



**SYSPRO™**

Say Yes to Next

CORPORATE PROFILE

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# Foreword

Manufacturers and distributors have reached an inflection point. We have all personally witnessed global vulnerabilities and disruptive forces, which have shifted the dial. Manufacturers are now seeing digital transformation in a whole new light. While the market has spoken about Industry 4.0 for quite some time, the industry has now realized that digital resiliency has become indispensable in translating efficiency and productivity gains back into the business.

Digital resiliency is much more than a blanket approach to technology investment. It's about the end customer. It's about the management of data for key business insights and informed decision making. It's about finding the opportunity in the challenge.

Since its inception over forty years ago, SYSPRO has provided customers with industry-built software, dependable expert advice, and specialized services to guide customers to build resiliency. While disruptions are an inevitable factor of life, one thing has not changed – customers always remain at the centre of our business.

Our ERP solution empowers customers to take the next step – whether it is expanding into new territories, adding new product lines, transforming business processes, or driving innovation. Our customers also gain a team of global industry experts that help them drive maximum value from their IT systems and business solutions. This also speaks to our customer retention rate at 98%, significantly higher than the industry average, with some customers remaining for more than three decades.

SYSPRO remains one of the longest standing privately owned, global vendors of ERP software. We operate in over 60 countries, across six continents and have over 500 employees. With a commitment to the success of both our partners and customers, our key differentiator has been our ability to act as trusted advisors. We are ideally positioned to provide value-add through specialist consulting services. SYSPRO's Consulting Services team is uniquely equipped to enable a business to unlock strategic value from their investment in SYSPRO. The team is represented by Project Managers and Consultants of all disciplines, who combined have many years of experience successfully implementing complex ERP projects within a wide range of industries.

As the industry navigates through uncharted territory, we now have a rare opportunity to reset the manufacturing and distribution sectors and transform businesses for enhanced growth and long-term sustainability. To achieve this, our focus will remain on ensuring a high-quality ERP implementation and experience, we give our customers the confidence to say yes – to the next idea, the next opportunity, the next possibility, and to achieve more.

“  
**We value the  
relationship over  
the transaction.**

Phil Duff, CEO SYSPRO  
”



**1978**

SYSPRO  
Founded by  
Phil & Chris Duff

# SYSPRO

## Say Yes to Next

### Our Brand Promise

We make it possible

### Our Vision

To be the most trusted name in ERP. Guiding and supporting our customers as a trusted advisor every step of the way and empowering them to see unique opportunities in the business challenges specific to manufacturing and distribution.

1

Business System

Unlimited supply chain solutions

60<sup>+</sup>

Countries

Global footprint, local fit

40<sup>+</sup>

Years of Growth

Designed to fit now and into the future

98%

Customer Retention

Providing a lifetime of value

6

Regional Operational Centers Serving 6 Continents

Wherever we are we speak your language

15000<sup>+</sup>  
Licensed Companies

1985

Impact Launched

# We design ERP...

If you think of your organization as a living organism, Enterprise Resource Planning or ERP is its central nervous system. As such, it controls, monitors, analyzes and forecasts the health of every part of the business as a whole.

## ...to make things possible

Specializing in the manufacturing and distribution sectors SYSPRO Enterprise Resource Planning software provides the solutions, processes, and tools to assist manufacturers and distributors manage data and gain key business insights for informed decision making. The solution empowers customers to take the next step – whether it is expanding into new territories, adding new product lines, transforming business processes, or driving innovation.

Shaped by our global expertise, SYSPRO is designed to make things possible, providing solutions that enable organizations to manage all aspects of their business using technology that:

- Is appropriate for their needs
- Fits the organizational and cost constraints in which they operate
- Minimizes the risks of technology adoption
- Provides the flexibility to change when market dynamics dictate

