



Enterprise Software Solutions for Manufacturers & Distributors





SYSPRO – Quality Focused on the Customer

The customer is the ultimate judge of a company's values and products. The growing SYSPRO customer base and high customer retention rates are ongoing validations of the quality products and principles which have exemplified the company since its inception more than a quarter of a century ago.

SYSPRO remains a dedicated, independent company that continues to focus on customer satisfaction. Early on, SYSPRO realized that success is predicated on more than offering a leading edge product. Every member of the SYSPRO team is steeped in the traditions of honest and open communications, being proactive and reliable and, most importantly, responsive. SYSPRO is a “world-class” software provider – a designation earned through outstanding levels of service and ongoing innovation that positively impact the customer.

Over the years SYSPRO has gained industry recognition for expert knowledge and one of the world's most effective development teams. Consistent growth, upgrades, pertinent releases and a strong relationship with both customers and business partners contribute to the company's high degree of financial stability. Customers buying SYSPRO solutions are buying technology and a long-term relationship that continues to provide significant value.

SYSPRO enterprise solutions are proven with a long history of success in companies at the core of industries such as: Equipment; Industrial and Commercial Machinery; Plastics; Food & Beverage; Automotive, Specialized Vehicles; Auto Parts; High Technology; Medical Devices; Precision Tools & Instruments; Pharmaceuticals; Electronics; Aerospace; Defense; Primary/Fabricated Metal; Chemicals; Outside Processing; Furniture & Fixtures; Wood Products & Paper; and Wholesale Distribution.



25th
Anniversary
2003

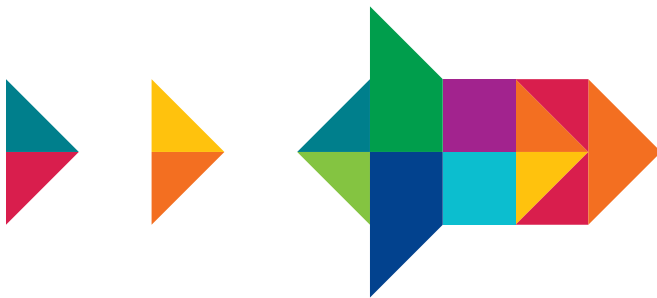
SYSPRO – Quality Focused on the Solution

Since its inception, SYSPRO has been dedicated to producing technologically superior business software solutions and backing them with the finest implementation techniques and service.

Today, SYSPRO maintains worldwide offices and has software installed in over 12,000 companies. Many of the world's leading business enterprises can testify to the true power of SYSPRO software, including the important role it plays in helping them compete successfully. In fact, every day tens of thousands of users in over 60 countries endorse the software through daily usage.

SYSPRO customers represent some of the world's most prestigious companies with highly challenging requirements. Established and emerging manufacturers and distributors continue to leverage the SYSPRO enterprise solutions to further their growth and business objectives.

SYSPRO remains focused, responsive, reliable and dedicated. SYSPRO offices around the globe cater to the local needs of geographically defined regions, serving a wide variety of manufacturing and distribution entities, including a range of vertical market segments. Moreover, SYSPRO software is offered through networks of highly qualified SYSPRO business partners and consultants, as well as through a collaborative, customer focused, direct approach. SYSPRO in-house intellectual capital and expertise on many levels serve to enhance the value of SYSPRO solutions.



SYSPRO is an established cornerstone of excellence, quality, functionality and customer satisfaction. SYSPRO is a company that listens and responds – a true long-term dependable supplier of software and services. SYSPRO is a company on which customers can rely.



System of Choice

Manufacturers and distributors benefit from SYSPRO solutions in their continuing quest for a true competitive edge, enabling them to seize opportunities as well as formulate strategies for growth. SYSPRO provides superior financial management and cost savings, facilitates greater efficiency, ensures tighter inventory controls, enables last-second production schedule adjustments, optimizes single and multi-site operations, generates accurate forecasting, gives ongoing control over the supply chain, speeds order turnaround and deliveries, enhances customer satisfaction and accommodates regulatory compliances. As a result of its inherent feature set, lower cost of ownership and a rapid return on investment, SYSPRO is the “replacement system of choice” for both established companies upgrading their information technology and/or for emerging companies looking for a rock solid ERP solution backbone.

Supply Chain Management

SYSPRO enterprise software creates the foundation for more successful supply chain management, optimizing insight into the enterprise to reduce operational and supply chain costs, enhance decision-making and respond more quickly to customers and the economic climate. SYSPRO solutions enable growing companies to maximize the planning and management of business processes to better position themselves in their respective markets, ensure customer fulfillment and, ultimately, to improve bottom-line results.

Cross System Communication

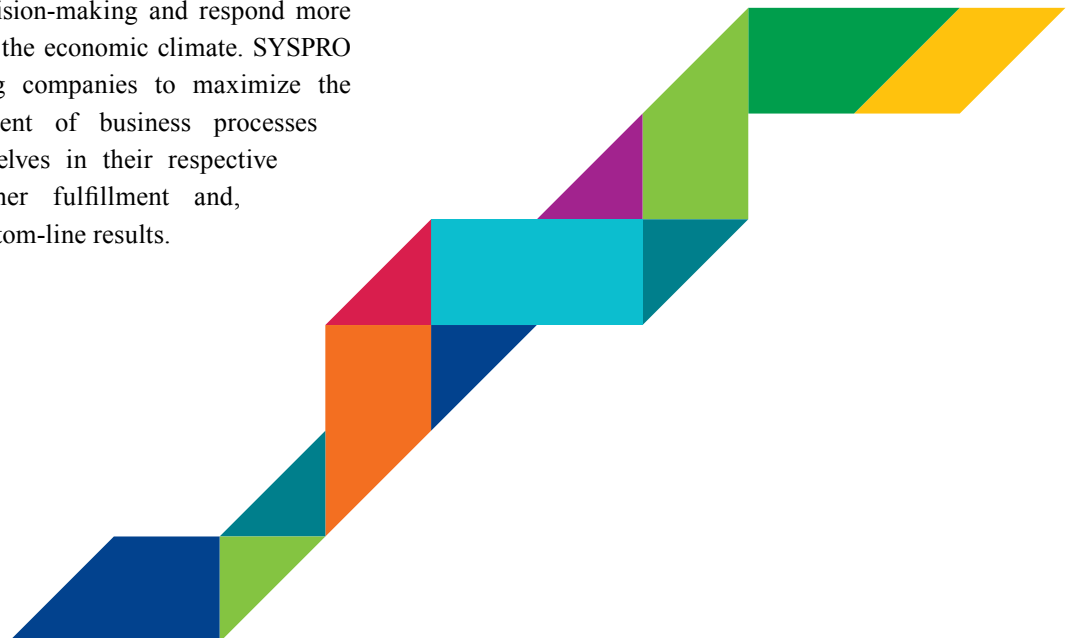
SYSPRO e.net solutions, including the Document Flow Manager and EDI (Electronic Data Interchange), facilitate transaction and communication between disparate systems.

