



# GLOBAL TALK

EDITION 3  
ELECTRONICS

ELECTRONICS  
INDUSTRY INSIGHT  
**THE BLEEDING  
EDGE OF  
TECHNOLOGY**

ELECTRONICS AT THE HEART OF  
***INDUSTRY 4.0***

SYSPRO A-Z  
**E is for Electronics**  
How ERP Helps Electronic Manufacturers  
Meet Short Production Times



# TECHNOLOGY INSIGHT

with Phil Duff



## Electronics at the Heart *of Industry 4.0*

**O**ne of the most important trends on the radar right now is Industry 4.0. Based on the very sexy technological concepts of cyber-physical systems and the Internet of Things (IoT), Industry 4.0 ties together the recent significant advances in information, computing and communication systems, machinery and the mechanization of production. This so-called 'fourth industrial revolution' is quickly turning the fantasy of truly Smart Factories into a productive reality.

We have chosen to cover the Electronics market segment in this edition of Global Talk because we believe it is at the heart of Industry 4.0. Clearly, the advancements mentioned above would simply not be possible without innovation in the field of electronics.

The Internet of Things is based on the premise that by harnessing a connected mesh of objects, devices and computers, machines can communicate with each other. And autonomous robots are a seminal example across countless industries, including manufacturing and, of course, electronics.

By connecting to a central server or database, the actions of robots can be coordinated and automated to a greater extent than ever before. They can complete tasks intelligently, with minimal human input. Materials can be transported across the factory floor via autonomous mobile robots (AMRs), avoiding obstacles, coordinating with fleet-mates, and identifying where pickups and drop-offs are needed in real-time.

Because the AMRs are connected digitally, their physical movements are as well. And since some AMRs receive work signals from real-time production systems and manufacturing execution systems, assembly and production employees can focus on actual assembly and production — not the minutiae of internal logistics.

Industry 4.0 goes beyond the typical idea of machine-to-machine communication. Facility components typically not regarded as machines can be wired up as well, and treated as machines within the factory's digital ecosystem.

For manufacturers, this is a tremendous opportunity. Manufacturers should be attentive to the automation opportunities and research the enabling technology necessary to integrate automation into a well-tuned operation.

A simple example of the functions performed by autonomous mobile robots is that of opening doors. Doors that might have been opened and closed by a person during the transport of components and completed products must now be 'connected', allowing robots to communicate with them and



automatically open them as they transport the goods.

Similarly, elevators which move materials between manufacturing floors can now connect via wireless connections and open automatically when the AMR approaches. Robots can be fully integrated with the facility's systems, including fire alarms — and respond to emergency situations.

Of course, some level of human interaction is needed to power automation in manufacturing, and Industry 4.0 facilitates that. By using handheld technology like smartphones and tablets (SYSPRO Espresso), supervisors can direct robotic activities and perform overrides by using mainstream technology rather than expensive, specialized hardware. This allows production managers to remain agile in a fast-paced manufacturing environment where previously they'd be tethered to a computer or stationary data system.

Academic institutions have been quick to react to the educational opportunities that these developments present. Mechatronic programs, offering a combination of precision mechanical engineering, electronics and computer systems, have been incorporated into engineering faculties around the world. Mechatronic engineering specializes in the control of advanced hybrid systems found in numerous industries such as aerospace, automotive, chemical processes, healthcare and a host of others.

So, as we congratulate ourselves on our continued evolution and the way in which we are able to filter this knowledge into the workplace, let's not forget that there are actual people at the core of all of this technology. Inventing it, creating it and, most importantly, using it. We have to take cognizance of the significance of the user experience and listen to the steady rhythm of a strong, well-supported partnering between the creators and the users of this technology.

Please read on to discover more articles about how electronics companies are using SYSPRO to prepare for this exciting new digital age.