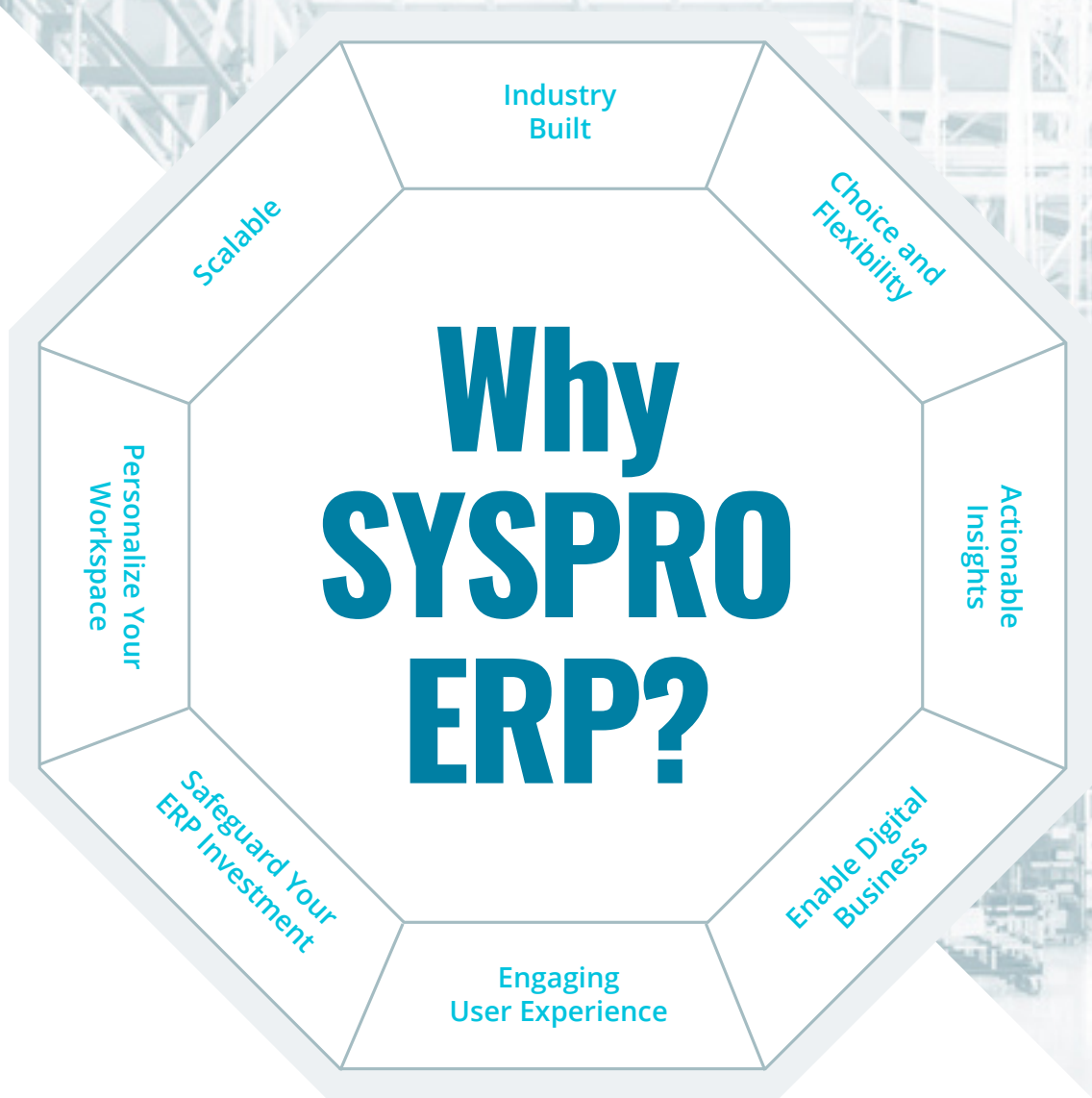
Our evolving solutions are aligned with industry trends and leverage emerging technologies that will enable partners and customers to secure a digital future and to gain a competitive advantage.

The solution is scalable and can be deployed in the cloud, on-premise, or both, and accessed via the web on any device to provide customers with choice and flexibility. With more than 15,000 licensed companies in over 60 countries across six continents – SYSPRO offers guidance and support every step of the way as a trusted advisor.



**1987**

SYSPRO USA &  
SYSPRO Canada  
Offices Open



“

SYSPRO's commitment to providing comprehensive coverage to its core market of manufacturing and distribution verticals will help it keep pace with product development trends and maintain its position as Leader in the Value Matrix.

Andrew MacMillen, Research Analyst, *Nucleus Research*

”

**1989**

Australia Office  
Opens

# 8 Ways SYSPRO ERP makes things possible

## 1 Industry Built

SYSPRO ERP is built to deliver industry-specific functionality for manufacturers and distributors in key industries including Automotive Parts and Accessories, Electronics, Food and Beverage, Metal Fabrication, Industrial Machinery and Equipment, Packaging and Plastics and Rubber.

## 2 Choice and flexibility

SYSPRO ERP provides you with the choice and flexibility to run your ERP your way and on your terms. With SYSPRO you have the flexibility to choose the deployment that best suits your unique business needs and budget, and to choose from the emerging disruptive digital technologies that will provide a competitive advantage.

## 3 Actionable insights

SYSPRO Actionable Insights improves business performance and drives business behavior by providing business-critical insights for quicker analysis, decision making and execution.

