SYSPRO Cloud ERP
Built from experience.
Made for you.

SYSPRO™
CloudERP

Contents

SYSPRO Cloud ERP for manufacturers and distributors

As a manufacturing or distribution company, the IT choices you make right now will affect your ability to remain relevant for years to come. Because SYSPRO has specialized in your industry sectors for over 40 years, we speak your language, understand your pain points and offer fit-for-purpose solutions that solve them.
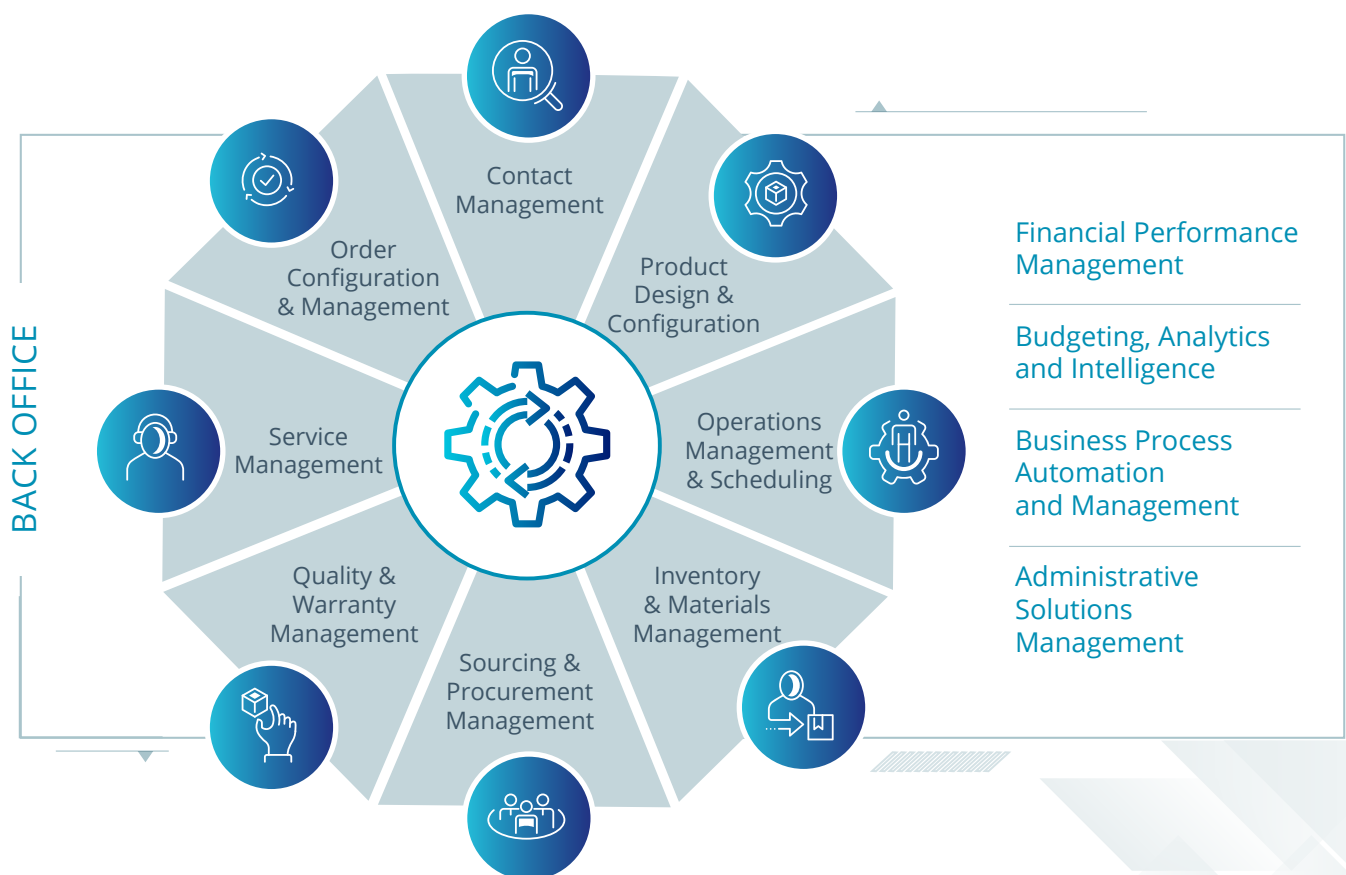
SYSPRO Cloud ERP is a functionally-rich cloud ERP system that can be securely accessed via a web browser on any device, from anywhere. It provides a complete, and adaptable business solution that includes software capabilities, infrastructure services, and support, as well as optional extensions your business can take advantage of as and when you need them.

