



SYSPRO ERP

# Engaging User Experience



Business Insights - Debtors			
Average days to pay Branch: 10	Average days to pay Customer: 0000001	Average YTD Invoice value	Active Jobs Customer: 000000000000001
66 Days	75 Days	\$ 0	27 Dayside Bikes

Business Insights - Inventory			
Current cost Stock code: A100	Last cost Stock code: A100	Warehouse costing Stock code: A100	Active Jobs Stock code: B100
804K Current month			

Debtors Summary	
Outstanding orders Customer: 0000001	19 Dayside Bikes





# The Pursuit of the Ultimate User Experience

## It's About to Get Personal

Streamlining operations through the implementation of ERP software makes excellent business sense in a world with ever-increasing volumes of data to process and analyze, and a new generation of employees entering the workforce. However, your attempts to use ERP to enhance collaboration between departments, countries and regions could fall short of your goals if your employees are reluctant to adopt new software.

User experience is crucial to rapid uptake, but UX alone is not enough – your chosen ERP software solution must engage your employees. That means empowering them to work whenever and wherever they want and enabling them to personalize the appearance and functionality of their ERP software interface.

To avoid confusing user experience and engagement it is important to note that engagement marks the intersection between commanding attention and taking action and represents the deliberate choices your employees make when interacting with devices and software. In essence, it's how they extract optimum value from the tools you provide them with. Without engagement, there can be no meaningful user experience. That's why SYSPRO places engagement at the heart of everything we do. We don't merely enable engagement; we're driven by it...because engaged employees are more productive, more innovative, and happier. Engagement is the key to improving business performance and boosting productivity through simplified complexity and enhanced collaboration.



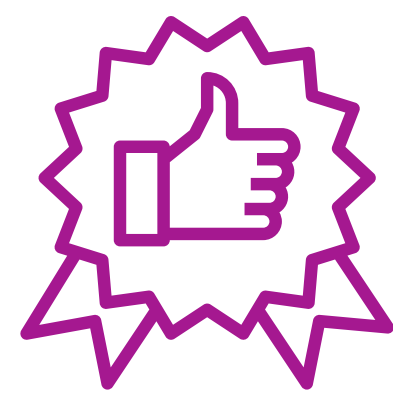


# The Current Landscape

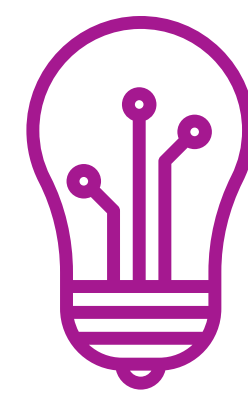
## The Consumerization of IT

The boundaries between personal and business technology are becoming blurred, which presents you with both opportunities and challenges. Enabling employees to maintain a work-life balance is becoming harder. However, you can now be open for business regardless of temporal or geographical constraints. Today's employees are not only intuitively familiar with IT, but they also feel a sense of ownership – this is what they grew up with.

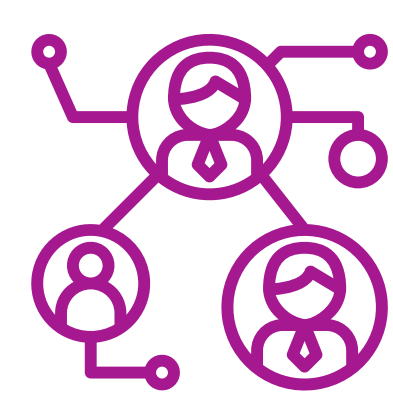
**This means that to attract and retain the best available talent, you will need to:**



Create a satisfying and rewarding work environment

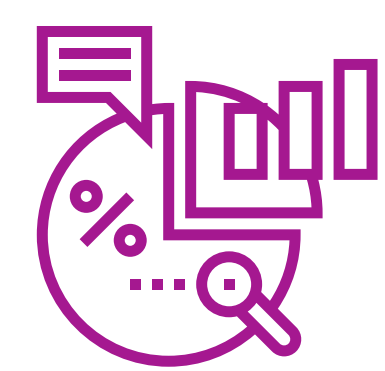


Empower people to work smarter rather than harder

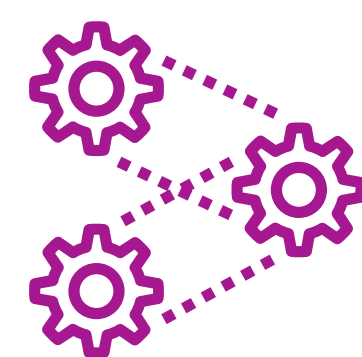


Embrace diversity and flexible working arrangements

**The benefits for your enterprise will include:**



Improved overall business performance and productivity



Streamlined processes



Changing the way your people communicate and collaborate across workstations, divisions, departments, branches, territories – in fact, the entire supply chain

## The Importance of Engaging the End User

ERP business software is all about solutions, but crucially, the people using the software must also be taken into account. ERP software that fails to take the needs of end users into account is unlikely to be rapidly adopted, and could lead to frustrations within your organization.

By choosing and installing software that offers a rewarding and engaging user experience, you can offer a compelling proposition to both new recruits and existing employees by enabling them to achieve their full potential, and deliver great results.

It's increasingly clear that offering an engaging user experience from your ERP software is no longer optional; it's critical to the success of your business.

## Engaging Social ERP

Social media is inextricably woven into the fabric of all our lives. Your employees are completely at home across existing social platforms, and very comfortable exploring new ones. The way that social media facilitates connections and sharing has become second nature, and has set a standard for all other applications to aspire to.

Your employees will expect all the software they use in the course of their employment to be as seamless and user-friendly as their favorite social media platforms.

By including social-media type functionality and features in ERP software, vendors are making information exchanges and collaboration as gratifying and rewarding as collecting likes and followers.