*Phil Duff,*  
**CEO**  
**SYSPRO**





# ELECTRONICS INSIGHT

## SYSPRO EUROPE

### SYSPRO A-Z

## E is for Electronics

### How ERP Helps Electronic Manufacturers Meet Short Production Times

**E**lectronics manufacturers are facing constant pressure to introduce innovative new products that are durable, cost effective and which fill a market gap. The pace is fast, design and production times are short, and time to market is constantly being reduced.

As a result, electronics manufacturers need reliable systems that enable cross-communication throughout the entire supply chain. They need to be able to stay on top of short product lifecycles, long procurement lead times, indirect sales channels and complex supply chains, making reliable ERP applications a must for supply chain management.

These challenges are superficially similar to those faced by many manufacturers. Food manufacturers, for example, are constantly facing short product lifecycles and limited inventory, and any lean manufacturing organization needs to carefully optimize inventory levels. But it's important for electronics manufacturers going through the ERP selection process to select a solution that has been designed with them in mind, and which addresses the individual challenges they face. There's no one size-fits-all solution when it comes to ERP, so what are the individual requirements that electronics manufacturers need to look out for?

The Return Merchandise Authorization (RMA) process is a constant challenge for electronics manufacturers, as a condition of service agreements. Manufacturers need to be able to quickly diagnose and correct a customer's problem with a product, as all returns are costly for the vendor and inconvenient for the customer. The visibility of information afforded to electronics firms from ERP is vital for keeping track of returned goods and ensuring that returns do not become lost on the factory floor, costing the manufacturer and the vendor money.

In fact, the vendor is very much in control throughout the electronics supply chain and vendor-managed inventory (VMI) is not uncommon. With the vendor dictating to the manufacturer which stock to hold according to market demand, any technology which supports and fosters the vendor-manufacturer relationship is important. An ERP system which can manage and analyze Electronic Data Interchange (EDI) formats is a necessity that many electronics manufacturers cannot do without.



At K3 Syspro we have our own tool: DataSwitch, a powerful data manipulation and systems integration tool which works with SYSPRO to streamline complex sales processes for electronics manufacturers. It provides a user-friendly interface that simplifies data import and export tasks as well as the automation of manual transactions. It means that a vendor can create a sales order in the production department. When that order is invoiced, stock is transferred to a warehouse and receipted into stock via an invoice reference, enabling manufacturers to better manage and respond to EDI formats.

As a cost-effective and relatively simple method of stock and inventory management in electronics manufacturing, Bill of Material (BOM) backflushing is also a common and extensive process in this industry. The principle of backflushing is that whenever one part is made, the stock of the components on the part's bill of material can be reduced by the quantity on the bill of material. The right-fit ERP solution will offer backflush functionality to support this process and enable manufacturers to clearly define what type of raw materials are required to be backflushed at every BOM line. This means that the entire process becomes automated and can significantly improve stock position and cost booking for light electronics manufacturers.

Long-time SYSPRO user G&B Electronics is a good example of an electronics manufacturing firm using ERP to streamline the estimating of jobs and benefit from complete supply chain visibility. Formed in 1980 to offer electronic design services, G&B has a staff of almost 100. It offers a range of subcontract services to the electronics industry including mechanical and PCB design as well as prototype and volume manufacturing incorporating component procurement and test, CE (European Conformity) marking and after-sales service.

George McBrown, Managing Director of G&B, explains how SYSPRO is helping to improve manufacturing, accounting and job costing processes:

"SYSPRO enables precision estimating of all jobs without needing to pour over complex spreadsheets and link each one carefully to ensure that we have costed each job accurately. It allows us to see that we have all costs correct, from components to the actual time taken for manufacturing each item. We get an instant view of our capacity and resourcing at the touch of a button. This also results in accurate quotes and delivery windows, which help to keep our customers happy."

# ELECTRONICS INSIGHT

SYSPRO USA

## SYSPRO A Shining Light for Prudential Lighting

**F**or more than 60 years, Prudential Lighting has engineered and produced high-quality fluorescent luminaires in the USA. Whether it's collaborating with leading architects and lighting designers on a new treatment or refining a classic design, Prudential is driven by innovation. Its national network of sales representatives is among the most knowledgeable and service-oriented in the lighting industry.

