



FIRST QUARTER 2008

# GLOBAL TALK

**This Quarter in SYSPRO's World...**

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## Industry Insights

- Continuous Learning, Investment or Expense?

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**SYSPRO Fluid Interface Design receives  
Top Technology Award**



## CEO's message

Since the release of SYSPRO 6.0 Issue 010 in 2006, we have been able to turn our development philosophy directly into benefits for our customers.

We have done this through a dedicated focus on increasing functionality, reducing complexity, adopting standards-based technologies and, most important of all, fitting the software to our customers' needs.

And the results, I think you'll agree, speak for themselves. Radical improvements to the user interface, the addition of meaningful functionality, and a huge leap forward in reporting capability.

Following the release of Service Pack 1 (SP1), which took the product to a whole new level by introducing a user interface which is far more customizable than ever before, I am pleased to announce that SYSPRO Issue 010 Service Pack 2 is now available.

Before you heave a sigh over the prospect of another upgrade, let me reassure you on two counts: firstly, as with SP1, this isn't really an upgrade. SP2 can be installed on the application server, and programs and screens will be automatically self-healed to the client. And secondly, now that SP2 has been released, the product changes being introduced on a regular basis will be minimized. From now on, you can expect to see only product fixes, new SRS reports and critical enhancements being introduced in the SP2 weekly ports.

One of the most exciting aspects of SP2 is the ability to customize panes. This means you can easily create dashboards or executive views just about anywhere in SYSPRO, or you can create your own list views and forms.

With this feature, you can create your own panes within any docking pane application, and each pane can contain an object such as a graph, list view or web browser.

There simply are no limitations. You can select a window and position it anywhere on the screen, to the point of creating new tabs. You can resize and move forms within a window, move or delete panels and hide content. In essence, you can clean up your interface, and make it look exactly



Phil Duff – CEO SYSPRO

the way you want it to, as each desktop can be styled to meet individual tastes.

Another important highlight of SP2 is SYSPRO Office Integration (SOI), which combines the powerful sophistication of SYSPRO with Microsoft Office, creating a great way to manage and disseminate information across the enterprise.

SOI enables you – or any other user in the enterprise, regardless of whether SYSPRO is installed on the client machine or not – to access information directly from the SYSPRO database within a Microsoft Office product such as Word or Excel, and to do this securely. Furthermore, once the information has been displayed it can be inserted directly into the current document as text or as a table. For more detailed information on SOI, please see the article entitled 'SYSPRO Leverages Power of Microsoft Office'.

The third feature I would like to mention here is a new sub-module in our General Ledger offering, Financial Ratio Analysis.

This feature allows you to measure business performance like an expert financial analyst – using more than a dozen financial ratios. Information is delivered for the purposes of boardroom reporting, real-time monitoring, detailed analysis and what-if analysis using our latest technology including SYSPRO Reporting Services, Customized Panes and Advanced Listviews.

Although there are many other enhancements in SP2, there are only minor database changes when you move across from Issue 010 and Issue 010 SP1. For more detail on the SP2 enhancements, please go to [www.syspro.com](http://www.syspro.com). ❖

*Phil Duff*  
CEO  
SYSPRO

# Ettore products upgrades to Service Pack 1

**E**ttore Products Company, the market leader in the production of squeegees and associated products, has upgraded to SYSPRO 6.0 Issue 010 Service Pack 1 (SP1).

Established in 1937 and headquartered in California, Ettore patented the first single-blade squeegee. Today, the company owns 80% of the consumer market and 75% of the professional window-cleaning market.

A SYSPRO user since 1997, Ettore's decision to upgrade was based on the new functionality and enhancements to the user interface contained in SP1.

Robin Goldman, Ettore Chief Information Officer, says the SYSPRO Forecasting module in SP1 was a major contributing factor. Ettore makes more than 500 products to stock, so accurate forecasting is essential to reduce inventory costs and speed inventory turnover. "Our COO is very happy with the reports being generated by the Forecasting module," she says.

The implementation of SP1 was completed by Shaun Hern of ERP Specialists of Vacaville in California, a SYSPRO value added reseller. In addition to the Forecasting module, the SP1 release of SYSPRO 6.0 contains a Factory Scheduling module; a Families and Groupings module to help forecasters optimize inventory; and the SYSPRO Office Integration module that gives users secure access to SYSPRO data using Microsoft Office products such as Word and Excel.

SP1 also encompasses an advanced user interface that includes docking panes and role-based layout design that enable users to make effective use of the application workspace and a full featured calendar.

Goldman also lauds the user interface enhancements available in SP1. "I can now customize the interface to add new levels of efficiency," she says, pointing to the ability to write a Visual Basic program to update all the lines on a sales order.