## 4 Enable digital business

SYSPRO has adopted the most relevant emerging technologies and made them available as pragmatic solutions – ensuring that, with your current equipment and factories, you can digitalize your business practically and at your pace.

## 5 Engaging user experience

SYSPRO provides an ERP system that is conducive to the creation of a productive and satisfying working environment, encouraging personnel to adopt and engage with SYSPRO through a platform that's easy to use and empowers users in their daily operations.

## 6 Scalable high performance technology

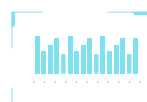
SYSPRO uses proven technologies and platforms to deliver greater scalability, higher availability with less downtime for maintenance, security, and enterprise-strength data integrity – all while offering excellent performance. SYSPRO ERP provides the ability to scale to large deployments, handle high-volume single server instances and accommodate multinational organizations with hundreds of subsidiaries.

## 7 Personalize your workspace

SYSPRO ERP adapts to every individual within your organization – providing them with the flexibility to personalize their workspace without the need for programming skills.

## 8 Safeguard your ERP investment

SYSPRO delivers long-term business value, ensuring the viability of your business infrastructure.



**2002**

Company and Product Rebranded Under One Name SYSPRO

# SYSPRO Cloud ERP

SYSPRO Cloud ERP is a functionally rich cloud ERP system that can be securely accessed via a web browser on any device, from anywhere. It provides a complete, end-to-end, scalable, and adaptable business solution, that includes comprehensive security, services and support, as well as optional extensions that your business can take advantage of.

## Enable digital business

With SYSPRO Cloud we offer the most relevant emerging technologies available on-demand – enabling you to digitalize your business practically and at your pace. With Artificial Intelligence (AI) and Machine Learning (ML) built into the heart of your solution, rich insights, unidentified trends and anomalies in your business are brought to the forefront, helping you to improve decision-making.

Our online portal, SYSPRO CloudCentral, provides you with differing support and service bouquets. These can be isolated requests right through to fundamental changes to your current solution, all through a single touch point.

SYSPRO's social engagement platforms, alongside our supplier and customer portal capabilities, provide you with familiar, easy to use tools designed to promote and enhance collaboration internally and externally, ensuring continuous workflow regardless of time and place.

## Tailored to your requirements

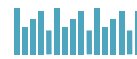
You can build a personalized solution by choosing from solution packages, that provide full-featured industry specific capabilities out-of-the-box, reducing the need for extensive customization. Select and only pay for the capabilities and transformative technologies that you require with the option of expanding these as your business grows.

## Adapt and extend

Furthermore, the solution is adaptable to your unique business requirements and expandable to connect different systems. It can be easily tailored and personalized without the need for development skills and allows you to connect to other platforms, incorporate unified products and integrate into your existing systems.

## Work from anywhere on any device

Quickly and easily access your SYSPRO Cloud ERP solution through a web browser, 24/7, no matter where you are. You can choose the device that best meets the task at hand, whether that's in office, on the shop floor, or on the move. And because the web interface uniquely delivers the same familiar SYSPRO experience in a web browser, it is intuitive and easy to use.



**2003**

SYSPRO Becomes  
Microsoft Gold Partner



# The industries we serve

## Automotive Parts and Accessories

Insufficient planning capabilities. Order discrepancies. Inaccurate supply chain forecasting. Limited visibility into inventory. Cost overruns. Billing delays. If these challenges sound all-too-familiar, you could be losing ground to your competition. Discover how SYSPRO automotive manufacturing software can give you deeper insights into what's happening within your business and get products to market faster with fewer errors.

## Food and Beverage

SYSPRO provides the means to handle the complexities of the food and beverage industry where the challenges of regulatory compliance, safety issues, quality, perishability, and the demand for faster turnaround times and reliable deliveries are all-important.

## Electronics

With rapid change being the only constant in the electronics industry and where innovation is critical to remaining competitive, learn how SYSPRO can help you control product design changes, manage traceability and the recall process, improve forecast accuracy, minimize obsolescence, and manage and control the return process.

## Industrial Machinery and Equipment

If you're crafting industrial machinery, it can be tough to figure out how to get products to market faster while keeping costs down and minimizing liability. Meanwhile, the pace of technology change keeps accelerating. Machines are faster, more powerful and more sophisticated. Have your manufacturing processes kept pace? Discover how industrial machinery software from SYSPRO ERP can help transform your operations.



**2004**

K3 SYSPRO UK  
Office Opens

# The industries we serve

## Metal Fabrication

With streamlined estimating, capacity planning and scheduling, SYSPRO metal fabrication software enables metal fabrication manufacturers to optimize quotation turnaround times, boost quality and speed of delivery, reduce waste, optimize capacity and improve throughput.