### Searching for a customizable solution

Prudential's first ERP implementation was with Oracle. The fit was never ideal as the company constantly felt like a small fish in a very large Tier 1 ERP pool. A lot of money was poured into consultation and customization fees, and yet Prudential seldom lasted a week without a system crash or other incident requiring assistance from the consultants.

Another of Prudential's issues with Oracle was a license structure that was not friendly to the mid-size or smaller manufacturer. Rather than a concurrent user structure, it used a named user structure. For a smaller company that had been set up on the system many years before without an in-house person dedicated to its maintenance, this was a disaster.

Prudential ended up with many users who had never used the module they were named for, users who had left the company, and users with temporary access who had never been removed as named users. Each one required a license fee every year, for each module. It became so cost prohibitive that a new system was the only alternative.

In 2010, Prudential realized that the system was no longer meeting its needs and began investigating alternate ERP solutions.

While researching ERP companies, Prudential found SYSPRO through an Internet search, made contact and set up a Joint Application Development (JAD) session with the implementation team. Prudential's decision makers were sold by the SYSPRO team's level of professionalism and commitment to understanding their business.

Working with the implementation team, Prudential was able to set up the system, scrub and then convert data from their existing ERP system into SYSPRO, implement a bar coding and handheld solution and train users in just four months.

### The right choice

Within the first week, it was apparent that the right choice had been made. Exorbitant consultant and IT support costs are no longer needed to keep the system running. SYSPRO allows Prudential the freedom to do business, and the system works for the company rather than Prudential working to make the system function.



For example, the company offers a wide range of catalogued parts with a huge number of options for every fixture. Prudential also offers custom luminaires designed in partnership with its customers. This has led to a daunting number of stock codes. SYSPRO worked with Prudential to organize the data and help the company come up with ways to maintain counts and categorize more than 140,000 stock codes.

Due to the variety in the catalogue and its make-to-order environment, the business needed a solution to enter orders without sorting through thousands of stock codes. Product Configurator was selected to address this challenge.

"We have a unique method of creating the descriptions we use for our products, and that consists of horizontally concatenating all of the options that the customer has chosen into one unique description for that product," says Prudential's Systems Analyst, Jaime Ditterline. "This was not something that appeared to be immediately available using SYSPRO. We found that by thinking outside the box, we were able to use what was in the box with SYSPRO. The customer is not expected to bend to the software; the team at SYSPRO is always up to the challenge of making the software work for the customer."

#### A market-leading approach

Prudential was impressed that SYSPRO's approach to business is completely different from other Tier 1 vendors.

"No customer is a small fish to SYSPRO. Our experience has been a partnership. Both companies are invested in making Prudential Lighting a success. When issues come up, a simple phone call or email leads directly to support from SYSPRO," remarks Ditterline.

"About a year ago we had a system-wide hardware disaster. Our servers failed and it was at that point that we found out that our backups were not being written correctly. When we contacted SYSPRO in a panic, they immediately sprang into action to help us. We spent a week recovering data, rebuilding our system and catching up. SYSPRO USA had us in touch with others on the international team and we had employees staying late with us, helping us over the weekend. We had our hands held every step of the way during that extremely trying time," says Ditterline.

Prudential believes that SYSPRO is the perfect solution for its operation. The company is no longer paying third-party service providers to bridge the gap between their software and their business requirements. The system is stable and support issues are dealt with swiftly and effectively.



## Accu-Flo Realizes Immediate by Implementing SYSPRO

**A**ccu-Flo Meter Services, with its headquarters in Calgary, Alberta, has been a provider of products and services to the oil and gas industry as well as municipal governments since 1982. At that time, there were only three employees, but Accu-Flo's unsurpassed service and unique products quickly secured a growing and loyal customer base.

In 1996, Accu-Flo moved into a new custom-built 4,000 square foot facility from where it currently services customers all across Canada while experiencing a 15% per annum growth rate.