Referring to the smooth implementation of SP1



in a memo to ERP Specialists, Goldman states: "I am writing this email to thank you for all your help in performing the upgrade from Issue 9 to Issue 10 SP1 which went incredibly smoothly. Thanks to your diligence and knowledge of the product, we were able to retain all our personal settings, including favorites, task lists, and printers. In addition, the conversion from C-ISAM to SQL went off without a hitch ... For the most part, we are very satisfied with the new interface and can state that we have had no problems using this version of SYSPRO other than the minor snags."

Ettore acquired SYSPRO Forecasting to replace a manual Excel system and, ultimately, to drive the product through MRP. ERP Specialists is currently writing an SRS report to link the forecast and MRP.

Not least because it is fully integrated, SYSPRO Forecasting has delivered a number of benefits to Ettore, including: eliminating the need for SYSPRO exports and imports to Excel and removing reliance on any manual system or single individual.

In addition, different forecasting methods allow for greater flexibility, and figures are delivered in real-time. Also, SYSPRO Forecast's features and graphical elements provide greater insight into data (i.e., Pareto analysis), and the integrated access to stock code history enables superior decision making.

Ettore is a true, classic American success story. Beginning life with a superior product idea, the company has expanded its product line through the addition of complementary products and continues to be profitable and maintain the highest standards of customer service through the use of technology. ❖



# Tyneside Safety Glass hits the real time



**T**hanks to SYSPRO, Tyneside Safety Glass has achieved a real-time view of its manufacturing operations as well as significant productivity and efficiency gains. Tyneside acquired its SYSPRO solution recently from K3 Business Technology Group (K3).

The largest UK independently-owned safety glass manufacturer is already benefiting from a major productivity and efficiency boost across its three production sites as a result of a combination of SYSPRO, a £5 million investment in new machinery, lean manufacturing techniques and Kaizen management improvements.

SYSPRO went live in August 2006. In just over a year, the system has made a huge difference, delivering a 25% reduction in stock holding.

Each of Tyneside's production facilities is linked across a virtual private network (VPN). Using the VPN enables real-time data communications, enabling the management team to access accurate information whenever required.

Mike Matson, Finance Director of Tyneside Safety Glass, says: "Our business has progressed significantly since SYSPRO went live. We have seen the integration of the whole business across our three production sites, gained visibility of real-time management information and achieved significant efficiency and control improvements."

To date, the company has implemented the Bill of Materials, Inventory, Work in Progress, Purchasing, Sales Order, Financial and Payroll modules. These are providing better and easily accessible management information collected from diverse departments throughout the business. The current phase is the implementation of Shopfloor Data Capture. This module uses barcode scanning to allow full traceability of products right back to raw materials, enabling Tyneside to easily investigate queries from customers.

According to Jon Heeley, Project Manager at Tyneside Safety Glass, the Shopfloor Data Capture module will provide a clear view of operations across the three manufacturing sites.

"For the first time, we shall be able to drill right down into our data to give us much greater insight into what goes on in each factory. This will allow us to improve our shop floor operations significantly. A great benefit of this will be the ability to identify jobs with the highest reject levels, which will allow us to amend our procedures and reduce faults," he says.

Matson highlights the additional benefits gained so far. "We now hold 25% less stock and we have less Work in Progress. We have also boosted efficiency levels across the board. The system delivers visibility between Sales Orders and manufacturing and allows us to analyze costs comprehensively. This would not be possible without the real-time management information that SYSPRO delivers," he concludes.

"For the first time, we shall be able to drill right down into our data to give us much greater insight into what goes on in each factory." - Jon Heeley

Tyneside Safety Glass is one of Europe's leading manufacturers of glass products for the agricultural, industrial, automotive and security industries. JCB, Caterpillar and Case New Holland are the company's major clients. Other notable customers include specialist bus manufacturer Wrightbus, car manufacturers such as Morgan and Caterham, as well as banks, post offices and government agencies. Tyneside Safety Glass has led the specialist glass market for more than 50 years. Today the company boasts a turnover of £13 million, 220 employees, 150 customers and an expanding business. ❖



# SYSPRO leverages power of Microsoft Office

To expand and improve access to its Line of Business (LOB) applications, SYSPRO leveraged the power and flexibility of the 2007 Microsoft Office system to develop SYSPRO Office Integration (SOI), an Office Business Application (OBA).

