HEADLESS ARCHITECTURE
for ERP Systems

Pinar SENGUL

EDITOR'S NOTE

Editor July

As consumer spending habits have shifted online, headless architecture became one of the most significant e-commerce trends where the main idea is to separate the front-end from the back-end layer of the website. It is clear that a headless architecture gives businesses more flexibility in building customer experiences and provides increased possibilities for integration with third parties. Can the advantages of a headless architecture be extended to benefit the ERP system itself? Has the era come of the headless ERP? In the July issue of ERPNews Magazine, we have dug deeper into the advantages of headless architecture and explored how headless ERP can help digitize businesses.
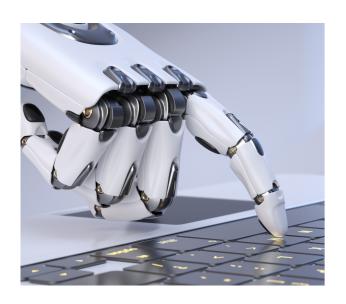
Also check out the special interview with Dave Dyer, Regional President of North America, Unit4, and Craig Molyneaux, Chief Operating Officer, Elizabeth Glaser Pediatric AIDS Foundation where they have explained why people-centric organizations' needs are different than asset-centric businesses.

And do not miss out on the unique articles, special interviews, and latest news about the ERP software industry!

See you in the next issue!

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Issue # 29, July 2022

![Bramasol™ Ignite Possible.™]

WHY HEADLESS ERP IS THE PRACTICAL SOLUTION FOR DIGITAL SALES

Article By **John Froelich**,
Senior VP of Digital Services at Bramasol

Although enterprise resource planning (ERP) systems provide businesses with the majority of tools and features they need to manage day-to-day operations, they often need some customization. By adapting user interfaces and digital workflows, Software as a Service (SaaS) companies, businesses with subscription-based models, e-commerce merchants and others engaged in the Digital Solutions Economy (DSE) can create solutions tailor-made to their unique processes.

However, customizing an ERP can create challenges for an organization. ERP extensions take development time and expertise to build and deploy effectively. Moreover, if the ERP uses a proprietary language, such as SAP's ABAP, developers with the right skills and training may be difficult to find. Once a company implements a custom application, the development team must devote time to maintaining it and testing it with each ERP system update or other change to the IT ecosystem to ensure compatibility. Also, as a company adds more extensions, the core of the ERP system could exhibit performance problems as custom code begins to interfere with its operation. This build-up of custom features creates a problem that is often referred to as "digital debt."

At this point, a company's IT and development teams must work to maintain a tenuous balance to keep the ERP-plus system running. Furthermore, if the company decides to upgrade its ERP system, it faces the huge hurdle of how to transition the custom code its team depends on to do their jobs effectively.

IT teams' related challenges with ERP extensions are not new. However, the issue became acute when the pandemic forced businesses to accelerate their cloud strategies. Customer engagement shifted online, and new digital technologies appeared in-store to accommodate consumers' preferences for self-service and omnichannel experiences. Businesses explored mobile solutions, artificial intelligence (AI), Internet of Things (IoT), augmented reality (AR), and other

advanced technologies to optimize operations and customer experiences. As a result, some IT environments became more complex — or businesses settled for less functionality than they needed to compete.

The Solution: Headless ERP

Companies are realizing that they don't just need new technology. They need new ERP architecture to remain agile. A practical solution for many businesses is transitioning to "headless" architecture. Instead of customizing the ERP system itself, companies can create task-specific user interfaces (UIs) that are implemented independently of backend systems. By leveraging application programming interfaces (APIs), solution builders can push content to different devices that leverage the backend.