You can trust SYSPRO to handle everything on your behalf. We strive for 100% compliance, adopt new standards automatically, and implement best practice solutions that convey our commitment to security, governance, compliance, and privacy.

By automating systems to meet your specific requirements, we free up your experts for mission-critical activities that will sustain your business growth where it matters most.

Business operations solutions

SYSPRO's ERP solution empowers you to take the next step – whether it be expanding into new territories, adding new product lines, transforming business processes, or driving innovation. Through our ERP software, you gain access to solutions, processes, and tools to assist in the management of data for key business insights and informed decision making.

BACK OFFICE

Contact Management

Order Configuration & Management

Product Design & Configuration

Service Management

Operations Management & Scheduling

Quality & Warranty Management

Inventory & Materials Management

Sourcing & Procurement Management

Financial Performance Management

Budgeting, Analytics and Intelligence

Business Process Automation and Management

Administrative Solutions Management

The benefits of SYSPRO Cloud ERP

Enable digital business

SYSPRO Cloud ERP gives you a competitive advantage by enabling you to become leaner and more efficient. By leveraging emerging technologies, you can create new processes or simplify and improve on existing ones. We offer the most relevant emerging technologies available, as and when you need them – so you can digitalize your business practically and at your own pace.

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

Tailored to your requirements

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

Adapt and extend

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

Work from anywhere on any device

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

SYSPRO Cloud ERP solution packages

Whether you are in manufacturing or distribution, SYSPRO Cloud ERP has a range of solution packages to suit your industry-specific requirements. With various capabilities on offer, you can decide which is best suited for your needs and existing systems without having to worry about extensive customization or development skills. Our core and advanced solution packs make SYSPRO Cloud ERP adaptable and expandable. Select and only pay for the capabilities and service components that you require with the option of expanding these as your business grows.

SYSPRO Foundation package

Incorporates the aspects required for system set-up, administration, and configuration. It enables reporting configurations, communication set-up and tailoring of the user-interface. The capability is the basis upon which the operational offering packs are set up and is core to utilizing the software as it defines how the system should operate, how it should look and how communication, including alerts, will be managed. It provides system management, insights and emerging technologies for an out-of-the-box, single-source, rich ERP solution.

SYSPRO Foundation+ package

An advanced offering which provides the ability to customize software, integrate systems, and automate business processes and workflows. SYSPRO Foundation+ delivers a tailored software system that meets a business's specific requirements and helps with the management of business processes for effective operations.

SYSPRO Financial package

Financial management is one of the key requirements for Enterprise Resource Planning software. SYSPRO Finance provides the capabilities required to operate real-time accounting and financial reporting through comprehensive financial and accounting functionality and controls. Real-time integration between SYSPRO's financial, distribution and manufacturing solutions means that financial data is always current.

SYSPRO Distribution package

SYSPRO Distribution provides the capability to manage all elements of the sales cycle, including customer and supplier transactions, inventory management, sales orders, and procurement. It also enables analysis of data to identify key sales trends. This offering is suited to single, multi-site, domestic, and international operations, where sales operation efficiency is fundamental to success.

SYSPRO Distribution+ package

A supply chain management solution that provides the ability to track and trace batches and serials, programmatically balance demand with supply, manage elaborate sales orders and releases, account for inbound freight costs, manage promotions, optimize stock levels, and process returns from customers and to suppliers. Suitable for organizations that have multisite and international operations, suppliers and customers in different locations, large inventory levels and a wide list of suppliers and customers.

SYSPRO Manufacturing package

SYSPRO Manufacturing allows you to plan, execute and control production more effectively. It enables you to integrate your manufacturing operations with other business processes to control parts, part rules and structure, create jobs and control the cost of operational inputs and outputs. Ideal for manufacturers who want to move from inefficient manual processes to automated digitalized processes which provide effective operations management.

SYSPRO Manufacturing+ package

Provides additional functionality for automating the management of supply and demand, tracing batches and serials, version-controlling parts and structures with auditing and approvals. Ideal for manufacturers wanting to gain greater business value through professional management of project and process planning, product design, quality assurance and cost management.