## Engaging Personalization

Business data is being created at an exponentially increasing rate. To perform at their best, your employees need to be able to immediately access the information that is relevant to them, while suppressing irrelevant data.

By being able to surface the information they require in real-time, your employees will be more effective and proactive. This functionality becomes vastly more powerful when deployed via interfaces that your employees can design themselves – without the need for additional development.

The integration of AI and machine learning into role-based interfaces means that the latest ERP software can predict how users want their information displayed, adapt what information is shown and even evolve and learn from their past actions and preferences.

Personalization is unlocking vast opportunities for organizations. It facilitates the rapid adoption and acceptance of the technologies that are driving change; as your teams become more comfortable, they will feel empowered to be more creative and innovative.





# Answering Today's Business Needs

## Engaging User Experience

For your investment in ERP software to pay off, you need to speed up your employees' adoption of new systems. By choosing ERP software that delivers an engaging user experience – and which allows your team members to customize their interface for optimal familiarity and ease of use – you can ensure a more rapid roll-out, reduced resistance to change and immediate adoption.

### Framing the Market Need

There is a clear need to enable the people throughout your organization by refining and aligning your business processes through software that empowers them, and by giving them the complete set of tools they require. A more innovative workforce, through the provision of an easy-to-use, personalized ERP system, results in a productive and satisfying working environment.

### Benefit to You

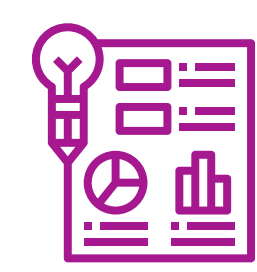
Boosted productivity with an engaged and empowered workforce.

### What You Can Do

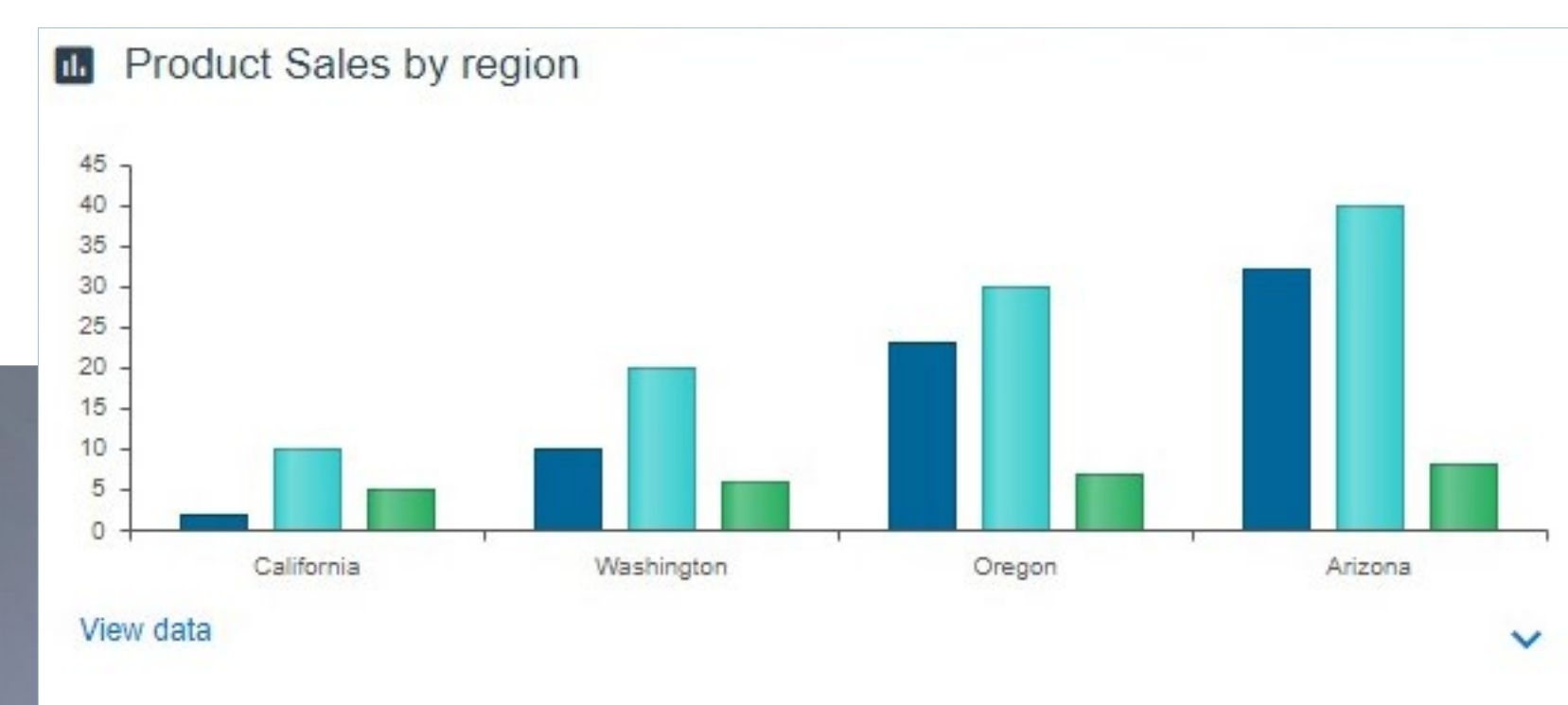
Accelerate user uptake with an engaging ERP system.



Watch the Vlog



View the Infographic



## Personalizing the Workspace

Your employees are individuals, and appreciate being treated as such. Sure, they're happy to work as part of a team and collaborate, but they each have their own requirements and preferences, and taking these into account means you get happier and more committed employees.