In e-commerce use cases, for example, the content that users consume can be delivered via any framework – mobile app, website, or even an embedded device in the warehouse. Additionally, online merchants can create different UIs for various channels to optimize user experiences (e.g., one for e-commerce, mobile commerce, and voice-assisted shopping). Analyzing customer history, inventory data, and operational information, the merchant can guide shopping journeys, personalize experiences, and upsell or cross-sell intelligently. They can also use headless architecture to optimize internal processes, such as forecasting, purchasing, and inventory management, without ERP extensions impacting the core.
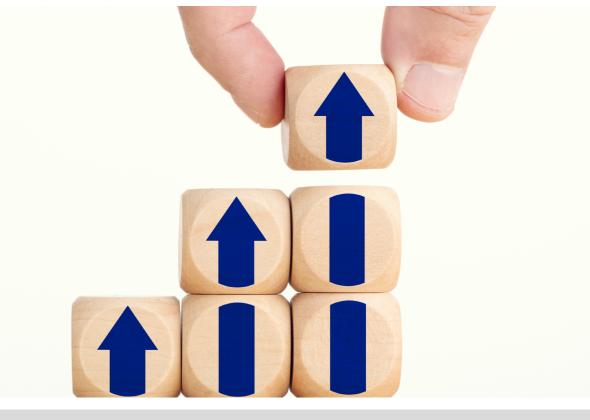
Freedom to Achieve Business Growth

Without the limitations of traditional ERP system architecture, businesses benefit in multiple ways. Applications can draw from the rich data stores in ERP, customer relationship management (CRM) and content management systems to deliver the experiences customers expect. Moreover,

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organizations have greater agility when they need to respond to a changing industry, technology advancements, customer behaviors, or competitive pressures. Developers can create new UIs, connect them to backend systems with APIs and retire those that are no longer necessary, which helps control technical debt.

An IT architecture based on a headless ERP is also more cost-effective. It decreases the seats in an organization necessary to use the ERP, so fewer licenses are required. Also, with vendor-agnostic UIs, when the business decides to modernize its IT environment and transition to a new ERP system, there's no vendor lock-in. It also makes it easier to integrate a holistic DSE approach that decouples aspects such as customer engagement, order creation, delivery & fulfillment, billing & invoicing, payments & collections, and revenue management.

Overall, headless ERP has a lower total cost of ownership (TCO) than other system architectures while enabling greater operational efficiency and enhanced customer engagement and experiences. It all adds up to a healthier bottom line. With headless ERP, businesses can finally achieve their digital transformation goals and find avenues to innovation and new revenue streams without the burden of creating a complex IT environment.

> **HEADLESS ERP HAS A LOWER TOTAL COST OF OWNERSHIP (TCO) THAN OTHER SYSTEM ARCHITECTURES WHILE ENABLING GREATER OPERATIONAL EFFICIENCY AND ENHANCED CUSTOMER ENGAGEMENT AND EXPERIENCES.**

John Froelich is the Senior VP of Digital Services (Treasury and Leasing) at Bramasol. He carries more than 25 years of global sales, marketing, and executive leadership experience with Fortune 100 companies into his current role. John's focus is on helping businesses gain great value from their SAP Treasury and Leasing Solutions.

About Bramasol

Bramasol is a leader in SAP-based S/4HANA finance and business transformation solutions and a premier services partner for SAP. For 25 years, Bramasol has helped dozens of companies innovate their entire business leveraging SAP ECC and SAP S/4HANA. And, as recognized leaders in revenue accounting (for ASC 606/IFRS 15), leasing (for ASC 842/IFRS 16) and Treasury and Risk Management, we are the choice of CFOs and business leaders from the Fortune 500 for finance innovation and compliance solutions.

THE DIGITAL DASH TO HEADLESS ERP

*Article By **Edward Talerico**,*
Senior Product Director, Infor LN Industry CloudSuites

Headless ERP is rapidly becoming more commonplace, especially in industries that conduct repetitive processes with low complexity. ERP systems have historically required a tremendous amount of data input by humans. With headless ERP, data streams into the system without human input or intervention, leading to more seamless and integrated business processes. As supply chain pressures and labor shortages affect manufacturing across the globe, a digital dash to headless ERP will ensue.

The need for headless ERP has become clearer in recent months, especially via the brutal ongoing supply chain crisis. In the United States, for example, some manufacturers have begun moving facilities back onshore to alleviate supply chain stress and meet consumer demand. They are able to do this, in part, by using automation, which allows them to run their factories with fewer low-skill workers, which are replaced by robots and other types of digitally-connected

machinery. And that machinery generates oceans of data that must be processed and parsed to allow management to use it in decision making. Headless ERP allows managers to deal with all that data.