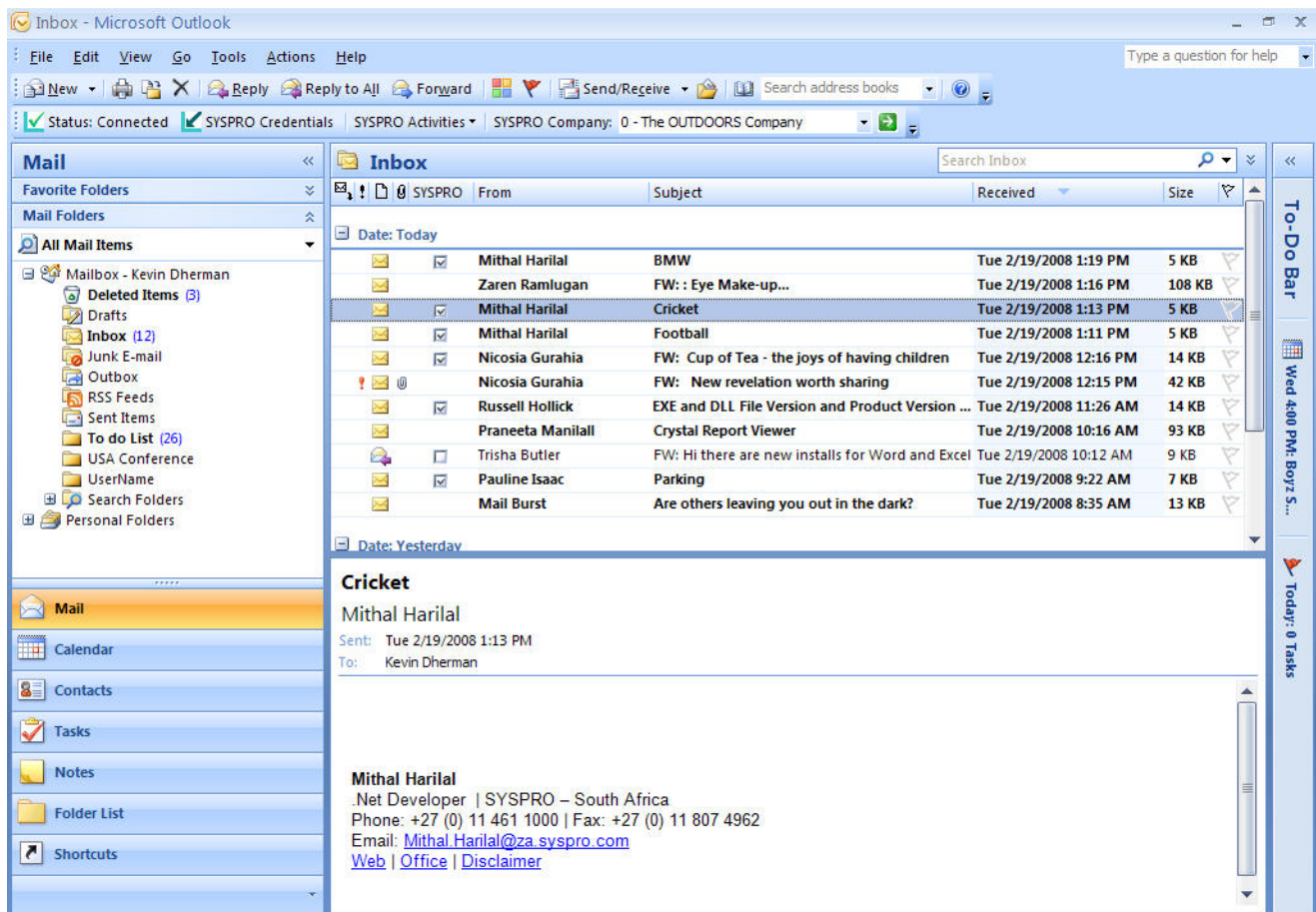
SOI extends the functionality and value of SYSPRO's LOB applications by providing secure, seamless integration with the SYSPRO database from within Microsoft Office applications, using web services. By leveraging this combined power of software and services, SOI allows you to make decisions and take action without leaving the context of the business at hand or the familiar Microsoft Office environment.