Best-of-Breed

SYSPRO software is a complete, best-of-breed solution that delivers outstanding value based on exceptional price, performance and functionality.

Product Development

A worldwide design committee concentrates on current user needs and identifying world trends to anticipate enhancements to the product. It is acknowledged that there must be an ‘openness’ for added operational solutions to successfully compete in today’s competitive environment. The Software Council of Southern California named SYSPRO the runner up for “Developer of the Year” in 2002 for innovative software development and “Company of the Year” in 2004.



SYSPRO - Extending the Enterprise

Strategic Advantage

Accelerating technology and a changing global economy are making it necessary for businesses to think and perform strategically in order to remain competitive and grow profits. Maintaining or expanding market share is becoming increasingly dependent on better customer service and satisfaction through faster order turnaround, product differentiation and quality enhancement. To meet these goals, companies are being forced to expand their focus beyond their enterprises and gain greater insight into their customers and supply chains.

SYSPRO enterprise software helps manufacturers and distributors to gain a 360-degree, real-time view of operations. Additionally, the software promotes cost savings, faster inventory turns and reduced lead times while helping to maximize profits and enhance the customer experience.

SYSPRO software integrates the pillars of the extended enterprise: Enterprise Resource Planning (ERP); E-Commerce; Business Analytics; Customer Relationship Management (CRM); and Advanced Planning & Scheduling (APS).

Leveraging Key Technologies

SYSPRO's ongoing product development is focused on establishing and maintaining strategic business partnerships and leveraging key technologies such as XML (Extensible Markup Language) and Microsoft® .NET. SYSPRO business partners offer systems integration and industry expertise backed by SYSPRO's solid experience, intellectual capital and support infrastructures.

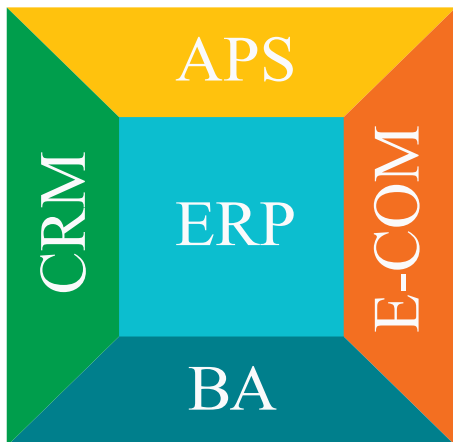
XML

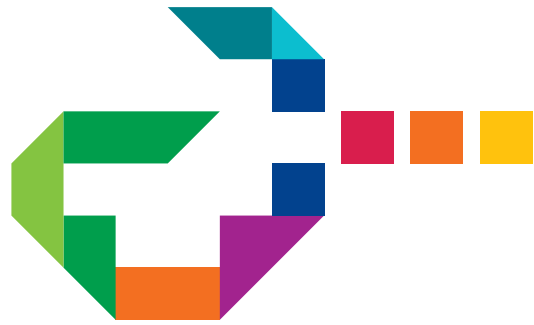
XML is an integral part of the Microsoft .NET framework and SYSPRO e.net solutions. XML is an open, broadly adopted technology that forms the basis for a universal data exchange format which can be used to support Business-to-Business (B2B) trading with applications such as Microsoft's BizTalk® Server and SYSPRO's internal Document Flow Manager. By utilizing XML, SYSPRO ensures that its software can both receive and create documents and transactions in industry adopted standards.

Modularity

The modular nature of SYSPRO multi-platform software provides scalability and flexibility and allows an enterprise to select only those functions needed to increase operational control and efficiency. SYSPRO is optimized for use in a variety of operating environments, including Microsoft Windows, Microsoft SQL Server and Linux®, thus offering customer choices in the delivery of SYSPRO power.

The Extended Enterprise





Multi-Platform

The outstanding flexibility of SYSPRO software supports client/server technology using a Windows NT/2000/2003® (Microsoft SQL Server), UNIX or Linux server and Windows client. SYSPRO software runs with equal strength on a variety of operating systems and hardware platforms. It is, therefore, often easily implemented on existing equipment, without major outlays for new hardware and/or operating systems – a major benefit for cost savings and future growth. Clients may take advantage of the Terminal Services offered by Microsoft or Citrix® Metaframe®.

System upgrades are easily implemented since the software need only be loaded on the server, which automatically sends the required components to the client. Client/Server technology is an ideal solution for both local and remote clients.

SYSPRO e.net solutions is built on the Microsoft .NET foundation. As a result, SYSPRO can be delivered on any platform that supports the .NET technology. SYSPRO out-of-the-box web applications give users access to the system via a web browser, on a connected desktop or mobile device.

Reporting

SYSPRO software enables three major categories of reporting for outstanding flexibility in analyzing key business data:

- A range of standard reports within each SYSPRO module
- A powerful SYSPRO Report Writer that is fast and easy-to-use
- The use of best-of-breed report writers, such as Crystal Reports®

Ease of Use

SYSPRO software is characterized by ease of use features that streamline daily repetitive tasks. Examples of this functionality include: fast menus and wizards (step by step prompts); task-oriented screen designs and support for multiple-interfaces; extensive on-line help; and the ability to accomplish all data entry using keystrokes, if required.

Archiving Data

Through the use of industry accepted XML archiving and cascading style sheets, authorized users can dynamically view history on-line or through a standard web browser. This manner of archiving allows users to store files off-line for security or other practical reasons. Archived data can also be easily retrieved for the purpose of creating new items, such as work orders

Multimedia

Dynamic built-in graphics are used to enhance the visual presentation of data. For example, images of inventory items or audio/video clips explaining manufacturing procedures can easily be initiated through the integrated multimedia functionality of the software to visually facilitate selections.

Information Visibility

With visibility of inventory across single or multiple locations, planners have the ability to reschedule, sales people can determine product availability, and customers can see their own inventory levels. SYSPRO software excels in multi-site and virtual inventory management, including dimensional inventory and remnant put back for selected vertical industry segments, including plastics, metals and woods.

Optimizing Control of the Enterprise

Back Office Financial Solutions

The heart of any business is a solid financial system, and cash flow is its lifeblood. A CFO's decisions can only be as dependable as the financials at hand. Powerful SYSPRO financials give CFOs confidence and certainty.

SYSPRO accounting modules provide comprehensive financial and cost accounting functionality and controls. In fact, over the years SYSPRO financials have been applauded and certified by many of the most influential national accounting software publications and organizations. By providing audit trails, access control, drill downs and report writer assists, SYSPRO financials also enable companies to readily address federal compliance guidelines, such as Sarbanes-Oxley. Financial data is always current thanks to real-time integration between SYSPRO financial, distribution and manufacturing modules.