Another trigger sparking the rise of headless ERP is the labor shortage in manufacturing. Many businesses have the means to collect massive amounts of data quickly without human intervention. Machine integration has become vital in the manufacturing of automobiles and circuit boards because of fast-moving assembly lines and automated surface-mount assembly production lines. The introduction of lean principles and the automated manufacturing capabilities now available via robotics automation and smart machines have led to a place where there simply aren't enough people to do transactions or to keep up with the volume of data required to gain informative insights. Headless ERP, by automating human data transfers, helps manufacturers deal with the stress of the labor shortage.

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> ## HEADLESS ERP CONNECTS DISPARATE FUNCTIONS TOGETHER SEAMLESSLY, PROVIDING ORGANIZATIONS AN OVERARCHING VIEW OF A BUSINESS WHILE SIMULTANEOUSLY PROVIDING A REAL-TIME PERSPECTIVE OF OPERATIONS.

For example, an Infor customer that manufactures electronics, built a new factory in North Carolina that is run by less than 50 on-site employees using automated data transfer from production machinery to its ERP.

To help their customers digest and benefit from the huge amount of data produced by these new smarter factories, ERP providers must supply the automated data capture from all the sources including machinery, AI-like voice, goggles, etc. to replace humans keying in data. We just can't present a screen with 25 data fields to fill out. This need to process data automatically creates the framework for headless ERP.

One of my company's customers, a pump and valve manufacturer, has figured out how to analyze and act upon such data insights in real time. This manufacturer has been putting sensors on pump and valves to monitor these parts after they are sold to customers. This allows the company to sell its customers maintenance and replacement parts when notified by the sensors. To receive information from the sensors, the company has an API-based solution to automatically retrieve data. This solution removes the need for a human to capture and type in data to the larger ERP system. Especially with data-lake based cloud applications, businesses are more inclined to collect as much data as possible to make informed decisions. Companies can now act upon valuable data rapidly by automatically transferring this information to a data lake to mine and receive insights on customer product usage and behavior. Companies are building new business models to monetize this concept.

Headless ERP connects disparate functions together seamlessly, providing organizations an overarching view of a business while simultaneously providing a real-time perspective of operations. As we move forward and look to harness modern cloud-based computer technology, the use of headless ERP to support operations without human intervention will grow. Enterprise software providers that do not accommodate this trend may be left wondering what they did wrong.

This need to process data automatically creates the framework for headless ERP. However, it's important to note that ERP is often dependent on user licensing. Because the number of users will be drastically reduced in many of these new smarter factories, ERP providers will have to adapt their licensing models from charging based on number of users to based on consumption where the customer is charged by the amount of data transferred or processed.

Prior to joining Baan in 1996, Edward worked at Lockheed Martin implementing MRPII systems and selecting ERP solutions for implementation for more than 10 years where he gained valuable experience in the Aerospace and Defense Industry.
For the past 25 years, Edward has held positions in pre-sales, development and consulting services at Infor working with Infor's A&D customers before taking his current role as Infor LN Product Director to manage the North American needs for customers moving to LN Industry CoudSuites.

About Infor

Infor is a global leader in business cloud software products for companies in industry specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems.
Over 65,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

SirionLabs

SIMPLY SMARTER!

*Interview with **Puneet Bhakri**,*
Senior Vice President, Global Alliances & Partnerships, SirionLabs

In-house legal teams of many organizations try to manage contracts manually which is an error-prone and time-consuming process and might cause your business to lose a certain amount of your revenue due to poor contract management. Puneet Bhakri, Senior Vice President, Global Alliances & Partnerships at SirionLabs answered our questions about how a CLM solution helps enterprises in their digitalization journeys and increases their efficiency.

1. Could you tell ERP News readers about yourselves and your role at SirionLabs?

SirionLabs provides an easy-to-use, AI-powered contract lifecycle management (CLM) platform that helps enterprises digitally transform their complete contracting cycles for better efficiency, business outcomes and risk management.