SYSPRO Foundation

- User, group, security setup.
- Contact management and tracking.
- Office 365 integration.
- Stationery formats.
- Reporting capabilities.
- Role-based access control.
- User interface and experience tailoring.
- KPIs, metrics and alerting.
- Social collaboration.
- Mobility access.

SYSPRO Financials

- Setup and process customers and suppliers.
- Operate integrated financial accounts.
- Handle bank balances, cashflow and reconciliations.
- Create, control and depreciate assets.
- Schedule payments and process electronic funds transfers.

SYSPRO Distribution

- Create parts and part rules.
- Take orders and process them through stages of release, pack and dispatch.
- Place purchases and track supplier performance.
- Hold contract prices.
- Analyze sales performance.
- Take counter sale payments.

SYSPRO Manufacturing

- Create parts, part rules and structures.
- Create manufacturing jobs to handle the cost of operational inputs and outputs.
- Create factory paperwork and barcodes.
- Process configured orders, quotes, and estimates for work.

SYSPRO Foundation+

- Business process blueprinting.
- Business process automation and workflow access.
- API integration with 3rd party solutions.

SYSPRO Distribution+

- Track and trace batches and serials.
- Balance demand with supply programmatically.
- Process repeat call off sales orders and releases (Cumes).
- Account for inbound freight cost apportionment.
- Flexible promotions and reconciliations.
- Stock holding optimized to required customer service level.
- Process returns from customers and to suppliers.

SYSPRO Manufacturing+

- Track and trace batches and serials.
- Balance demand with supply programmatically.
- Version-control parts and structures with auditing and approvals.
- Centralize the process of handling projects and contracts with multiple linked jobs and operations.
- Invoke activity-based costing as a solution across inventory.

Solution package capabilities and offerings

SYSPRO Cloud ERP is segmented into core and advanced solution offering bundles, with each pack adding its unique value to business operations. This allows you to select and purchase only the capabilities applicable to your business needs while fast-tracking your digital journey. Industry vertical solutions are available to further integrate and extend the capabilities of SYSPRO Cloud ERP.

- Foundation and Financials are mandatory bundles as they are required to run SYSPRO

- SYSPRO Distribution and Manufacturing: These bundles can only be purchased as a bundle, and no individual modules can be purchased from within

- Individual modules from Advanced Plus bundles can be selected

- There is an additional discount of 20% per user built into the model if a complete advance bundle is purchased

Mandatory		Purchase either/both bundles	
SYSPRO Foundation	**SYSPRO** Financials	**SYSPRO** Distribution	**SYSPRO** Manufacturing
▪ System Foundation ▪ System Administration ▪ Report Writer ▪ Reporting Services ▪ Office Automation and messaging ▪ Contact Management ▪ Interface System ▪ Connected Services Manager (e.Net)	▪ Accounts Receivable ▪ Accounts Payable ▪ General Ledger ▪ Cash Book ▪ Asset Register ▪ Electronic Funds	▪ Inventory Management ▪ Sales Orders ▪ Purchase Orders ▪ Sales Analysis ▪ Counter Sales	▪ Inventory Management ▪ Bill of Materials ▪ Work in Progress ▪ Factory Documentation ▪ Product Configurator ▪ Quotations/Estimations

As Bundle OR can be Individual modules

SYSPRO Foundation+	**SYSPRO** Financials+	**SYSPRO** Distribution+	**SYSPRO** Manufacturing+
▪ Process Modeling ▪ Workflow Services Professional ▪ Document Flow Manager Professional ▪ Return Merchandise Authorization	None	▪ Lot Traceability ▪ Requirements Planning ▪ Blanket Sales Order & Releases ▪ Landed Cost Tracking ▪ Trade Promotions ▪ Inventory Optimization ▪ Return to Supplier ▪ Return Merchandise Authorization	▪ Lot Traceability ▪ Requirements Planning ▪ Engineering Change Control ▪ Projects and Contracts ▪ Activity Based Costing

Additional optional components

SYSPRO has a range of additional solutions, such as Manufacturing Operations Management (MOM), Point of Sale, Supply Chain Portal, and Connected Services, which will align with and complement your solution to help achieve business optimization.