### Framing the Market Need

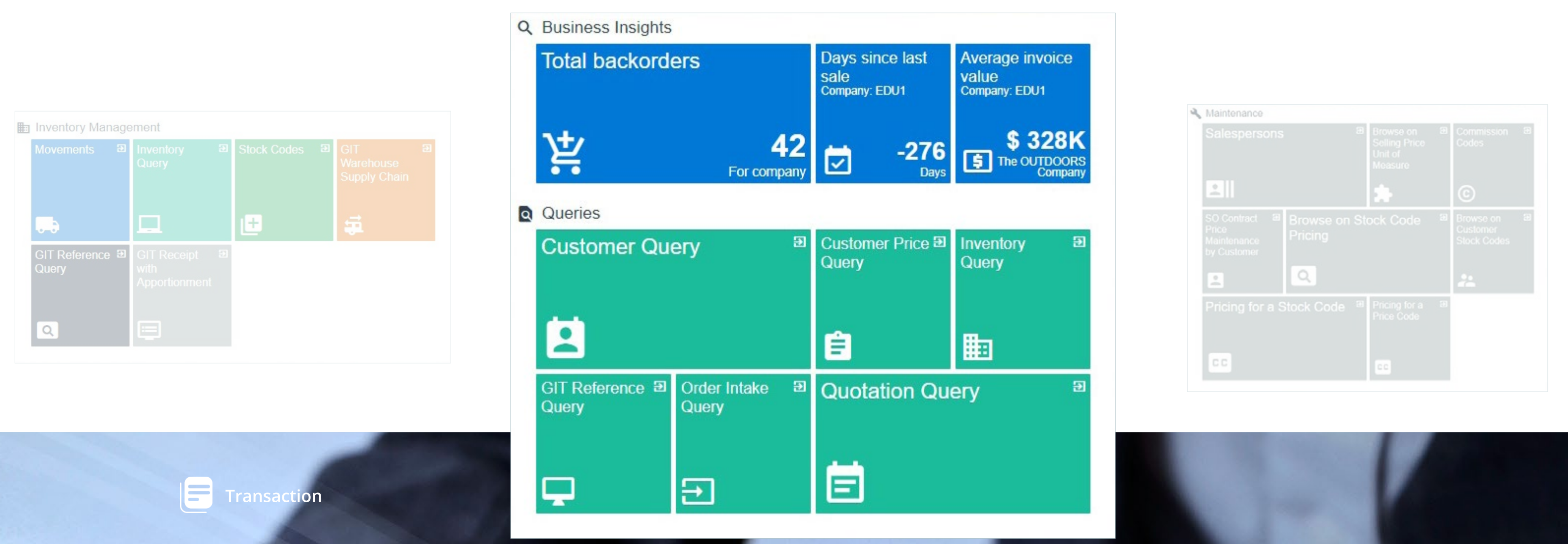
To stay competitive, you know you need to enable your employees with the right software tools. However, end-user adoption is a major concern when implementing a new ERP solution. The more relevant and enabling the solution is to a users' specific role, and tasks, the more likely that they will not only use it, but exploit its full potential to make them more productive and in return, enjoy a more satisfying experience.

### Benefit to You

A simplified and personalized environment that is relevant to all users within your organization, leading to reduced churn and higher employee satisfaction indices.

### What You Can Do

Your employees can simplify and customize their own workspaces to suit individual roles and autonomous requirements, without the need for additional development.



Business Insights



# How SYSPRO ERP Drives User Engagement

User engagement has become the number one priority in business... when it comes to providing ERP software that fosters meaningful collaboration across the entire supply chain.

— Phil Duff,  
Founder, SYSPRO

## SYSPRO Pioneers Engaging User Experiences

Social media has demonstrated how innovative software applications can transform the way people search for and share information, how they collaborate, and how they network.

With personal technology infiltrating the workplace, you have a clear choice: embrace this change and apply the lessons, or risk missing out on the business communications revolution.

SYSPRO has identified a clear need to simplify complex technologies, business processes and external conditions to achieve business optimization, and our solution transitions ERP from being a system-of-record to a system-of-engagement and system-of-insight through greater intuitiveness and ease of use. SYSPRO ERP has been designed with the end user in mind: increased user engagement results in a more collaborative business ecosystem.

SYSPRO now provides you with a more personal software encounter by allowing you to simplify and customize your workspace to meet your individual role and needs, surfacing the information that you require as and when you need it – without requiring development.

SYSPRO's innovative, highly configurable user interface allows you to easily modify the look and feel of any SYSPRO application and to extend business functionality. The universal, but individually familiar, interface is designed to adapt and change as requirements evolve, giving users the complete freedom to view required information within any SYSPRO application without the need for programming skills.

SYSPRO allows you to choose how to engage with the system. Dependent on your role, operational need, remoteness or preferences, you can opt for the rich Windows UI with all the familiar aspects it delivers; the re-imagined web HTML5 interface with its improved ease-of-use, simplification and engagement; or our Espresso mobile platform, if you prefer to use a mobile-style, touch-friendly interface.



Start Date	Activity	Job	Start Date	Activity	Job	Start Date	Activity	Job	Start Date	Activity	Job
5/16/2017 10:00 AM	Run	ASB	5/16/2017 10:00 AM	Setup	92748702	5/16/2017 10:00 AM	Run	92748702	5/16/2017 10:00 AM	Setup	92748702
5/16/2017 10:00 AM	Run	ASB	5/16/2017 10:00 AM	Setup	92748702	5/16/2017 10:00 AM	Run	92748702	5/16/2017 10:00 AM	Setup	92748702
5/16/2017 10:00 AM	Run	ASB	5/16/2017 10:00 AM	Setup	92748702	5/16/2017 10:00 AM	Run	92748702	5/16/2017 10:00 AM	Setup	92748702
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## Engaging Social Media Platform

SYSPRO Harmony is a user-friendly social media-type platform. Embedded into SYSPRO ERP, it is designed to streamline your business processes and improve communication channels to create a more collaborative, productive and rewarding working environment. It encourages users to engage with SYSPRO through a contemporary interface that's easy to use, familiar and personalized – fertile ground for cooperative approaches to problem solving.

