useful than artificial intelligence, which can process and analyze structured and unstructured data at a rate beyond the capabilities of even the most dedicated CFO? With an AI integrated to SYSPRO ERP, capable of working overtime, without bathroom breaks or coffee, it is possible, at the end of the day, to feel comfortable that one has mitigated as much risk as is human – and technologically – possible. Industry 4.0 technologies have certainly changed our profession, but they are also a crucial element for ensuring that CFOs everywhere get a sound night's sleep.

### Attention CFO's and Heads of Finance

Next year I am going to be launching the APAC Manufacturing CFO Series, a community for CFO's by a CFO. Register your interest with [Sanjay.Galal@au.syspro.com](mailto:Sanjay.Galal@au.syspro.com)

# Optimise Your SYSPRO Experience with the SYSPRO Learning Channel

Whether you are new to SYSPRO or have been part of the SYSPRO community for years, education plays a vital role in optimizing your SYSPRO experience and usage.

The SYSPRO Learning Channel (SLC) ensures that you'll have access to training material when you need it, where you need it. Because we understand that people learn differently, the SYSPRO Learning Channel provides a range of different educational material formats to suit your learning style and preference. You can also use it to register for instructor-led training sessions, whether they take place in a physical or virtual classroom.

No matter where you are, SYSPRO's educational material is at your fingertips, offering you the following benefits:

- Learn how to use SYSPRO to be fully equipped and empowered to perform your day-to-day activities
- Stay up-to-date with new capabilities and tools as they are made available
- Achieve your educational goals by monitoring your own progress, competing with others on the leaderboard and optionally obtaining a certification
- Become part of a community where you can learn and share.

Offering a range of different educational material formats, the SLC provides online access to a library of documents and videos, e-learning courses, and certifications via your desktop or mobile device.

## Open Learning

Our Open Learning library is freely available to all SLC members and houses a vast collection of educational content, including:

- Training guides covering SYSPRO modules, features, roles, processes, enhancements
- Solutions
- Step-by-step "how-to" tutorials
- Feature demo videos
- Conceptual videos
- Recorded webinars

## SLC Plus

In addition to the Open Learning content available to all members, SLC Plus members:

- Have access to programs, courses and certifications through an annual subscription
- Can utilize the SLC as a Learning Management System by being provided with the facility to administer their learners
- Can give learners access to content applicable to them, and enrol them in specific programs and courses.
- For an additional fee, companies can also upload their own content – thus leveraging the SLC to provide a convenient source of all educational-related material for your organization.

## Classroom Training

- Classroom training is also available at varying rates depending on your location. Please contact your local SYSPRO Office to find out more about on-site or classroom training.

## SYSPRO Certification

SYSPRO customer certification focuses on aspects of business that relate to specific roles, enabling our customers to hone-in and perfect those skills that are relevant to their role and business environment. SYSPRO customers wishing to obtain SYSPRO Certifications, or to access our vast collection of self-paced content, would need to subscribe to become an SLC Plus member.

For more information on the SYSPRO Learning Channel, please contact your regional Account Manager.





# Case Study - Perfect Potion

“The upgrade to SYSPRO 8 was without interruption to our business. The team is eagerly exploring ways in which company procedures can be improved to be more efficient.”

*- Janet Shackleton, General Manager – Finance & Operations, Perfect Potion*

## At a Glance

### KEY CHALLENGE

Improve and simplify business processes

### KEY BENEFIT

Enhanced productivity

### HEAD OFFICE

Australia

### INDUSTRY

Manufacturing and Distribution

### END-USER MARKET

Consumer

## Customer Profile

Founded in 1991 and based in Brisbane, Australia, Perfect Potion is a privately-owned manufacturer and retailer of organic skincare and aromatherapy products. The Perfect Potion team is dedicated to creating an innovative and diverse range of holistic natural aromatherapy products that not only nurtures the body, mind and spirit but also respects the delicate balance of our environment.

