SYSPRO Harmony

Social ERP That's Got Everyone Talking

INITIATE | CONNECT | COLLABORATE

Contents

In today's fast-paced and highly competitive business environment, it's never been more important for companies to have improved visibility into operations, the ability to do more with less, and most importantly, to be able to effectively communicate and collaborate across their entire organization.

Enterprise Resource Planning (ERP) software has long been the foundation for providing these capabilities. But until recently, conventional ERP was not able to offer the functionality that could support real-time conversations which allowed users to capitalize, act on, and share important information, let alone in real time.

The Current Landscape...

Tech-savvy millennials are joining the employment landscape in increasing numbers, a trend that's affecting the entire workforce. Their familiarity with Twitter, Facebook, Instagram, and LinkedIn is driving the necessity for contemporary social media-type interaction in the workplace.

This workforce expects – in fact, demands – their business platform to be as seamless and user friendly as the social platforms they are familiar with.

This has prompted smarter ERP vendors to start offering "social business" functionality. Not only does it mimic the way employees interact with technology in their personal lives, it empowers them to use and share information, in the moment, that would have been difficult and cumbersome to access or even lost when using older ERP systems.

...and What It Could Look Like

In this brochure, we'll show you how Harmony – SYSPRO's rendition of social ERP – can fuel innovation and improve productivity by becoming the backbone of a collaborative environment that spans your entire organization.

And rest assured, as SYSPRO continues refining our social ERP offering, we'll find more and more ways to improve your company's agility and competitive advantage by ensuring your entire organization works together in perfect harmony.

SYSPRO Harmony, the Key to Seamless Collaboration in the Workplace

Harmony is a next-generation, user-friendly social media-type platform designed to streamline business processes and improve communication channels, to create a productive and satisfying working environment. Embedded into SYSPRO ERP it helps promote a more collaborative way of working by harmonizing data with people – providing users a familiar, easy and effective away 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.

> **Social ERP has been making gains over the past few years, but so far we have not seen many organizations using it effectively. The advancements in this technology that SYSPRO is providing could mean that users finally make social ERP part of their workflow.**
>
> **— Nick Castellina,
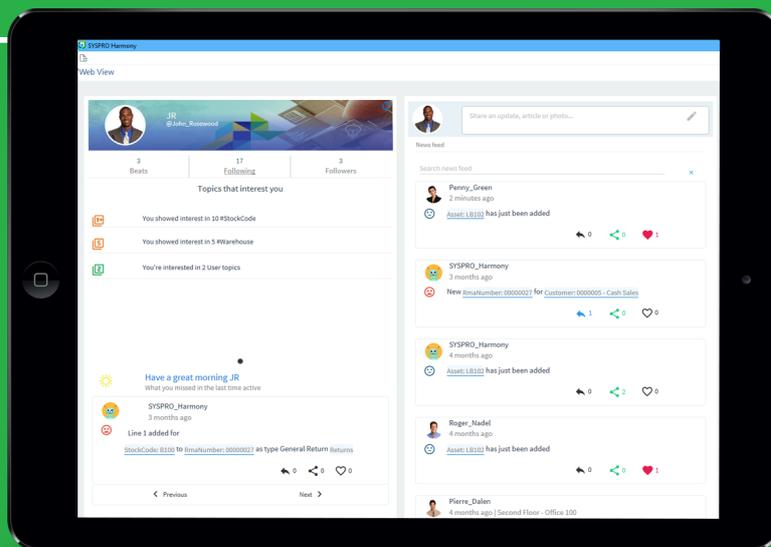> Analyst, Aberdeen Group**

#DOUBLETAP

Working in Harmony Improves Productivity

It Breaks Down Barriers:

One of Harmony's fundamental differences is that it allows disparate parts of your organization to easily collaborate on any business activity across all locations. Instead of each department or business entity operating in a vacuum, colleagues from the factory floor, production, purchasing, accounts, R&D, sales and marketing, can all seamlessly collaborate and share information, leading to multiple benefits.

It Unlocks Your People's Potential

Harmony has the potential to simplify complex technologies and business processes, encouraging its usage across the entire organization. Every company needs collaborative innovation if they want to become, or remain, a market leader. Enabling people from every area of your organization with real-time access to relevant information and the ability to share it empowers your staff to perform to their full potential, leading to a marked improvement in innovation and productivity within your company.

It Promotes Executive Collaboration

The collaborative environment fostered by Harmony can extend across all your key players, wherever they are situated. Connecting decision makers, management, problem solvers, consultants, and strategic thinkers makes it easier to:

- Accelerate creation of new products and strategies
- Identify new markets
- Implement organizational and process change faster and more effectively

Harmony Provides a Platform on Which to:

Collaborate

Harmony allows posting and collaboration within your organization using real-time information from the SYSPRO database. Core ERP data surfaces as users compose their 'Beats' (conversation posts in the Harmony portal).