## Packaging

Whether you produce bubble wrap or glass bottles, cardboard boxes or shrink wrap, you need to find ways to boost operational efficiency while handling constantly fluctuating costs, regional variations and seasonal volumes. Discover how our packaging manufacturing software can empower you to effectively manage areas like quality control, purchasing, inventory management, shop floor operations, sales, financials and more.

## Plastics and Rubber

**Flexibility:** Your customers demand it in your products – and you need it to successfully run your business. Advances in polymers, resins and additives, coupled with the industry's move toward e-commerce, mass customization and even 3D printing, add up to increasing complexity for your business. Discover how SYSPRO ERP software can give you 360-degree insight across your business so you can make faster, better decisions. From the front office to the factory floor, meet your sustainability goals while you transform your operations.

“

SYSPRO's latest mission is to make Smart Manufacturing a reality, not just for the mega-corporations with large staffs and deep pockets, but for every manufacturer.

Cindy Jutras, *Mint Jutras*.

”

**2011**

SYSPRO Singapore  
Office Opens

# Winning together through partnership

To react quickly to changing conditions, penetrate global markets and remain competitive, businesses have learned that they need to stay informed, efficient, agile and, above all, dedicated to their core competencies. This can only be achieved within an ecosystem of trusted partnerships.

SYSPRO's primary method of delivering SYSPRO ERP to market is through a strong channel partner network which is responsible for local implementation and support. We have a strong commitment to channel partner growth and success and are focused on ensuring a high-quality ERP implementation and experience for all SYSPRO customers. SYSPRO's unique collaboration with its channel partners and customers ensures that our customers are backed by a team of global experts that drive maximum value out of IT systems and business solutions, and creates rewarding, long-standing relationships.

SYSPRO's PartnerUP Program is a leading-edge Channel Partner program and represents our commitment to working hand in hand with a network of partners and fostering a culture of winning together. The program provides key enablement tools, resources, education, and proven methodologies to help our partners achieve more through managing a profitable and growing SYSPRO business.



**2013**  
SYSPRO 7  
Launched

# The SYSPRO way

## Our Culture

**We've always believed that the cornerstone of our success resides in the skill and experience of our people.**

When you buy a SYSPRO solution, you are not just buying the latest technology, you are investing in a long-term relationship that will continue to provide you with significant value for years to come.

Our core strength lies in our global team of ERP specialists who thoroughly understand the operating environment of the companies they deal with. Effective training, consultancy and ongoing support is as important to the long-term success of your SYSPRO project as it is to the initial stages.

## THINK OF IT AS YOUR INTEGRATED ERP TEAM

We believe trust is our competitive advantage and our people are guided by a set of values that help us behave in a consistent way and help us enhance our decision-making processes.

All of our values are underpinned by what is at the heart of every SYSPRO employee – resilience. And because of our consistent, unwavering commitment to service excellence, SYSPRO enjoys one of the highest customer retention rates in the industry. Our executive team has been instrumental in shaping the company from a small start-up operation into the global leader it is today.

## Our Values



### Growth Mindset

We drive the growth of employees, customers, partners and our business in everything we do



### Results-Driven

We get things done



### Integrity

We keep our promises and always do what is right



### Authenticity

We are dependable and trustworthy



### Passionate

We thrive on the success of our products, people, partners and customers



### Winning Together

We collaborate to achieve collective success



**2014**

SYSPRO  
Espresso Mobile  
Launched

# Our Executives



“  
SYSPRO’s platform is compatible with the latest technologies, such as the internet of things (IoT), artificial intelligence (AI), and robotic processing automation (RPA). The new Cloud ERP offering aims to improve elasticity and flexibility and facilitate disaster recovery.  
Gabriel Gheorghiu, Research Principal, G2  
”

**2016**  
SYSPRO IDEAL  
Launched

# Consulting Services

## Trusted advisors for your implementation needs

Our Consulting Services team is uniquely equipped to enable your business to unlock strategic value from your investment in SYSPRO. The team is represented by Project Managers and Consultants of all disciplines, who combined have many years of experience successfully implementing complex ERP projects within a wide range of industries.

We take the time to understand your strategic business needs and desired outcomes, working as a trusted advisor, helping you to spend more time with your customers, creating greater value for your business.