SYSPRO Manufacturing Speciality	**SYSPRO** Components	**SYSPRO** Connected Services
▪ Manufacturing Execution Systems (MES, previously MoM)	▪ Point of Sale ▪ Mobile ERP ▪ Additional Designer Seats ▪ Supply Chain Portal Seats	▪ OData connector ▪ Tax Connector

Manufacturing Operations Management

SYSPRO Manufacturing Operations Management (MOM) helps you optimize your operations to remain competitive in today's market. MOM improves end-to-end operations by providing complete manufacturing lifecycle management from planning to scheduling, publishing, collecting, tracking and analyzing.

SYSPRO Manufacturing Operations Management (MOM) solution helps you:

- Measure performance to drive toward world-class standards of operation for Overall Equipment Effectiveness (OEE), Total Effective Equipment Performance (TEEP) and Overall Labor Effectiveness (OLE).

- Increase productivity and lower costs by minimizing loss within the business.

- Optimize operational efficiencies through better workflow of core manufacturing activities: schedule, publish, collect, track, analyze and improve.

- Connect machines and other devices to digitize your factory (Industry 4.0) and gain a strong competitive advantage.

Read More

Point of Sale

SYSPRO Point of Sale has been specifically developed for manufacturing and distribution businesses that have a cash-and-carry or retail arm. More than a replacement for an electronic cash register, it offers the advantages of always on, safe, secure cash collection controlled through an end-of-day process that is fully integrated to the back-office financials in SYSPRO ERP.

SYSPRO Point of Sale has been engineered from the ground up to ensure that it has robust and easily manageable security features, giving you the peace of mind to focus on running your business.

Supply Chain Portal

The Supply Chain Portal is an interactive web platform that facilitates online transactions between an enterprise and its suppliers and customers. It streamlines collaboration between buyers and suppliers and minimizes document handling, reducing potential fraud. It automates business processes and ensures transparency of supplier and, in future, customer transactions. Ultimately, the Supply Chain Portal will help to increase operational efficiency and improve governance.

API Services

API Services are a selection of integration areas into SYSPRO. These SYSPRO functional areas (comprising one or more Business Objects) have been bundled into categories to facilitate the selection and match integration requirements.

SYSPRO provides RESTful APIs to extend or integrate into your SYSPRO ERP application. Whether you are integrating to intelligent devices such as IoT, business partners across your supply chain, or to other systems be they on-premise or in the cloud, SYSPRO APIs and Workflow provide flexible interactions and integrations that orchestrate data, messages and business moments.

It encourages:

- Integration with other line-of-business, third-party products, and online platforms such as e-commerce sites.
- A consolidated view of businesses and operational aspects, enabling unified workflows.
- Information interchange with external devices such as tablets and scanners.
- Easier collaboration and information sharing with business partners.
- Digital moment, event, and workflow orchestration.
- Future-proofing your business through seamless upgrade technology (version-less software).
- Data exchange without compromising on data integrity and security.
- Singular and automated data entry, reducing duplicated and inaccurate records.
- Enabling data to be stored in one place for consolidated reporting and analysis.

API Services are bundled into categories for easy selection and to match your integration requirements.

SYSPRO Cloud ERP services

Infrastructure

The computing power required to run the solution with secure disaster recovery.

Trust

A solution that matches the expectation of risk mitigation and instills confidence.

Support

24/7 support capabilities via the portal, email or phone.

Consulting

Implementation services to unlock strategic value from investment using industry best practice.

Help and Education

24/7 help and learning system.

Upgrades

Automatic, scheduled or manual via our multi-tenant setup with solution isolation.

Infrastructure

World-class cloud platform

SYSPRO Cloud ERP is powered by Microsoft® Azure, a leading global cloud hosting provider and a SYSPRO technology partner.

The infrastructure required by your SYSPRO Cloud ERP solution is hosted in a single-tenanted and multi-company environment, with solution isolation, on the Microsoft Azure cloud platform in data centers throughout the world – delivering a highly secure, controlled, stable, reliable and robust infrastructure that performs at the highest levels of availability, scalability and performance.

All your SYSPRO Cloud ERP software applications, core technology infrastructure, servers, storage, databases, operating system and networking requisites are taken care of, while you maintain control of the data.

Single-instance means you have your own dedicated cloud space for your SYSPRO Instance, and the applications you choose to run, reducing transactional bandwidth, costs, and, indirectly latency. Your applications are isolated and in turn allow you to control updates and customizations made to your SYSPRO Cloud ERP Solution.