While collaborating, users have full and secure access to the data in their SYSPRO databases. This enables them to query information directly in the chat, such as stock information, sales order status and customer information. In addition, users can share pictures such as inventory items, reference conversations, and reply and 'like' messages that have been posted – elevating their importance or relevance. Sound familiar?

Be More Responsive

SYSPRO Harmony provides direct, 24/7 access to people and the information that's relevant and critical to the roles and tasks at hand, giving users the ability to communicate instantly within their network of associates, wherever they are in the world, any time of day or night.

With a centralized, real-time view of operational, product and customer information, they are armed with the decision-making power they need to act and respond instantly.

Follow Information

Harmony provides the equivalent of a newsfeed or notifications by auto-populating conversations with relevant information, based on key ERP components that the user chooses to 'follow.'

Instead of needing to go into the system to retrieve pertinent information, Harmony intelligently pushes it to you, alerting you of activities related to those components.
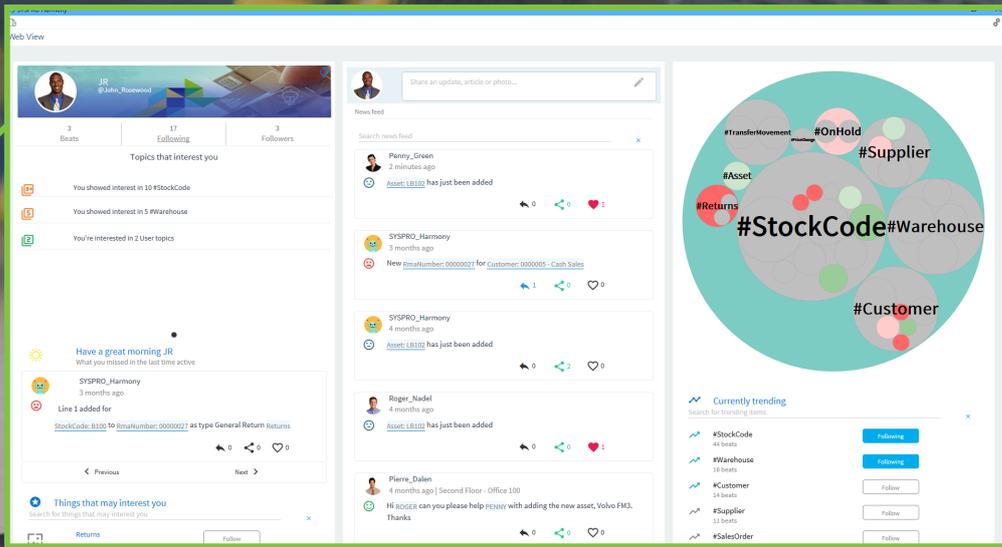
Spot Significant Trends

Using intelligent machine learning algorithms and predictive analytics, Harmony detects trends from the messages that are being posted as well as transactions happening on the SYSPRO database, and aggregates this data. It then presents the information in the form of a chart, bringing it to the user's attention without them having to search for it.

Detect Sentiment

Data Sentiment enables a complete picture of customer opinion about your services or products for informed and strategic decision making. Visual cues (the equivalent of emoticons) alert users by attaching sentiment to specific items.

Key notes attached to these items reveal the tone in terms of the state of a particular event, customer or component, pinpointing potential future issues regarding customer satisfaction before they arise.

How Harmony Works

Artificial Intelligence and Machine Learning mine the core ERP data so users don't have to do the digging.

Data Mining Service

In order for Harmony to access everything in SYSPRO, we created a data mining service. This monitors the SYSPRO database and analyzes its transaction log, cleanses the data, and stores it in a relational database ready to be processed by Harmony and the rules-based engine.