I joined the company as Senior Vice President of Global Alliances and Partnerships two years ago to build out our strategic partner ecosystem and support the growth objectives of SirionLabs.

2.Can you tell us about your AI-powered contract lifecycle management (CLM) solution SirionOne and how it helps organizations in the areas of contracting, digitization, and performance management?

SirionLabs' CLM platform, SirionOne, digitizes and streamlines all phases of the contract lifecycle to create a single source of truth across the enterprise — from legal and finance to sales and procurement. Built on a foundation that combines machine learning and natural language

> **SIRIONLABS CLIENTS REPORT REDUCTIONS IN CONTRACT COSTS OF OVER 25% SINCE THE IMPLEMENTATION OF SIRIONONE. IN THAT REGARD, IMPLEMENTING AN AI-LED CLM PLATFORM IS A "SELF-FUNDING" INVESTMENT THAT PAYS FOR ITSELF QUICKLY.**

processing, and trained on a vast array of documents and industry data, SirionOne's AI yields significant time and resource savings in authoring and negotiating contracts, review and approval workflows, contract analytics and performance management. A key differentiator for SirionLabs is contract performance management, i.e. automating obligation compliance and service-level fulfilment monitoring, and using that data to help enterprises realize hard dollar savings.

3. What are the top industries to benefit from adopting a CLM solution?

While every industry stands to benefit from modern CLM solutions because all business transactions and relationships

are defined by contracts, the early adopters of CLM software tend to be those industries that have more complex risk profiles, higher regulatory and compliance requirements, or more sophisticated supply chains. Financial services, healthcare, pharma and telecom have been the predominant industries to adopt a CLM platform to date. World Contracting & Commerce data shows that poor contract management can cost companies 9% of revenue, yet Gartner reported that only 15% of Fortune 500 companies measured their performance against contracts in 2020. SirionLabs clients report reductions in contract costs of over 25% since implementation of SirionOne. In that regard, implementing an AI-led CLM platform is a "self-funding" investment that pays for itself quickly.

4. SirionLabs has recently allied with one of the leading auditing, tax, and advisory firms in Germany, KPMG. Could you tell us about the benefits this partnership will bring for SirionLabs clients?

The alliance is designed to help KPMG´s clients accelerate the digitalization of their entire contract lifecycle encompassing supplier and client mandates. The solution covers contract authoring, performance management, invoice auditing, relationship management, risk management and advanced analytics. It will also help break down silos between enterprise teams such as legal, procurement, finance and sales to author stronger agreements, manage risk and strengthen counterparty relationships.

5. How will your collaboration with KPMG in Germany shape your growth strategy in Europe, especially in the DACH region?

SirionLabs is expanding its partnerships across the DACH region, and this alliance with KPMG Germany builds on our global strategic partnerships around legal tech transformation with other independent member firms of the KPMG organization in the U.S., U.K., India, and Australia. KPMG and SirionLabs have worked on multiple CLM transformation projects across the globe, and have many more interesting projects in the pipeline. We see this latest collaboration as another step in strengthening our presence in Germany and establishing a stronger foothold in the DACH market.

> **TODAY'S CLM IS A TOOL THAT ASSISTS USERS IN PERFORMING TASKS EFFICIENTLY, BUT, IN THE FUTURE, IT WILL BECOME SIMPLE ENOUGH TO USE AND SMART ENOUGH TO TAKE ROUTINE TASKS OFF THE PLATES OF USERS.**

6. What does the future hold for CLM? How do you think the industry is evolving?

Contract management is one of the fastest growing spaces in the software industry, especially as enterprises continue to adapt to largely remote work settings where digital contracts and workflow automation are more important than ever. Gartner estimates that, by 2024, 85% of Fortune 500 companies will have implemented a CLM system.