**SYSPRO stands out from the pack because they provide a complete set of modern platform capabilities (IoT, social, mobile, AI, and cloud) that have been thoroughly integrated into SYSPRO ERP**

— SYSPRO— A Trusted ERP Partner for Digital Transformation by Ted Rohm, Senior ERP Analyst, TEC Evaluation Centres, September 2018

## Working in Harmony Can Improve User Engagement

### Breaking Down Barriers

SYSPRO Harmony allows disparate parts of your organization to easily collaborate on any business activity. Instead of each department operating as a silo, colleagues from the factory floor, production, purchasing, accounts, R&D, sales and marketing – and even customers and suppliers – can all seamlessly collaborate and share information, leading to multiple benefits.

### Unlocking Potential

SYSPRO Harmony can simplify complex technologies and business processes, leading to more rapid adoption across your entire organization. By enabling people from every area of your organization to have real-time access to relevant information and the ability to share it, you'll trigger a marked increase in innovation within your company.

### Fostering Collaboration

SYSPRO 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 within the Harmony portal).

### Increasing Agility

SYSPRO Harmony provides direct, 24/7 access to relevant, mission-critical people and data, giving your employees the ability to instantly communicate within their network of associates, wherever they are in the world.

### Sharing Information

SYSPRO 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.'

### Spotting Significant Trends

Using intelligent machine learning algorithms and predictive analytics, SYSPRO Harmony detects trends within posted messages and transactions on the SYSPRO database, and presents the aggregated data graphically without the need for user-initiated searches.

### Detecting Sentiment

Data Sentiment paints a more complete, nuanced picture of customer opinion about your services or products to inform your strategic decision making. Visual, emoticon-style cues alert your team members by attaching sentiment to specific items.

### Connecting People

SYSPRO Harmony enables your employees to proactively solve business problems together via a social media-style interface that's secured and maintained within your ERP solution.



Watch the Video



## Engaging Insights

SYSPRO Business Insights is an individual performance management tool that empowers your workforce's decision-making capability. It provides real time actionable insights into KPIs, delivering the means to act quickly and proactively for improved business performance. It is an intuitive, self-explanatory, easy-to-use interface that surfaces trends and information pertinent to specific individuals within your organization.

For the individual employee, relevant information pertinent to their daily tasks is surfaced to them directly, with the ability to create work-to-lists. This empowers your people to take immediate action, meet their goals, targets and deadlines, collaborate, and perform to their full potential.

For operations managers, SYSPRO Business Insights offers a greater degree of control as it provides an immediate and complete view of each individual and department across the entire operation. With the flexibility to define operational goals, targets and deadlines at an individual, role or organizational level, managers can drive behavior that will result in improved performance – converting KPIs into meaningful improvement.

### Insights Drive Performance

#### Engagement and Simplicity

SYSPRO Business Insights removes the need to search for data by surfacing real-time insights, trends and relevant business-critical information, all of which are automatically promoted to your users, alerting them to take immediate action.

#### Increased Decision-Making Capability

SYSPRO Business Insights allows your users to make proactive business decisions with increased visibility into operational performance by individual and department across your whole operation.

#### Improved Business Performance

Define and assign operational goals, targets and deadlines at individual, role or organizational levels as KPIs and metrics, and immediately action work-to lists for tangible results.

## Empowered Workforce

Empower your team to fulfill their potential by meeting targets and goals via an intuitive, self-explanatory, easy-to-use interface.

## Single Real Time View

SYSPRO Business Insights provides a unified real-time view of your company's key business drivers.

## Surface Relevant KPI Data

An easy to use, self-explanatory and intuitive interface surfaces KPIs relevant to you, your department or your organization.

## Drill-Down Capability

Drill down into actionable insights and the detail behind each metric by individual role or department.

## Flexible and Customizable Metrics

Pre-configured to standard business metrics, SYSPRO Business Insights is flexible and customizable to allow your organization to consolidate information from multiple sources, script your own views, and establish your own monitoring and goal criteria.