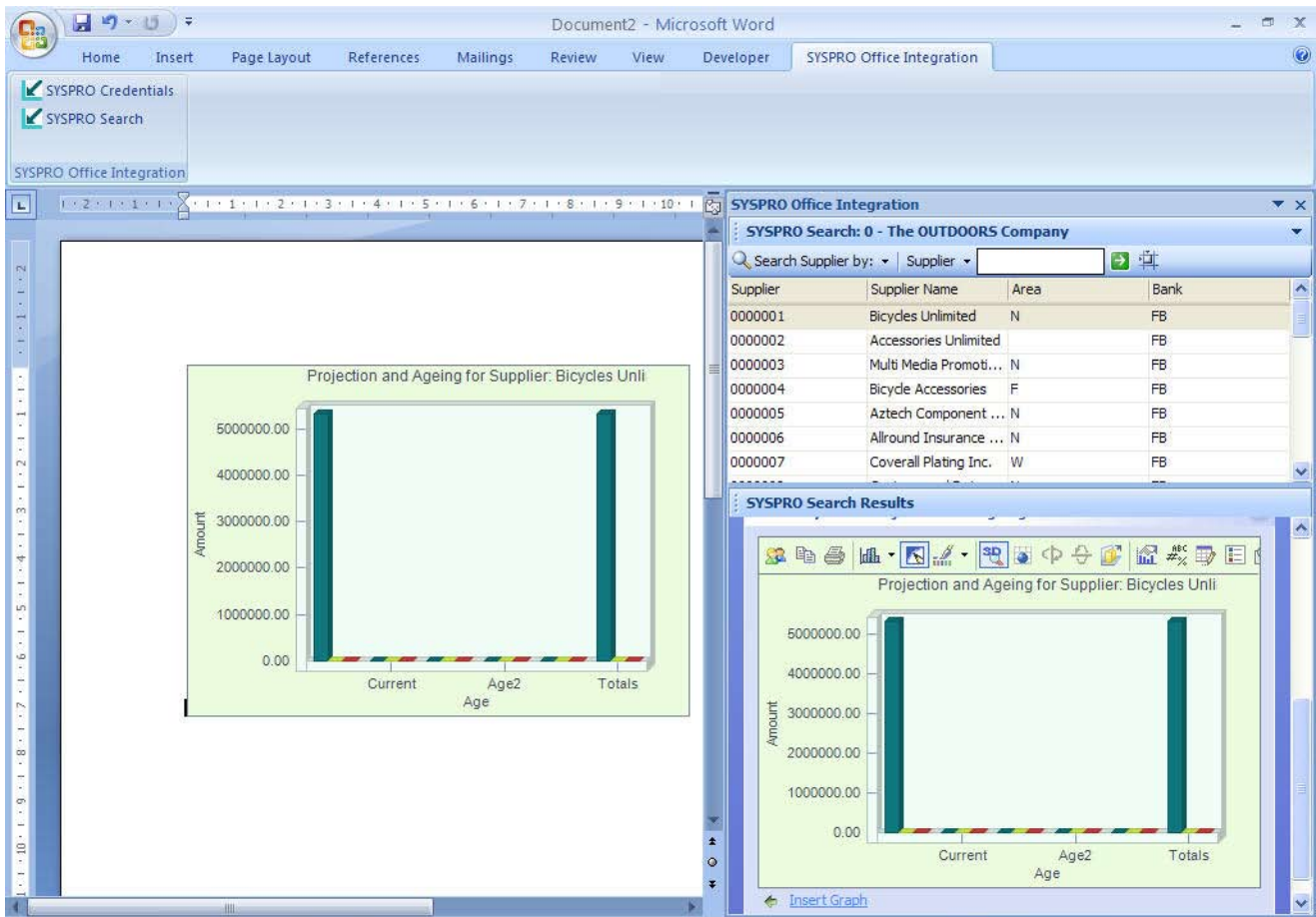
SYSPRO CEO Phil Duff says: "This functionality has been developed using standard Microsoft

technology that makes SYSPRO information available to the enterprise using secure web services. SOI also enables our customers to make their company information visible to their customers and suppliers in an easy and secure manner."

The purpose of SOI is to enable any user in the enterprise, whether SYSPRO is installed on the client machine or not, to securely access information directly from the SYSPRO database within a Microsoft Office application such as Microsoft Word, Excel or Outlook.

Furthermore, once the information has been displayed you can insert it directly into the current document as simple text or a table. This gives you the advantages of web services and the power of Microsoft Office applications on your desktop.





**The SOI Office Business Application features include:**

- Easy deployment
- To protect the SYSPRO data from unauthorized access, you only need to define your credentials to SOI once
- Powerful search
- Any information returned in Search results can be inserted directly into a current working document
- Enhanced security
- Extendibility to the enterprise
- Customizable - you can configure all views

Because so much CRM work occurs within Microsoft Outlook, SYSPRO developed a way for you to interact with SYSPRO without leaving Outlook and without requiring a full installation of SYSPRO on your machine. When you send or receive email, that event and the data associated with it can draw on data in the SYSPRO CRM database and update it automatically. You can also manually select emails to be integrated, and synchronization with the Outlook calendar is seamless and transparent.