At SirionLabs, we're using the phrase "simply smarter" as shorthand to describe our vision for CLM. Today's CLM is a tool that assists users in performing tasks efficiently, but, in the future, it will become simple enough to use and smart enough to take routine tasks off the plates of users. For example, data from historical performance can be used to improve contract authoring, and the requirements-to-contract process, as we know it, will be replaced by "reverse contracting" where the terms in new contracts are informed by experience from contract performance. An intelligent pre-signature system as such not only assists the users but shares their workload, enabling them to focus on value-added functions.

We also see the future of CLM expanding beyond just the process of contract management. SirionOne's AI, for example, has been training itself on the wealth of transactional data captured over the years, and this knowledge is valuable in providing business insights for improved efficiency and profitability across the entire enterprise.

Puneet Bhakri is a business leader with extensive strategy consulting experience and expertise in contract risk and compliance, contract review and negotiations, and digital contract transformation. Prior to his position as Head of Global Alliances & Partnerships at SirionLabs, Puneet led the contract risk and compliance solution for EY North America.

| About SirionLabs

Bringing together category-leading innovation, unrivaled Contract Lifecycle Management expertise, and a deep commitment to customer success, SirionLabs helps the world's leading businesses contract smarter. Powered by intelligence uniquely connected across the complete contract lifecycle, SirionLabs' easy-to-use, highly configurable Smarter Contracting platform brings legal, procurement, sales, and business teams together to author stronger contracts, improve risk management and strengthen counterparty relationships. SirionLabs is trusted by over 200 of the world's most successful organizations to manage 5+ million contracts worth more than $450 billion across 70+ countries. For more information, visit www.sirionlabs.com.

UNIT4

ERP FOR PEOPLE-CENTRIC BUSINESSES

*Interview with **Dave Dyer**,*
Regional President of North America, Unit4

Businesses in every industry are aware that they must adapt their structure, processes, and workplace models to digital technologies to be able to drive growth. But people-centric businesses come with their unique set of challenges. Can traditional ERPs fulfill their needs or is there a need for different ERP software for people-centric businesses because traditional ERPs cannot support them? Dave Dyer, Regional President of North America, Unit4, and Craig Molyneaux, Chief Operating Officer, Elizabeth Glaser Pediatric AIDS Foundation answered our questions and explained why people-centric organizations' needs are different than asset-centric businesses.

Unit4 Questions:

1. Could you tell ERP News readers about yourself and your role at Unit4?

I serve as Regional President of North America for Unit4. My aim in this role is to consistently deliver increased operational efficiency, improved employee experience, measurable organizational outcomes and best-in-class mission effectiveness for our customers. On the Unit4 side, I strive to assemble the most productive sales organization on the planet.

2. Unit4 is proven to be a leader in enterprise cloud applications for people-centric organizations and has a successful track record globally supporting nonprofit organizations. What is the difference between a traditional ERP and a people-centric ERP? Can traditional ERP manage a people-centric business?

Traditional ERP grew out of industrial manufacturing, with

a bias toward mechanical processes and treating humans as capital rather than people. So, it's no surprise the people part is obscured or missing with this software. At Unit4, our team conceives, engineers and develops each module and set of software to solve for the needs of project-based, people-centered organizations.

Unit4 has developed an ERP solution and implementation model specifically built for the needs of nonprofits and the people who make them work. Nonprofit organizations are often mission-driven but lean by necessity, running on purpose and people. There's little room for inefficiency or poor performance, given the pressure to stay accountable to multiple stakeholders at once. So, our model focuses on helping nonprofits maximize resources, reduce costs and increase accountability to deliver more impactful programs.

3. Unit4 recently announced that the Elizabeth Glaser Pediatric AIDS Foundation (EGPAF) has partnered with Unit4 ERPx, to transform its international nonprofit organization. What are some of the ways ERPx can benefit EGPAF in advancing its mission?

On the operational side, ERPx will provide EGPAF with advanced project and grant budget tracking and data capture, as well as robust financial analysis and planning bolstered by AI. These capabilities will drive greater operational agility and lower overhead costs.

Additionally, ERPx will eliminate low-value administrative tasks, freeing up staff time and empowering colleagues to be more productive whenever they work – from the desk to the field and everywhere in between.