Rules-Based Engine

This engine works together with the data mining service to allow users to perform actions such as specifying alerts on specific fields, values, or transactions within the database, without the need for SQL triggers.
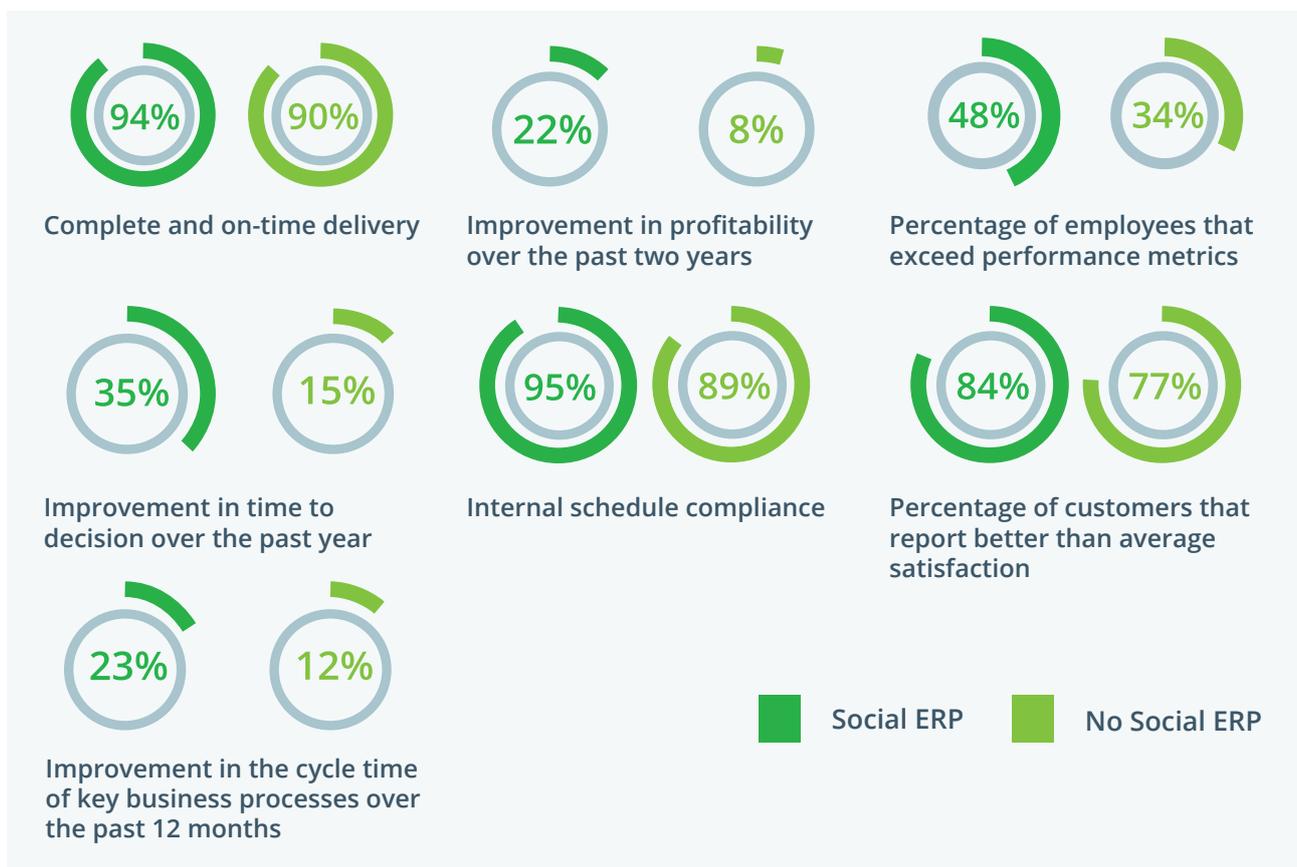
If a user follows a particular item, a rule is automatically added to the engine and, when it executes, a beat is automatically posted to the Harmony database.

The end result: a new paradigm in social collaboration.

In Summary

With Harmony, accounts can collaborate with purchasing; logistics with supply chain; manufacturing with product design; finance with PR; sales with marketing; the head office with branches – anytime, anywhere in the world. In fact, with Harmony, there are no boundaries to collaboration. New ideas can be generated, new best practises devised and greater results achieved.

The proof of which is demonstrated in the following graphs:

94% **90%**	**22%** **8%**	**48%** **34%**
Complete and on-time delivery	Improvement in profitability over the past two years	Percentage of employees that exceed performance metrics
35% **15%**	**95%** **89%**	**84%** **77%**
Improvement in time to decision over the past year	Internal schedule compliance	Percentage of customers that report better than average satisfaction
23% **12%**		
Improvement in the cycle time of key business processes over the past 12 months		

■ Social ERP   ■ No Social ERP

SOURCE: ABERDEEN GROUP, AUGUST 2014

- Organizations with social ERP are 2.5 times more likely to have real-time visibility into the status of all processes and collaboration across all departments and divisions.

- The best-in-class are three times more likely to have implemented social media.

- Organizations with social ERP saw a 22% improvement in profit margins over the past two years.

About SYSPRO

Established in 1978, SYSPRO is an industry-built Enterprise Resource Planning (ERP) solution designed to simplify business complexity for manufacturers and distributors worldwide. SYSPRO provides an end-to-end business solution for optimized cost control, streamlined business processes, improved productivity, and real-time data analysis for comprehensive reporting and decision-making.

What sets SYSPRO apart is an unwavering, sustained focus on the manufacturing and distribution sectors. Combined with a practical approach to technology and a passionate commitment to simplifying business processes, SYSPRO dedicates itself to the success of its partners and customers alike.

SYSPRO is highly scalable and can be deployed either in the cloud, on-premise, or accessed via any mobile device.

If you're looking for an ERP system that fosters new ways of working and inspires innovative collaboration, let's talk.

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