An "Executive Dashboard," available with SYSPRO e.net solutions, also enables CFOs and other authorized users to call up real-time "snapshots" of the company. The Dashboard displays up-to-the-second information from multiple sources across the enterprise with powerful drill down capabilities, providing visibility into operational details.

XML Enabled Financial Reporting

A highly flexible, built-in Financial Report Writer caters to single entities as well as multi-divisional reporting and comparative analysis. For example, General Ledger financial reports can now be published in XML using the XBRL (Extensible Business Reporting Language) standard. The documents can then be conveniently viewed on the Internet or an intranet. The reports have drill down functionality into the general ledger codes and source documents as well as full report editing and journal posting capabilities directly into a multi-period General Ledger.

SYSPRO's membership and support of the XBRL initiative is indicative of the company's dedication to developing leading-edge financial software solutions that maximize control, meet exacting standards and provide expansive reporting flexibility.

Business Analytics

SYSPRO enables companies to quickly and easily access the information they need to make decisions that impact their customers, sales, profit, growth opportunities and business operations.

While many organizations have deployed enterprise applications to improve operational processes, these same organizations fail to provide employees with the insight needed to make informed business decisions. Very simply, operating environments contain valuable information. A business can use the data from existing systems to create rich business performance information that serves as a knowledge base to leverage opportunities and outmaneuver the competition.

SYSPRO Business Analytics enables users to create multi-dimensional views of their financial and operational data to determine patterns and underlying trends, gauge performance and reveal new pathways.

The Business Analytics engine creates and populates multi-dimensional cubes from transactional data in the financial, distribution and manufacturing disciplines and can be viewed using any On-line Analytical Processing (OLAP) compliant viewer or data mining tool.

The benefits of SYSPRO Business Analytics include:

- Data warehouse functionality without the costs of traditional data warehouse management
- Fully customizable views to suit requirements
- Application of business rules through stored procedures
- Creation of logical break-ups of underlying SQL tables and inclusion of break-ups as dimensions
- A quick, easy-to-implement analysis solution
- Built-in intelligence that precludes the need to understand SYSPRO data

Inventory Management

The test of any best-of-breed manufacturing or distribution system is its ability to effectively manage inventory. Complete inventory visibility is critical to meeting fulfillment commitments, enhancing customer satisfaction and achieving profitable operations. With visibility of inventory across all locations, availability and scheduling issues are minimized, and inventory levels can be optimized. SYSPRO software excels in single, multi-site and virtual inventory environments. Throughput and efficiencies are enhanced, and frustration endemic to inventory intensive operations is eliminated. Cash flow benefits are achieved by eradicating the unnecessary holding of obsolete, excessive and slow moving stock items. A new Forecasting Module, the first of a series of 3 new modules comprising an Inventory Optimizer solution, is indicative of SYSPRO's customer focus and commitment to helping enterprises reduce the high overhead costs associated with maintaining inappropriate inventory levels.

Inventory Traceability

SYSPRO offers powerful Serial and Lot Tracking focused at both the supply and sell-side of the enterprise. Lot traceable items provide multi-level traceability in both directions, i.e., backwards to their source or forward from the source to the current location with all cost elements associated with the movement of these products dynamically recorded. Two-phased receipting forces quality control required for such items with the option of tracking expiration dates. Seamless integration to Customer/Supplier Relationship Management provides the visibility to help leverage effective partner relationships as well as sales force automation.

Inventory Features



Distribution/Logistics

As margins continue to shrink and competition grows, wholesalers and distributors must move goods along the supply chain in the most efficient and expeditious manner. SYSPRO software facilitates the transition from a 'traditional value chain' to a 'strategic value chain' by providing the technology foundation and in-depth supply chain information, from the beginning to the end of the supply chain and all points in-between. It facilitates sales analysis for market planning, demand analysis for replenishment planning and cost/revenue analysis for profitability decision purposes pertaining to contracts, quotes and channel product mix. It provides the ability to trace items back to the source, track them from the source to their current location and identify all cost elements associated with the movement of the goods. The software furthers contract management, cross-reference labeling, returned merchandise authorization and tracking by serial or lot number. Additionally, real-time, seamless integration to customer relationship management provides the benefits of partner relationship management and sales force automation.

The SYSPRO solution is characterized by order fulfillment flexibility. The software features unparalleled resources for single and multi-site operations, single and multi-warehouse/multi-bin sourcing and costing, global shipping, accurate landed costs for importers, purchase order options, quoting and estimating, serial and/or lot number tracking and counter-sales for make-to-stock retail. Additionally, it offers an automated shipping system that facilitates the cost and timesaving ability to consolidate orders on one invoice or multiple deliveries on one order or across multiple orders.





Contract Purchasing Control

Blanket purchase order functionality improves efficiencies and control by managing long term supply agreements for specified suppliers. Terms and fixed prices can be recorded for a specified period and/or volume, plus an agreed delivery schedule.

Goods in Transit

As the name implies, SYSPRO's Goods in Transit system provides visibility of all goods currently in transit. It facilitates transfers between warehouses by issuing a Supply Chain Transfer (an internal sales order) which enables internal transfers to be reviewed and receipted in the same manner as external purchase orders. When the stock in one warehouse is inadequate to satisfy demand, it even suggests inter-warehouse supply chain transfers as an alternative to new purchases. Visibility is maintained since the entire transaction is tracked from start to completion, producing a unique transfer document. The result is a transparent, audited, documented procedural approach to goods in transit, historically a gray area in many ERP solutions.

Tracking Landed Costs

SYSPRO's Landed Cost Tracking provides visibility of imported goods while facilitating the control of all associated costs, resulting in accurate landed costs.

Tracking Returned Goods

SYSPRO addresses the management of the entire goods return process across the enterprise and supply chain. SYSPRO's Return to Vendor (RTV) functionality controls the return and exchange of items purchased from suppliers, providing visibility through the conclusion of the process. RTV functionality interfaces with Return Merchandise Authorization (RMA) functionality to ease the return of parts from customers back to the original supplier. This creates a highly efficient method of controlling the return or exchange of items sold to customers, tracking the item returned until the transaction is concluded.