Finally, ERPx will enable EGPAF to foster greater data transparency and accountability with its stakeholders.

> " ON THE OPERATIONAL SIDE, ERPX WILL PROVIDE EGPAF WITH AN ADVANCED PROJECT AND GRANT BUDGET TRACKING AND DATA CAPTURE, AS WELL AS ROBUST FINANCIAL ANALYSIS AND PLANNING BOLSTERED BY AI. THESE CAPABILITIES WILL DRIVE GREATER OPERATIONAL AGILITY AND LOWER OVERHEAD COSTS.

4. What does the future hold for ERP? How do you think the industry is evolving?

As organizations are searching for greater flexibility in this post-COVID-19 business environment, we're seeing two main trends in the ERP industry. The first is a shift away from monolithic ERP toward a composable ERP model. This more adaptable approach allows organizations to solve for specific domain and business problems through fine-grained functionality.
The second trend is greater industry specificity with ERP systems. For example, Unit4 recently launched Industry Mesh, a multi-tenant cloud service that tailors data flows to industry needs.

This evolution toward more flexible ERP will allow organizations to respond with confidence to business change, improve people experience and manage risk more effectively.

5. Do you think it is the era of the headless ERP, where the ERP is interconnected with various other systems? How can headless ERP help digitize businesses?

It is becoming more and more crucial for ERP to be interconnected with other systems as the digital transformation of businesses, and especially nonprofits organizations, continues. Headless ERP has the capability to integrate accounting, procurement, sales, marketing, finance, human resources and other day-to-day business operations which will increase business efficiency and productivity and reduce costs. Beyond improving business operations, headless ERP can help retrieve enhanced reports of real-time data across departments and from a centralized database that can help businesses plan, budget and forecast for the future. We are entering the era of headless ERP, and businesses need to prepare for this transition sooner rather than later if they want to stay ahead of the curve.

6. Could you tell us about the future growth strategies of Unit4?

Unit4's focus for 2022 is on producing leading edge technology and supporting customers on their digital transformation journeys with our investments in innovation. We'll continue to make significant improvements to the user experience, accessibility and compliancy of our ERP products to make our customers' day-to-day experience more efficient and productive. Following new recent appointments to our executive team, Unit4 will continue to prioritize high-growth, high-potential markets rich in mid-market people-based services organizations and businesses.

EGPAF Questions:

Craig Molyneaux,
Chief Operating Officer,
Elizabeth Glaser Pediatric AIDS Foundation

1. Could you tell ERP News readers about EGPAF, what it does, and your role at EGPAF?

The Elizabeth Glaser Pediatric AIDS Foundation is a proven leader in the fight for an AIDS-free generation and has reached over 31 million pregnant women with services to prevent transmission of HIV to their babies. Founded in 1988, EGPAF has supported over 15,000 sites and currently works in 17 countries to offer HIV counseling, prevention, diagnosis, and treatment services alongside high-quality family health care. Each stage of life—from infancy to adulthood—brings new and different challenges, and EGPAF is driven to see a world where no other mother, child, or family is devastated by this disease.

I am the COO at EGPAF and responsible for the financial, compliance, personnel, and information systems management at the Foundation. This responsibility expands beyond the US to include the roughly 3,100 employees working at EGPAF.

> " OUR DONORS WILL CONTINUE TO DEMAND MORE IN-DEPTH INFORMATION AT FASTER SPEEDS. UNIT4'S INTEGRATED PLATFORM AND STRONG REPORTING AND PLANNING APPLICATIONS WILL HELP US STAY AHEAD OF THIS CURVE.

2. Why did EGPAF choose to implement an ERP? What were your top criteria for selecting the right ERP software for your organization?

Like many organizations of our size and complexity, EGPAF had deployed an array of disparate systems over many years. Each of these served the Foundation well, but over time it became apparent they couldn't adequately support the changing demands of our donors or the increasing complexity of our business. System integration gaps also created cumbersome business process, slowed decision making, and took valuable time away from our staff. We found our systems weren't providing the transparency our clients or staff were demanding.