The products produced by Accu-Flo's manufacturing division include control panels, bypass switches, relay boxes, remote monitors, lightning protection equipment and custom fabrication. The company's distribution products encompass all types of liquid metering devices, leak detection and monitoring equipment, automated fuel dispensing equipment, air compressors and vacuums. Not only does Accu-Flo install, repair, rebuild and refurbish these products, it can also design custom products for a client's specific needs.

Lightning protection equipment is an example of Accu-Flo's custom design. Certain geographic areas of the country have more lightning activity than others, and traditional Transient Voltage Surge Suppression (TVSS) lightning protection equipment is only capable of handling a certain number of lightning or surge hits.

Depending on the strength and severity of these hits, the equipment often 'sacrifices' itself to absorb these disruptions. Unfortunately, it's impossible to ascertain, even with properly working equipment, whether there's sufficient reserve capacity to handle the next lightning hit or surge.

Accu-Flo addressed this problem by designing equipment capable of sustaining repeated strikes with no degradation in the device's ability to control transient voltage surges.

Paramount to Accu-Flo's growth was the automation of its manufacturing processes and stringent control of inventory. After careful research, SYSPRO was selected for combining leading-edge manufacturing features with full-powered distribution and accounting functionality.

Commenting on the benefits, Ross Lemire, Manager of Information Systems at Accu-Flo, says: "With the implementation of SYSPRO, we realized 50%-75% ROI right away by removing a third-party computer system and an administrative department that was no longer required."






Accu-Flo purchases parts for manufacturing and service from suppliers in both Canada and the USA. Its inventory hovers around 2,500 active items valued at more than \$1-million. SYSPRO allows the use of multi-warehouse functionality along with multiple bin locations to track inventory efficiently - including minimum/maximum inventory levels based on inventory lead times. SYSPRO provides the ability to trace items back to the source, track them from source to their current location and identify all cost elements associated with the movement of the goods.

"SYSPRO has enabled us to be more profitable through better control of costs and prices because the system provides immediate visibility of all activities relating to our inventory," Lemire says.

Having the SYSPRO system in place has facilitated teamwork among the staff in all departments. "SYSPRO has enabled employees to see what their priorities are and to respond to the highest priorities immediately," adds Lemire. Maintaining reliable data at all levels, such as promise date accuracy, whether it is off-the-shelf or into the future, means that customers are able to rely on Accu-Flo as a supplier of mission-critical equipment.

SYSPRO has helped Accu-Flo become more competitive in the marketplace by providing management with a solid picture of its integrated supply chain. Accu-Flo continues to forecast substantial growth and plans are in place to open a much larger satellite branch office for the manufacturing facility and customer technical support call centre.

"The system is very powerful and there is a lot more we need to explore in terms of using SYSPRO to its full potential; however, I am confident that SYSPRO will be able to meet our demands for many years to come," concludes Lemire.



*SYSPRO has enabled us to be more profitable through better control of costs and prices because the system provides immediate visibility of all activities relating to our inventory.*

**Ross Lemire, Manager of Information Systems, Accu-Flo**



## Demand Management



## Material Acquisition



## Manufacturing Management



Customer orders

Product group forecasting

Historical sales analysis

Market trend analysis

Product configurator & bill of materials

Approved supplier list

Contract supply & price negotiations

Blanket purchase orders

Alternate units of measure

Management of lead times

Serial tracking & lot traceability

Inspection & testing

Return to vendor

Product design & change control

Combination of discrete & process manufacturing

Factory scheduling

Subcontract operations management

Quality management & testing

Tracking & traceability

Warehouse Put-Away

SYSPRO Integrat  
Electronic Data Interchan

Adminis  
General Ledger, Cash Book, EFT, Assets, System

- Sales Orders
- Forecasting
- Families & Groupings
- Sales Analysis
- Product Configurator
- Bill of Materials

- Purchase Order
- Contract Management
- Blanket Purchase Orders
- Serial Tracking
- Lot Traceability
- Landed Cost Tracking
- RTV