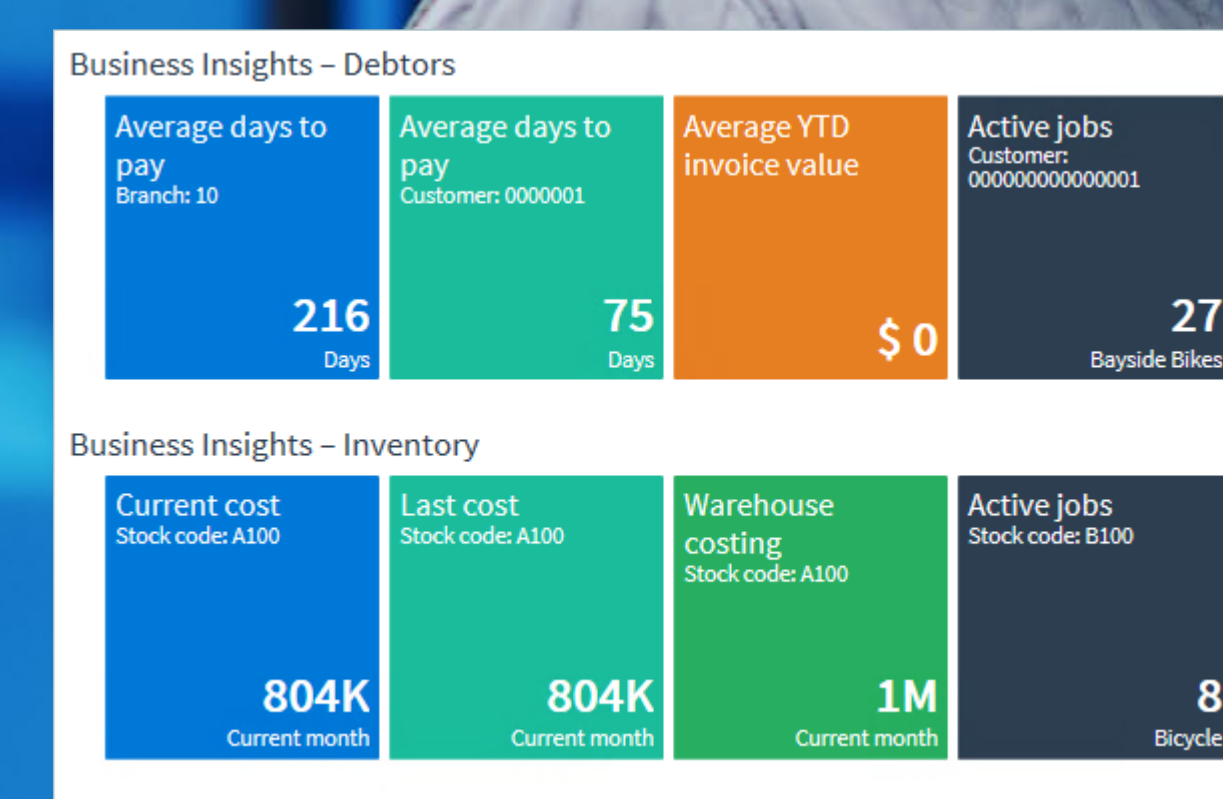
Watch the Video



Read the Brochure

“The look and feel of SYSPRO’s latest ERP release, SYSPRO 8 is quite good. It’s not just a pretty or slick navigation bit. It is tiles and panels that contain information to inform (not just guide) users. It is also a UX that can get even more helpful and informative when a customer implements the IoT functionality. All of the items above help make SYSPRO 8 more market relevant and attractive to customers.”

— Four Very Likeable Things in SYSPRO 8, Brian Sommer, Founder, TechVentive, July 2018



Business Insights



## Have It Your Way

Simplified and engaging, SYSPRO Avanti is SYSPRO's web based user interface, designed to access SYSPRO through a web browser whether deployed on-premise, in the cloud or both (hybrid). SYSPRO Avanti offers you your ERP, your way, on your terms – through a powerful combination of accessibility and personalization.

SYSPRO Avanti gives you the choice and flexibility you need from an ERP solution. SYSPRO Avanti is available on any device, on any platform, from anywhere, allowing you to experience the same SYSPRO solution on all devices 24/7. Whether in office, on the shop floor, or on the move, you can choose the device that best meets the task at hand.

SYSPRO Avanti allows the user to navigate seamlessly between the various panes. The layout is simple, clean and uncluttered. Overall, the intuitiveness of the interface supports a comfortable, uncomplicated experience.

— Fay Renney,  
IT Applications Manager,  
Country Bird Holdings

## Choose How You Engage

### UX Becomes User Engagement

Because you're in control of how you access and view your business data, you get to shape your own experience. SYSPRO Avanti web interface allows for easy customization without the need to get development involved and is easy-to-use, intuitive and responsive, providing you with a simplified, engaging and rewarding experience.

### Device Agnostic

SYSPRO Avanti, with its consistent user interface, uniquely gives you the same SYSPRO ERP user experience through a web browser on any device.