Internet Buy and Sell-Side Solutions

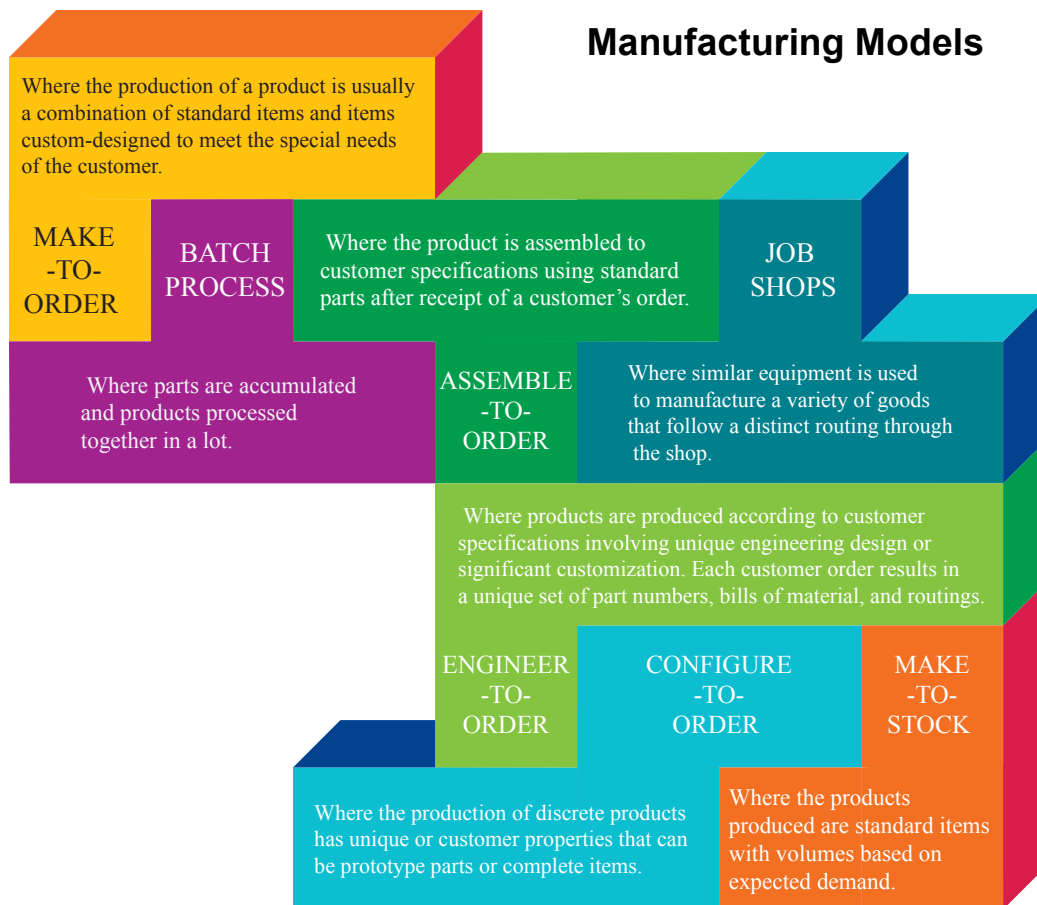
SYSPRO's comprehensive distribution capabilities are further enhanced through Internet buy and sell-side solutions. SYSPRO e.net solutions provides customers with access to information, order visibility, on-line self-services and greater communications - all integral to the critical concept of value-added fulfillment. At the same time, it enables SYSPRO software users to take advantage of Internet transmissions of purchase orders, production schedules and electronic procurement using supplier catalogs.

Manufacturing (Multi-Mode)

By supporting a wide range of discrete production methods, SYSPRO software gives manufacturers the flexibility and agility needed to remain competitive in a changing marketplace. Today, suppliers are under increasing pressure to meet customer-mandated deadlines, configure product to order, manage inventory and run the shop floor efficiently against the backdrop of changing business models and an uncertain economic climate. The software's functionality offers the tools by which discrete manufacturers can outmaneuver competition in the short-term and emerge as leading suppliers in the long run. SYSPRO enterprise software facilitates the efficient management of distributed operations across separate locations, multiple modes of production, synchronized scheduling between locations and work centers as well as engineering change management across sites or entities.

Within one system, SYSPRO enterprise software supports the control, integration and synchronization of a variety of manufacturing process methods. The software is extremely powerful in its ability to address the manufacturing environment by applying rules-based dimensional product configuration; allowing the definition of percentage bills of material, facilitating engineering changes; formulating multi-level estimates for custom items; managing inventory in single and multiple warehouses and/or single and multiple bin locations; and achieving finite planning that encompasses real-time control of the factory floor. Many prominent industry publications and organizations have given high ratings and awards to SYSPRO for manufacturing software excellence. SYSPRO software supports both short and long production runs in the following manufacturing models:

(Definitions courtesy of APICS - the Educational Society for Resource Management)



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APS Interoperability

Advanced Planning and Scheduling

SYSPRO's Advanced Planning & Scheduling (APS) system is a dedicated supply chain solution that gives the factory manager comprehensive, flexible and real-time control in a dynamic manufacturing environment. It often enables a company to maximize resources and increase available manufacturing capacity without incurring additional investments in machines or manpower.

Relevant information at the point of manufacture is available in real-time to a factory manager, enabling dynamic shifting of workloads down to the machine level to increase the plant's overall throughput and execution. A 'live picture' of the shop floor helps effectively determine actual lead times, instantly answer 'what-if' questions and feed an order into the production schedule in seconds.

The system presents a concise, tactical overview of production schedules and workloads by work center, day and job to easily identify potential problem areas and schedule jobs in accordance with available resources and promised delivery dates. Work orders are automatically and accurately scheduled and sequenced to provide optimum throughput in each defined cell. Rush orders are easily accommodated, bottlenecks can be identified, and workloads are balanced against the capacities of each work center within each cell. Best of all, customer satisfaction is enhanced by providing and meeting accurate delivery schedules.



Product Configuration

SYSPRO's Product Configurator enables manufacturers and distributors to differentiate their product offerings through the ready customization of product to meet any customer specifications. Rules-based user-defined configurations improve efficiency by eliminating invalid product options. Operators can easily configure, through a wizard, to customer requirements and automatically create the relevant jobs, sales orders and/or bills of material. Multiple configuration options can be easily offered to customers in a controlled, cost-effective and user-friendly manner in order to maximize customer service and operational efficiency.

Engineering Change Control

SYSPRO's Engineering Change Control brings automated efficiency to managing product engineering changes and accompanying data. Easy-to-use processes and a user-defined workflow sub-system replace the extensive paper trail that usually accompanies changes to product designs. A history of product change data facilitates the manufacture of products based on earlier versions. With a complete record of all product modifications and the ability to track all changes, a company can be more responsive to customer requests.

Front-Office Solutions

Customer Relationship Management

360° Visibility

The SYSPRO comprehensive “front-office” Customer Relationship Management (CRM) solution lets users track and manage all customer and supplier touch points. Customer correspondence, status, vendor relationships, marketing campaigns, service tickets, product returns, warranty, repair histories, quote and sales order information are monitored and recorded. This capability provides a 360° view of all internal and external business relationships. CRM enables sales, marketing and customer support personnel to work collaboratively within the enterprise to achieve total customer satisfaction.