In considering ERP's, EGPAF was looking for a system that would fully comply with our donor requirements, had robust reporting capability, and enabled us to streamline business processes. A full suite of fully integrated applications was key to our decision making. We were also looking for proven technology from a reliable partner and one we could count on to continue enhancing the platform well into the future.

3. How will EGPAF be empowered to drive its mission even further by using Unit4 ERPx?

The Foundation sees great promise in Unit4's platform. It will help us manage our business with greater consistency and transparency. Automated processes will enable us to better leverage the skills and talents of our global staff members. Once deployed, we will spend more time analyzing and managing our programs and less time on manual routines. Our donors will continue to demand more in-depth information at faster speeds. Unit4's integrated platform and strong reporting and planning applications will help us stay ahead of this curve.

Dave Dyer leads Unit4's business in the high-growth North America market, in a role covering sales, operations, and services. His career has taken him through many software industry segments and regions and up the ranks from sales rep to Chief Revenue Officer. Before Unit4, he helped young SaaS software companies create and scale sales teams. Dave tries to experience everything positive that life has to offer – centered on family and friends, sports, travel – and frequently enjoy good conversation over a meal.

| About Unit4

Unit4's next-generation enterprise solutions power many of the world's most people-centric mid-market organizations. Our state-of-the-art cloud platform, ERPx, brings together the capabilities of Financials, Procurement, Project Management, HR and FP&A onto a unified cloud platform that shares real-time information and is designed with a powerful, people-centric approach, so employees can benefit from better insight and become more effective and increasingly engaged. It supports rapid and continuous change while delivering individualized fit for customers at scale, delivering the right tools to unify the processes across their organization, and connect their people. Unit4 serves more than 6,000 customers globally including, Bravida, Havas, Migros Aare, Americares, Save the Children International, Action against Hunger, Metro Vancouver, Forest Research, Southampton City Council, Selkirk College, and FTI Consulting.

Craig Molyneaux is responsible for strategic leadership, global operational excellence, funding and financial acumen of the Foundation. As the leader of its Corporate Services business unit, he oversees Awards, Compliance, & International Operations; Finance & Accounting; Global IT; Human Resources & Administration; and Internal Audit & Risk Management. Craig has more than 30 years of experience in operations, financial management, compliance and controls, and business process improvement from the government, nonprofit, and for-profit sectors. He previously served as the EVP and CFO at Management Sciences for Health (MSH) where he oversaw the finance, compliance, and IT functions of operations in 30+ countries throughout Africa, Asia, and South and Central America. Craig also served as the Sr. VP and CFO for AMIDEAST, CFO for Goldbelt, and CFO for W2Greentech, among many other strategic and tactical senior-level operations roles.

| About Elizabeth Glaser Pediatric AIDS Foundation (EGPAF)

EGPAF is a proven leader in the global fight for an AIDS-free generation by ending HIV in children, youth, and families. For more than 30 years, EGPAF has been meeting urgent needs in pediatric HIV and AIDS in the world's most affected regions - through prevention and treatment programs, research, and advocacy. Since its inception in 1988, there has been a 95 percent decline in new pediatric HIV infections in the U.S. and a nearly 60 percent decline in the number of new infections in children worldwide since 2000.

DEICHMANN GOES DIGITAL IN HR WITH SAP SUCCESSFACTORS

Article By Johannes Klostermeier,

Footwear retailer Deichmann is consigning paper pay stubs to the past. Now, employees can view them in an app, on any device, anywhere. They can also manage their own personal data using self-service functions and will soon be able to apply for leave and complete similar tasks online as well.

Deichmann's green logo is a familiar feature of shopping areas and malls in Germany. Headquartered in Essen, a city famed for its industrial heritage, Deichmann SE operates in 31 countries, with roughly 4,300 stores and around 42,000 employees worldwide. The company has been family-owned since its founding in 1913 – and it wants to remain independent in the future, too.

The footwear retailer is market leader in its segment in Germany and Europe, and is currently strengthening its efforts to digitalize processes. Even though it is a major company, its culture is still very much a friendly and informal one. The in-house IT team is helping Human Resources (HR) digitalize various scenarios.

