Product Vision 2021+

Product Vision and Roadmap

2021 [H2]

SYSPRO™
Say Yes to Next

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This roadmap is focused on the key functionality and does not include the ongoing updates in other areas.

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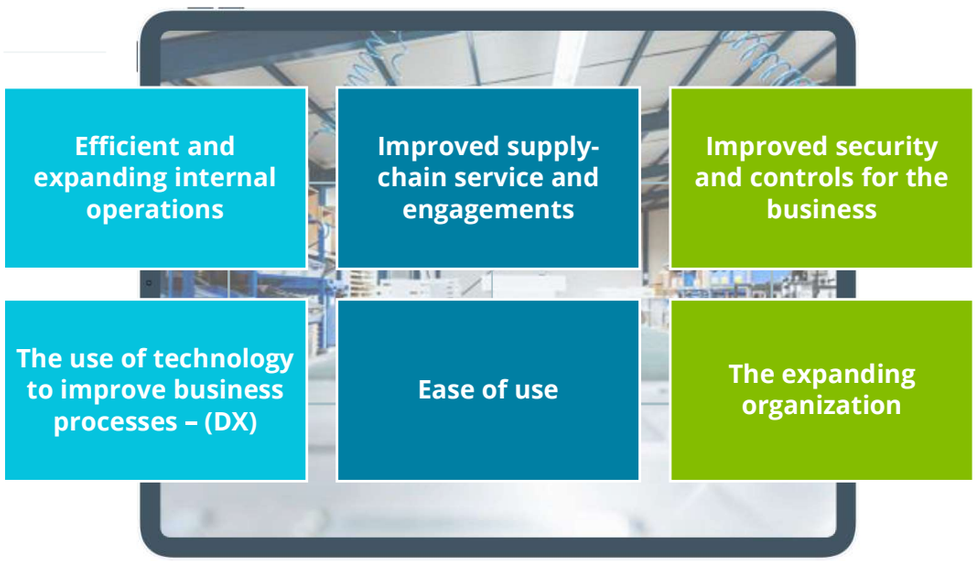
Executive Summary



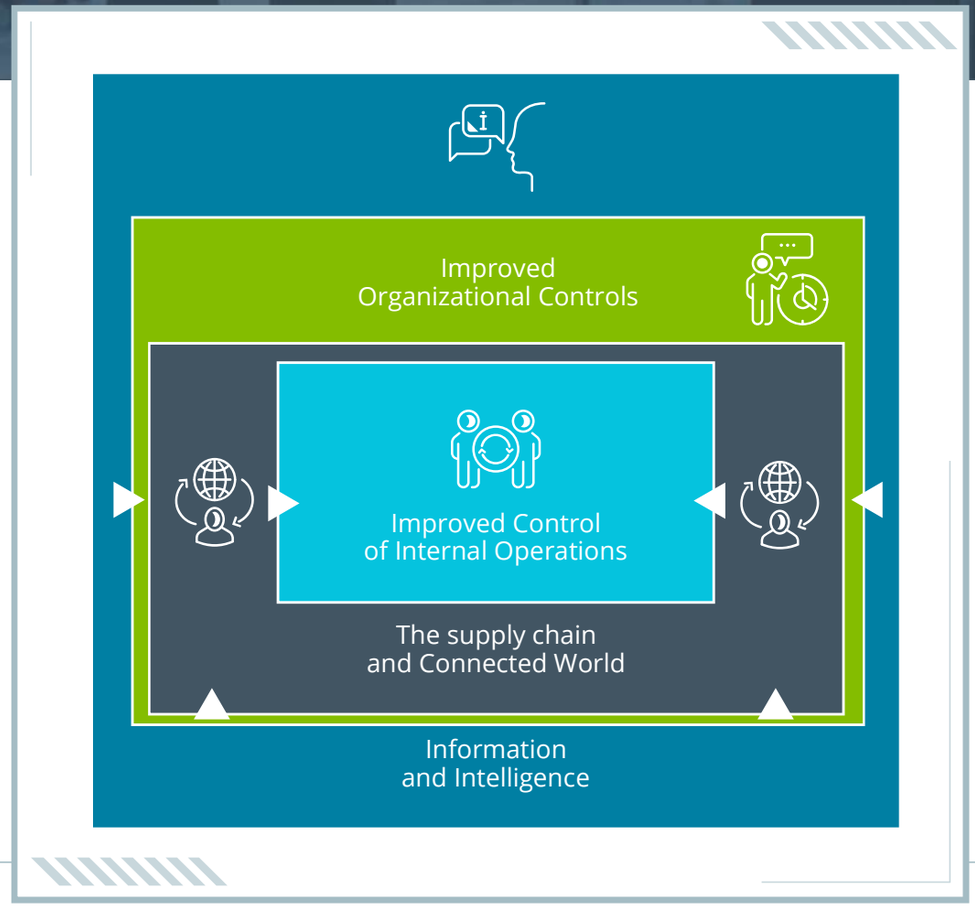
This roadmap has been developed to

- Take the SYSPRO customer into the near future with all of the capabilities required to be competitive in the future, and
- Develop the Digital Transformation necessary for a manufacturing business to extend that competitiveness.

There are a few key themes that remain at the centre of the product direction which are presented here.

SYSPRO's view of Business Systems into the future: Business Transformation

The symbiotic, 4 roadmap themes driving Business Transformation



Product Roadmap by Key Themes

1

Improved Control
of Internal Operations

2

Your Supply-chain
and Connected World

3

Improved
Organizational Control

4

Information
and Intelligence

Improved Control of Internal Operations

- Warehouse and Logistics Management
- Operations Management
- Quality Management
- Enterprise Asset Management
- Mobility

Warehouse & Logistics Management

Evolving SYSPROs Warehouse Management capabilities to enable efficient inventory control and processing, whilst supporting automation and effective warehouse resource utilization.

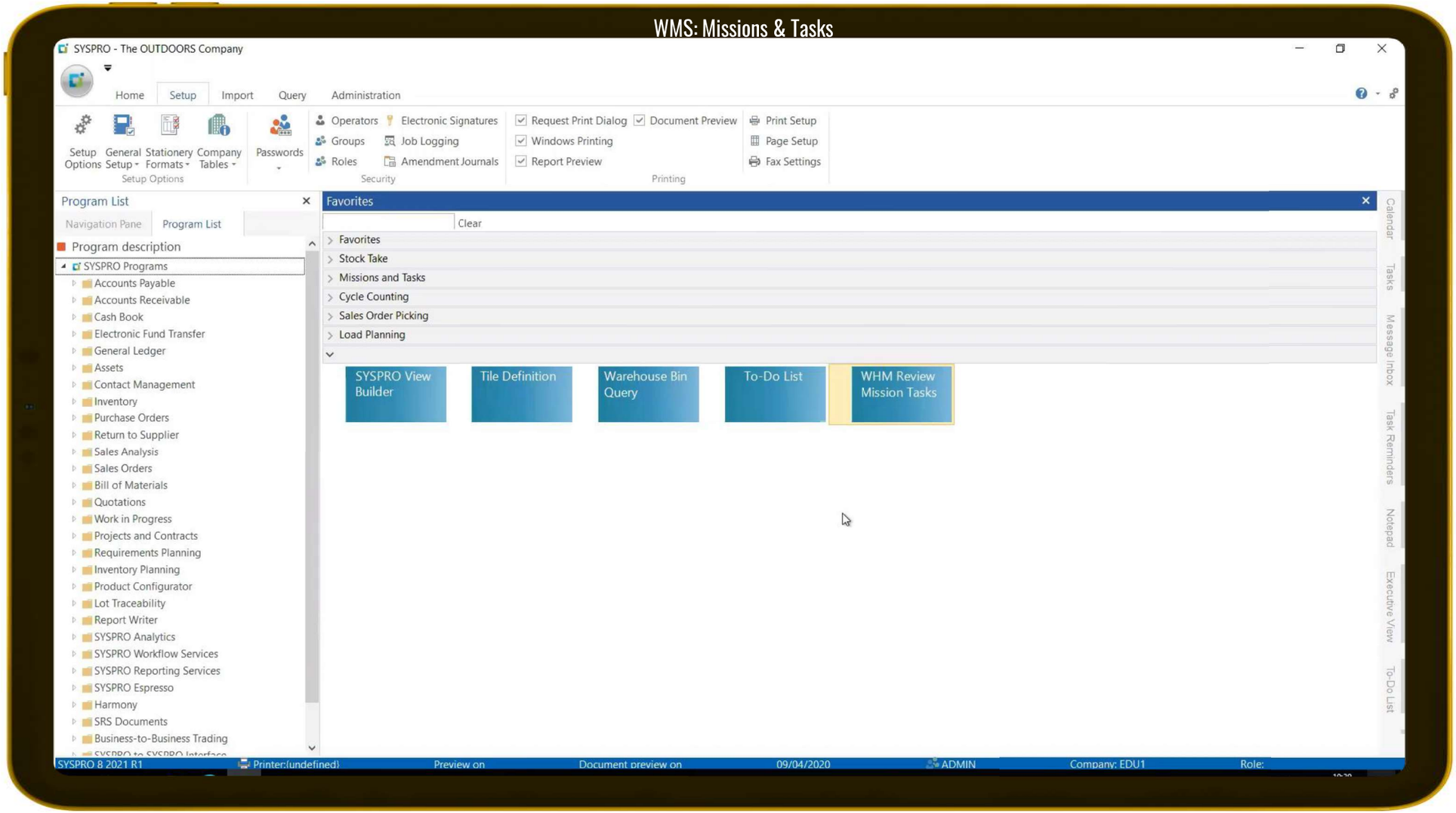
Missions and Tasks	Stock Movements – Put-away	Production Picking – Kitting, Kanban	Marshalling – Despatch Preparation
Containers, Pallets and Carton Handling	Shipping & Dock Management	Automation – Resource Allocation	Device Integration

Warehouse and Logistics Management

Availability

Capability	Prioritized	Planned	Futures
Missions and Tasks	**2021-R2**		
Stock Movements – Manual Transfer and Put-away	**2021-R2**		
Production Picking – Kitting & Kanban		**2022-R1**	
Marshalling – Despatch Preparation		**2022-R2**	
Containers, Pallets and Carton Handling		**2023-R1**	
Shipping and Dock Management			**2023+**
Automation – Resource Allocation			**2023+**
Device Integration			**2023+**