**Benefits to SYSPRO Customers**

- The ability to offer partners and customers free, easy, secure, real-time access to data vital to the specific business relationship
- Improved access to valuable business data for internal workers
- SOI bridges the gap between front-end Microsoft Office applications and back-end LOB data, allowing workers to perform business activities without leaving the context of the business at hand or the familiar Office environment
- A more cost-effective way to approach licensing and for customers to leverage the power of their Microsoft Office software

**Benefits to SYSPRO Developers**

- Out-of-the-box functionality
- The installation was provided by Visual Studio, so SYSPRO did not need to create their own
- Consistent, reusable code
- Highly functional, customized user interface without having to code. ❖

# Continuous Learning

## – Investment or expense?

By John Fahey, President, SYSPRO Canada



**A**n article published recently by the Canadian Council of Learning (CCL) got me thinking about what SYSPRO is doing to promote continuous learning.

Two key statements from this article are worth sharing:

“Canada, like most countries around the globe, is facing the aging of its population as the ‘baby boom’ generation moves into retirement.”

“At the same time, the demands of the knowledge economy and the transformational nature of information technology mean that skills requirements will rise rapidly and change constantly.”

The retiring baby boom generation is a reality for all western economies and is predicted to result in skills shortages across all industries. The second statement speaks directly to companies like SYSPRO, as an information technology provider, and to our customers.

Since joining SYSPRO 12 years ago, I’ve witnessed the transformation referred to in the CCL article. SYSPRO has released significant technology improvements, such as our SQL database product, and developed our Service Oriented Architecture to simplify custom development and ease integration. The user interface has also been separated from the business logic and database to provide for an n-tier architecture.

From an application perspective, there has been a remarkable stream of new

“Canada, like most countries around the globe, is facing the aging of its population as the ‘baby boom’ generation moves into retirement.”

modules: Analytics, Forecasting, Trade Promotion Management, Return Merchandise Authorization and others. And let’s not forget the hundreds of new features and usability enhancements that have gone into the product.

Keeping up with these advancements is a major challenge. To help customers meet the demanding needs of internal management while simultaneously operating in a real-time collaborative world up and down the supply chain, SYSPRO has become much broader in overall functionality and much deeper in capability.

To ease and accelerate the adoption of new and improved technologies and functionality, SYSPRO has developed numerous resources to support our partners and customers.

As our primary touch-point for all things product related, there is the SYSPRO Support Zone. This secure website was designed and developed specifically for our partners and user community to be the central source of current (and historical) information on SYSPRO. The Support Zone offers access to the following material:

- Product overviews
- Product roadmaps
- Product lifecycle
- Product tutorials
- Product demonstrations
- System requirements
- Technical articles and resources
- Developer articles and resources

SYSPRO also promotes customer and partner interaction via our online community forums, because often the best insights and knowledge transfer come from one’s peers in the community.

Since about 2004, SYSPRO has made extensive use of an e-learning forum called the SYSPRO



Learning Channel. This medium was initially used to connect, educate and interact with our channel partners around the world on product development, marketing and sales. Today, this technology has become part of the fabric of our communication strategy which we couldn't conceive operating without.

We recently extended the SYSPRO Learning Channel forum to our customer community; customers can now subscribe to the Learning Channel to take advantage of the library of recorded material specifically developed and targeted for them. The SYSPRO Learning Channel is an invaluable source of online, self-paced training material which customers can use to train new resources and explore modules.

Another education initiative recently launched within the SYSPRO community is SYSPRO Certification. We have developed an online series of progressive product exams to test and validate our partners' resources and ensure that

"At the same time, the demands of the knowledge economy and the transformational nature of information technology mean that skills requirements will rise rapidly and change constantly."

post-secondary colleges and universities which we believe will, in the mid- to long-term, increase students' hands-on ERP experience and knowledge. These academic alliances should help mitigate the skills shortage and seed the talent pool of potential employees for SYSPRO, our partners and our customers.

Last but not least, SYSPRO and our partners get together regularly for domestic and international conferences and our partners frequently present regional customer events – all with the goal of sharing and transferring knowledge. So, the next



they remain up to date with the latest elements of SYSPRO. As an end user, you will benefit from knowing that the resources who assist you are competent and qualified.

Over the years SYSPRO has developed relationships with various educational institutions, and in 2007 we recognized the need to formalize an Academic Alliance initiative whereby we actively promote and support the introduction of SYSPRO as a teaching tool to academic institutions that wish to use our application suite as part of their operations planning and management course curriculums. To date, we have seen SYSPRO introduced at a number of

time you are invited to attend a SYSPRO update session by your SYSPRO support organization, please consider attending.

Given the investment that you, our customers, our partners and we at SYSPRO have made in our product line, it is imperative that we all recognize the need and value of continuous learning. Derek Curtis Bok put it most succinctly... "If you think education is expensive, try ignorance." ❖

*John Fahey*  
President  
SYSPRO Canada

## SYSPRO interface

### receives top technology award

**W**e are proud to announce that the SYSPRO Fluid Interface Design has been selected for a Top 50 Technology Award by US-based START-IT Magazine. START-IT reviews hundreds of technology vendor offerings each year to select its annual best-in-class solutions for manufacturers, as published in its November 2007 issue.