CRM Environment



CRM Data Accessibility

SYSPRO sales force automation, marketing and service CRM applications are contained within a single, comprehensive module that gives a complete, in-depth view of the customer. Users can control all aspects of the customer management and sales cycle from a single screen, improving effectiveness and empowering employees with the tools to deliver effective and profitable products and service.

Research shows that over 60% of CRM implementations fail due to the lack of integration with other systems, lack of user acceptance and the inability to quickly customize systems to match specific business requirements. What these points really tell us is that most CRM solutions do not offer the level of database integration that companies really need to gain superior insight and win competitive battles. SYSPRO CRM is an exception. It offers tight integration with the ERP modules, providing the wealth of real-time data that furthers sales, customer visibility and service.

SYSPRO CRM also offers powerful synchronization features and web tools to facilitate remote and off-line access via browser, laptop and web-enabled portable or handheld PDA devices. These features enhance marketing, lead capture and field sales efforts, expanding the opportunity to increase sales and profitability.

Technology Foundation

SYSPRO continues to pursue a long-term strategy of delivering cutting-edge enterprise software and unlocking value through providing the latest technology foundation to its customers.

Microsoft .NET™

SYSPRO leverages Microsoft .NET framework to deliver SYSPRO e.net solutions, an open component-based software framework. Based on Microsoft .NET architecture and the XML standard, SYSPRO e.net solutions provides a highly cost-effective way for SYSPRO customers to integrate applications, trade across the Internet, maximize business-to-business trading and leverage wireless connectivity.

The framework can be utilized to give authorized individuals the ability to interact with SYSPRO software data over the web and from remote devices, including palm pilots and cell phones using WAP technology. It provides a structured way of directly accessing the business functionality within SYSPRO software while maintaining the software's built-in business rules and security. In addition to enabling important business functions such as remote purchase order entry and inventory status determination, SYSPRO e.net solutions also facilitates the integration of select best-of-breed applications with the SYSPRO best-of-breed enterprise solution.

Triggers and Event Management

SYSPRO's unique "trigger" capability enables the easy addition of functionality as well as enhanced information access without modifying source code. These "triggers" allow the launching of programs, 3rd party applications or customized procedures from pre-defined initiation points within the SYSPRO application. This ability to leverage triggers gives customers the opportunity to extend solutions to meet industry and business specific requirements. The triggers appear throughout the software, and the integrity of the triggers is maintained during upgrades.

Through the use of triggers, mission-critical information can be monitored in real-time, and key data can be pushed to any functional area of the enterprise and its supply chain. From IT to Sales, from Finance to the Shop Floor, the triggers provide customizable event and exception management and alerts. This capability enables the most informed decisions, the most timely responses and, ultimately, a more rapid return on investment and IT assets.

Microsoft Office Integration

SYSPRO focuses on tight integration with Microsoft productivity tools, including Microsoft Word, Microsoft Excel and Microsoft Access. These tools facilitate relational access to data through ODBC connectivity or direct SQL statements.

Microsoft Word is used as the underlying formatting and printing tool, allowing customers to utilize virtually all the features in Microsoft Word to produce documents. Commensurately, customers employing barcodes and multimedia associated with jobs and inventory can easily print data using this technology. With the Office Automation Tools, customers can fax or email documents to any person directly from the desktop.

List views, used extensively throughout the software, enable customers to display data in a grid-like control and export entire data sets directly into an HTML format for display in a browser or into Microsoft Excel for on-the-fly data analysis.

Database Backbone

The Microsoft SQL Server database backbone option provides premier RDBMS power. It ensures true scalability, data integrity and facilitates data analysis through data warehousing, data mining and OLAP. Third party programs may access SYSPRO enterprise data on a read and/or write basis in order to extend system functionality to other productivity tools.



SYSPRO e.net solutions™

SYSPRO e.net solutions delivers all of SYSPRO's discrete business functions and functionality as discrete 'objects' of code (Business Objects). Users can then access these Business Objects using any Microsoft .NET enabled development tool such as VB.net, Java, C# and ASP.net. External applications interact and communicate via the Business Object. Through this technology, the SYSPRO system is liberated, creating an open framework and accessibility while retaining the integrity of the SYSPRO business logic. Client specific applications that conform to the user's individual business processes can be quickly and cost-effectively developed in this dynamic environment. SYSPRO can be enhanced to meet company specific requirements.

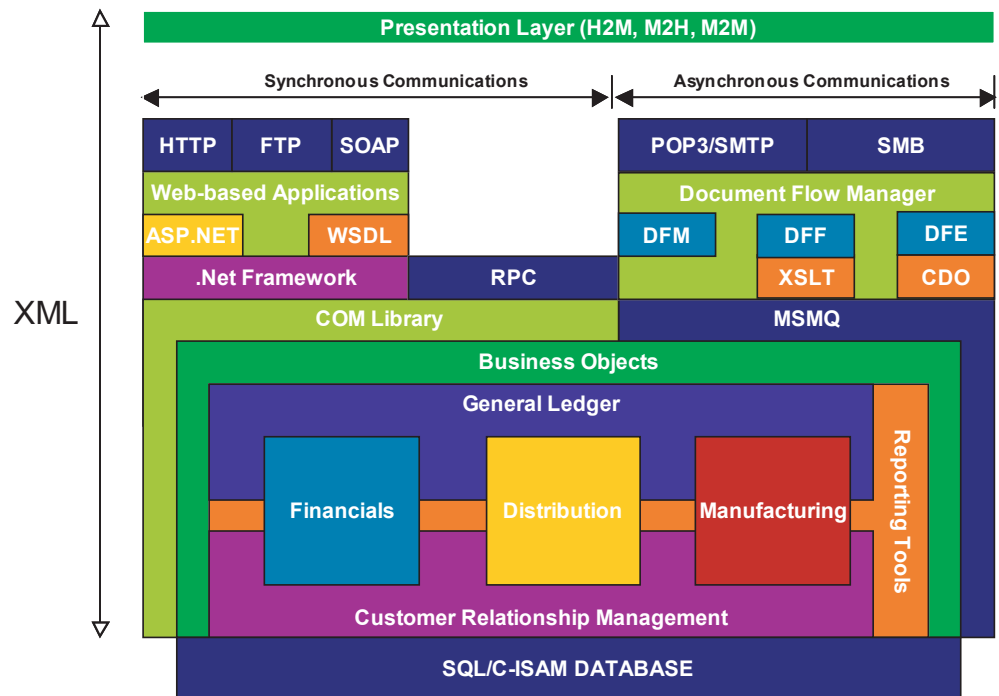
SYSPRO e.net solutions consists of:

- A software developer library of Business Objects
- An out-of-the-box solution that accesses the Business Objects and provides a web-browser user interface
- Document Flow Manager
- The facility to exchange documents easily
Documents can be retrieved automatically and instantly as they arrive electronically at a company

Out of the Box Web-Based Applications

These applications leverage the Microsoft .NET framework to deliver the SYSPRO ERP system via a connected or mobile web browser. They are constructed using ASP.NET – a unified web development platform designed to build enterprise-class web solutions. The user interface can be customized to suit end-user requirements.