- ECC
- Work in Progress
- SMARTManager MES
- Quality Management
- Serial Tracking
- Lot Traceability



# SYSPRO for Electronics



## Inventory Management



## Sales Management



## Customer Management



- Management of inventory turns & obsolescence
- Handling of complex inventories
- Tracking & traceability
- Cycle counting
- Efficient picking & put-away
- Barcoding
- Warehouse management
- Inventory optimization

Reduced lead-time to market

- Customer orders
- Blanket sales orders & releases
- Management & dispatch of orders
- Monitoring & management of profit margins
- Load planning
- Flexible pricing
- EDI

- Maintain customer service levels
- Negotiation of price contracts
- Contacts & relationship management
- Recalls claims & warranties
- Analysis of customer buying trends
- Returned good control

Integration Framework  
Enterprise, Business to Business

Administration  
System Administration, SYSPRO Reporting Services

- Warehouse Management
- Inventory Optimization
- Stock Take
- Barcoding
- Multi Warehouse/Location
- Stock Obsolescence

- Sales Orders
- Blanket Orders & Releases
- EDI
- Contract Pricing

- Service Levels
- Contract Pricing & TPM
- Contact Management
- RMA

## McWade Productions Enhances Automation with SYSPRO

**M**cWade Productions, one of South Africa's leading manufacturers of high-voltage electrical equipment, identified a business need for a flexible, user-friendly solution to meet its customers' diverse needs.

A member of the McWade Group, ELB McWade Electrical is a project-driven, make-to-order shop with more than 7,000 stock items and production volumes ranging from one to 10,000. The company has several operating sections with products ranging in complexity from single components to those with bills of materials consisting of up to 2,000 components.

Each section is run according to its particular requirements, and customization of standard product items to meet customers' needs is the norm – hence the need for an extremely flexible, user-friendly system.

After extensive investigation into the ERP systems available on the global market, ELB McWade chose SYSPRO for its high level of integration, functionality, proven track record in the manufacturing field, local support and competitive pricing.

The implementation of SYSPRO and SQL Server for ELB McWade was done by ProActive Integrators, a member of SYSPRO's nationwide dealer network. ELB McWade spread its 20-user license across 32 terminals at its head office and comprehensive training courses were run by ProActive.

Marc Hindle, CEO of ELB McWade Electrical, attributes the smooth, swift implementation to a number of factors, including the software's ease of use, ProActive Integrator's expertise and the fact that ELB McWade had all its business processes in place.

"Any implementation is hindered when business processes first have to be defined or enhanced," he points out. "We were in the fortunate position of having completed that exercise, and so were able to focus on the implementation. In addition, because each person on the team is a specialist in his or her field, we are able to optimize the benefits offered by the system."