## The Mission

A long-term SYSPRO customer, Perfect Potion identified a need to upgrade from SYSPRO 6.1 to SYSPRO 8. The goal was to use the new features available in SYSPRO 8 to improve business processes.

## The Solution

SYSPRO's internal implementation team upgraded the company from SYSPRO 6.0 to SYSPRO 6.1 and then to SYSPRO 7 using three staging servers. This was followed by the upgrade to SYSPRO 8.

## The Outcome

Within a short time, Perfect Potion's staff found that SYSPRO 8 saved them time and improved some of their business processes. The new solution also provided the enhanced reporting and business insights needed to support the growing business.



## Why SYSPRO?

Perfect Potion has enjoyed steady growth since first signing on as a SYSPRO customer in 2005. Although the company was still running successfully on Version 6, it was looking for more accessibility to link to websites in its path towards becoming a paperless manufacturing plant. To this end, the decision was made to upgrade to SYSPRO 8 and deploy the full capacity of the system.

## A Swift, Smooth Upgrade

The upgrade was carried out over the space of 4 weeks, during which Perfect Potion performed a User Acceptance Testing (UAT) process and tested its current business processes on SYSPRO 8 in a test environment before going live.

This approach highlighted any issues and allowed for staff training. As a result, the upgrade and UAT process were fairly simple and Perfect Potion's staff were able to navigate SYSPRO and Avanti, SYSPRO's web interface, with ease.

"The upgrade went smoothly. There have been no hiccups since the day we went live, not one blip on the radar – highly impressive," says Janet Shackleton, Perfect Potion's General Manager: Finance & Operations.

"Although we are still in the early stages of delving into how to optimize the potential of SYSPRO 8, it is gratifying that we are already hearing excited cries from our SYSPRO users as they discover new features."

## Increasing Efficiencies through Automation

With a manufacturing inventory of 500 and a retailing arm of 800 products, Perfect Portion uses SYSPRO to accurately track and record everything from the Bill of Materials to sales in its 18 stores across Australia.

Prior to the upgrade, the teams in Perfect Potion's stores ordered their stock manually which, given the volumes being processed, could lead to a great deal of human error with inevitable cost to the company. "One of our goals with SYSPRO 8 is to automate a lot of the order processing – that would be a massive plus," Shackleton says.

The company is already enjoying the automation of the emailing of reports. This feature saves the teams time and is of particular benefit to members of management who are frequently offsite and are now able to receive reports anywhere and anytime.

"We've been investigating SYSPRO's Point of Sale (POS) module and are very excited about the prospect of bringing both our manufacturing and our retail arm under SYSPRO to help enhance efficiencies," Shackleton says. "By using this technology more effectively we will be able to enhance our offering to our customers, for example through value-added promotions."

Another potential candidate for automation is the receipting of raw materials. Perfect Potion is keen to automate the printing of starting materials and testing protocols, as currently a team member has to go to a folder and print them out from there.

## Adapting in Style

Perfect Potion's SYSPRO users have adapted to the new system in style.

"Because SYSPRO is a modular system, there hasn't been huge upheaval for our users. It's been an easy flow to adapt to the changes," Shackleton says. "It gives us space and time to point out new features as we go through each individual process. Some of the teams are exploring independently and have shared their excitement about the new functionality they have found."

Some team members comment on their experience with SYSPRO 8:

"Upgrading to SYSPRO 8 was seamless. The ability to do live postings of transactions to the general ledger has been a huge saving."

"Predictive text has been a huge time saver. The visual aspect is cleaner, bright and easier on the eye."

"The ability to email invoices to customers seamlessly has led to better customer service."

"Expanded fields which allow for full product name and detailed reference on Jobs has been a huge asset."

"The customization of layouts to remove visual noise has been great."



# Case Study - Wen Ken Group



“SYSPRO’s well-planned roadmap ensures the product is futureproof, which allows the solution to grow in line with our expansion.”