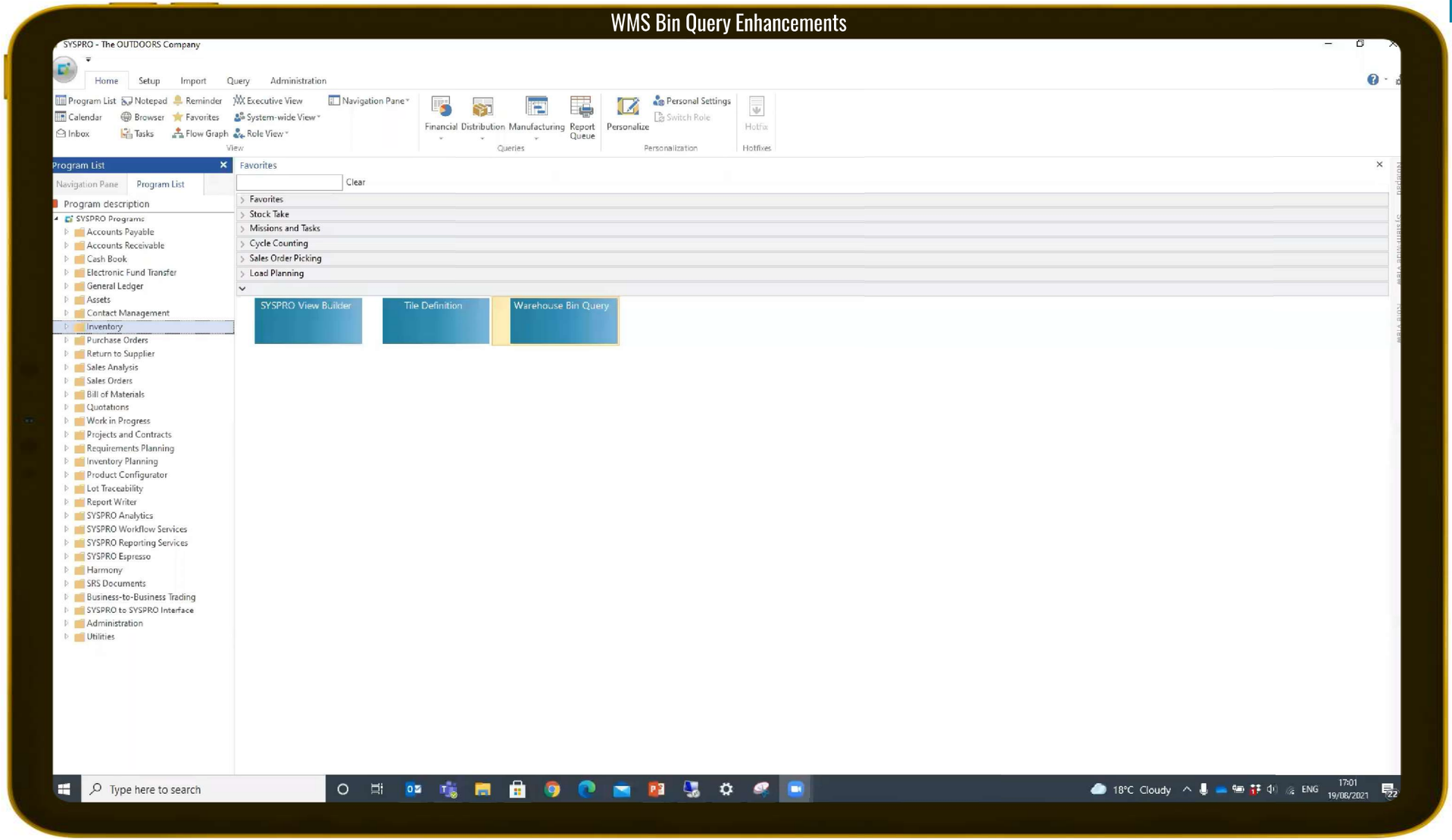
WMS: Missions & Tasks



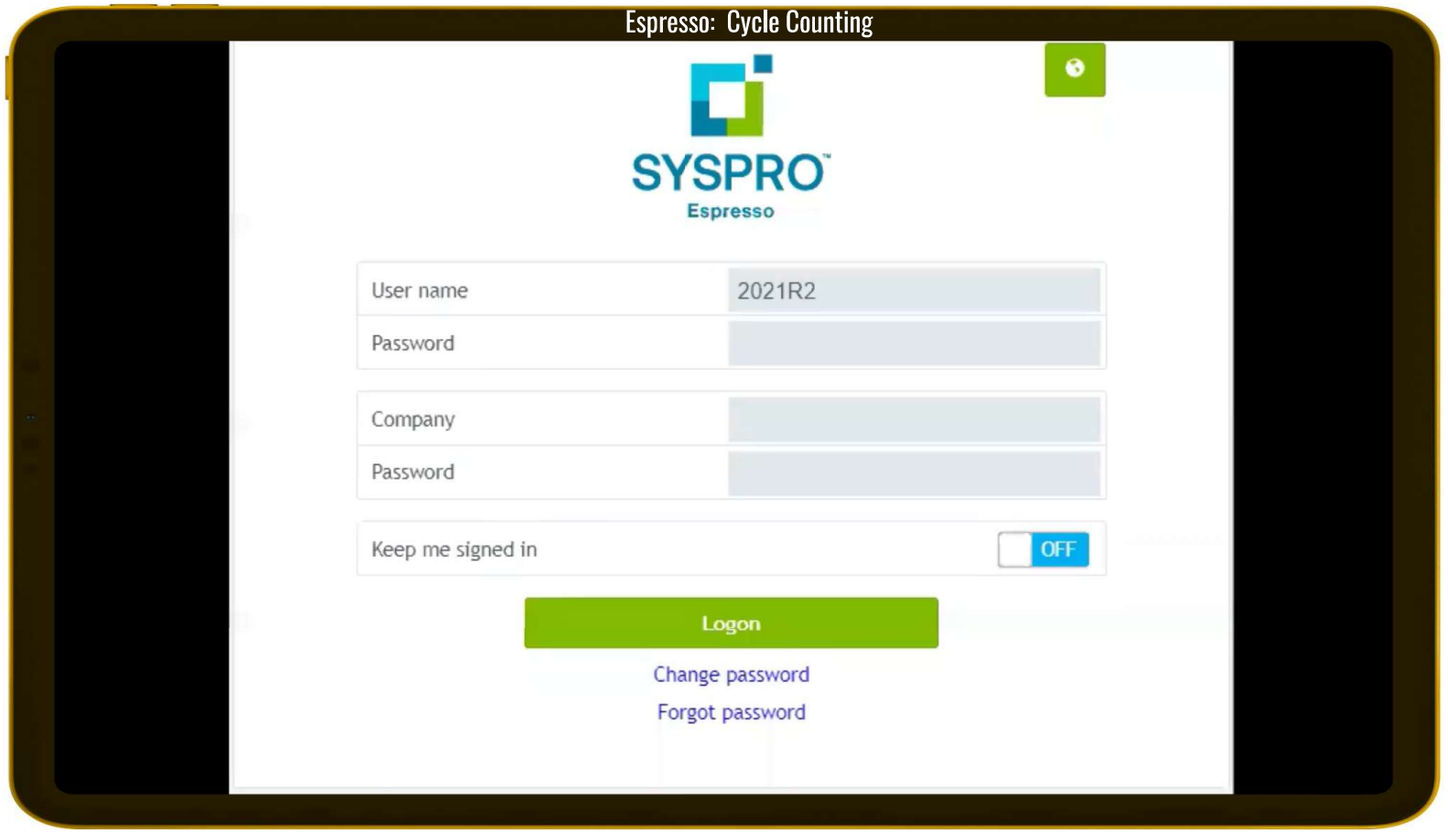
New in 2021-R2

Espresso: WMS Missions & Tasks

WMS Bin Query Enhancements



Espresso: Cycle Counting



Improved Control of Internal Operations

Warehouse and Logistics Management

Operations Management

Quality Management

Enterprise Asset Management

Mobility

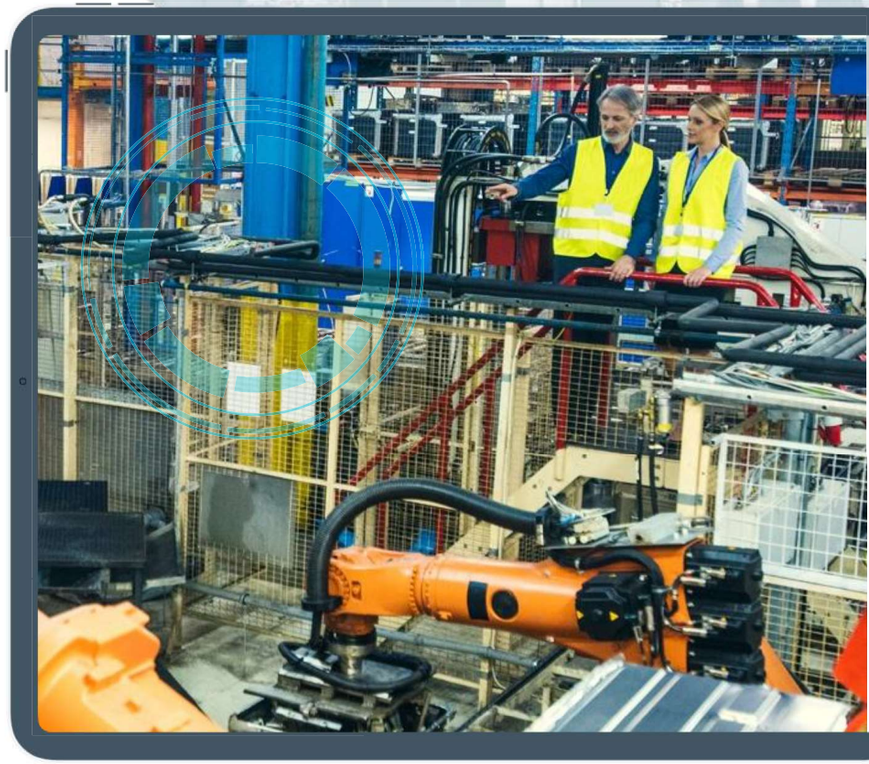
1

Operations Management

Focus is on improved customer flexibility during order placing, material management in the supply chain, better control of sub-contract engagements and expanded project controls to improve factory throughput, accuracy of job completion dates and cost reduction.

The initial focus areas are:

- Product Configurator
- Replenishment Methods
- Sub-Contract Management
- Work Breakdown Structures



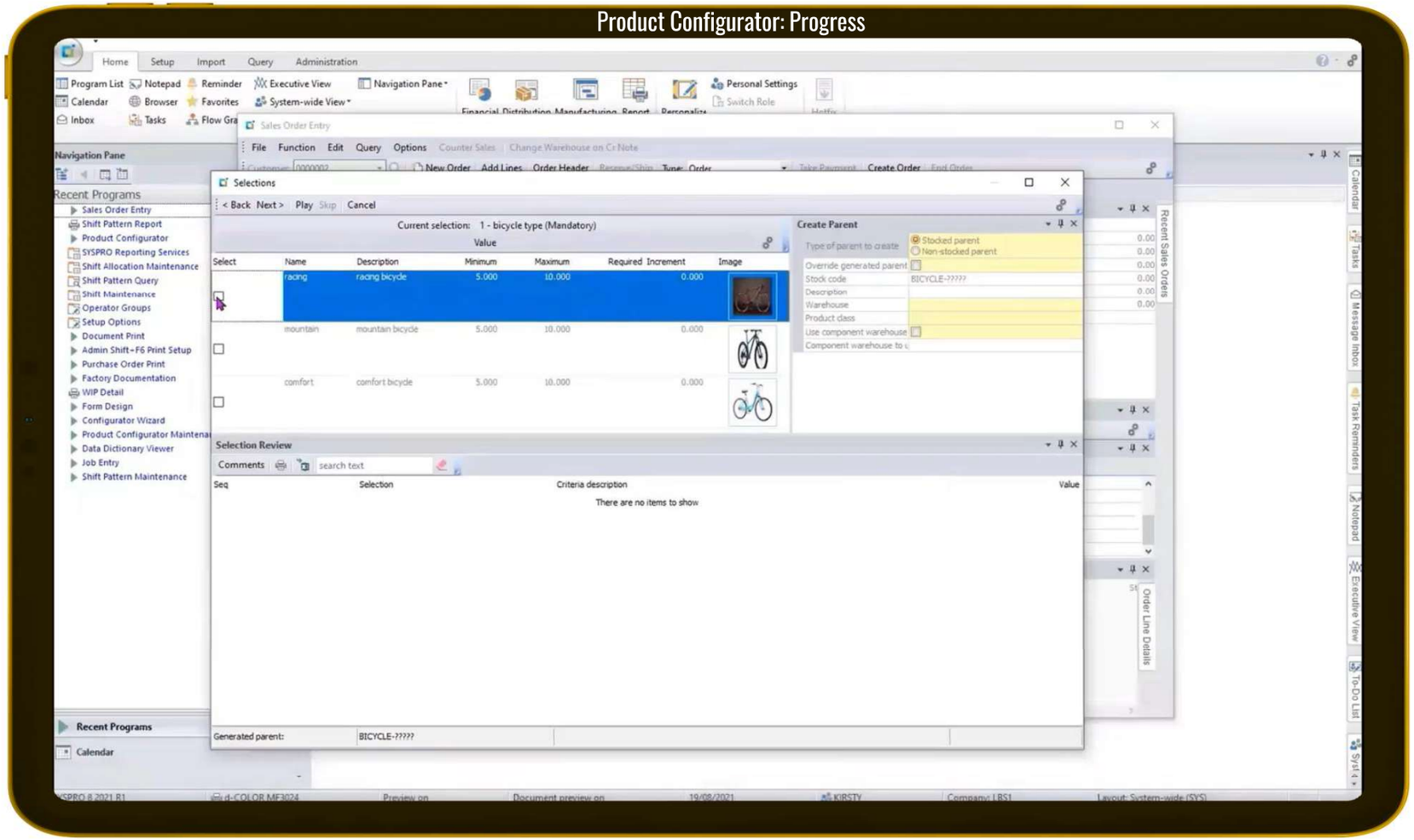
Operations Management

Availability

Capability	Prioritized	Planned	Futures
Product Configurator	**2022-R1**		
Replenishment Methods		**2023**	
Sub-Contract Management		**2023**	
Production Projects – Work Breakdown Structure			**2023+**

In progress for 2022-R1

Product Configurator: Progress



Improved Control of Internal Operations

Warehouse and Logistics Management

Operations Management

Quality Management

Enterprise Asset Management

Mobility

1

Quality Management

The SYSPRO Quality Management capability is being expanded to offer the tools and processes to support a business's quality initiative to cover both internal and customer requirements. The focal areas are the inspection and testing processes as well as the quality and audit controls:

- IQC – Incoming Quality Control
- IPQC – In Process Quality Control
- CAPA – Corrective and Preventative Actions
- Procedure Control
- Document Control
- Customer Satisfaction

Quality Management

Availability

Capability	Prioritized	Planned	Futures
Incoming Quality Control	**2022-R2**		
In Process Quality Control	**2022-R2**		
Corrective Action/Preventive Action		**2023**	
Quality and Production Procedures Control			**2023+**
Document Control			**2023+**
Customer Satisfaction			**2023+**

Improved Control of Internal Operations

Warehouse and Logistics Management

Operations Management

Quality Management

Enterprise Asset Management

Mobility

1

Enterprise Asset Management

Introducing a formal solution to plan, schedule and manage the maintenance of all of the organization's key assets, and track all costs related to ownership of that asset.