The Fluid Interface Design was pioneered to provide unique self-customization capabilities that can be done easily by non-IT users in small- to mid-sized manufacturing companies. Without any programming knowledge, SYSPRO customers can use simple actions like 'drag and drop' to tailor business data for internal and external reporting, analysis, forms creation and alerting.

Peggy Smedley, editorial director of START-IT, says: "Our editors reviewed and chose products that are providing manufacturers with innovative and emerging technologies that enhance revenue opportunities and improve business practices."

With SYSPRO Fluid Interface Design, the computer screen becomes a canvas for individualized information and reporting views. "It would be impossible, uneconomical and impractical for software developers to envision and create every possible screen layout required by manufacturers," says Brian Stein, CEO of SYSPRO USA. "Instead, we've given the controls over to the user and provided a methodology for customization and change that is fast, easy and productive."

"Our editors reviewed and chose products that are providing manufacturers with innovative and emerging technologies that enhance revenue opportunities and improve business practices."

– Peggy Smedley, Editorial Director





## LASEC – Scientific precision made easy



**laboratory instrumentation specialist LASEC**  
South Africa has reaped major benefits in terms of ease of use and transparency of data by implementing SYSPRO and SYSPRO e.net solutions.

Stephen Craddock, Financial Manager of the LASEC Group, says: "We are very impressed with the ease of use of SYSPRO, as well as the transparency and accessibility of the underlying data.

"In addition, the SYSPRO e.net functionality was huge for us, as it has enabled us to build a web-based solution which allows online quoting and ordering, thereby facilitating straight through processing into SYSPRO itself."

With more than 60 years of experience, LASEC (Laboratory & Scientific Equipment Company) SA has evolved into one of southern Africa's largest suppliers of laboratory equipment and consumables. Its product range aims to meet most of the requirements of laboratories in the fields of agriculture, biotechnology, chemical, educational, food & beverage, medical, mining and pharmaceuticals.

Today, the group comprises multiple entities, all of which are ISO 9001:2000 certified. As the main training entity, LASEC SA has a national presence with five regional sales offices throughout the country.

By 2006, LASEC had outgrown its DOS-based, highly customized IT system and required technology which provided an integrated solution,

optimized the potential of the Internet and offered professional support.

After reviewing various software solutions, SYSPRO was chosen as LASEC's preferred ERP solution. EOH, the implementation and services partner for LASEC, assisted in implementing SYSPRO nationally in mid-2007.

"Partnering with EOH was the correct decision for us," Craddock says. "EOH's national presence suited our implementation strategy and branch network. Most importantly, the consultant assigned provided high-quality professional service, thereby ensuring a successful implementation. The post-implementation service has also been of a high quality. There is no doubt that we are satisfied with both EOH and the functionalities of the SYSPRO software." ❖

"In addition, the SYSPRO e.net functionality was huge for us, as it has enabled us to build a web-based solution which allows online quoting and ordering, thereby facilitating straight through processing into SYSPRO itself."

– Stephen Craddock, Financial  
Manager

# New Zealand Pharmaceuticals

## enhances manufacturing capacity and customer satisfaction



**G**lobal leader New Zealand Pharmaceuticals Ltd (NZP) has increased its manufacturing capacity and improved customer satisfaction thanks to the implementation of a fully-integrated SYSPRO solution.

Since its inception in 1971, NZP has extracted and purified biochemicals from animal by-products to produce a range of pharmaceutical ingredients. With 98.5% of its business now exported to more than 160 customers in over 30 countries, NZP is a rapidly growing, medium-sized private company.

Increasing demand for both capacity and flexibility of the manufacturing operation, the need for more visibility around raw material requirements and high customer service and QA requirements drove NZP to acquire a new ERP solution. The company had been running SYSPRO's Financial and Inventory Control modules since the late 1990s, with everything else running on manual systems.

In 2006, NZP conducted extensive market research and shortlisted three systems, including SYSPRO. SYSPRO won the business based on its cost-effectiveness, ability to meet requirements, integration capability, and stable base within the organization.

Planning, testing and training took four months, and the actual implementation was performed over a long weekend. David Soong, IT Manager for NZP, says: "SYSPRO is easy to use and we relied primarily on the help files which are excellent. Rosanne Howarden from SYSPRO

"SYSPRO provides us with a much clearer view of future requirements. It has resulted in greatly improved capacity utilization,"

– David Soong, IT Manager

implementation partner Computer Support Enzed was also a great support."