- Fu Shou Jeen - Executive Director, Wen Ken

## At a Glance

KEY CHALLENGE	KEY BENEFIT	HEAD OFFICE	INDUSTRY	END-USER MARKET
Implement a robust planning system to support business growth	Improvement of inventory and costing accuracy to 99.5%	Singapore	Pharmaceutical	Retail

### Customer Profile

Founded in 1937, Wen Ken Group has more than 80 years’ experience in the research, development, production and marketing of Traditional Chinese Medicine (TCM), natural medicine, pharmaceuticals and Over-the-Counter health products. The company employs over 1,000 staff and operates 40,000m<sup>2</sup> of factories and offices in Southeast Asia. Wen Ken’s customer base encompasses TCM stores, major supermarkets, pharmacy chains and convenience store chains from South East Asia to the Middle East.

### The Mission

To support business growth, Wen Ken needed to replace its existing disparate systems with a fully-integrated, robust planning solution. Visibility into real-time stock information was lacking, and all the company’s data was in separate systems.

### The Solution

Wen Ken selected Version 7 of the SYSPRO Enterprise Resource Planning (ERP) solution based on its well-established track record in the manufacturing and distribution sectors. The company has 31 SYSPRO users across five companies – two each in Singapore and West Malaysia, and one in East Malaysia.

### The Outcome

Since the implementation of SYSPRO 7 in 2014, Wen Ken has improved the reliability, accuracy and timeliness of its data. This has in turn led to significantly enhanced decision-making.



## Why SYSPRO?

Wen Ken's selection of its new ERP solution was guided by a stringent list of criteria. Fu Shou Jen, Executive Director of Wen Ken, says: "We needed a system capable of managing multi-site, multi-company operations, with visibility into other companies' stock information where appropriate.

"We also needed to apply and track sales promotions, run customer credit checks and do material requirements planning with load levelling."

Additional factors contributing to the decision included the ability to: track and manage material and operational costs; perform traceability of lot to source; manage inter-company sales and purchases; and run mobile sales order collections.

SYSPRO and its channel partner Cosmo Synergy demonstrated a proven track record of successful implementations for manufacturers. "The Cosmo team displayed exemplary professionalism and customer service levels. Cosmo encourages its team to pursue certification in industry best practices, and SYSPRO's well-planned roadmap ensures the product is futureproof, which allows the solution to grow in line with our expansion," Fu says.

"In addition, SYSPRO's single DNA architecture guarantees that maintenance and upgrades will be easy and cost effective."

## Optimizing the Potential of ERP

Cosmo Synergy completed Wen Ken's SYSPRO 7 implementation in six months, focusing on the core functionality in the Financial and Distribution modules. The remaining modules were implemented in phases over the following 6 months. In total, the entire SYSPRO system took about a year to implement.

"The implementation went smoothly," Fu says. "One of the challenges was training our staff from using separate, disparate systems to optimizing the functionality of a fully-integrated system. Once everyone was up to speed, we were able to stabilize on the new system."

## Enhancing Financial Insight

"One of the major benefits we've experienced has been the improvement of inventory and costing accuracy from 92% to 99.5%," Fu says. "We use SYSPRO to plan out purchasing in a way that is integrated with production planning. This has reduced our stockholding by an average of two weeks for finished goods, and we have also experienced a 20%-30% reduction in packaging material as well as raw material."

The real-time, accurate data has also enabled Wen Ken's management team to make financial decisions with greater insight.

Cosmo's dedicated helpdesk provides unlimited support to Wen Ken's SYSPRO users. At least twice a year, Cosmo evaluates Wen Ken's usage of SYSPRO and consults on leveraging technology to boost productivity and gain efficiency improvements.

## Looking Ahead

Wen Ken is considering extending its SYSPRO solution with the SYSPRO Espresso mobile solution for its mobile sales force. The management team is also investigating SYSPRO's Manufacturing Operations Management (MOM) capabilities to enhance visibility and control of its production systems.