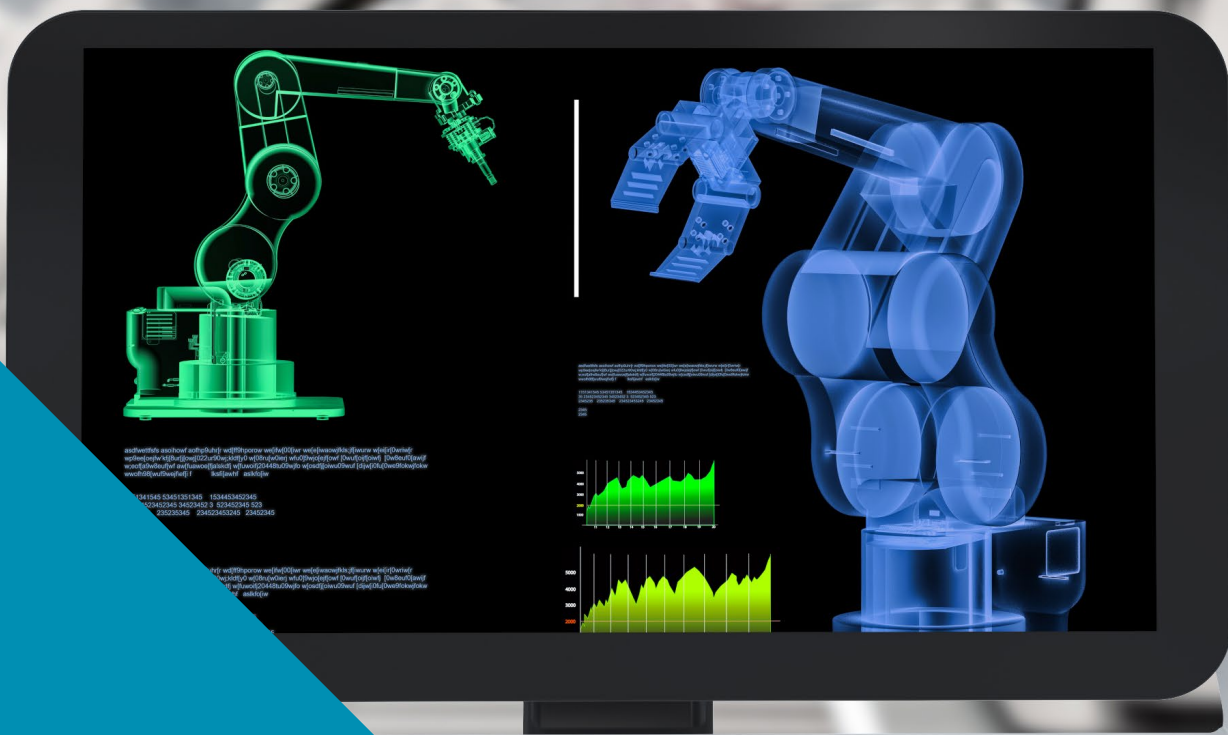
Once the implementation was complete, the company needed to fine-tune its ability to interrogate data and break processes down with a view to producing more meaningful analysis. For example, there is currently only one recovery rate used for the foundry which includes all overheads, labor and consumables. ELB McWade is aiming to break down the rate into separate components to achieve full Asset Based Costing.

Thereafter, ELB McWade will look to increase its level of automation for various activities. One example is the use of handheld scanners on the job floor as well as in the stores.

"We are using SYSPRO across our organization's stores, inspection, manufacturing, and accounts," Hindle says. "Previously, our stores were totally manual. With SYSPRO, our dispatch clerks have gone from writing up their transactions and counting nuts and bolts manually to using the system. Our inspectors have undergone the same development. It's a great testimony to the user friendliness of SYSPRO."







# The Bleeding Edge of Technology

## Keeping Up with Moore's Law

Intel co-founder Dr Gordon Moore observed in 1965 that the number of transistors per integrated circuit was doubling every year, with a correlative doubling of processor speed. In 1975 he refined his observation to describe a two-year cycle.

Despite frequent rumors of its demise, what came to be known as 'Moore's Law' has held true for the past 50 years, driven by breakthroughs in miniaturization, improvements in design and economies of scale in chip production. The result? Exponential gains in computer processing speed and a corresponding wave of technological innovation that has revolutionized the way we live – not to mention the way we do business.

Exponential technological development has seen the 'Law' moving ever closer to Moore's original annual cycle.

As a SYSPRO Technical Consultant who spends a good deal of time at the Support Desk, I see businesses grapple with Moore's Law on a daily basis. Some commit to keeping up with the rapid pace of technology, while others balk at the disruption and/or expense of buying and implementing new hardware and software. Yet others seemingly set themselves up for success, but fail to make backups or implement upgrades, often to their subsequent chagrin.

From where I sit, the correct response to Moore's Law is obvious. The potential rewards for jumping technological hurdles include optimization and success, whereas the problems with falling behind include catastrophic data loss, erosion of competitiveness, disintegration of key relationships and, eventually, business failure. Since 1965, a multitude of businesses that could not come to grips with Moore's Law has simply disappeared – being outperformed by aggressive, agile companies which understand the nuances of emerging technology and are using it to propel them to the top of their industries.

