

Lonehill Adds Value to Customers as Elite SYSPRO Partner



Partner At a Glance

YEARS AS A SYSPRO PARTNER

26 years in the US

KEY STRENGTH

The ability to perform as an extension to its customers and SYSPRO

COUNTRY

United States of America

INDUSTRY



Lonehill Systems

Lonehill Systems is a leading provider of SYSPRO software solutions for mixed-mode manufacturing and distribution companies. The company is dedicated to optimizing the growth, productivity, and efficiency of its customers and continuously strives to improve its services to maintain the highest possible standards of customer satisfaction.

The Challenge

Lonehill and SYSPRO needed to work closely together to overcome the shift in business-as-usual once the revised PartnerUP program was introduced.

The Solution

Lonehill standardized on SYSPRO as its product offering of choice for its diverse customer base.

The Outcome

With more than 320 customers in the US, Lonehill has proven its ability to successfully meet the needs of small and mid-sized organizations.

Why SYSPRO?

The relationship between Lonehill Systems and SYSPRO began in South Africa prior to Lonehill establishing operations in the US, and the two companies have been helping manufacturers and distributors of all types for more than 30 years.

"Lonehill remains committed to standardizing on SYSPRO as our only product offering. The manufacturing and distribution strength of the solution, as well as the variety in vertical markets, means that SYSPRO simply outshines its competitors."



John Edgar, President, Owner and CEO of Lonehill Systems, says SYSPRO has many strengths. “The SYSPRO Sales team we’ve been working with over the years is phenomenal,” he says. “I think of them as an extension to SYSPRO, and the collaboration between our two companies has led to fantastic success which has seen us sign as many as 36 new customers in one year. SYSPRO’s staff stand out for their dedication and belief in the product and the company.”

Lonehill’s President Kim Nel, agrees. “SYSPRO’s improved approach to communication has opened the door to a deeper understanding of the product. I use the PartnerUP portal every day to access the various zones from one central spot. The search function is great and if there’s anything I can’t find someone’s always willing to help.”

The partnership journey

Lonehill Systems first became a SYSPRO United States partner in 1995, and today is positioned as an Elite Partner on the SYSPRO PartnerUP program. “We see ourselves as an extension of SYSPRO as well as of our customers,” Nel says. “Lonehill is a family business and so there is a good cultural fit with SYSPRO. Since we signed our first partnership agreement with SYSPRO, the relationship has done nothing but build our customer base. Some of the customers we signed up to SYSPRO in 1995 are still Lonehill customers today, which is a significant selling point with new prospects.” Nel joined Lonehill in 2010 and found it easy to get to know the SYSPRO staff. “SYSPRO staff were always willing to pull out all the stops to support us, regardless of the requirement,” she says.

Moving forward

“There’s no doubt we’re on a positive track. I’m looking forward to the new, more centralized portal with its higher level of self-service capability, as well as to continuing the relationship and ensuring the business continues to grow. There are a lot of exciting things SYSPRO is doing with the partners and I am confident our relationship will grow from strength to strength,” Nel says.



Lonehill Systems

Lonehill Systems is a leading provider of established ERP Software Solutions for mixed-mode manufacturing and distribution companies. With a very strong and diverse customer base, Lonehill Systems has proven its ability to successfully meet the needs of small and mid-sized organizations while creating the industry hallmark of stability and customer satisfaction. Founded in 1978, Lonehill Systems has acquired the knowledge of manufacturing, distribution and accounting aspects of a wide variety of companies on three continents. Lonehill Systems is partnered with SYSPRO, a leading ERP software provider, to provide you with the best options and the latest technology to meet your company's needs. Lonehill is dedicated to optimizing the growth, productivity and efficiency of our customers and continuously strives to improve our products and services to establish the highest possible standards of customer satisfaction.

About SYSPRO

SYSPRO is a leading, global Enterprise Resource Planning (ERP) software provider, specializing in key manufacturing and distribution industries. Our Industry-built solutions and services are designed to make things possible. SYSPRO's 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. Through our ERP software, customers gain access to solutions, processes, and tools to assist in the management of data for key business insights and informed decision making. 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.

As a trusted advisor, SYSPRO remains focused on the success of partners and customers. With a strong commitment to channel partner growth, SYSPRO customers are backed by a team of global experts that drive maximum value out of IT systems and business solutions. We are committed to addressing the unique needs of our customers, enabling them to easily adapt and remain resilient. 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.

Learn more about the PartnerUP program [click here](#)