"As an organization, we sell about 400 million products a year, and our mission is to double this in the next five to seven years. We need a robust ERP system that will grow with us in our different territories and with the different manufacturing facilities we intend to have. Our evaluation of SYSPRO 8 shows that it is moving in the right direction to meet our needs," Fu says.

Feel fresh  
throughout  
the day!



# SYSPRO Australasian Customer Summits

In October this year, customers from all over Australia, New Zealand, and as far as Fiji and Papua New Guinea attended the inaugural Australasian Customer Summits held in Melbourne and Sydney. With a record turnout far exceeding expectations, the SYSPRO Customer Summits and Golf Days were such a success. The future is looking bright for our customers and partners as they gained valuable insights into SYSPRO's product roadmap and highlights, including important industry trends on how to succeed in the age of digital disruption.

We are excited to announce that next years Customer Summit will be a regional Asia Pacific event held in Asia.





## Customer Innovation

Celebrating customer innovation, SYSPRO was proud to announce the winner of the Australasian inaugural Customer Innovation Award, B&R Enclosures, and runner up Rinstrum. In the age of digital disruption, they have proven to withstand and digitally transform while SYSPRO enables them to be innovative. Thank you for sharing your journey with us, it was truly inspiring!



# Marketing Round-Up



**Marnie Lightbound,  
VP of Marketing,  
APAC**

Firstly, by way of introduction, I recently joined SYSPRO in October this year, bringing with me over 12 years of experience in driving growth for competing ERP vendors across the APAC region. It was clear from the onset (having been thrown in the deep end

just 3 weeks into my role at the SYSPRO Australasian Customer Summits) that our customers want more from us. Trying to meet as many customers as possible, the feedback was clearly evident and repetitive: More Contact, Communication and Engagement.

So I am proud to announce some new initiatives that I hope each of you will benefit from. Firstly, we have kicked off our first SUGA (SYSPRO User Group Asia Pacific) this month. You may have noticed communications regarding the significant benefits of upgrading to SYSPRO 8 (of which I hope you will agree) there are some exciting developments that will help you automate and streamline your business processes. Thirdly, we are pleased to have launched this new magazine, designed specifically for the Asia Pacific region, to ensure that we keep each and every one of you up to date with all of

our regional news. This will not detract from our regular global news and updates, but rather enhance your journey as we build a strong and vibrant community throughout the Asia Pacific region to ensure we help you to 'Navigate' a positive and successful roadmap.

You might question why we named our new publication SYSPRO Navigator? Most businesses are currently on a digital transformational journey, and as we all safely navigate these waters, success will depend on collaborative relationships that will require strong leadership and vision, backed by the power of appropriate technology, enabling you to successfully transform and grow.

As I look to the future, 2020 is shaping up to be a big year for this region. It's time to take our company to the next level and I will personally be driving to change the current motto of 'SYSPRO, the best kept hidden secret in software for manufacturers on the market'. We will be launching specific campaigns in the New Year focused on Food & Beverage, Traceability and MOM. We will also leverage and harness our global campaign on 'Movers and Makers', and most excitingly, we will host our first Asia Pacific Customer Summit in the second half of 2020.

To stay up to date and keep informed, please follow us on our social media channels. Furthermore, we will be emailing regular updates, so please ensure your records are kept up to date. I also welcome your feedback on this bi-yearly magazine for our APAC community on how we can make this better and more relevant to you. Please email me at [Marnie.Lightbound@au.syspro.com](mailto:Marnie.Lightbound@au.syspro.com)



## The Great Adventure Challenge for Starlight Foundation

In October this year, held in the spectacular Central Coast of NSW, SYSPRO entered two teams of 8 competitors to test their physical and mental capabilities in a range of activities from mountain biking, trail running, kayaking and coasteering covering a whopping distance of 70kms in order to raise vital funds and brighten the lives of seriously ill children in Australia for the Starlight Foundation.