### Safe and Secure

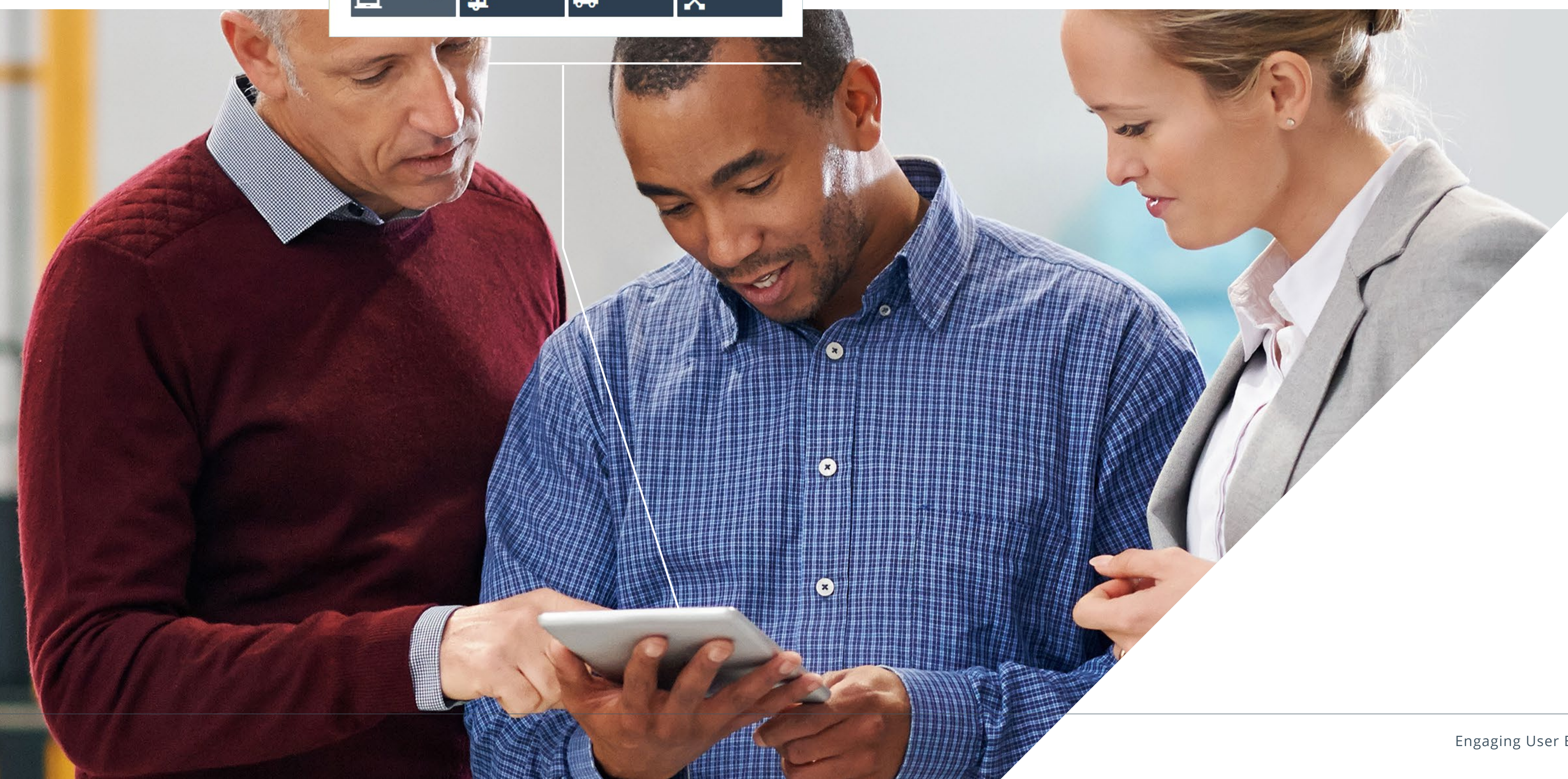
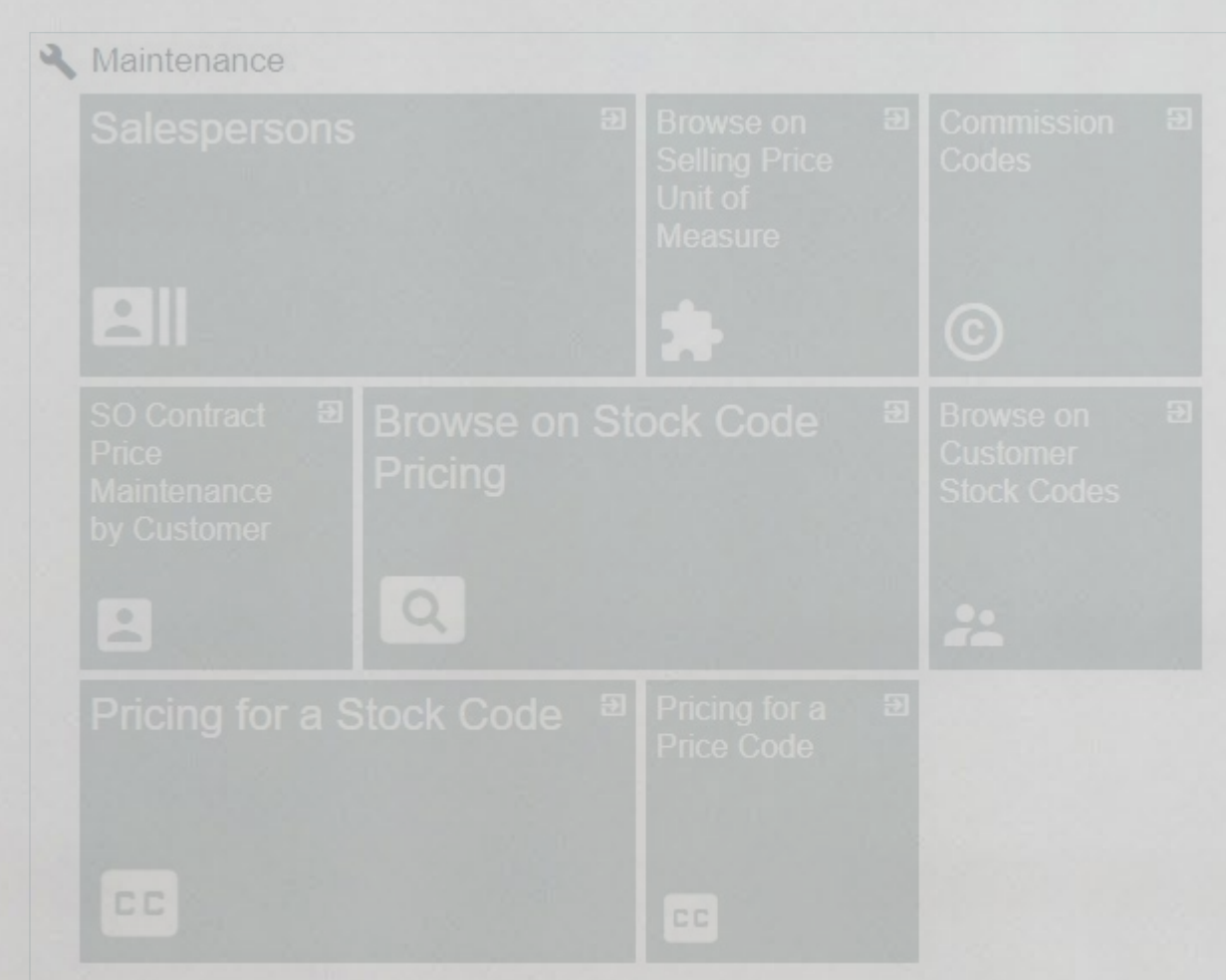
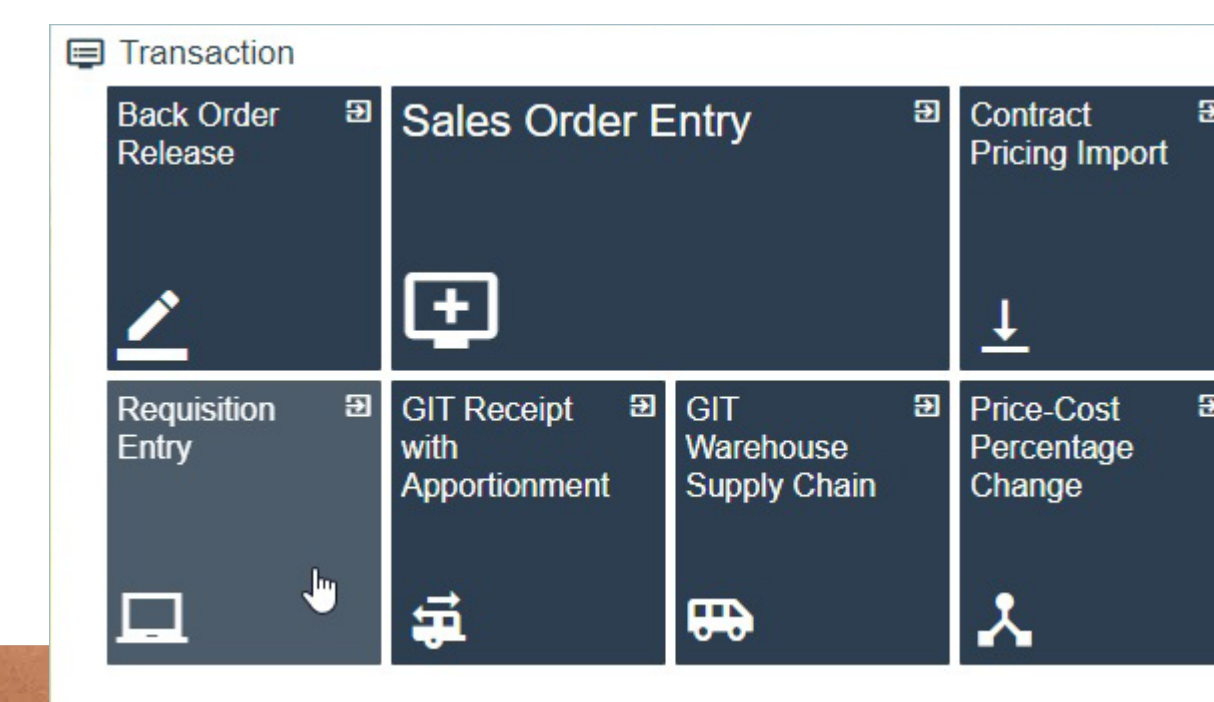
Cutting-edge encryption technology ensures only authorized users can access your ERP software and business data.