Backup

A crash, a breach or even extended downtime can be devastating to a company that has failed to back up its data, but with SYSPRO Cloud ERP, you are assured that your business can retrieve information at any given time, regardless of any planned or unplanned issues that may arise.

Redundancy

Our solution, which utilizes the Microsoft Azure hosting platform, runs on a worldwide network of Microsoft-managed data centers across 38 regions. We offer redundancy in all aspects from power and connectivity to hosting and storage. This high availability means that redundancy extends to all elements of your cloud managed services, not just data.

Scalable and elastic

Being able to efficiently scale your operations up when demand is high and down when it is quieter is critical to business success and sustainability.

With a technology platform that offers the highest levels of scalability as well as excellent performance, you can rest assured that your system will continue to operate optimally, performing the correct function at the desired level of performance.

Trust

SYSPRO Cloud ERP delivers on trust principles. To create a safer world empowered by digital transformation, we handle your data securely and in compliance with privacy and legal requirements.

Security

From encryption, authentication and data loss prevention through backups and replicated data centers to malware protection and the latest software updates, SYSPRO's stringent policies keep your critical data secure. If you choose to assign control of the security function to a SYSPRO channel partner or local SYSPRO office, we will continuously collect and analyze information to detect suspicious behavior or unauthorized system changes on your network and assist you in defining which types of behavior should trigger alerts. This will enable you to act as and when necessary. With SYSPRO's rigorous security practices and methodology, together with Microsoft Azure's focus on security, privacy, compliance, and transparency, you can rest easy knowing your system and data are protected, backed up and replicated, and could easily be recovered should an unexpected event occur.

SYSPRO Security

- Built in to SYSPRO's development and APIs
- Regression and security testing on new releases
- Code reviews for intrusion and vulnerability testing
- Encryption of endpoints, such as HTTPs, TLS
- Data encryption at rest and during transport

Network Security

- Built-in intrusion detection and alerting
- Default port protection

Data Center Security

- Data separation
- Physical access control
- CCTV
- Built-in failover

Network Monitoring and Alerting

- Intrusion detection
- Failed log on attempts

User Security

- Self-service password management
- Dynamic passwords
- Multi-factor Authentication
- Single sign on
- Customer-owned data security management inherent via roles-based security
- Activity, transactions and incident monitoring, logging, recording and reporting
- Segregation of duties

Policies

- Regional compliance provided as needed per regional deployment (e.g. SOC2, SOX, PI, HIPAA)
- Industry standards applicable to regions
- Compliance roadmap

Consulting services

Our Consulting Services team is uniquely equipped to enable your business to unlock strategic value from your investment in SYSPRO Cloud ERP. The team contains project managers and consultants of all disciplines with many years of experience in successfully implementing ERP projects across a wide range of industries.

With over 40 years of practical hands-on experience, SYSPRO is an expert in enabling business capability through ERP software. We take the time to understand your strategic business needs and desired outcomes, working as a trusted advisor and helping you to spend more time with your customers, creating greater value for your business.

Reliable and Dependable

Highly available offerings

99.5%
Guaranteed system availability.

Service level agreements
Environment governed by 24/7/365 infrastructure incident support.

Resources
Monitored, with alerting and status pages.

Sandbox
An optional space to allow forupgrade testing or development environments.

Inherent Business Continuity

Backups
Automated daily, weekly, monthly backups.

Resilience
Three copies of the environment in each datacenter.

Recovery
In the event of a datacentre failure there will be a manual recovery to an alternate datacentre.

Secure
VPN & Stakeholder approved access only.

So, why trust SYSPRO with your Cloud ERP implementation?

At SYSPRO we understand that there is no such thing as a 'one size fits all' ERP project. Different business operating contexts necessitate a need for tailored approaches. Our IDEAL implementation methodology provides the structure and flexibility to enable and de-risk your ERP implementation while avoiding arduous administration. SYSPRO's certified project managers guide your project team to deliver a fit-for-purpose ERP solution with a focus on business outcomes, not only technology outputs. SYSPRO recognizes that ERP is a tool designed to unlock your business's long-term potential. SYSPRO offers a range of Project Management service levels designed to meet the requirements of your business and implementation needs, enabling you to determine the level of support you require.

Download the Brochure

Support

Fully managed

With SYSPRO Cloud ERP all your system-related requirements are taken care of. We remove your burden by providing a holistic, highly efficient service that takes care of your software, applications, core technology, servers, storage, databases and networking requirements while you maintain control of the data and operating systems you put on the infrastructure.