It was a demanding, exciting and fun multi-sport team corporate adventure race where we certainly got to know our team mates in a whole other light! Coming last on the day, we were certainly not losers, having raised over \$8k for Starlight Foundation where we feel proud to have contributed to this wonderful cause. We will once again be entering next years Starlight's Great Adventure Challenge, so why not enter your team, bring your A game and see who are the real winners?

# SUGA – SYSPRO User Group Asia Pacific

At the recent SYSPRO Australasian Customer Summits, we launched the SYSPRO User Group Asia Pacific, or SUGA for short.

The mission of SUGA is to help people and organizations get the most value from their investment in SYSPRO technologies.

SUGA will connect to real-world-tested resources, and together, drive departments, organizations, and careers forward by expanding what's possible with SYSPRO. Whether you're getting started with a new release, diving into implementation, or driving your strategy for innovation, SUGA will be with you as you motivate and ready your teams to make real change.

You will be part of a powerful network that's live—online and in person, starting with quarterly meetings as the meetings are shared across Asia and Australia.

Australasian Strategic Accounts Director, Andrew Farah will be hosting the 5 December meeting at 4pm in the SYSPRO North Sydney office to decide the SUGA topics and group structure. This group is for customers and partners, run by customers which means that SYSPRO will help with meeting organisation, co-ordination of guest speakers where required, and marketing support to promote the events and registrations only.

For people who attend the 5 December meeting there will be light finger food and refreshments afterwards to celebrate 2019. Interstate and International people attending the event will receive a Zoom Web Conference Call meeting link.

The proposed 2020 calendar for the quarterly events are as follows:



## Partner Spotlight: Lunch & Learn with Acceltech International Solution, Inc.

Held in Manila on November 21st, SYSPRO partner Acceltech International Solution, Inc hosted a Lunch & Learn: Streamlining your Manufacturing Operations with speakers and a team of experts who provided in-depth insights about how SYSPRO can streamline your manufacturing processes. It was a great event with a excellent turnout!



	Date	Time	Live Event Location
Q4 2019	Thursday 5th December, 2019	4pm – 5pm (AEST) + Drinks & Networking afterwards	SYSPRO North Sydney Office Level 12/201 Miller St, North Sydney NSW 2060
Q1 2020	Thursday 5th March, 2020	3 – 5pm (AEST)	Brisbane, Venue TBC
Q2 2020	May, Date TBC	TBC	Kuala Lumpur, Venue TBC
Q3 2020	August, Date TBC	TBC	Singapore, Venue TBC
Q4 2020	December, Date TBC	TBC	Melbourne, Venue TBC

All users across all industries and lines of business are encouraged to join the group, so if you wish to join SUGA submit your details to <https://australia.syspro.com/user-group-registration> or send an email to [Marnie.Lightbound@au.syspro.com](mailto:Marnie.Lightbound@au.syspro.com), and we will send you the Zoom Link for the meeting.

# Staff Highlights



**Karlen Klopper**  
Channel Development  
Manager, Australasia

Before moving to Australia and joining the SYSPRO Australasia team, Karlen worked with Sage in South Africa as their Strategic Account Manager in the Enterprise Market. The people, solution and the opportunity is what attracted Karlen to SYSPRO and since joining in October, she has had a wonderful experience so far. As part of her remit, she is helping to grow the Channel Business and build a lasting legacy at SYSPRO Australasia. In her spare time, she is completing her final year of her second degree in a Bachelor of Law, Honours level. And if there is any further spare time for personal recreation, she likes spending time with family and new friends, whilst exploring her new home in Sydney and NSW.