There are two main areas of asset management focus:

- Plant Maintenance
- Other Asset Maintenance

Enterprise Asset Management

Availability

Capability	Prioritized	Planned	Futures
Plant Maintenance • Planned Maintenance & Asset Performance • Cost of Ownership • Advanced Asset Management & IOT • Total Asset Management	**2022-R2** **2022-R2**	**2023-R2**	**2023+**
Other Asset Maintenance			**2023+**

Improved Control of Internal Operations

Warehouse and Logistics Management

Operations Management

Quality Management

Enterprise Asset Management

Mobility

1

Mobility

A modernizing of SYSPRO's mobile offering with new & enhanced capabilities that focuses on improved user experience, evolved security standards and commercial application bundles aligned to business needs and roles typically that engage with mobile transactions. Additionally, new customization capabilities will be introduced to support modern business requirements.

- Role Based Mobility
- Multi Factor Authentication
- Evolved Interface
- New Customization Capabilities

Mobility

Availability

Capability	Prioritized	Planned	Futures
Multi-Factor Authentication (MFA)	**2021-R2**		
Role Based Mobility		**2023**	
Evolved Interface			**2023+**
Enhanced Customization Capabilities			**2023+**

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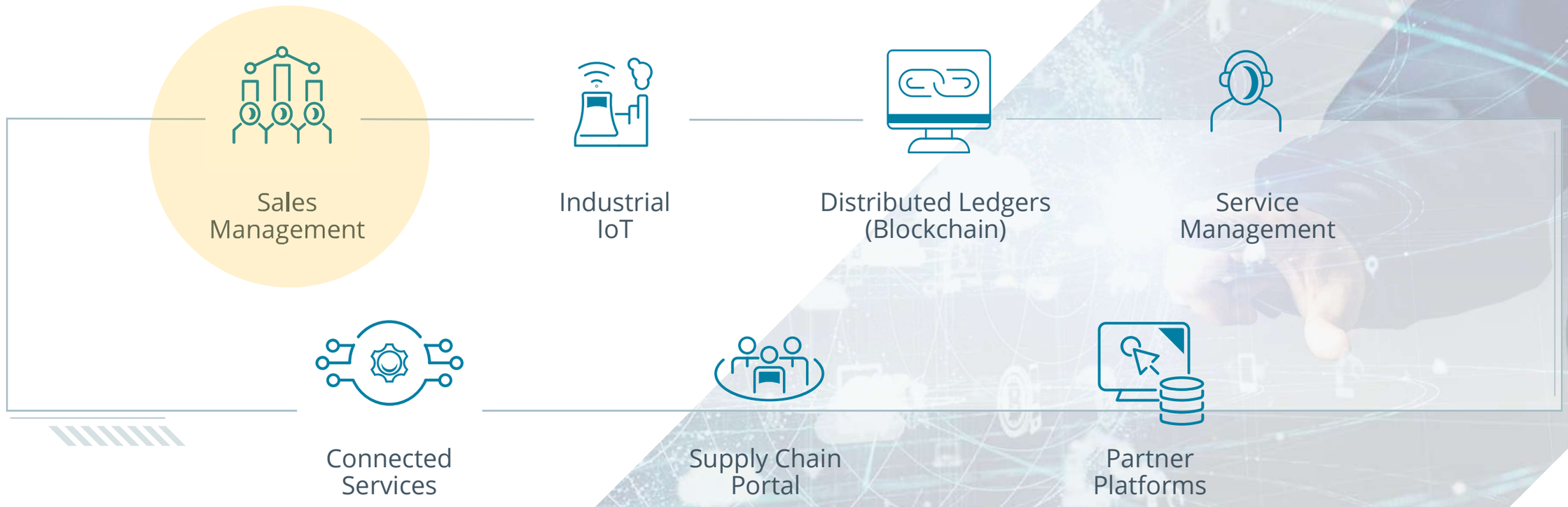
Information
and Intelligence

The Supply Chain and Connected World

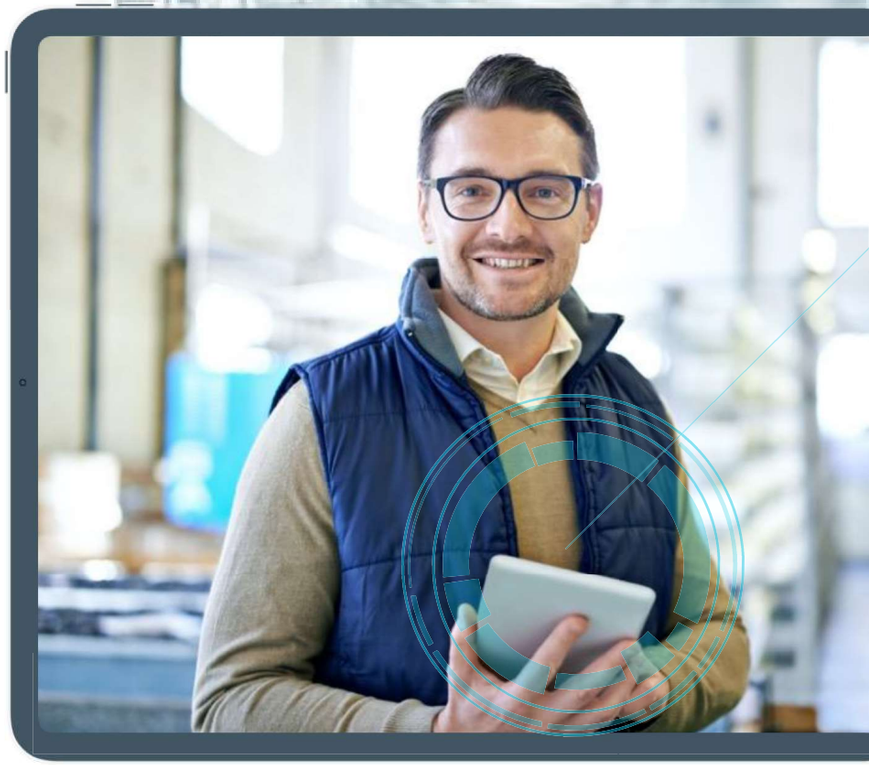


Sales Management

The focus area in Sales Management will be improved Customer Experience and improved management of the customer.

The capabilities being improved or added are listed:

- Price Management
- Quotations: Request for Quotes, Initial Estimation
- Loyalty Management
- e-Commerce

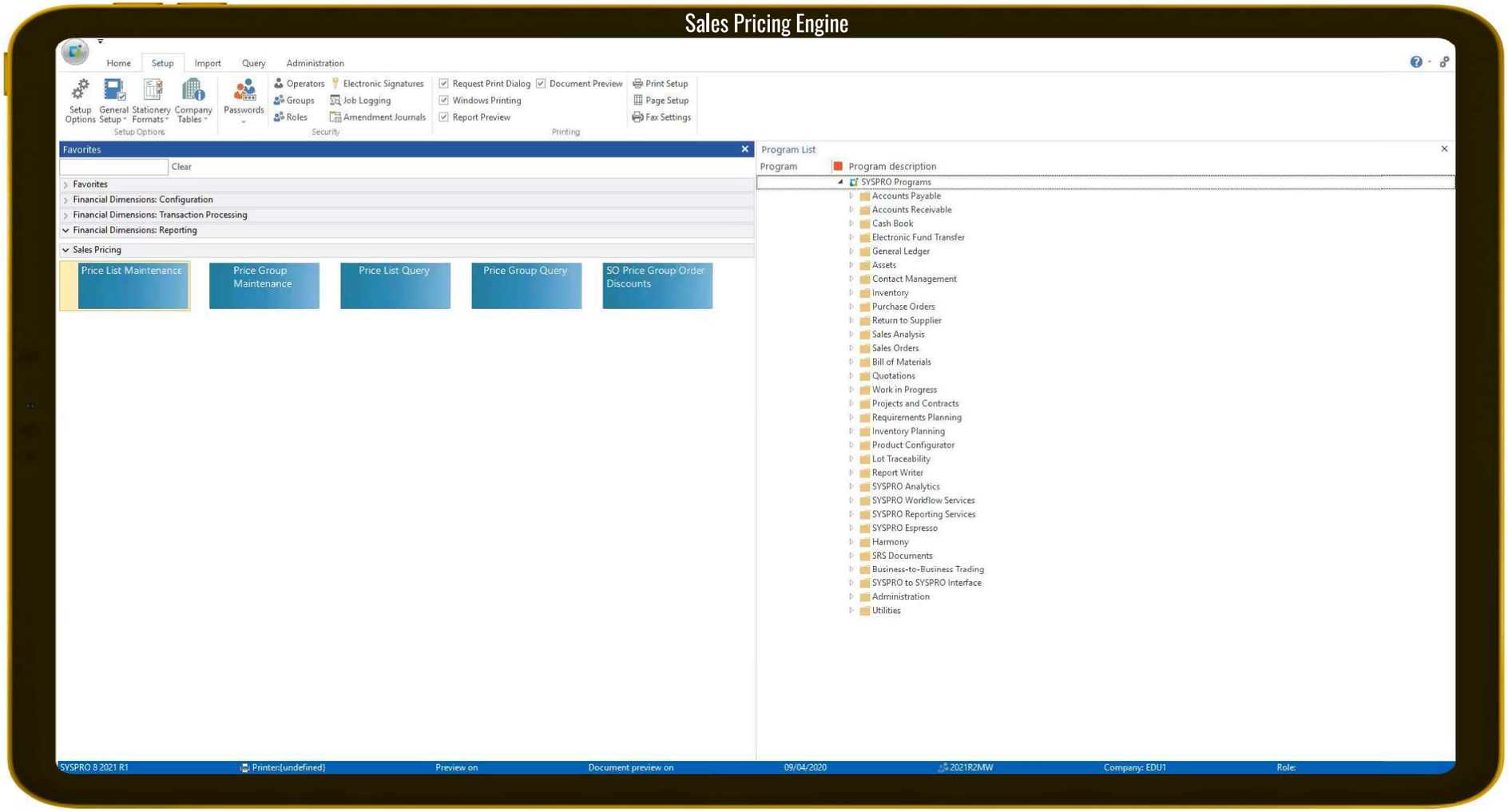


Sales Management

Availability

Capability	Prioritized	Planned	Futures
Price Management ▪ Improved Pricing Flexibility and Configuration ▪ Price Selection Hierarchies ▪ Price Catalogues ▪ Price Management	**2021-R2**	**2022-R1** **2022-R2**	**2023+**

Sales Pricing Engine

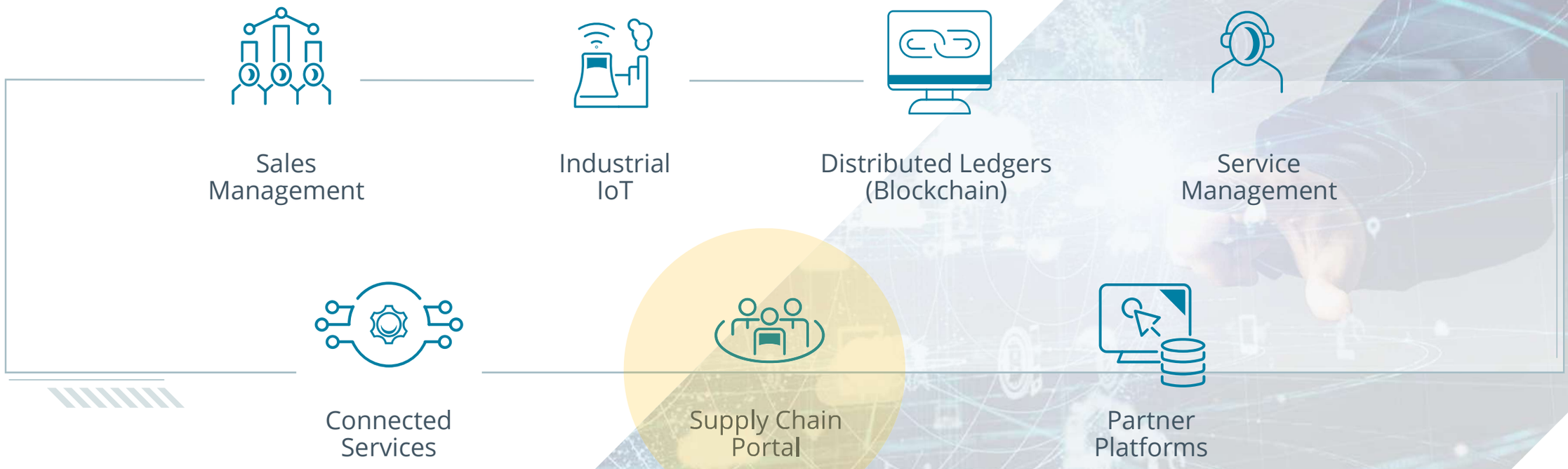


Sales Management

Availability

Capability	Prioritized	Planned	Futures
Quotations: RFQ and Initial Estimation		**2023**	
Loyalty Management			**2023+**
E-Commerce		**2023**	