Product Architecture



Document Flow Manager (DFM)

Business-to-business is about sharing data between trading partners. For example, a sales order arriving via e-mail into the back office system may prompt a request to purchase goods from a supplier. Thus, you have a sales order document coming in and a purchase order document going out.

The Document Flow Manager allows SYSPRO customers to exchange documents (e.g., sales and purchase orders) more easily than ever before – and it forms a key part of facilitating collaborative commerce. The Document Flow Manager automates document flow. Documents can be retrieved automatically and instantly as they electronically arrive at a company.

The Document Flow Manager provides a powerful way of automating business processes. Incoming documents (defined using XML data) can be tracked and posted directly into the SYSPRO ERP system.

Documents can be transformed from one format to another using either the Document Flow Manager itself or more sophisticated products such as BizTalk.

- Documents are automatically and instantly retrieved as they arrive electronically
- Documents are automatically routed and processed
- The Document Flow Manager can automate any of the available Business Objects. For example, an automated response can be set up via e-mail to a request for inventory information
- XML documents are copied to ‘failed’ or ‘processed’ folders
- XML documents can be translated using an XSLT translator
- Email notification can be sent to the originator of processed and/or failed documents
- The Document Flow Manager provides an automated global business-to-business and business-to-consumer gateway
- The Document Flow Manager can interact with Microsoft’s BizTalk server



SYSPRO Functionality

The following pages highlight SYSPRO functionality in its primary application with emphasis on key corporate benefits and key system proficiencies:

Financial Feature Highlights

Key Corporate Benefits

- ❖ Increase corporate visibility, low cost of ownership (LCO) and favorable return on investment (ROI)
- ❖ Improve budgetary control and reduce accounting & audit costs through streamlined financial processes
- ❖ Enhance global corporate performance through international financial consolidation and risk management capabilities
- ❖ Improve global competitiveness through easy-to-view, accessible, real-time financial and performance information
- ❖ Improve cohesiveness of corporate operational management worldwide enabling effective global strategic management
- ❖ Increase liquidity through faster financial consolidation and reporting
- ❖ Extend financial processes to the web or integrate to other applications using SYSPRO e.net solutions

Key Proficiencies

GENERAL LEDGER

- ❖ Structured GL hierarchy
- ❖ Business process filtering with access control
- ❖ Sophisticated GL structure analysis query
- ❖ Alternative currency revaluation
- ❖ Commitment accounting
- ❖ Drill down to sub-ledger and ledger details
- ❖ Merging & consolidation of ledgers
- ❖ Automatic reversal of journal entries
- ❖ Multi-currency reporting & revaluation
- ❖ Multiple budgets
- ❖ XML/HTML financial report generation
- ❖ Statistical analysis
- ❖ Apportionment templates
- ❖ Unlimited & flexible retention of history
- ❖ Manual, recurring & standard journal entries
- ❖ Full audit trails & period end worksheets

ACCOUNTS PAYABLE

- ❖ Local & foreign currency with multiple banks/branches
- ❖ Recurring monthly invoices
- ❖ Multiple ledger distributions per invoice
- ❖ Maintains history of receipts & invoices
- ❖ Cash forecasting & suggested payments
- ❖ Extensive tax support (TAX/VAT/GST/PST/QST)
- ❖ Electronic funds transfer capability (Sub-module)
- ❖ AP to AR contra capability & GRN suspense accounts

CASH BOOK

- ❖ Detailed reconciliation of local/foreign currency banks
- ❖ Recurring monthly deposits/withdrawals
- ❖ Inter-company transactions
- ❖ Cash projection facility
- ❖ On-line check printing
- ❖ User-defined remittance & check formats
- ❖ Currency variance reporting
- ❖ Payroll integration

ELECTRONIC FUND TRANSFER

- ❖ Electronic payments to AP and Cash Book beneficiaries
- ❖ Views pending payments
- ❖ Optional XML extract
- ❖ Trigger for easy extract of local banking requirements – country specific requirements are available, e.g., USA NACHA, SA and Australian

ACCOUNTS RECEIVABLE

- ❖ Local & foreign currency transactions
- ❖ Master/sub account relationships
- ❖ Recurring monthly invoices
- ❖ Multiple branches & ship-to addresses
- ❖ Transaction posting to current or previous periods
- ❖ History and balance capture facility
- ❖ Integrated deposit slips for bank reconciliation
- ❖ Open item or balance forward accounts
- ❖ Customer stock code cross-reference
- ❖ Variable invoice aging methods
- ❖ Proof of delivery record
- ❖ Bad debt identification

FIXED ASSETS

- ❖ Book & tax depreciation calculations
- ❖ Straight line or reducing balance
- ❖ Profit/loss on sale of assets calculations
- ❖ Book depreciation on purchase or depreciation date
- ❖ Updates depreciation & accumulated depreciation
- ❖ CAPEX control & Revaluation of assets
- ❖ Detailed asset history by location
- ❖ Three alternate valuations for analysis
- ❖ Physical count procedure

Distribution Feature Highlights

Key Corporate Benefits

- ❖ Reduce unnecessary capital expenditures by improving asset allocation through more effective and transparent inventory management
- ❖ Improve supplier performance through comprehensive reporting
- ❖ Increase client satisfaction by establishing, monitoring and managing a feasible on-time delivery plan
- ❖ Plug into distribution functions using web enabling functionality and integration through SYSPRO e.net solutions
- ❖ Full RMA and RTV functionality with integrated shipping and packing resulting in full visibility of inventory assets
- ❖ Reduction in out-of-stock, obsolescence and shrinkage improving overall customer service

Key Proficiencies

INVENTORY CONTROL

- ❖ Multiple warehouses with multiple bins
- ❖ Multiple units of measure per item
- ❖ Average, last, standard, FIFO or LIFO costing
- ❖ ABC calculations (Pareto analysis)
- ❖ Global selling/cost price changes
- ❖ Alternative supplier & stock codes
- ❖ Inspection receipting
- ❖ Perishable good depletion (lot numbers/expiry dates)
- ❖ Notations for technical inspection & dangerous goods
- ❖ Track transfers with cost apportionment
- ❖ Powerful serial number tracking
- ❖ Efficient physical count functionality
- ❖ Forecasting capability
- ❖ True Inventory Optimization