### Parallel Lives

Avanti can be used in parallel with the SYSPRO Windows Client version, allowing you to choose either the web interface or the rich user interface. Whichever best meets your preference, remoteness, role or operational need.

SYSPRO Avanti, is a refreshing interface for an ERP system that improves the User Experience to a new level, and in my humble opinion can be considered the standard for the 21st Century.

— Gustav Schurmann,  
Process & Development Manager,  
Core







## That Personal Touch

SYSPRO Webviews features a visual drag-and-drop interface that allows you to design your own personalized, single-screen view from any SYSPRO program. Its simplified, uncluttered appearance enhances the relevance, usability and readability of the displayed information by quickly and easily surfacing only what you require, as and when you need it.

SYSPRO Webviews exemplifies SYSPRO ERP's transition to a system-of-insight and engagement that facilitates everyday business decisions.

## Webviews Lets You See Further

### At a Glance

SYSPRO Webviews uses a unique, single-screen format to display a complete view of each of your customers, including their trading status, risk level and account management. There's no need to navigate to another application.

### Share and Gain Insights

Pass vital customer information to relevant stakeholders within your organization, and drill down to access more detail.

### Engage with Your Clients

Be better prepared for client meetings and presentations, with all the pertinent facts at your fingertips. SYSPRO Webviews provides the customer information you need to foster relationships, upsell, and obtain insights into past sales performance and customer expectation management.

### Customizable Business Flows

As an administrator, you can customize standard Webview templates to meet your organizations information requirements and unique business processes, thereby reflecting flows within your enterprise and putting you firmly in control.

### Personalize to Suit Your Role

SYSPRO provides a step-by-step on-boarding guide to creating your own personalized, meaningful and visually appealing user interface with the Visual Designer.



Watch  
the Video



## Mobile Engagement On or Off the Grid

SYSPRO's Mobile Application, SYSPRO Espresso, is specifically designed and optimized for mobile devices and provides instant and secure access to information about your customers, and suppliers, orders, inventory items and other key business information even when working offline.

This ground-breaking mobile ERP platform, gives you access to your SYSPRO business information as easily as if you were at your desk and will work on any popular mobile device – and even on your desktop when you return to the office.

SYSPRO Espresso answers the requirement for relevant mobile ERP software by recognizing that without access to your full business toolkit, your movement will still effectively be restricted.

Now there's no need for your employees to be tied to their desks, when they could be out and about, scouting for new business. Empowering your workforce to be productive on the move and from remote locations will help you attract and retain a more diverse team, with complementary skillsets and experience.

By embracing diversity and mobile ERP, you can really move your business forward.



## Change Your Business Dynamic

### All the Tools You Need

SYSPRO Espresso gives you access to your ERP tools, from anywhere and on any device. There's no need to compromise; instead, you can deliver on your promise. When you give your employees access to every tool they need, they will gain increased capabilities, become more agile and dynamic, and deliver boosted gains and productivity.

### Increased Productivity and Better Decision Making

Search and retrieve the up-to-date information you need, wherever you are.

### Empowered Employees

Give your workforce the flexibility they need to really go places.