Your Supply Chain and Connected World



Supply Chain Portal

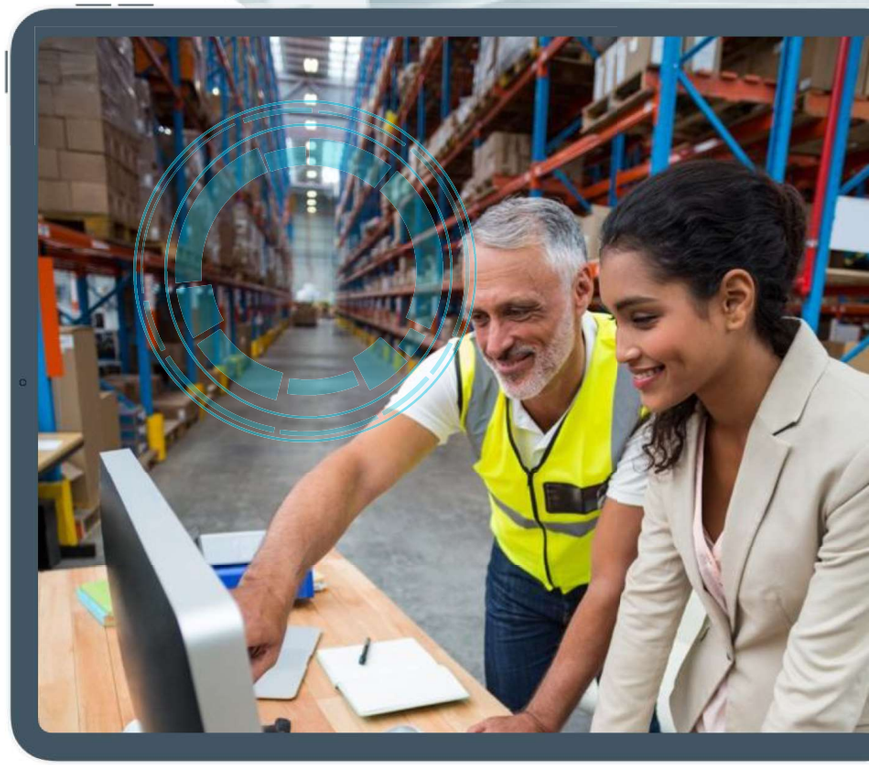
Connecting and collaborating with your supply chain, bringing in new methods to engage across common touchpoints. Offering greater opportunities to optimize existing processes, improve service and agility.

The focus areas for Customer self-service:

- Account Management
- Order Management
- Shopping Cart
- Returns
- Configurations and Quotations
- Payment Processing

The focus areas for Supplier self-service:

- Account Management
- Order and Delivery Management
- RTV and Quality
- VMI & Forecasts
- Price Management

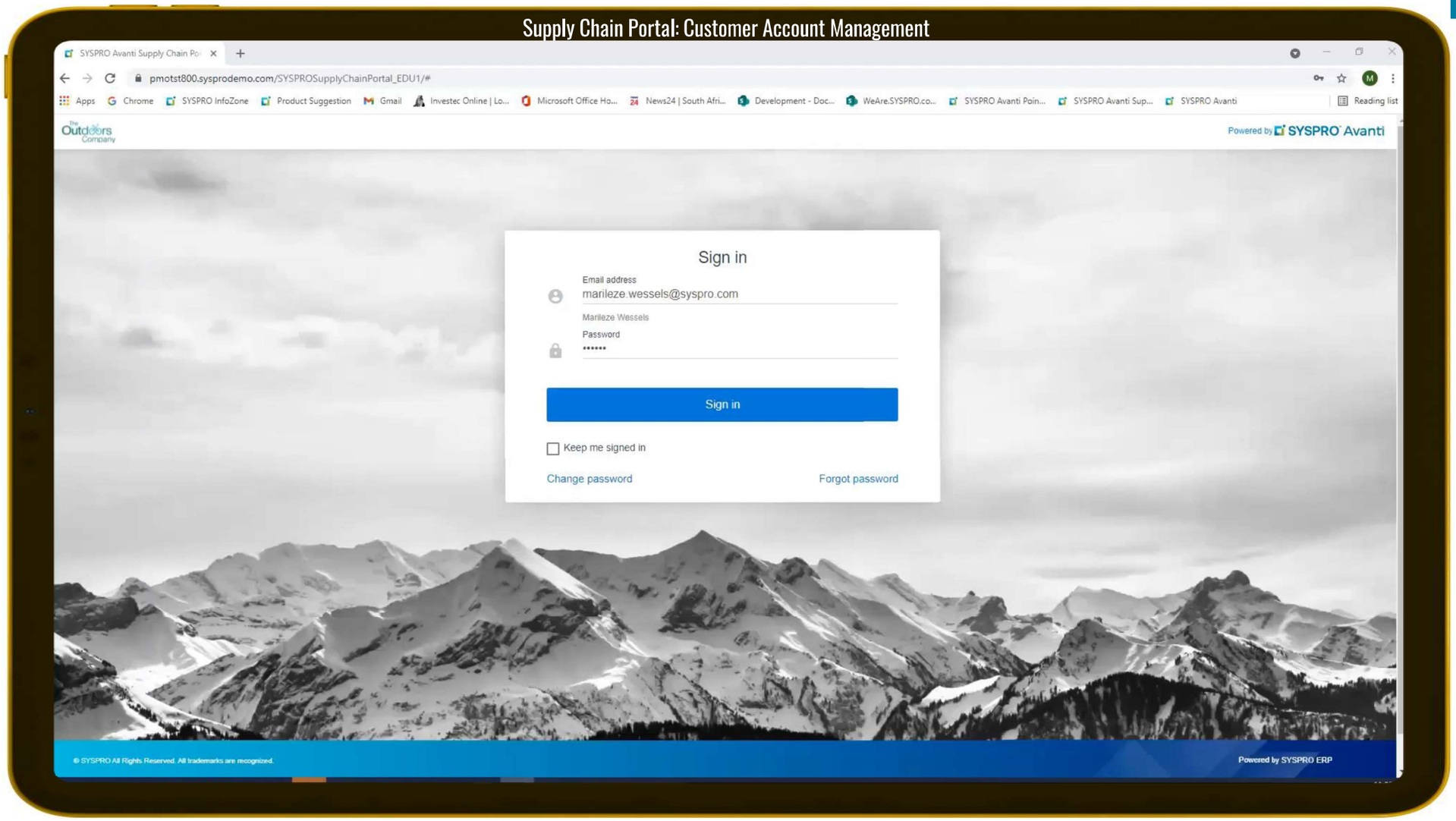


Supply Chain Management - SCP

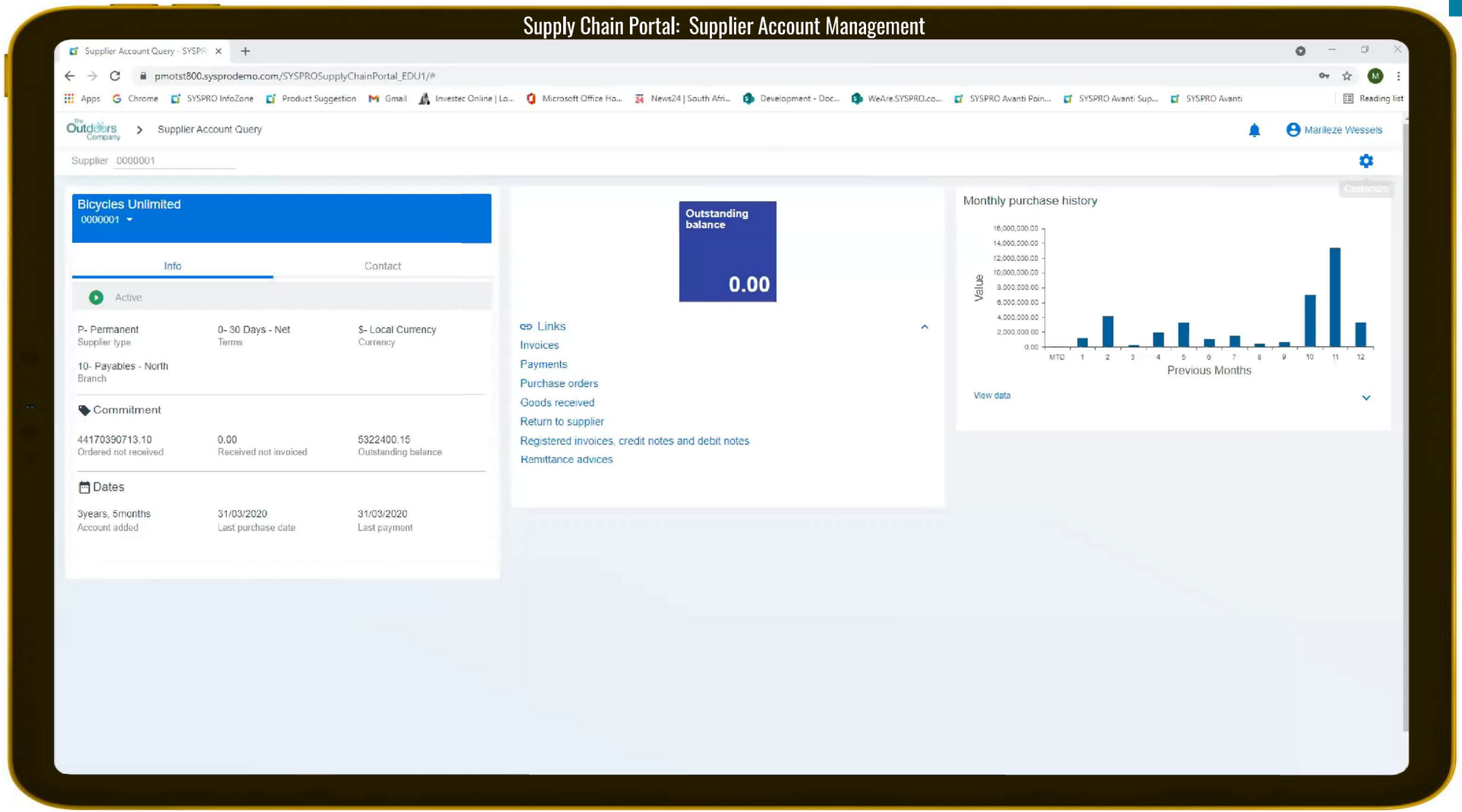
Availability

Capability	Prioritized	Planned	Futures
Customer Self-Service - Account Management - Order Management - Catalog & Shopping Cart - RMA - Configurations and Quotations - Payments Processing	**2021-R2**	**2022-R2** **2023-R1** **2022-R2**	**2023+** **2023+**
Supplier Self-Service - Account Management - Order and Delivery Management - RTV - VMI & Forecasts - Price Management	**2021-R2**	**2022-R2** **2022-R2**	**2023+** **2023+**

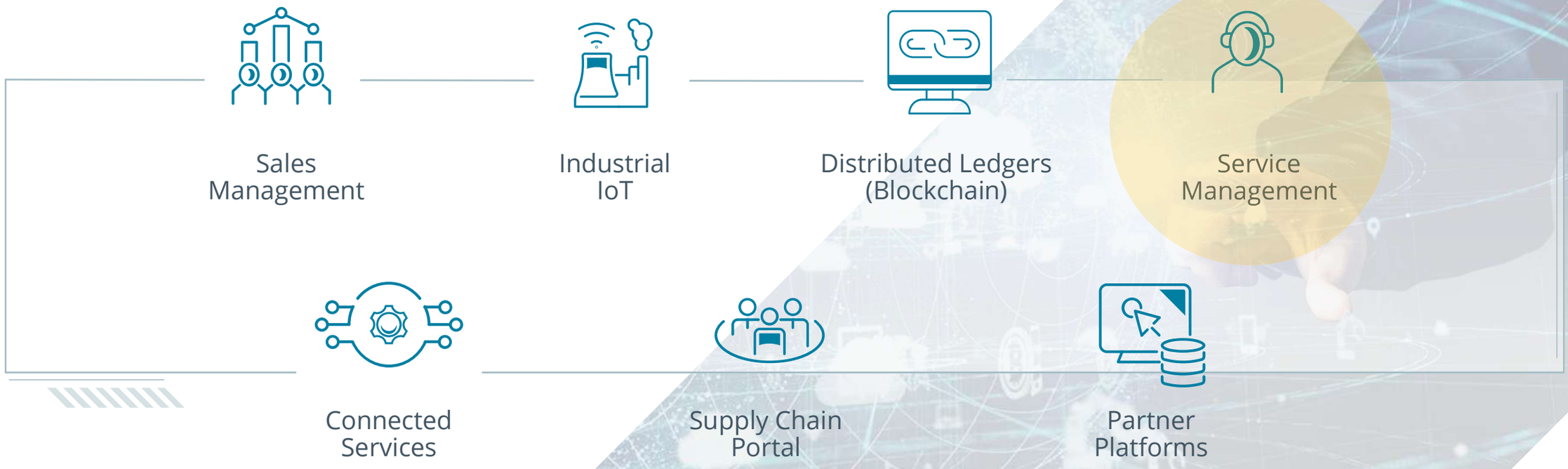
Supply Chain Portal: Customer Account Management



