



SYSPRO Transforms the Digital ERP Economy

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IDC's Quick Take

SYSPRO, an ERP vendor in 62 countries with over 15,000 customers, announced today a new release of their ERP system, called [SYSPRO 8](#). This new release brings AI and IoT together into a digitally native UI that is helping its customers do more with less. SYSPRO can be deployed in either on a private cloud, hosted, or on-premise and includes both traditional and subscription pricing.

Product Announcement Highlights

SYSPRO ERP is helping its customers to simplify complexity and future proof their business with their new ERP release 8. SYSPRO 8 is now generally available and targeted toward businesses that want to digitally transform. Syspro offers choice and flexibility with a new web interface called Avanti, shop floor data collection, cloud, and extended connected services. The innovation of IoT, connector APIs, artificial intelligence, workflows, and a chatbot named Ken are simplifying the workflows for businesses globally. Further:

- **IoT hub** – The IOT module integrates natively with SYSPRO ERP powered by Microsoft Azure. The IoT hub comes with several features that ease the burden of data management related to IoT including device management, message management, data storage with COSMOS database, and data mining. The IoT offering also utilizes AI infrastructure in enabling digital stewardship together with workflow in orchestrating and deriving digital moments to SYSPRO end users.
- **Connector APIs** – The data-centric focus from SYSPRO continues with a focus on connected services for data, workflow, and push notifications, enabling users to connect disparate systems and derive a single connected workflow.
- **Machine learning/AI** – SYSPRO's AI workflows are integrated into the user interface within SYSPRO 8. These new AI workflows help end users initiate and complete several tasks including predicting anomalies within large data streams and alerting end users to issues now and in the future. This integrated ERP/machine learning/artificial intelligence engine is available for both cloud or on-premise deployments.
- **Hello chatbot "KEN"** – SYSPRO introduced, also, a new chatbot feature within SYSPRO 8. This digital citizen, as described by SYSPRO, is hosted with Microsoft Bot Azure framework and includes 60 pre-built skills, representing typical ERP transactions, which can be linked together to perform more complex processes. These digital citizens are capable of being deployed both internally and externally facing into the supply chain, offering improved engagement, automation, and efficiencies.
- **Renewed focus** – SYSPRO also shared that the company continues to focus on providing value, adding last-mile capabilities to its primary target markets being manufacturers and distributors within the automotive, fabricated metals, food and beverage, high tech, industrial equipment,

and packaging/plastics industries. This shift highlights a key focus area of the launch — industry-built capabilities.

- **Leading with results** – In addition to announcing new features, SYSPRO released a series of case studies, including one featuring an ERP-integrated IoT user on SYSPRO 8. The company released additional 2018 published case histories of customers on prior SYSPRO releases, including one featuring a global manufacturer that gained 100% visibility into the data and business processes of the company's operations via SYSPRO 8. This additional visibility resulted in a 20% improvement in its materials and production costs, and more accurate supplier and product information. Another example was from a pump equipment manufacturer that eliminated a raft of disjointed financial reports and single-owner documents/dashboards, leading to productivity and compliance improvements.

IDC's Point of View

With release 8, SYSPRO demonstrates a deep understanding of both digital technology advancements and end-user sentiment as it relates to ERP. As a result, SYSPRO has a simple but powerful approach to ERP. SYSPRO understands how to leverage their deep industry knowledge and cutting-edge technology to guide its R&D innovation to help manufacturers achieve digital transformation. SYSPRO's focus on configurable, industry-specific capabilities is important as manufacturers need solutions that meet their specific industry and business needs. Their Manufacturing 4.0 capabilities include Manufacturing Operations Management, Warehouse Management, Quality Management, and Performance Management. SYSPRO continues, with its latest release, to make significant improvements in enhancing the overall user experience for manufacturers. The company's ongoing effort to utilize emerging technology and tools to address complex manufacturing ERP business challenges while maintaining a simplicity and flexibility creates a strong adoption value proposition.

SYSPRO has spent the past 40 years serving the needs of manufacturers and distributors in more than a dozen targeted verticals (F&B, automotive, electronics, etc.). This gives it an advantage, as it has decades of experience to rely on in those industry-specific capabilities. However, SYSPRO also understands that manufacturing is evolving, technology suppliers must evolve as well. This shows itself in the innovative technology investments SYSPRO is making to support digital transformation in manufacturing.

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