**Tracey Gates**  
Customer Engagement Operations  
Manager, Australasia

Known amongst her peers as 'The Fastidious Fixer', Tracy is a Support Manager having been employed with SYSPRO since 2005. Initially she was employed as a Tester at Head Office before moving to Australia and joining the Support team. Tracey's excellent working knowledge of the product allows her to consistently and efficiently resolve customer issues. Her love of the product, the people and the environment in which she works keep her motivated to continue offering SYSPRO customers practical solutions – even when it involves checking if the printer is plugged in when a Purchase Order won't print! When Tracey isn't fixing things at SYSPRO, you'll find her on the beach or in the park with her husband and two sons. In her free time, Tracey enjoys stained glass and crafting beautiful creations from Lamps, Terrariums, Pewter to glass fairies.



**Ken Leong**  
Channel Sales Manager,  
APAC

Starting his career in Support Desk, Ken has held a variety of roles including Consulting and Pre-Sales throughout Asia Pacific in the ERP space. Before joining SYSPRO, Ken did his National Service in Malaysia with Employment Insurance System (EIS) implementing a system that allows private employers to make contributions to all their eligible employees. He is very passionate about ERP and working in Asia, and since joining SYSPRO in June this year, it is giving him the opportunity to relive his passions one country at a time! Together with his Channel Partner team, Ken is responsible to recruit new partners, manage and support them in the endeavour to increase the SYSPRO customer eco system whilst enabling them to run their organisation effectively in order to compete in the challenging local, regional and global environments.

A couple of years back, Ken picked up running. Coming from a non-active background it was hard initially, and he still remembers the days when he used to start with 100m. That is the past and he has now completed 5 full marathons. A meaningful marathon was his first overseas marathon at Okayama, Japan achieving his personal best time. As long as he is able, he hopes to complete many more Marathons.



**Vera Surjady**  
**Professional Operations**  
**Manager, Asia**

Working in ERP for the majority of her career, Vera has held various positions including Senior Consultant and Project Manager before joining SYSPRO in 2017. It is here that she calls her most rewarding and joyous role to date, citing that SYSPRO feels like being a part of a family that has a wonderful spirit and so much enthusiasm. She believes that SYSPRO is a dynamic and robust solution that has the potential to become the market leader in this region. Being a mother of two, she loves spending quality time with her boys, singing with them, walking in the park or reading at the library. During her spare time, she enjoys exercising which includes yoga and swimming, or finding time to catch up for lunch with friends.



**Sajini Muttiah**  
**Accountant Asia**

Coming from Sri Lanka (an Island nourished with a lot of colour, culture and history), and moving into a more commercialized country like Singapore was a big move. My professional working history has always been within the finance and accounting fields, primarily working for the Big4s. Additionally, I also worked for an outsourced accounting function provider for a leading Insurance provider in the UK and one of Sri Lanka's largest apparel manufacturers for leading brands around the globe.

Joining SYSPRO in March this year was one of the best career choices I have made. SYSPRO has given me the privilege to manage the entire finance function based in Singapore. Working with highly motivated and ambitious colleagues, and friendly bosses to guide you along - makes my workplace a second home. SYSPRO is a wonderful place to work and I am glad that I am playing a part in helping our customers streamline and drive their businesses.

Outside of work, I am known as a fun loving person with a passion for travelling around the globe and understanding different cultures. This helps me establish a great work life balance.



**Andrew Farah**  
**Strategic Account Director,**  
**Australasia**

Initially joining SYSPRO Mid 2016 to assist in Business Development, I have been able to witness some great successes that we have had with our customers. Now 3.5 years in, I have been fortunate enough to secure some of our fantastic new logos including most recently Independent liquor Group and Langs Building Supplies. Today, as the Strategic Account Director, I am appreciative to have the opportunity to work closer with some of our fantastic customers that continue to expand every year. The most rewarding part of being at SYSPRO is to be able to have a hand in the growth of our customers and see their business's flourish. My goal is to ensure all SYSPRO customer sites are successful and to continue to grow the family. When I am not at SYSPRO I'm often out enjoying some of the array of amazing cuisine that Sydney's restaurants has to offer followed by a fine whiskey.



# SYSPRO 8

## Keep ahead of the game



Runs **30%** Faster

**250%** Improved  
Transaction Throughput