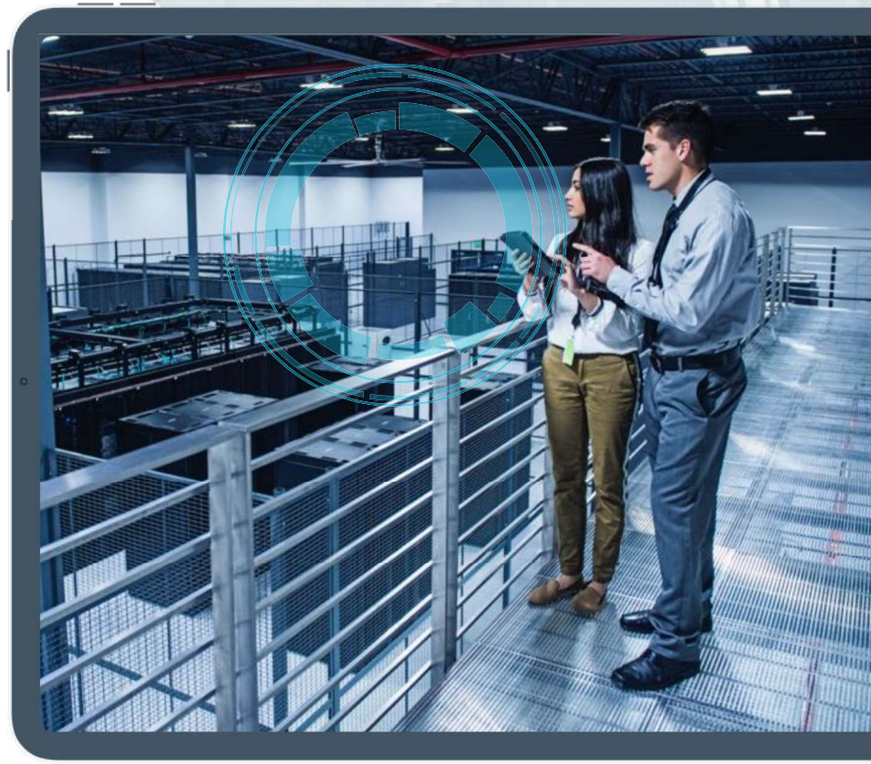
Supply Chain Portal: Supplier Account Management



Your Supply Chain and Connected World



Service Management



Improved maintenance of off-site machinery and assets through improved control of Service Management and the Field Service crews.

The focus areas are insourced and outsourced service teams:

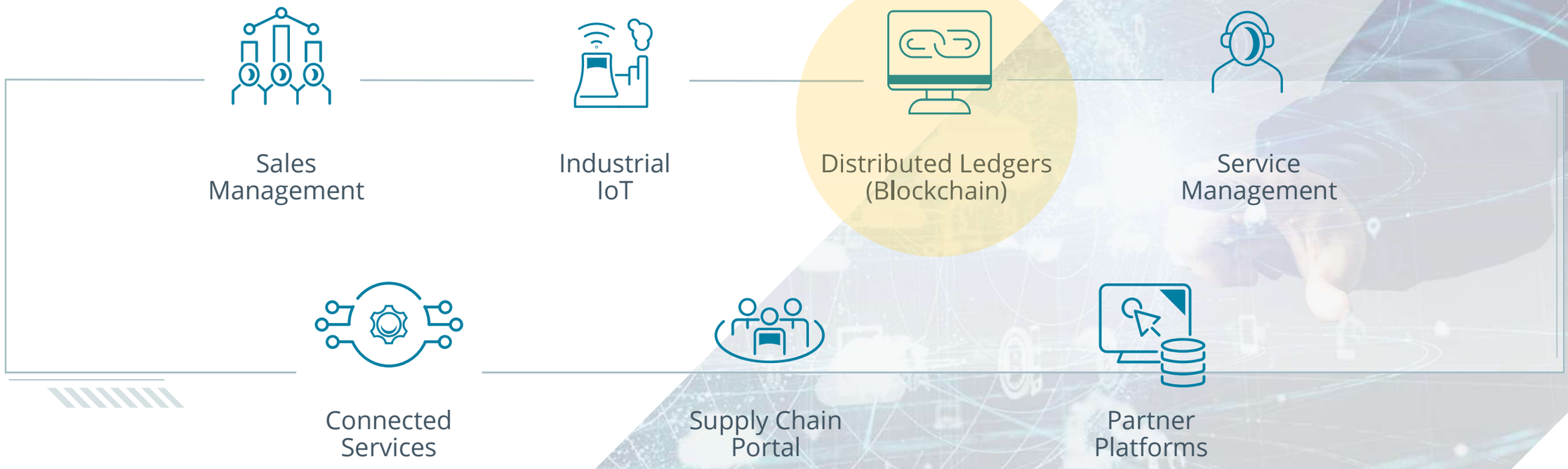
- Field Service (Insourced)
- Field Service (Outsourced)

Service Management

Availability

Capability	Prioritized	Planned	Futures
Field Service (Insourced) • Owned, Off site • Owned, leased to a customer • Owned by a customer, service agreement and warranty		**2023-R2** **2023-R2**	**2023+**
Field Service (Outsourced)			**2023+**

Your Supply Chain and Connected World



Distributed Ledger Technology

Improving access to emerging technologies that are bringing many benefits to existing businesses, especially transparency and traceability in the flow of information, goods and materials, and improve collaboration between suppliers and customers.

Key focus areas will be:

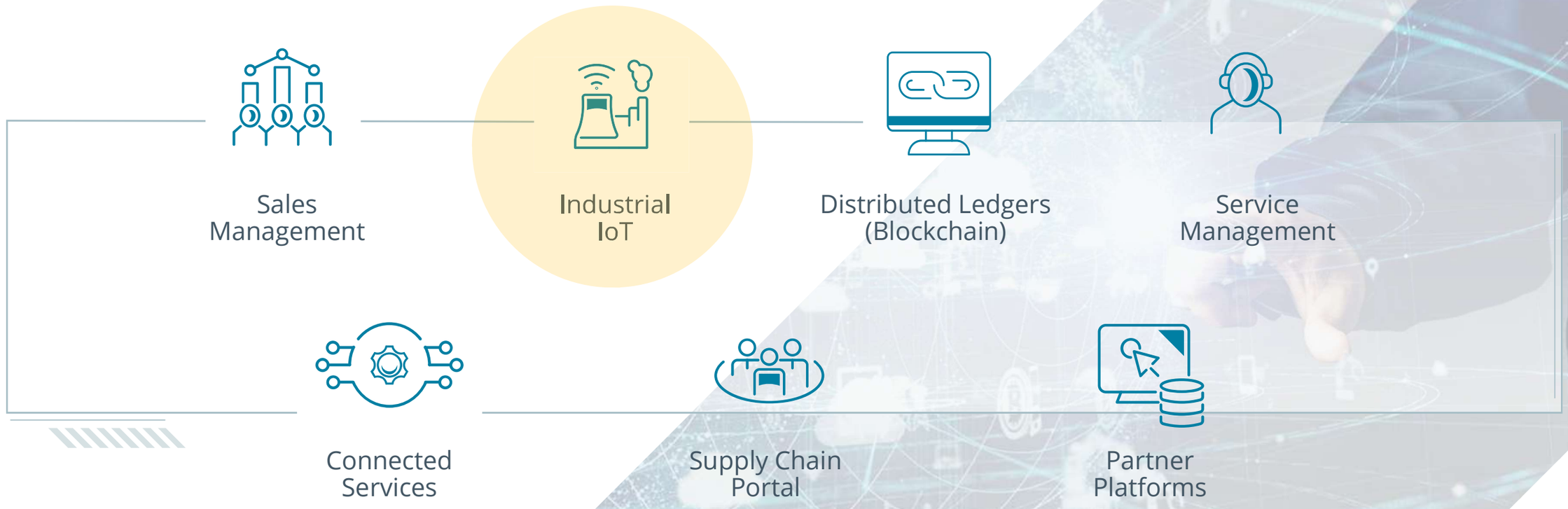
- Supply Chain Management – Supply Chain Tracking & Logistics
- Import / Export – Smart Contracts
- Trace – Supply Assurance and Transparency System (S.A.T.S.)

Distributed Ledger Technology

Availability

Capability	Prioritized	Planned	Futures
Supply Chain Management – Supply Chain Tracking & Logistics			**2023+**
Import / Export – Smart Contracts			**2023+**
Trace – Supply Assurance and Transparency System (S.A.T.S.)			**2023+**

Your Supply Chain and Connected World



Industrial IoT

Improved collection and analysis of data from machines and industrial networks anywhere in the world to improve decision making.

The three areas of focus for integration will be:

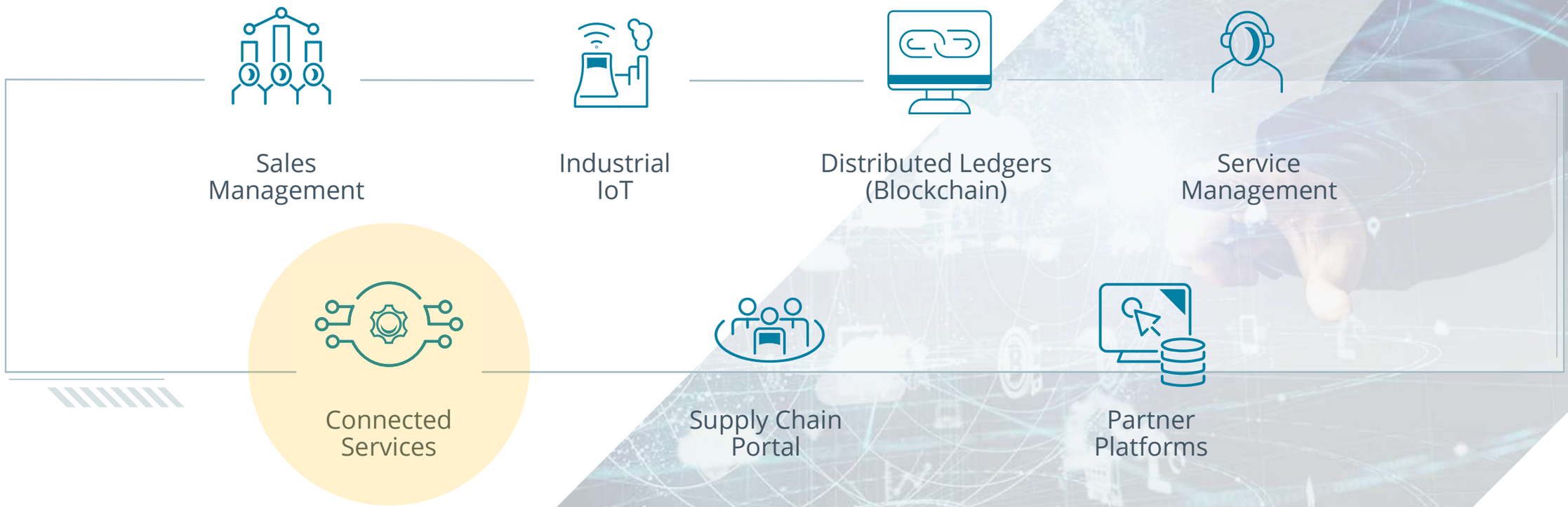
- PLC API
- SCADA API
- IoT Platforms

Industrial IoT

Availability

Capability	Prioritized	Planned	Futures
PLC API			**2023+**
SCADA API			**2023+**
IoT Platforms (IBM, Azure, Google IoT Core)			**2024+**

Your Supply Chain and Connected World



Connected Services

Extending the enterprise by connecting SYSPRO to the applications of the world, through seamless, robust and future proof integrations.

