

ORG and SYSPRO: A natural fit



Partner At a Glance

YEARS AS A SYSPRO PARTNER

23 years

KEY STRENGTH

Delivering cohesive systems that enable customers to operate at peak efficiency

COUNTRY

United States of America

INDUSTRY

ERP Consulting



Operations Resource Group

Operations Resource Group (ORG) is an Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) implementation firm. It helps growing enterprises implement and extend SYSPRO ERP and CRM solutions. ORG is committed to building systems that support its customers' business processes and work with the entire systems environment.

The Partner Journey

ORG has been a SYSPRO partner since 1998, offering value-added services, third-party applications and development skills to extend the core functionality of SYSPRO. Since inception, ORG has focused exclusively on SYSPRO as its business solution offering to clients. Julia Maynard, Senior Consultant of ORG, says: "Our business is experiencing rapid growth and SYSPRO has stepped up by meeting all our requirements and helping us to manage that growth in a positive way."

The Solution

In establishing ORG, Maynard put her finance, industry, operations and implementation skills and experience to good use. She is passionate about finding the optimal solution for the challenges at hand and has been exclusively involved with implementing, installing and project managing the SYSPRO product since 1996.

The company is ranked as an Elite partner on SYSPRO's PartnerUP program. "I love the product and wish I'd had tools like this when I was a user. I can do everything a client could wish for with SYSPRO," Maynard says.

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Julia Maynard, - Senior Consultant, Operations Resource Group



The Outcome

ORG's team of experienced consultants is committed to understanding its customers' particular needs and using that in-depth knowledge to help them meet business challenges and achieve desired growth.

"With SYSPRO, we can offer our customers a cohesive system that gives them everything they need," Maynard says. "Thanks to the way SYSPRO has evolved over the years and the technology behind it now, we can extend the functionality anywhere there's a gap."

Why SYSPRO

ORG initially chose to partner with SYSPRO due to its rich functionality and the flexibility offered by both the software and the organization.

"The fully integrated nature of SYSPRO enables us to deliver optimal solutions to our clients so that they can operate at peak efficiency. Other systems require a high degree of dual entries and the accounting, manufacturing, sales and distribution systems are disconnected," Maynard says.

"With SYSPRO, it doesn't matter what you do, it all lands in the same bucket at the end of the day so our customers can see everything they need to without pushing batch records or hoping their data will be integrated. It gives me the vehicle to do what I love – work with clients to improve their processes."

Partnering for the long term

According to Maynard, Operations Resource Group is not a typical partner. "I have always been in the SYSPRO world," she says. "Establishing ORG and becoming a SYSPRO partner all those years ago was a natural continuation of that journey. And when the PartnerUP program was launched, it was the next logical step."

Commenting on the benefits of the PartnerUP program, Maynard says the new levels of engagement have made a significant difference. "The SYSPRO leadership team engaged with the partners, asked us our opinion, worked with us to form what the program would look like and, best of all, listened! The result was a solution that took the partners' suggestions into consideration."

Partner UP's structured education and certification requirements have also raised the quality of consulting and implementation in the SYSPRO community. "I am frequently meeting more consultants out there who have more than two years' experience in SYSPRO and know what they're doing, and it's really great," she says.

SYSPRO encourages PartnerUP partners to continue learning and product certification, building confidence among the customer base that PartnerUP partners deliver expert satisfaction and value. Each SYSPRO Elite partner goes through certification for pre-sales consultation, sales consultation, solutions consultation, project management, technical consultation and a dedicated support function to ensure a unified experience in terms of professional aptitude and culture.

"The bar has definitely been raised and expectations of quality over quantity are higher. Keeping up to date with the certifications can seem daunting, but the community is stronger for it."

SYSPRO's objective with the PartnerUP program is to become globally recognized as the most beneficial ERP company to partner with. PartnerUP empowers its partners to be more efficient in all aspects of their business and delivers transformational value to partners and customers alike.



About Operations Resource Group (ORG)

Operations Resource Group (ORG) provides comprehensive technology solutions to small to mid-sized businesses to make them more efficient. We work with you to design a system tailored specifically to your ERP, CRM, WMS, and Business Process Improvement needs. We learn your industry, we learn your products, we learn your language.

About SYSPRO

SYSPRO is a leading, global Enterprise Resource Planning (ERP) software provider, specializing in key manufacturing and distribution industries. Our Industry-built solutions and services are designed to make things possible. SYSPRO's ERP solution empowers customers to take the next step – whether it is expanding into new territories, adding new product lines, transforming business processes, or driving innovation. Through our ERP software, customers gain access to solutions, processes, and tools to assist in the management of data for key business insights and informed decision making. The solution is scalable and can be deployed in the cloud, on premise, or both, and accessed via the web on any device to provide customers with choice and flexibility.

As a trusted advisor, SYSPRO remains focused on the success of partners and customers. With a strong commitment to channel partner growth, SYSPRO customers are backed by a team of global experts that drive maximum value out of IT systems and business solutions. We are committed to addressing the unique needs of our customers, enabling them to easily adapt and remain resilient. Our evolving solutions are aligned with industry trends and leverage emerging technologies that will enable partners and customers to secure a digital future and to gain a competitive advantage.

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