With SYSPRO, NZP has improved its visibility. "Although we still have a huge degree of flexibility, SYSPRO provides us with a much clearer view of future requirements. It has resulted in greatly improved capacity utilization," Soong says.

NZP has 40 users from all areas of the business and makes extensive use of the intranet as a central place for staff to share information and receive reports. Items such as the status of jobs loaded into SYSPRO, stock retesting dates, and supplier performance can be viewed. In the very near future, NZP plans to use .net Business Objects so staff can place non-stock purchase orders via the intranet which will trigger a workflow.

The entire budgeting process has been redesigned around SYSPRO and is reaping huge benefits. The budgeting process has been considerably enhanced, because it's now based on data from the SYSPRO Bill of Materials and Requirements Planning modules. NZP runs a requirements planning report which links with the budget.

In addition, SYSPRO provides immediate available to promise (ATP) information along with short- and long-term manufacturing capacity visibility. NZP can quickly evaluate current material availability, manufacturing capacity and the status of existing orders.

SYSPRO's Lot Traceability module produces all the necessary data to achieve traceability of



materials used in the production process. This means inventory transactions can be traced by lot and also by serial number to the final product in a multi-level Bill of Materials.

SYSPRO e.net solutions is used as part of NZP's receipting processes. Raw materials arrive with individual serial numbers (already allocated by the supplier) which NZP supplies and e.net is used to automatically receipt each item. Items are fed into the internal systems and the information regarding the shipment moves into SYSPRO's inspection warehouse.

Stores, logistics, deliveries and QA (Quality Assurance) data are automatically captured using e.net. Previously, deliveries were manually entered and hardcopy folders containing different types of starting material were kept. This involved volumes of manual paperwork, with all data entered into various systems multiple times.

Soong says: "Of course, the more times information of this kind is entered, the more chance it's wrong. SYSPRO has helped us significantly reduce the possibility of errors."

After just five months, Soong believes the system has paid for itself. "Even just going through the process of preparing for the implementation

had tremendous benefits - it became a process improvement exercise."

NZP now regularly accepts opportunities that just 12 months ago would have been passed on because the required capacity was seemingly unavailable. Significant reductions in inventory holdings of raw materials have been achieved in a period of business growth, so less capital is tied up at any one time and material requirements are better timed to actual production.

Soong concludes: "We now plan plant capacity around hard numbers coming from SYSPRO. We can see ahead of time if capacity may be constrained and do something about it. When we set out to implement SYSPRO, the focus wasn't on cost savings - that was considered a 'nice to have'. Our real motivation was to get ourselves in a position to maintain our high customer service levels in a growing company.

"However, tangible benefits and significant cost savings have definitely been achieved. If we didn't have SYSPRO, we'd need more staff. We also wouldn't be achieving the increased levels of manufacturing capacity while retaining our flexibility to meet customers' varying and often demanding requirements." ❖

## Stuart Jones

# implements ideal sales order management solution



**B**edroom furniture specialist **Stuart Jones** has selected SYSPRO from K3 Business Technology Group (K3). The supplier of finely crafted furnishings to the trade is implementing Sales Order Processing and Product Configurator to boost customer service levels and perfectly match customer requirements.

Moreover, SYSPRO will deliver accurate inventory information that will help Stuart Jones' sales department maximize sales opportunities.

By implementing SYSPRO Sales Order Processing, Stuart Jones will gain speed and efficiency in handling customer orders and accurate, fast order fulfillment. Not only will SYSPRO enable Stuart Jones to turn around orders more quickly and accurately, the system will also provide inventory transparency. This allows sales staff to give customers up-to-the-minute information about stock levels, prices and alternative products and provides a superior level of customer service.

"We supply stockists all over the UK. The range they carry varies, but if a particular item is not stocked it can usually be ordered as a special. With SYSPRO we will be able to optimize our sales order processing and that will enable us to be much more responsive to customers' needs," says Stuart Jones, the company's MD.

A key requirement for the West Sussex manufacturer was to replace its DOS-based software with a modern, fully integrated ERP system that would provide maximum flexibility in handling sales orders.

Stuart Jones will improve the management and

With SYSPRO we will be able to optimize our sales order processing and that will enable us to be much more responsive to customers' needs,"

– Stuart Jones, the company's MD.

fulfillment of bespoke orders through the use of SYSPRO Product Configurator. This tool provides the company with the ideal solution for responding to specific product make-up. For example, a customer may want to order furniture with a particular finish and upholstery color.

Using Product Configurator, Stuart Jones' sales staff can easily find out if a product matching the customer's requirement is in stock. If not, the order can be sent through to manufacturing. This again speeds up responsiveness to customers' requirements and further boosts their satisfaction levels by providing prompt service.