No longer will you have to rely on in-house systems analysts or infrastructure specialists to manage your IT infrastructure. Now you can assign your IT resources to more strategic and core initiatives or revenue-generating projects instead of focusing on operating infrastructure.

Localized service

Wherever we are, we speak your language. With 12 regional offices serving 6 continents and a trusted global partner network, you can enjoy a localized service.

SYSPRO Cloud ERP Support Services components:

- **Product support**
  As a default, the Product Support service offers customers two hours of support a month that is unrelated to bugs. The response times depend on the severity level of the support issue or query.

- **24/7 Infrastructure support**
  As a standard, the 24/7 Infrastructure Service Level Agreement is offered to all customers. With this service, customers are assisted with isolating and resolving problems with their server architecture, ensuring product uptime.

- **Service desk**
  The Service Desk offers the ability to log support incidents and requests via the CloudCentral portal, email and telephone. It also includes the ability to track ticket or event status and history.

- **Online product help**
  SYSPRO offers customers an online community forum containing frequently asked questions and a knowledge base.

Help and Education

Educational services

Skills development is one of the most important aspects when considering user uptake and safeguarding your ERP investment. So while purchasing SYSPRO's Cloud ERP solution is an investment in your systems, employees and, ultimately, the future of your business, it's just as important to remember to empower your workforce to learn how to effectively engage with the solution to achieve maximum benefit for future business and employee benefit.

All companies invest in SYSPRO training when they first adopt the solution. Training needs will continue to arise as your business grows and evolves, and as the use of SYSPRO migrates through the next phases. As new capabilities are introduced and ongoing employee cross-training, upskilling and turnover takes place, it is important to keep current with the use of the solution.

Our Online Platform – SYSPRO LearnIt Online

With a focus on continuous learning and improvement, SYSPRO LearnIt Online is our online learning platform. SYSPRO LearnIt Online provides access to all SYSPRO's training offerings. Here, you will find educational material in a variety of formats which you can use for self-paced, self-directed learning or to supplement the instructor-led training we provide. SYSPRO LearnIt Online provides a complete learning experience, enabling companies to measure and monitor the educational progress of each SYSPRO user.

- **SYSPRO LearnIt Online (Paid)**
  Provides for a paid subscription. Through this subscription learners can access e-learning courses and course bundles covering each SYSPRO module, as well as role-based certification paths. The subscription also provides you with the ability to track and manage learner progress, as well as access to a Company Administrator profile.

- **SYSPRO Labs (Paid)**
  Allows customers to purchase access to a virtual machine. Users can then practice transacting in SYSPRO based on the content covered in the course.

- **SYSPRO Pay-As-You-Go (PAYG)**
  SYSPRO caters for those learners and employers that wish to purchase courses on an ad-hoc basis. Contact your regional office for more information.

Self-service and Upgrades ✓

SYSPRO Cloud ERP allows you to expand or contract as your business needs fluctuate. If you require more users, or have a sudden increase in business activity, your solution can be scaled seamlessly in line with demand. This reduces the complexity, delays and additional cost typically associated with managing seasonal and unpredictable market demands. It also eliminates the need to forecast capacity requirements, with the assurance that your future needs will be met as and when your requirements change.

SYSPRO Cloud ERP provides one software update per year, and periodic hotfixes are made available. You choose when you want to apply the changes, which can be automated or scheduled. Updates are done in partnership with you, ensuring complete synergy with your functional requirements, industry regulations, capacity, and business aspirations. You maintain control of your upgrades, dependent on your readiness, while avoiding the cost and disruption typically associated with large upgrades.

SYSPRO's content-rich online help portal is an intuitive, always available and user-friendly platform that provides access to comprehensive and up-to-date information on the SYSPRO suite of products.

Our offering is supported with the following **Automation Capabilities:**

Licensing
Automated solution licensing.

Billing
Billing setup built in to assist in automated payment collection.

User Security
Role-based access for regions, partners and customers to allow for delegated management.

Monitoring and Alerting
Fair usage, performance, security, compliance and alerting.

More information

For more information on SYSPRO Cloud ERP, please contact your regional office.

www.syspro.com

Copyright © 2022 SYSPRO. All rights reserved.
All brand and product names are trademarks or registered trademarks of their respective holders.

SYSPRO™
Say Yes to Next