As someone who comes from an end-user background, my philosophy is: 'If it ain't broke, modify it'. Many of the companies I work with don't spend time researching how to optimize the performance of their ERP applications. If you don't have the resources to actively modify your systems, at least take care of the basics, a few of which I've listed below.

Like everything else on the bleeding edge of technology, SYSPRO ERP is constantly evolving and constantly wringing all the advantage it can out of Moore's Law. SYSPRO developers take into account new resources made available by new technologies, many of which create a remarkable difference in speed and enable new functionalities that can provide significant competitive advantage. Faster servers, cloud storage, multithreading and the growing potential of 64-bit processors (to name a few current examples) all enhance a company's ability to gather and analyze information and to make well-informed business decisions.

To keep your company on the bleeding edge, I highly recommend taking advantage of SYSPRO port updates. These are similar to Windows updates – with every new SYSPRO release you can expect port updates more regularly. The port updates drop to an average of one update a month as the product matures with new features and enhancements. These updates can add a great deal of value to your ERP investment. If a portion of the code has been rewritten to increase speed, you'll notice the difference.



Of course, your ERP won't work optimally if your hardware is out of date. Adding more resources such as faster storage, memory and CPU cores to your system can create real differences in speed. There is, however, a limit to how far you can push older hardware from a point of upgradability and speed, so it is always worth checking out the new generation of hardware to maximize your experience.

Don't forget your SQL Server updates, which add valuable enhancements with every release. Database management has become much easier with each generation, offering added features and tools that speed up and simplify complex tasks. Updates take advantage of hardware advances, capitalizing on bigger and faster systems or functionality which has been optimized through smarter coding.

There has been a massive drive to move to 64bit, to use more memory and CPU cores, and to build in faster querying and writing capabilities with multithreading capability. Overall, updating your SQL version provides greater opportunities to process more data in a much faster manner.

Why wouldn't you want to keep up? Think of it this like this; USB sticks, calculators and even the watch on your arm have more power than the computers that put man on the moon (it had approximately 64Kbytes of memory and operated at 0.043MHz); this is direct evidence of the relentless pace of technological development encompassed in Moore's Law - we just need to take advantage of it with our businesses.

I also like to encourage enhancement requests, which come about when a customer requests an improvement or addition. We'll evaluate your request and determine whether or not it's beneficial to all our customers. Often the request deals with interoperability between SYSPRO and third-party hardware or software - mobile phones for example. Not only do enhancement requests provide customers with benefits, they allow SYSPRO to see what our customers want in the future. As a company, we are both led and drawn by our customers - your feedback helps us keep SYSPRO on the bleeding edge of technology.

## If it ain't broke, modify it

*Alistair Brough, Technical Consultant, SYSPRO Asia*

# ELECTRONICS INSIGHT

SYSPRO USA

## SYSPRO Enhances Efficiency, Turnaround and Growth at Leader Tech

**L**leader Tech is a world-leading innovator and manufacturer of EMI shielding products for circuit boards, electronic enclosures and inter connect cables. The shielding blocks signals from other devices to avoid interference.

The company serves a diverse commercial and military customer base from its global EMI Shielding Technology Center in Tampa, Florida. Every detail of Leader Tech's one-of-a-kind manufacturing facility is tailor-engineered to streamline and improve customer service, engineering and manufacturing processes.

All facets of the business, including people, physical plant size and equipment, are optimally positioned to increase productivity and capacity. At a time when companies are moving away from EMI Shielding customers through offshore manufacturing and distribution channels, Leader Tech stays committed to the US market by continuing to expand its industry experienced team, innovative manufacturing technology and US-based facility.

Leader Tech also believes that customers are better served when they talk directly to a live applications engineer instead of a machine. Personalized and responsive support coupled with innovative domestic manufacturing have been and will continue to be the hallmark of Leader Tech's industry-best engineering and customer support departments.

The company's standard product line is complemented by a custom design team which works with customers to meet their needs.