Furniture is available in a range of wood finishes and designs. The company offers customers a number of fabrics with different sizes and colors for upholstery and can manufacture using the customers' own supplied material if required.

"SYSPRO will allow us to easily manage such bespoke orders and provide our sales force with the maximum up-to-the-minute information on top sellers at each outlet/store. The Product Configurator module will help us meet customer requests for specific items as well as improve our overall service to customers," Jones says. ❖

# Madill

## strategizes for growth



**MADILL**

**A** two-pronged strategy aimed at achieving growth of 15% a year has paid off for heavy equipment manufacturer Madill Equipment.

Founded in 1911 in Nanaimo, British Columbia, Madill Equipment makes heavy equipment for the logging industry. Madill's rugged and technologically advanced yarders, loaders, feller bunchers and harvester/processors are engineered and manufactured at the company's 100,000-sq.ft. facility in Nanaimo, and at its 38,000-sq.ft. plant in Kalama, Washington. Highly regarded for performance, durability and reliability, Madill's equipment is sold and distributed through offices in the North-West US, British Columbia and Alberta.

Over the past decade, Madill has experienced superior growth, both organically and as the result of strategic acquisitions.

"When I started at Madill in 2006," says President and CEO Rich Enners, "I identified improvements that could be made to the company's infrastructure. I established a high-level overall strategy on two fronts, designed to enable us to grow the business at the rate of 15% a year."

"In addition, SYSPRO is excellent for overall productivity. Since beginning our current implementation, the number of transactions per employee has increased greatly, while the cost per transaction has been driven down. That means more profit for the company."

– Doug Bennett, CFO

One of Enners' strategic fronts is geographic expansion. "Madill is gearing up to expand sales eastward in North America, as well as exporting to countries such as Australia, New Zealand, Russia and Chile," Enners says.

The second strategy is to improve productivity. Using SYSPRO as a base system, Madill purchased new modules to help streamline administrative processes and improve sales and some manufacturing and inventory control processes.



Arnie Marks, Madill's Manager of Information Services, joined Madill 15 years ago, when the company had just purchased Impact Award. Marks has seen the IT systems evolve from dumb terminals to PCs talking to Unix, to the current incarnation of PCs talking to SYSPRO e.net solutions and SQL in a Windows environment.

"We've recently made substantial investments in the IT arena: in systems, new modules, and in upgrading the environment," Marks says. "We moved from Unix to Windows in one fell swoop, which is no small feat. We're right up to speed now."

This year, Madill will be implementing SYSPRO's Office Automation, .net, Materials Requirements Planning (MRP), Sales Forecasting, Return Material Authorization (RMA) and Return to Vendor (RTV) modules.

The MRP will be used to forecast long lead-time components and manage the rescheduling of material, as well as to determine critical shortages for the assembly and fabrication departments. Combined with LEAN processes, this will form the basis of a state-of-the-art manufacturing system.

The inventory optimization tool will forecast the demand requirements for service parts, improving

parts order fulfillment and inventory management. RMA was purchased to streamline the return of parts back from the sales branches and independent distributors. Finally, the Return to Vendor module will control the return and exchange of components to suppliers, with better visibility and tracking.

Marks is confident the company's new systems will give Madill the edge to expand its geographical markets. "With its multi-linguistic and multi-currency capabilities, SYSPRO is well suited for this," he says.

"In addition, SYSPRO is excellent for overall productivity. Since beginning our current implementation, the number of transactions per employee has increased greatly, while the cost per transaction has been driven down. That means more profit for the company."

"In the last six to eight months, we've brought Madill into the 21st century," says CFO Doug Bennett. In the past, Madill operated without MRP or sales forecasting modules.

"Those of us who have used those tools know that they're going to save us a lot of money," he says. "In the old environment, the company had to jump through several hoops to write reports, but now, with Crystal Reports embedded in the SYSPRO software, report writing will be a much simpler task."

Marks adds that Crystal Reports will further improve productivity by enhancing employee collaboration. "All of our reporting data is now easily accessed by the user community," he says. "If you want a company to grow, you have to make real-time information available to your employees, so that they can actually influence the month or quarter that they're in. In addition, we'll be saving money by not using pre-printed forms."

In the final analysis, Madill's investment in IT infrastructure has been money well spent. "I've looked over the invoices for everything we've bought, including the initial investment in Impact," Marks says. "Fifteen years later we're spending the same amount of money on new servers and new modules, and we're getting a magnitude of 40x improvement. The investment we've made has not been extravagant, and the scalability of our systems is excellent. We're growing, and SYSPRO has come right along with that growth." ❖



**SYSPRO™**

### **Africa and the Middle East**

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