SALES ORDERS/INVOICING

- ❖ Multiple pricing methods including contracts
- ❖ Foreign currency sales
- ❖ Available to promise window
- ❖ Credit limit and/or terms checking
- ❖ Quick entry/quote system
- ❖ Multiple ship to addresses
- ❖ Minimum profit margin checking
- ❖ Material safety data sheets
- ❖ Back order review/release
- ❖ Multiple deliveries with one invoice
- ❖ Order intake analysis query
- ❖ Supply chain transfers between locations
- ❖ Load planning for delivery routes
- ❖ Integrated shipping & packing system

PURCHASE ORDERS

- ❖ Volume & value control for purchasing
- ❖ Report on promise dates for expediting
- ❖ Supplier performance analysis
- ❖ Receiving into inspection stock, WIP or expenses
- ❖ Multiple pricing methods
- ❖ P/O requisitions with authorization procedures
- ❖ Supplier/stock code cross reference
- ❖ Blanket purchase orders
- ❖ Multiple jobs and/or warehouse per order

SALES ANALYSIS

- ❖ Identify top customers and products
- ❖ Sales-target-performance/achievement reports
- ❖ Sales tax reporting, including GST, PST and VAT
- ❖ Profitability analysis by invoice & detail line
- ❖ Commission calculations
- ❖ Comprehensive sales & budget reporting

LANDED COST TRACKING

- ❖ Establish reliable estimate of the landed cost of goods
- ❖ Select vendors based on shipping routes and costs
- ❖ Retain archives of previous shipments
- ❖ Maintain costs, routes, tariffs & exchange rates
- ❖ Establish estimated time of arrival (ETA)

COUNTER SALES

- ❖ Full visibility of payments or deposits
- ❖ Place sale on customer's account
- ❖ Multiple cash drawers and payment codes
- ❖ Foreign currency sales
- ❖ Accept payments in any currency

BLANKET SALES ORDERS AND RELEASES

- ❖ Record expected requirements, terms and conditions
- ❖ Weekly and monthly call-off schedules are received
- ❖ Warn if contract terms are breached
- ❖ Easy reconciliation and queries
- ❖ Compare delivery of current and new releases

RETURN MERCHANDISE AUTHORIZATION

- ❖ User-defined return codes and time frames
- ❖ Automatic restocking charges
- ❖ Immediate replacement cross-shipments
- ❖ Create repair work orders within or out of warranty

RETURN TO VENDOR

- ❖ Provide complete visibility of returned inventory
- ❖ Track outstanding returned items and rejections

Manufacturing Feature Highlights

Key Corporate Benefits

- ❖ Reduce inventories, increase inventory turns and ability to meet client demand
- ❖ Increase profits by improving productivity and reduce costs through minimal scrap & manufacturing waste
- ❖ Increase production capacity and improve asset use thereby reducing unnecessary capital expenditures
- ❖ Increase efficiencies by maximizing throughput and resource utilization by leveling off production peaks and troughs
- ❖ Catch costly trends before they happen through automatic data checking and warning system when going out of tolerance
- ❖ Extend ERP to the shop floor and to trading partners using web enabling functionality and integration through SYSPRO e.net solutions
- ❖ Increase utilization through scheduling optimization
- ❖ Lower costs by optimizing production
- ❖ Eliminate data capture time by reviewing and accepting supply suggestions
- ❖ Raise customer service with improved lead times and on-time deliveries

Key Proficiencies

REQUIREMENTS PLANNING

- ❖ Assists in planning materials and capacity
- ❖ Rough-cut capacity planning
- ❖ Gross requirements rules specified per item
- ❖ Identifies over supply
- ❖ Build schedule maintenance & consumption
- ❖ Suggests jobs for manufactured items
- ❖ Suggests purchase orders for purchased items
- ❖ Suggests supply chain transfers between warehouses
- ❖ Powerful ‘what-if’ features without affecting live data
- ❖ Material requirements review with multi-level pegging
- ❖ Sales forecasts consumption
- ❖ Sub-contract purchase order creation
- ❖ Import or generate realistic forecasts
- ❖ Bucketless system - select period to view at run-time.
- ❖ Include or exclude warehouse from calculation
- ❖ Consolidate warehouses
- ❖ Notification of lot expiration
- ❖ Plans for co-products and by-products

BILL OF MATERIALS

- ❖ Ghost/phantom parts supported
- ❖ Multiple recovery rates per work center
- ❖ Dynamic elapsed time calculations
- ❖ Planning time fence calculations
- ❖ Planning bills supported
- ❖ Standard & ‘what-if’ costing for comparison to actual
- ❖ Single or Multi-level kitting identifies shortage items
- ❖ Full cost roll-up with stock revaluation option
- ❖ Sub-contracted operations
- ❖ Backflushing, single or multiple levels
- ❖ Engineering, costing, planning & scheduling profiles
- ❖ Support batch BOM (% of net weight of parent)
- ❖ Progressive scrap definition
- ❖ Specify transfer time or quantity

ENGINEERING CHANGE CONTROL (ECC)

- ❖ Assign product designs tasks to particular users or groups
- ❖ User-defined ECO workflow to manage product changes
- ❖ Retrieve archived revisions/releases
- ❖ Drawing register per item
- ❖ Automatically trigger events associated with each action
- ❖ Where-used query helps identify items and orders affected by a Change Order

FORECASTING & INVENTORY OPTIMIZATION

- ❖ Reduce inventory and increase turnover
- ❖ Improve availability and service levels
- ❖ Optimize warehouse and factory utilization
- ❖ Forecasting of expected sales
- ❖ Forecast at item or warehouse level
- ❖ Aggregation of forecasts by families & groupings
- ❖ Pareto Analysis capability
- ❖ Multiple algorithms including competition method
- ❖ Algorithm tuning abilities
- ❖ Ability to remove outliers and anomalies

WORK IN PROGRESS

- ❖ Labor posting with import facility
- ❖ Milestone operations
- ❖ Kit issues of both material & labor
- ❖ Dynamic work center load leveling
- ❖ Materials scrap analysis
- ❖ Work center, employee & machine efficiency reports
- ❖ Multi-level trial kitting
- ❖ Master/sub jobs
- ❖ Forward finite trial loading
- ❖ Variance tracking
- ❖ Copy job facility
- ❖ Payroll integration
- ❖ Detailed labor analysis
- ❖ Two-phased receipting
- ❖ Reserve lots or serial numbers

Manufacturing Feature Highlights (cont.)