### So, why trust SYSPRO with your ERP implementation?

- At SYSPRO we understand that there is no such thing as a 'one size fits all' ERP project
  - ◆ Different business operating contexts necessitate a need for a tailored approach
  - ◆ Our IDEAL implementation methodology provides the structure and flexibility to enable and de-risk your ERP implementation, whilst avoiding arduous administration
- SYSPRO's certified Project Managers work to guide your project team to deliver a fit for purpose ERP solution, with a focus upon business outcomes not technology outputs
- SYSPRO recognizes that ERP is a tool designed to unlock your business's potential. Consulting Services works with your teams as a trusted business advisor, helping you realize that value and leverage long-term benefits
- SYSPRO offers a range of Project Management service levels, designed to meet the requirements of your business and implementation needs, enabling you to determine the level of support you require.
- SYSPRO ensures that every managed consultancy program adheres to strict quality standards, as defined by its **Project Management Office**, or 'PMO'. The PMO ensures that every implementation is managed in a consistent manner and in-line with best practice principles. Independent assurance checkpoints are conducted to ensure that you as our customer are receiving the best quality of service, helping guarantee a successful outcome for your organisation's ERP needs.
- SYSPRO's Professional Services team are also able to provide education resources, to help your users become familiar with and derive the best value from your SYSPRO solution instance. Whatever your ERP business systems and technology level of expertise or career aspirations, SYSPRO LearnIt provides a full learning experience and management system that brings practical self-directed education to life through fully immersive, intuitive learning experiences that are designed to be inspiring and easy-to-use – ensuring they deliver positive results for your business, your employees and your customers.

**2017**  
SYSPRO Kenya  
Office Opens



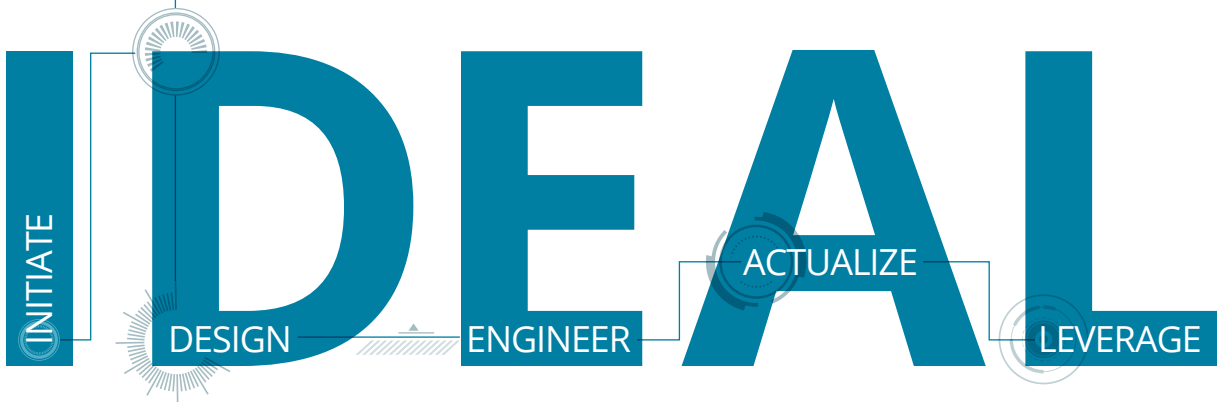
# Implementation

Getting it right first time and delivering the right solution to meet your business goals and objectives.

A successful ERP solution is the foundation on which companies can launch new initiatives, streamline and improve existing operations, reduce costs and grow the bottom line.

But even the best ERP solutions count for nothing if they are not implemented properly.

The SYSPRO **IDEAL** Implementation Methodology is a single, worldwide, scalable, structured and phased implementation approach that consists of predefined inputs, activities and outputs to deliver a solution on time and on budget.



“

SYSPRO has seen that now is the time where manufacturers and distributors are considering the value in digital transformation, while in the past many were slow to consider the potential of emerging technology.

Predrag Jakovljevic (PJ), Principal Analyst, TEC EVAL

”

**2017**

PartnerUP Channel  
Program Launched

# Our manifesto

We enable our customers to do better.

Because the better they do; the better the world does. And the more we all progress.

We lead manufacturers and distributors through significant growth. With a strong commitment to channel partner success and a focus on ensuring a high quality ERP implementation and experience, we give our customers the confidence to say yes – to the next idea, the next opportunity, the next possibility, and to achieve more.

## Proposition

SYSPRO helps customers to say yes to next with innovative, industry-built software, dependable expert advice, and specialized services. We empower customers with the confidence and security to take the next step. Whether expanding into new territories, adding new product lines, transforming business processes, or driving innovation, SYSPRO creates solutions and a successful path forward to the unique opportunities awaiting manufacturers and distributors. Our global team of industry experts guides and supports our customers as a trusted advisor every step of the way.

**We make things possible.**



**2018**  
SYSPRO 8  
Launched