### Improved Customer Engagement

Provide real-time sales and service information as part of your commitment to client service.

### Streamlined Supply Chain

Instantly access supplier and inventory data, to help you manage stock more effectively and reduce shrinkage.

### Tailored User Experience

Customize the look and user experience of your SYSPRO Espresso applications.

### Always Accessible

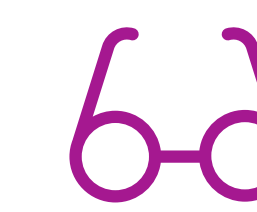
Work offline with SYSPRO Espresso applications and synchronize when you're next online.

### Apply Yourself

SYSPRO Espresso applications are available via the SYSPRO App Store community platform.



Watch the Video



Read More

With release 8, SYSPRO demonstrates a deep understanding of both digital technology advancements and end-user sentiment as it relates to ERP. As a result, SYSPRO has a simple but powerful approach to ERP. SYSPRO understands how to leverage their deep industry knowledge and cutting-edge technology to guide its R&D innovation to help manufacturers achieve digital transformation.

— SYSPRO Transforms the Digital ERP Economy from IDC, July 2018



# In Summary

“ There are only three measurements that tell you nearly everything you need to know about your organization’s overall performance: employee engagement, customer satisfaction, and cash flow.”

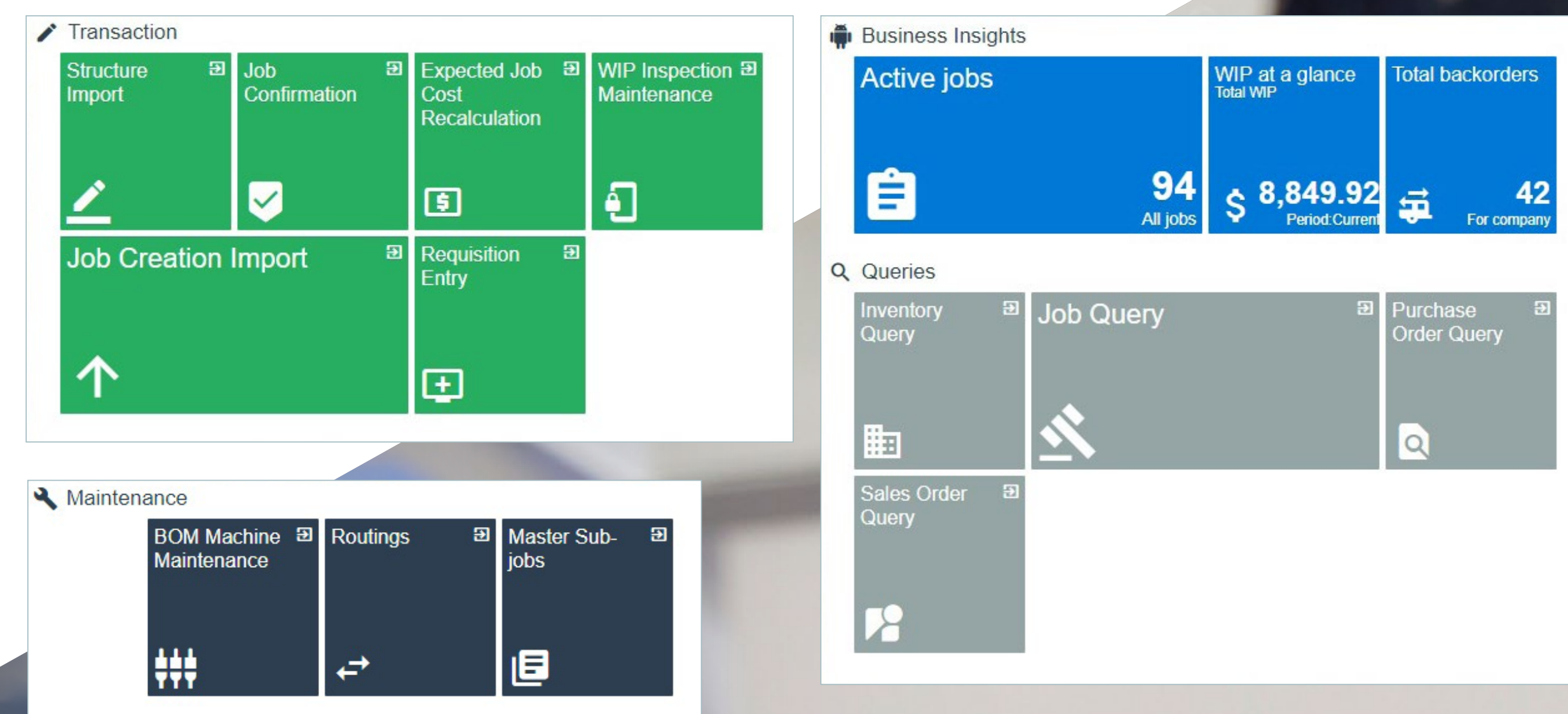
— Jack Welch, Former CEO, GE

The enhanced user experience built into SYSPRO ERP is designed with one overarching goal: to facilitate and improve engagement. Engagement with your customers, colleagues and collaborators, and engagement with the software itself.

The ability to personalize your SYSPRO interfaces creates a more familiar and effective working environment. Being able to instantly surface only the data pertinent to your current project or sale empowers you to engage more confidently, both within and beyond your organization.

Mobile and universally accessible ERP solutions let you choose how you engage with your business systems and the wider world from anywhere, at any time. Most notable of all, the integration of social media for business into our ERP solutions takes user engagement to a whole new level.

Are you ready to engage with SYSPRO ERP? Visit [www.syspro.com](http://www.syspro.com)



Business Insights

Transaction

Debtors Summary

Analytics

Inventory Management





[www.syspro.com](http://www.syspro.com)

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