- Compliance Connectors
- B2B2C & eCommerce Connectors
- Supply Chain Connectors
- iPaaS Connectors
- Payment Gateway Connectors

Connected Services

Availability

Capability	Prioritized	Planned	Futures
Compliance Connectors	**2021-R2**		
Supply Chain Connectors	**2022-R2**		
B2B2C & eCommerce Connectors		**2023**	
iPaaS Connectors			**2023+**
Payment Gateway Connectors			**2023+**

Product Roadmap by Key Themes

1

Improved Control
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Information
and Intelligence

Improved Organizational Control

Document Management

Financial Management

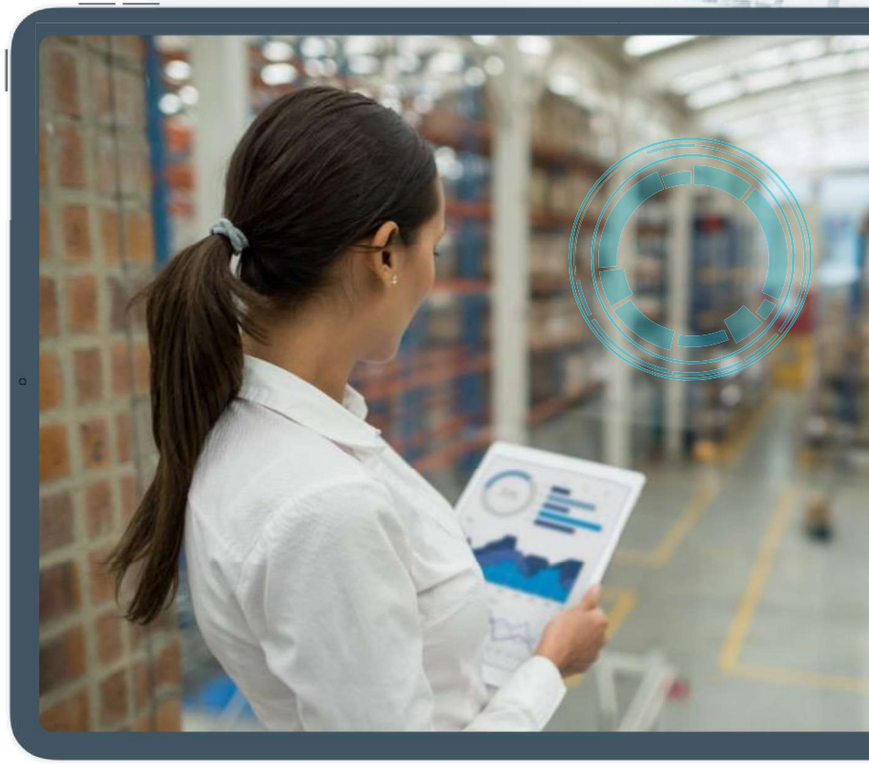
Enterprise Management

Document Management

Improved control of legacy paperwork and digital documents, especially storage, archiving and retrieval of documents for quicker access. Extended change control and security on key documents, and during publishing. Advanced document services for all multi-media.

The key elements of the solution are:

- Storage, Archiving and Retrieval
- Version, Issuance and Control Access
- Publishing
- Document Services



Document Management

Availability

Capability	Prioritized	Planned	Futures
Management of standard business cycle documents (SRS, EFT, Tax Exports, Bank Reconciliation, MultiMedia, Document Flow Management)	**2022-R2**		
Document Access, Version and Issuance Control		**2023**	
Publishing of revised Control Documents			**2023+**
Document Services (OCR, Indexing, Meta-tagging, Searching)			**2023+**

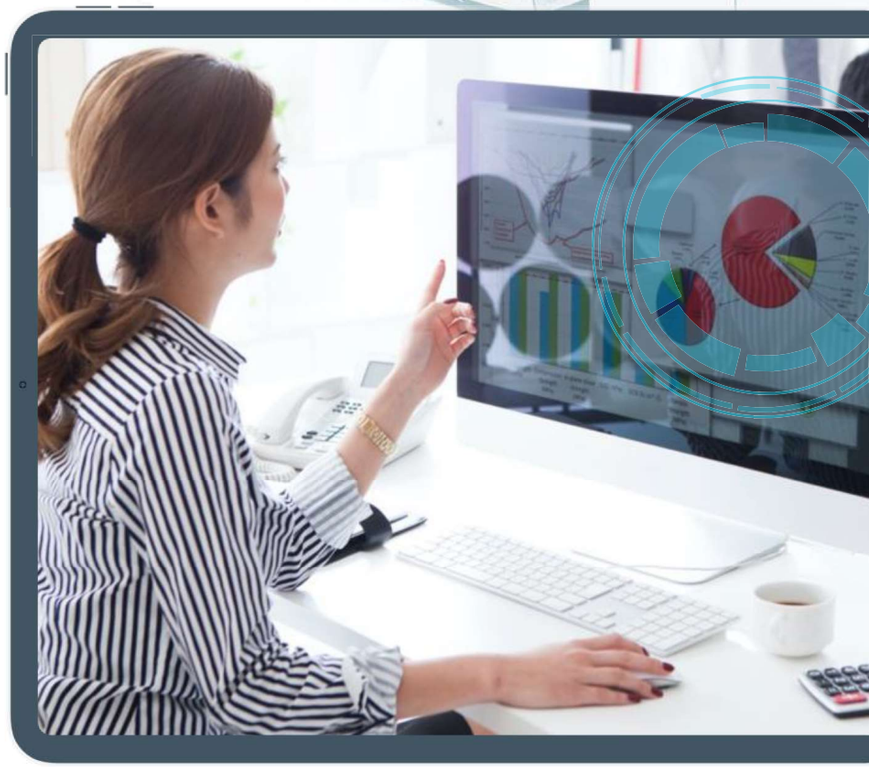
Improved Organizational Control

Document Management

Financial Management

Enterprise Management

Financial Management



In support of the high workload and continuously evolving landscape that Financial Management teams are faced with, we will focus on providing simplicity, flexibility and efficiency for the back-office by focusing on the three areas listed below:

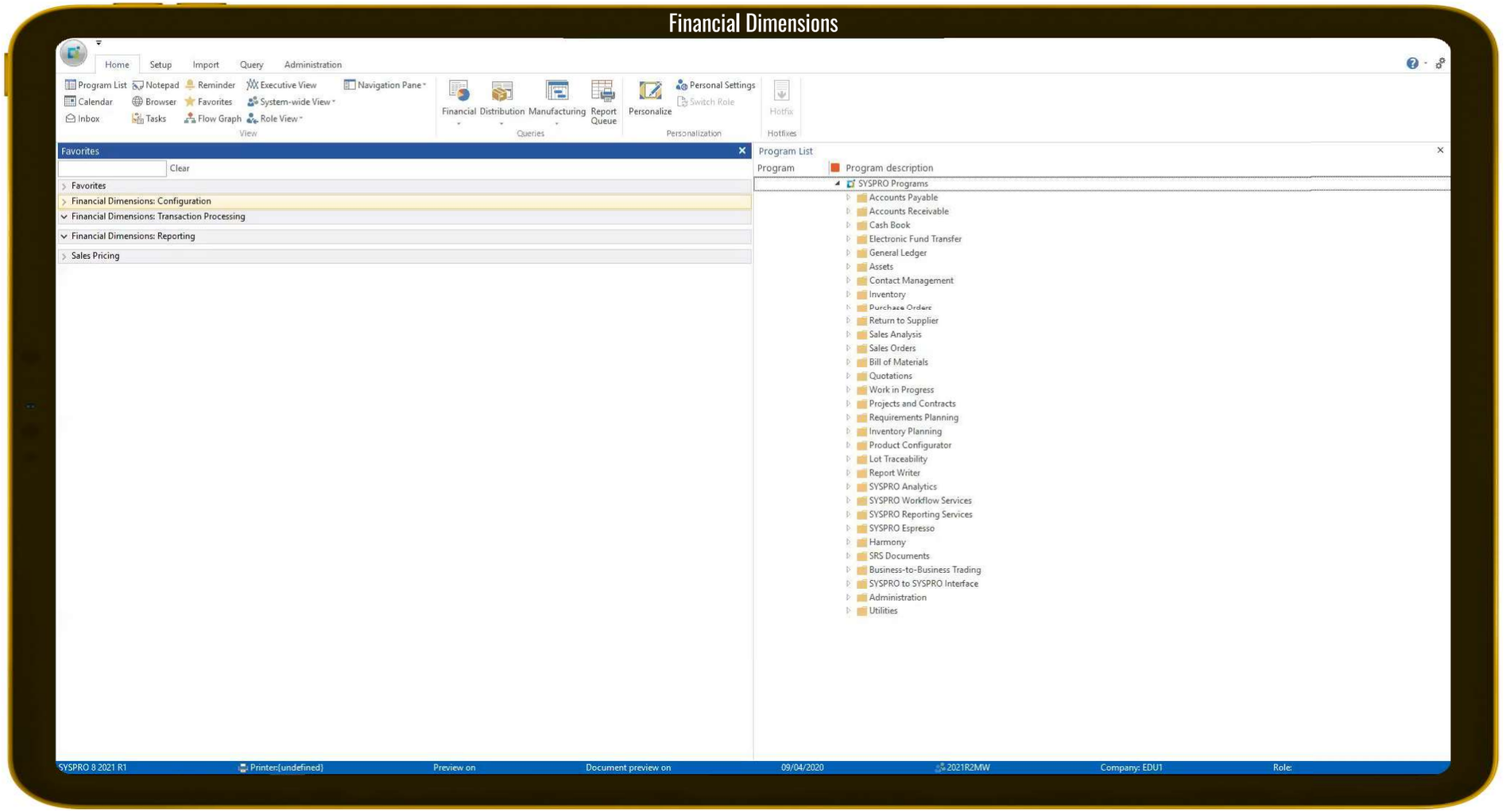
- Financial Dimensions
- Treasury
- Multi-Currency

Financial Management

Availability

Capability	Prioritized	Planned	Futures
Financial Dimensions	**2022-R1**		
Treasury - Bank Statement Processing - Cash Flow Forecasting - Cash Flow Modelling - Treasury Dashboard		**2023-R2** **2023-R2** **2023-R2**	**2023+**
Multi-Currency - Date-based Exchange Rates - Transaction Processing		**2023-R1**	**2023+**

Financial Dimensions



Improved Organizational Control

Document Management

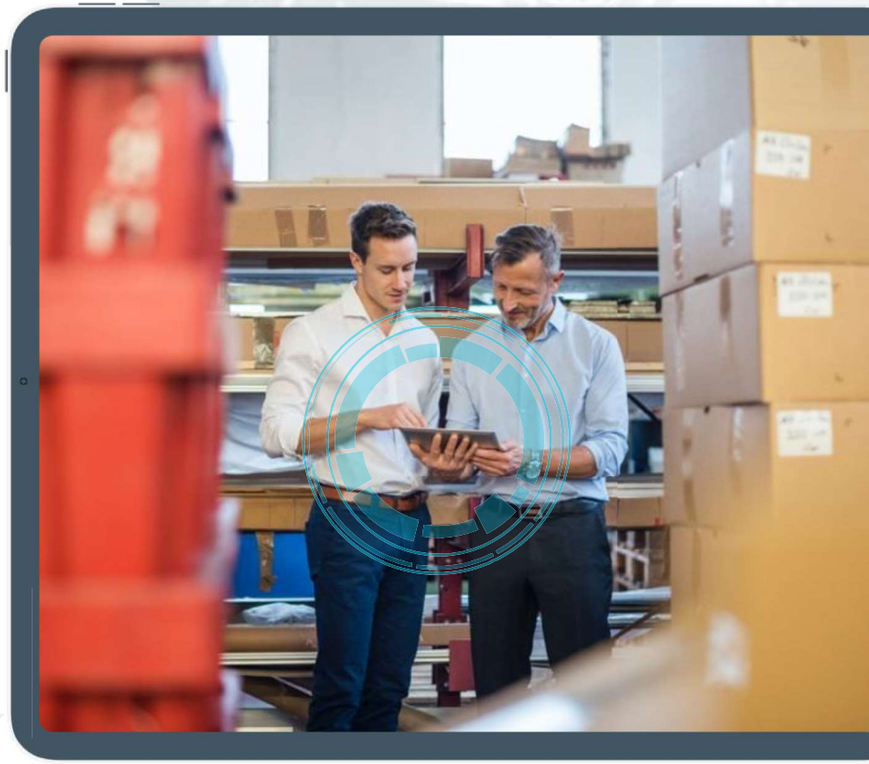
Financial Management

Enterprise Management

Enterprise Management

As part of SYSPRO's journey with our customers, we are often fortunate to see how they grow and evolve. Very often this means becoming part of a group of companies that may be spread across the globe. SYSPRO's Enterprise Management capabilities will focus on strengthening our support for multi-company groups.

- Enterprise Payments and Receipts
- Intercompany Financial Entries
- Intercompany Transactions
- Consolidated Group Views and Reporting



Enterprise Management

Availability

Capability	Prioritized	Planned	Futures
Enterprise Payments and Receipts	**2022-R2**		
Intercompany Financial Entries			**2023+**
Intercompany Transactions			**2023+**
Consolidated Group Views and Reporting			**2023+**

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Information and Intelligence

Enterprise Reporting

Augmented Services

A.I.

Enterprise Reporting

Our Enterprise Reporting focal point, is identifying the appropriate tools to help a SYSPRO customer manage, analyse and interpret all forms of data for analysis and decision making within the business, without the requirement for 3rd party tools.