LOT TRACEABILITY

- ❖ Two-stage inventory receipting
- ❖ Goods receipt, inspection control & documentation
- ❖ Shelf life control of stock
- ❖ Lot & serial number cross-referencing
- ❖ Capture material variability on a lot-by-lot basis and easily adjust formulas and recipes while ensuring excellent quality.
- ❖ Lot traceability module traces product life cycle from raw materials to final products.
- ❖ Calculate multiple units of measure and variable or catch weights (dual units of measure)
- ❖ Detailed query and reporting options

PRODUCT CONFIGURATOR

- ❖ Wizard style runtime selection
- ❖ Create kit type configurations in sales orders
- ❖ Mark-up % against operation
- ❖ Allow non-stocked & phantom components
- ❖ Create stocked item based on configurations
- ❖ Retain libraries of commonly configured items
- ❖ Purge expired definitions & libraries
- ❖ Accessible in quotations, sales orders, WIP & BOM maintenance
- ❖ Create job, sales order & BOM from within quotations
- ❖ Inclusion of criteria and user-defined comments
- ❖ Facility to “replace where used”

QUOTATION/ESTIMATING

- ❖ Create a standard bill of material from an estimate
- ❖ Build custom items with flexible inclusion of material & labor
- ❖ Include percentage markup on materials and/or labor
- ❖ Produce multi level estimates enabling linked master/sub jobs
- ❖ Automatically create sales order with supporting purchase orders and/or jobs
- ❖ Multiple offers per quote
- ❖ Quote on stocked or estimated non-stocked items
- ❖ Facility to “replace where used”

PROJECTS AND CONTRACTS

- ❖ Accurate profit calculations using an unlimited hierarchical of heads, sections and sub-sections
- ❖ In depth queries on job & contract profitability, current status of jobs, billings and cost of sales
- ❖ Contact profitability at a glance
- ❖ Progress reporting on contacts and jobs
- ❖ Retentions, deposits and progress billings
- ❖ Integrates to the General Ledger
- ❖ Caters for stocked and non-stocked jobs/contracts

ADVANCED PLANNING & SCHEDULING

- ❖ Capacity to Promise & Available to Promise
- ❖ Real-time finite manufacturing
- ❖ Improve decision making based on what’s scheduled and what’s running, capacity, resources, labor, work orders, overloads, skills, potential problems, set-up, tear down & pegging.
- ❖ Fully customizable sequence scheduling capability to improve throughput. For example, group similar jobs together, specific sequence order (lightest to darkest colors, from cool to hot, from smallest to largest diameter, etc.).
- ❖ Schedule resources, capacity and labor, including work center operators, setters and tools.
- ❖ Productivity tools to fine-tune the plan and provide an overview (‘what-if’ scenarios, drag and drop capability, drill down, trend analysis, and warnings)
- ❖ Full tracking and pegging including material, resources, quality testing, lots, etc.
- ❖ Full history to support continuous improvements (ISO9000/QS/TQM) and the ability to identify and act on non-value add activities.
- ❖ Instantly check data and receive warnings when out of tolerance thereby catching costly discrepancies before they occur
- ❖ Real-time shop floor data collection via user-friendly interface (e.g., touch screens, bar code & programmer logic controller (PLC))
- ❖ Multi-resource scheduling
- ❖ Work order loading
- ❖ EBQ review / order grouping in Factory Planner & Cell Scheduler

ACTIVITY BASED COSTING

- ❖ Replaces traditional overhead cost accumulation
- ❖ Apportion costs more accurately by attaching user-defined elements of cost to each transition point per individual stock item (e.g., purchasing, manufacturing of an item or selling a product)
- ❖ Runs ABC costs in parallel to traditional costing methods during implementation
- ❖ Track recoveries
- ❖ Analysis reporting

Enterprise Feature Highlights

SYSPRO CRM Solutions

Key Corporate Benefits

- ❖ Increase revenues through optimal client management
- ❖ Reduce costs through automated sales, administration, service and marketing activities
- ❖ Optimize effectiveness of sales & marketing activities
- ❖ Increase customer satisfaction through seamless order and service execution
- ❖ Improve overall corporate strategic management by leveraging information through a fully integrated supply chain solution
- ❖ Improve information to stake & shareholders
- ❖ Eliminate and reduce duplication of database data entry through an integrated solution
- ❖ Automation of repetitive processes

Key Proficiencies

- ❖ Comprehensive Relationship Management
- ❖ Marketing Campaign Management
- ❖ Sales Opportunity Management
- ❖ Service Ticket, Service Level Agreements and Warranty Tracking
- ❖ Central company calendar and meeting scheduling
- ❖ MS Outlook Integration
- ❖ Remote Synchronization using MS SQL 2000 database replication feature
- ❖ Web-based solution – Marketing, Customer Service and Mobile Employee Portals
- ❖ End-User & Programmer Customization of Features
- ❖ Built-In Document Management System
- ❖ Fully integrated approach to CRM
- ❖ Fully automated, customizable, user-defined batch & on-line Automated Processes
- ❖ Automated creation of “Items Owned” after Sales Order
- ❖ Extensive on-line search capabilities
- ❖ On-Screen graphical marketing, sales & service metrics
- ❖ Extensive user-defined fields creation

Integrated Report Writer

Key Corporate Benefits

- ❖ Create reports to facilitate management & strategy
- ❖ External data access to produce valuable metrics

Key Proficiencies

- ❖ Easy (no programming skills) menu-driven design
- ❖ Database read & update with export functionality
- ❖ Built in report wizard and security for sensitive reports
- ❖ Output XML with HTML display

SYSPRO e.net solutions™

Key Corporate Benefits

- ❖ New capabilities for business-to-business collaboration, business expansion
- ❖ Decrease operational costs by automating business processes and managing the supply chain based on XML and Microsoft .NET technologies
- ❖ Leverage the Internet to streamline business processes with customers and suppliers
- ❖ Flexible, scalable and adaptable architecture reduce ongoing software maintenance and management costs
- ❖ Industry standard technology allows utilization of widely available IT resources
- ❖ Reduced development maintenance costs
- ❖ Provide focused user-defined customer-focused applications
- ❖ Microsoft .NET connected logo for web services

Key Proficiencies

- ❖ Simplified development environment for developers to harness and customize SYSPRO business functionality to suit end-user requirements.
- ❖ Enabling infrastructure that helps users integrate best-of-breed applications to SYSPRO.
- ❖ Access SYSPRO functionality via mobile devices.
- ❖ Host a new generation of ASP.NET web-based applications that can be customized to suit end-user requirements.
- ❖ Enable effective business-to business trading by automating the flow of documents between trading partners and automating business processes within the enterprise and beyond.
- ❖ Integrated stand-alone or BizTalk enabled Document Flow Manager (DFM)
- ❖ XSLT translation of XML documents
- ❖ Multi-lingual capabilities. SYSPRO e.net solutions caters to applications that support localized user interfaces (e.g., error messages can be returned in multiple languages).
- ❖ Low maintenance, centralized administration. The web-based applications are deployed on a central web server and not on the client. The client simply needs Internet Explorer in order to access the applications.





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