Although the company had streamlined various procedures, it felt the time had come to select an ERP solution to enhance efficiencies and facilitate growth. The initial choice of SYSPRO included basic modules, and Leader Tech has since purchased additional modules to leverage the solution's features, maximize efficient company growth and expedite order turnaround time.

Leader Tech selected SYSPRO to integrate all departments and be the repository of all company information. With all company departments fully integrated, company management has the ability to make rapid, effective decisions based on real-time data. The SYSPRO solution was also chosen for its ability to be customized by users to show only the data needed to perform their jobs in the most efficient and effective manner.

SYSPRO has enabled Leader Tech to save time and money by streamlining processes. Commenting on the benefits of using SYSPRO, Purchasing and Production Control Manager Steven Lewis says: "From planning to inventory control, sales orders and accounting data – in fact, any information management or users want to view is obtainable from the SYSPRO database and is readily accessible from all screens".





SYSPRO provides insights into company procedures and facilitates the incorporation of additional procedures into the system. The result is the ability of company management to generate reports that track finances, scrap rates and manufacturing cycle time. "It has really helped us focus on inconsistencies and bottlenecks, enabling us to alleviate them while saving money in the process," says Lewis.

SYSPRO also helps the company to operate more efficiently by enabling users to customize the software. Users customize the screens to show only the fields that they need, bringing in parts of additional screens to assist with order entry and help with job queries as well as other repetitive tasks.

SYSPRO has also helped Leader Tech to reduce order turnaround time. "The ability to take an order, place the order, schedule a job, and create a purchase order is critical," states Lewis. "If we can get the process started up front, we can give the Manufacturing Department more time to meet its deadlines."



# ELECTRONICS INSIGHT

## SYSPRO EUROPE

Invertec

## Shines New Light on Customer Service with SYSPRO



**A**utomotive lighting and interiors manufacturer Invertec has taken action to improve customer responsiveness by investing in a new integrated ERP system from K3 Syspro.

SYSPRO has replaced an old bespoke system built by Invertec and last updated significantly 10 years ago. Rather than spend time and money updating an ageing system, the company sought a modern solution to help reduce order lead time, better meet customer expectations and replace a weak existing Material Requirements Planning (MRP) system.

Invertec Finance Director Paul Burnett explains: "Our existing solution could only handle order data in weekly batches. Lead time expectations were reduced as our customer base grew, so we needed to invest in a solution that could handle daily and hourly data to enable us to respond instantly to customer orders. Our previous MRP engine also had poor program logic so we needed to have a better one installed."

In addition, Invertec needed to improve its accounting history capabilities, as its existing system did not store any data past the most recent order. SYSPRO's integration of accounting modules has provided the company with increased visibility into data for stock valuation and exchange rates.

Invertec spent considerable time researching the market for a suitable ERP solution but it was after a recommendation from one of their largest customers and an existing K3 Syspro customer, Alexander Dennis, that the company chose K3 over other solution providers.





*“Alexander Dennis told us how useful the functionality and reliability of SYSPRO is and mentioned the good experience they had working with K3 on their own installation. We decided that if a company as established as Alexander Dennis found SYSPRO useful, it was worth looking at,” Burnett says.*

K3 was responsible for delivery of a global solution and undertook the implementation locally in Malaysia while using local SYSPRO partners in the Asia-Pacific region. This approach ensured integration of data throughout all of Invertec’s worldwide offices; its Far East division in Malaysia and two sites in the UK. K3 coordinated the entire solution to ensure that Invertec’s ERP solution was updated to meet all local legislative and governance requirements.

K3 Managed Services, part of the wider K3 Business Technology Group, was also involved in the implementation, deploying SYSPRO globally from the K3 cloud network.

Invertec went live successfully and on time in Malaysia at the end of November 2017. This ensured the new system was ready to use ahead of the busy Christmas period, and also supported Invertec’s growth prospects in the region based on a new factory with increased capacity and greatly improved processes.

The company’s Fairford factory and head office will follow before implementation is completed at its Trimdon Grange site.







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