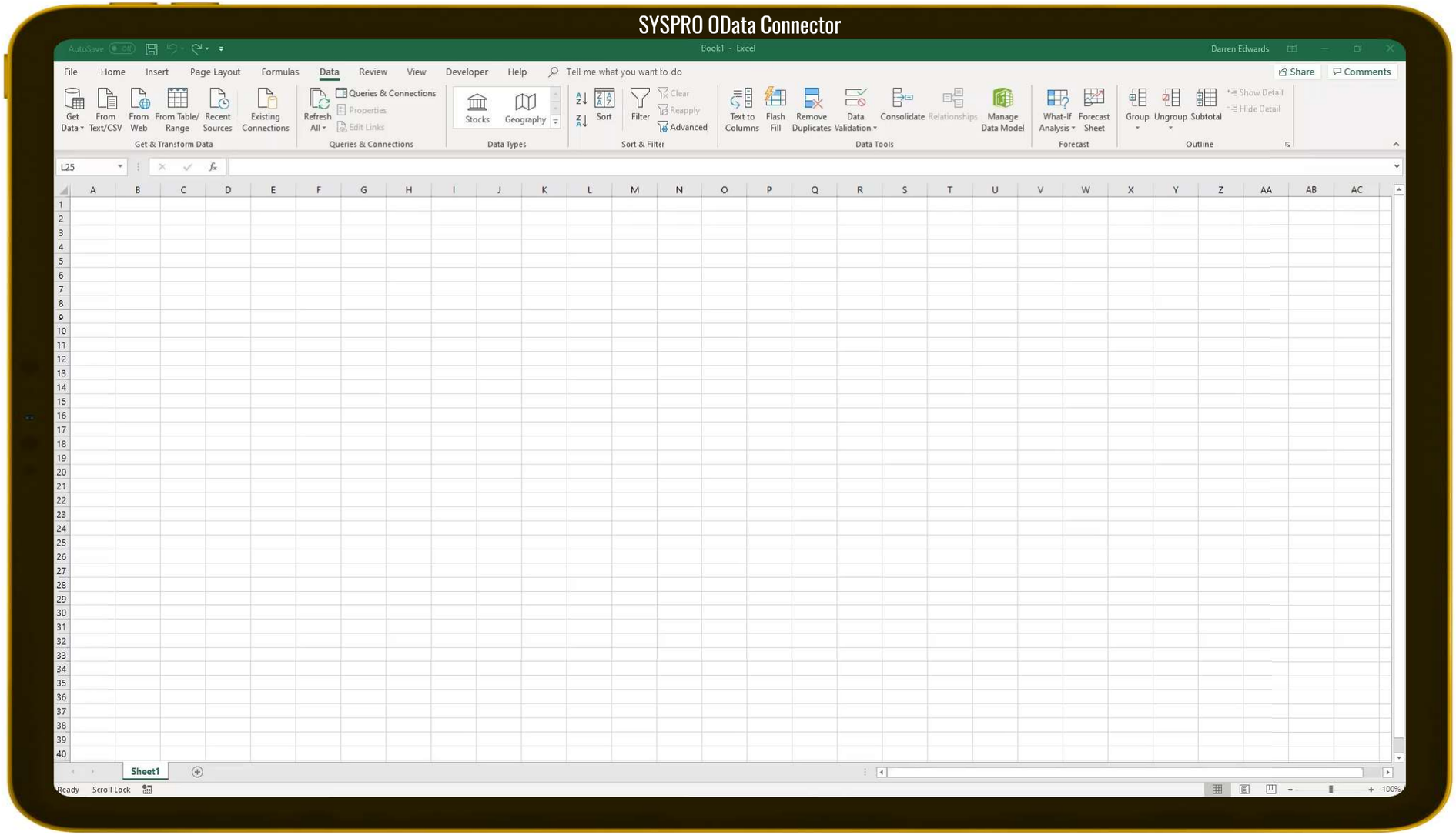
- Analytical Workspaces
- Embedded Visualizer
- Information Analysis & A.I.
- Data Access & Subscription Services
- BYOD and Data Lake Support

Enterprise Reporting

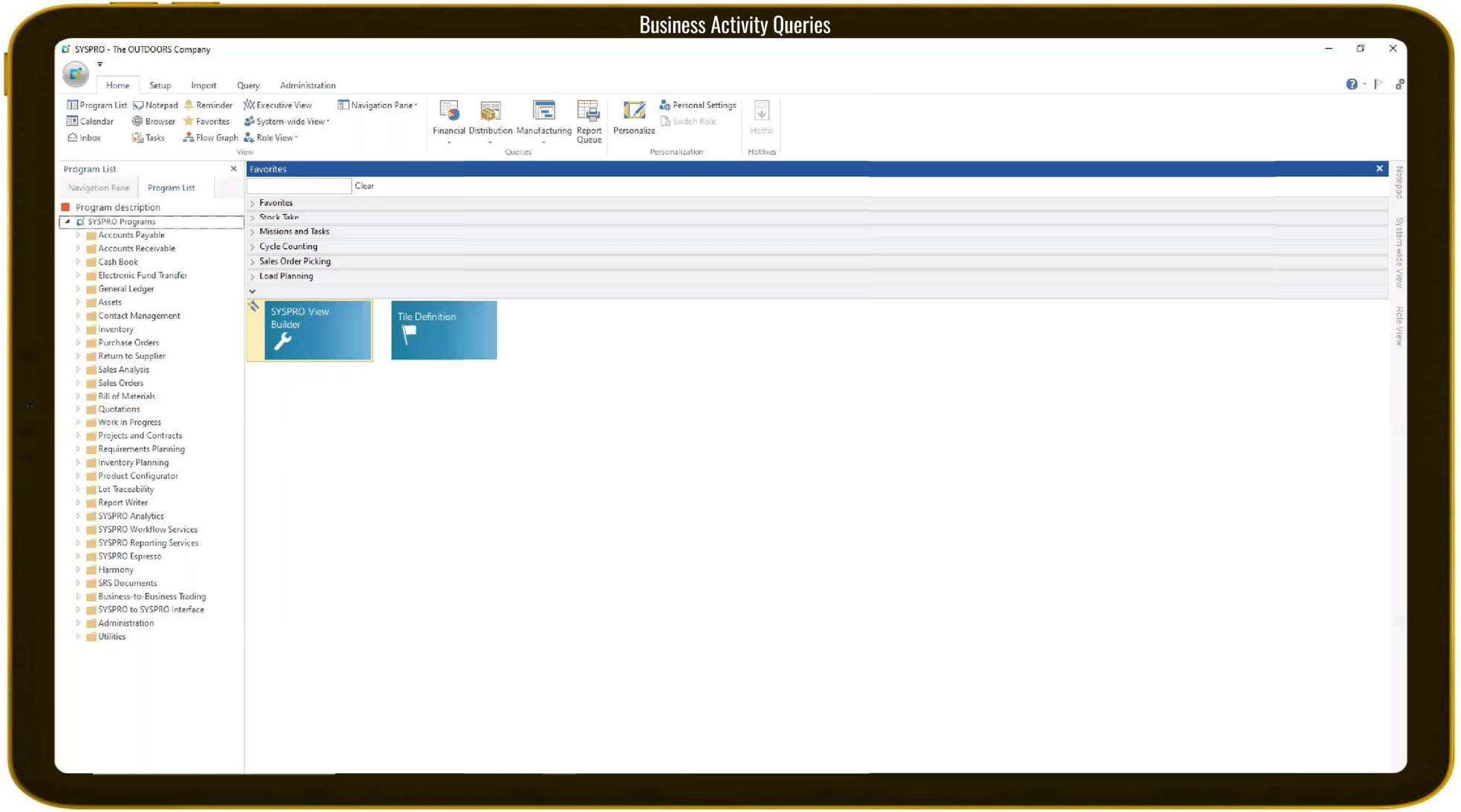
Availability

Capability	Prioritized	Planned	Futures
Data Access & Subscription Services	**2021-R2**		
Built-In Analytical Workspaces		**2022**	
Embedded Visualizer			**2023+**
Informational Analysis and Artificial Intelligence			**2023+**
Bring Your Own Data (BYOD) and Data Lake Support			**2023+**

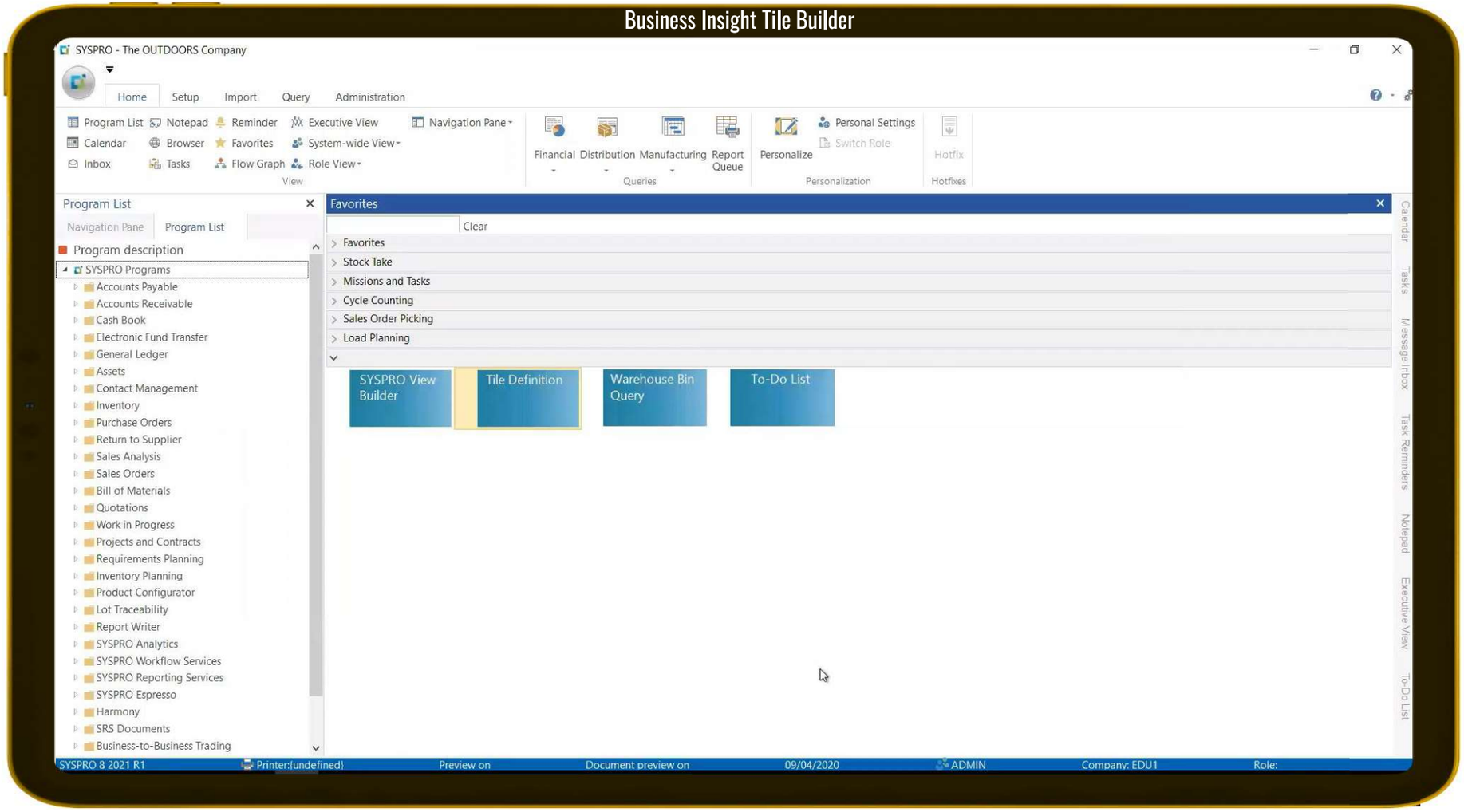
SYSPRO OData Connector



Business Activity Queries

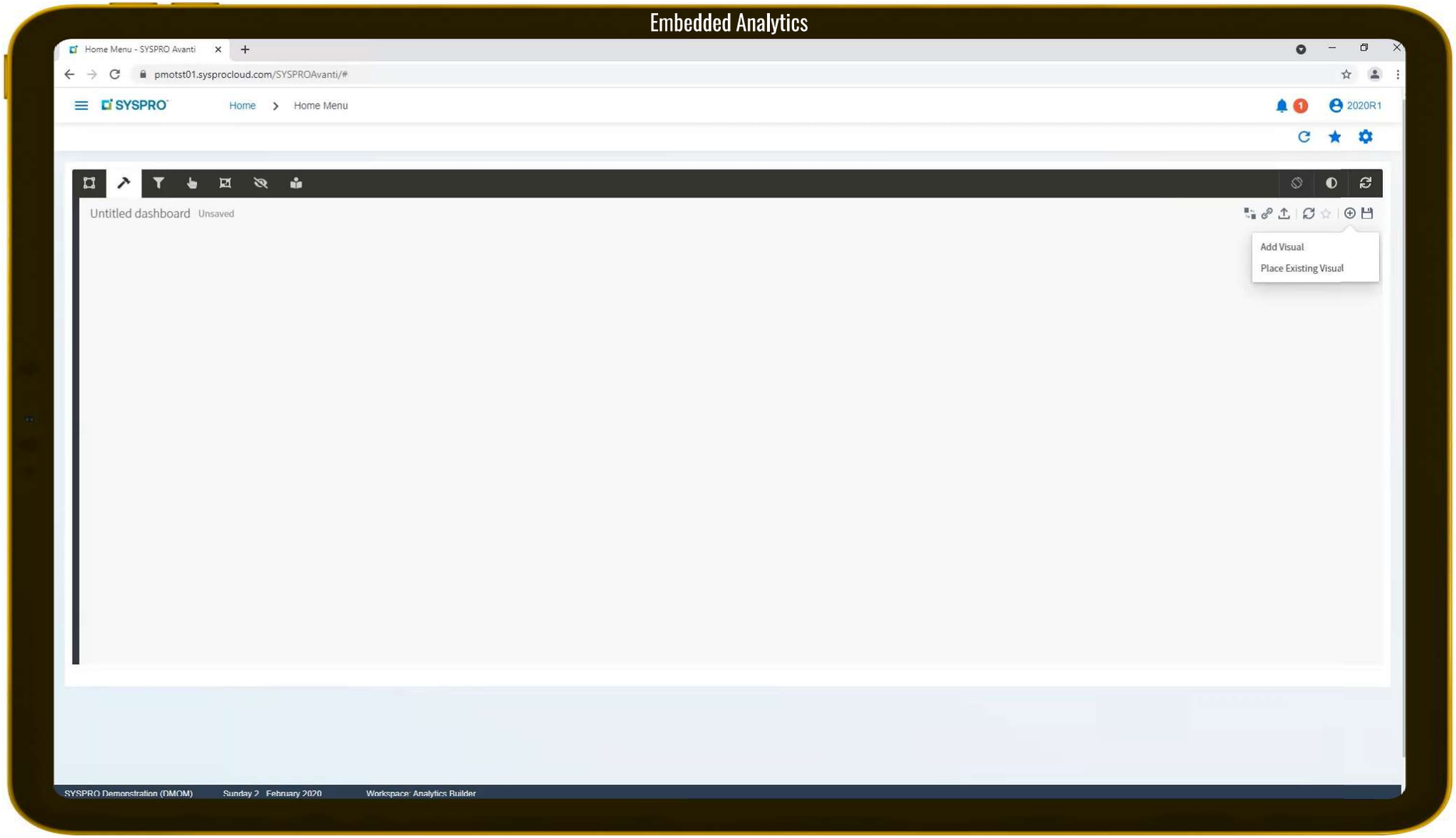


Business Insight Tile Builder



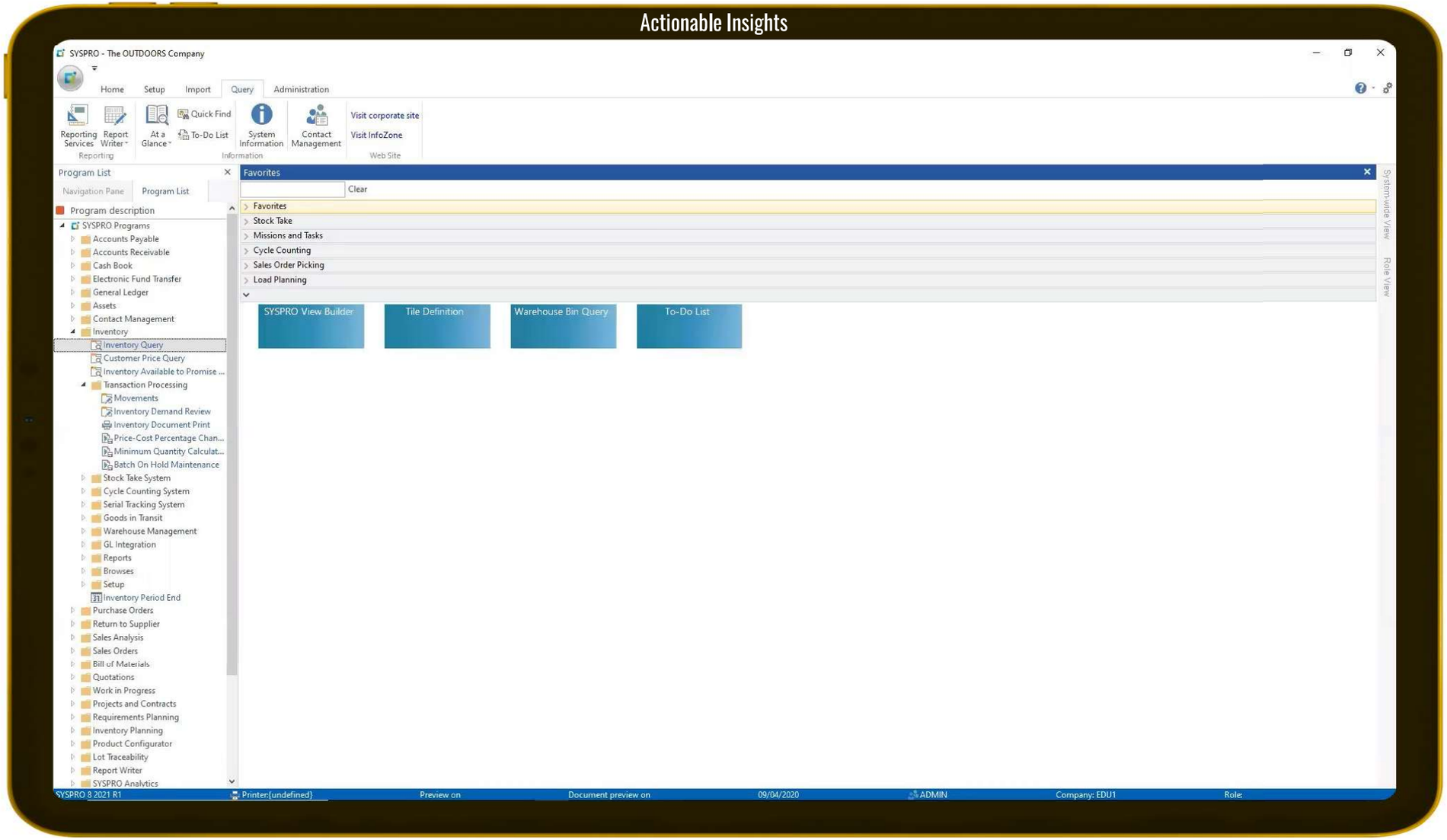
In progress for 2022+

Embedded Analytics



In progress for 2021-R2

Actionable Insights



Information and Intelligence

Enterprise Reporting

Augmented Services

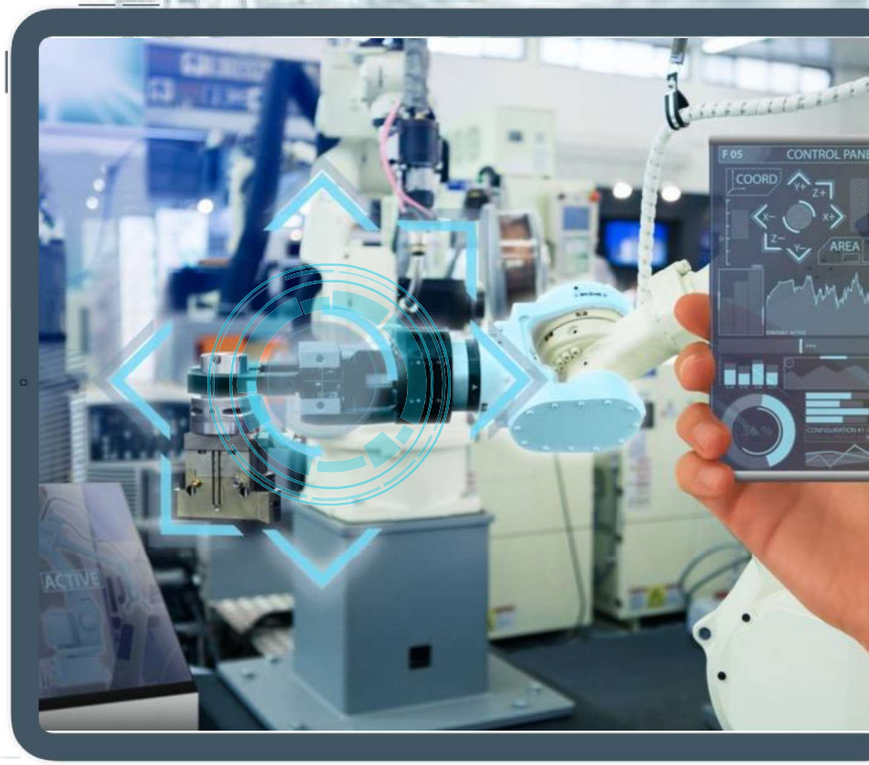
A.I.

A.I. for Operations

For every area within the operations area where additional capabilities are being added, the corresponding Artificial Intelligence Tools and Analysis is being added.

The three focus areas initially are:

- In-Process Quality Control
- Plant Maintenance
- Quality Management AQL and Vendor Rating



A.I. for Operations

Availability

Capability	Prioritized	Planned	Futures
In Process Quality Control (IPQC) – Predictive Quality Issues			**2023+**
Plant Maintenance and Failure Mode and Effect Analysis (FMEA)			**2023+**
SYSPRO Quality Management (SQM) – Acceptable Quality Limit (AQL) Vendor Rating			**2023+**

Information and Intelligence

Enterprise Reporting

Augmented Services

A.I.

Augmented Services for Operations

The newer workforce will require improved methods of instruction and engagement like Augmented Services that will use visual aids to train them. The same technology will be used to improve the speed and efficiency of the maintenance teams.

The three main areas of focus will be:

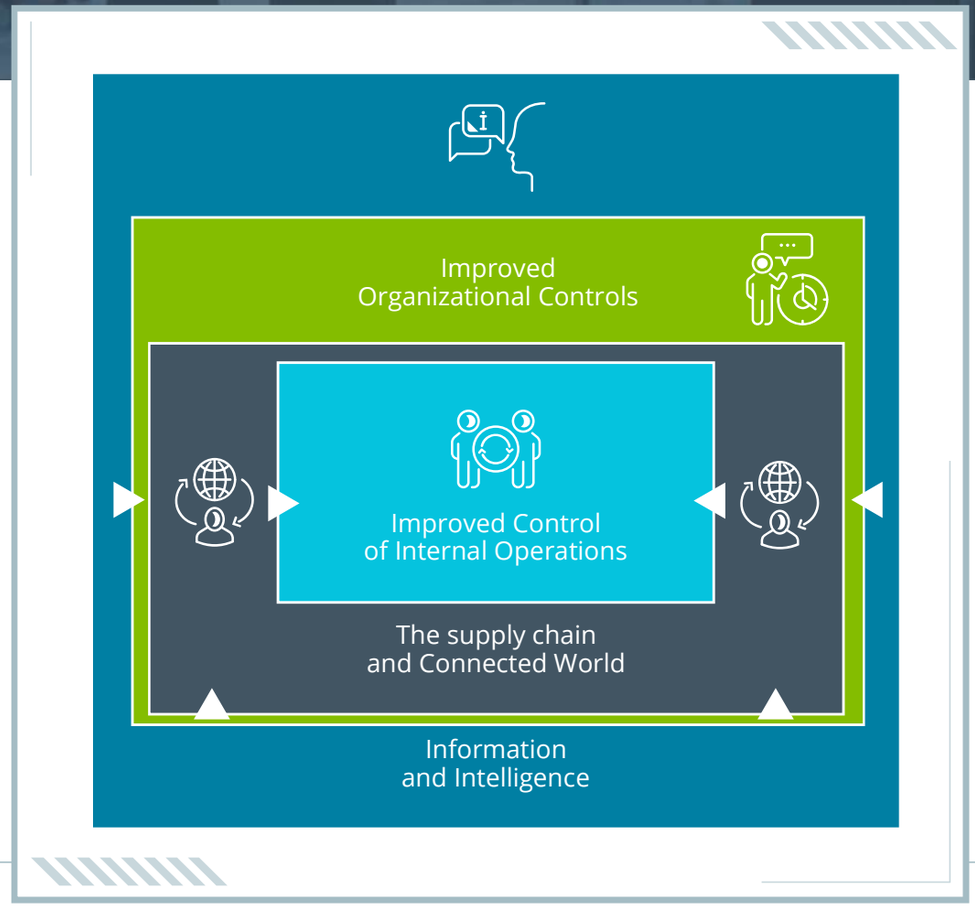
- Works Instructions
- Service Aids FSM
- Maintenance Aids EAM

Augmented Services for Operations

Availability

Capability	Prioritized	Planned	Futures
Works Instructions			2023+
Service Aids (Field Service Management)			2023+
Maintenance Aids (Enterprise Asset Management)			2023+

Summary
The future for Business Transformation



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