"Our people are our priority," says Melinda Hilbert, who is in charge of IT for Finance and HR at Deichmann, when explaining the rationale behind the drive to move personnel processes online.

Deichmann is now rolling out offerings from SAP's cloud solution for HR across its German business. SAP SuccessFactors software enables companies to standardize their entire HR function and move all tasks online.

Deichmann decided to implement the solution as part of the SAP strategy it is following for HR and finance. "Our company is growing, and the solution is easy to scale," Hilbert says. For this reason, and because it would integrate well with the company's existing IT and processes, SAP SuccessFactors was an obvious choice.

"Taking this step created a central integration platform for all the solutions that we plan on implementing in HR," Hilbert shares. It was the technical answer to the business question of how to ensure all the data from HR and finance is integrated going forward.

In the initial phase of the project, Deichmann is making digital versions of documents available to its employees. The first self-service functions have already gone live and employees are now able to update their address and bank details themselves, as well as provide an emergency contact.

User Experience as a Priority

The project, **"StepOn,"** is also aimed at helping make Deichmann more attractive as an employer and strengthen employee retention.

"These days, employees expect everything to be online. And user experience is always a priority," Christina Boehme, head of HR at the company, says. "The fact that we also save on printing and postage costs is not just an added bonus, it makes us more sustainable too."

Launchpad for Easy Access to Apps

Aachen-based SAP partner ROOS IT helped Deichmann with the implementation.

"We used SAP Business Technology Platform to build the custom pay stub for the new employee portal and for the launchpad for accessing SAP Fiori apps from mobile devices and desktops, SAP Launchpad service," reports Andreas Lennartz, managing partner at ROOS IT. "What's more, the SAP solution acts as a central database for applications used across the company and verifies the user's identity for self-service functions."

ROOS IT quickly built an app for the footwear retailer that enables employees to easily call up their pay stubs. It also supports secure access to the data held in the company's on-premise network regardless of the device used — be it a smartphone, tablet, or desktop computer.

"The pay stubs app retrieves data through a connection to an SAP billing system that Deichmann runs on premise," Krausen explains.

Deichmann Targets a Global Rollout

Digital pay stubs have been rolled out to 1,200 Deichmann employees who are based at company headquarters and in and around Essen. Retail outlets are set to follow. Its workforce is already familiar with SAP software: Deichmann also deploys the SAP SuccessFactors Performance and Goals solution for performance appraisals and for probation period reviews.

SYNTAX

PROS AND CONS OF OUT-OF-THE-BOX ERP SOFTWARE

*Interview with **Biju George,**
SVP of Oracle Practice, Syntax*

Every ERP software solution has its pros and cons depending on the industry and they offer different functionalities and their available integrations at the ready vary from each other. We discussed the pros and cons of out-of-the-box ERP and which businesses should opt for an out-of-the-box ERP with Biju George, SVP of Oracle Practice at Syntax.

1. Please tell ERP News readers a bit about yourself and your role at Syntax.

This is the 29th year that I've worked with ERP systems, both as an end user and as a Technology Consultant. I've worked with customers all over the world to architect and implement ERP systems for large multi-national firms, and I've specialized in Industrial Manufacturing, Consumer Products, and Oil Field Services industries. I'm currently the SVP of the EBS Professional Services and Applications Managed Services

practices at Syntax. I've been with Syntax for 8 years and am based in Houston, Texas.

2. We understand that Syntax has the ability to implement and manage different multi-ERP deployments. How do you guide your customers to choose the right ERP solution during their digitalization journey?

At Syntax, we work with each of our customers as trusted advisors to understand their business objectives and priorities to help advise as to which ERP Applications and Tools are appropriate for their situation. Having senior expertise across SAP, Oracle JDE, and Oracle EBS and both Private and Public Cloud solutions, Syntax can help guide a customer into making the right long-term decision for their business.

3. Many businesses are now confused about whether or not they should opt for an out-of-the-box ERP. What is so great about out-of-the-box ERP Software for some and what is not so great about it for others?

Out-of-the-box ERP is great for organizations in lower complexity business models. The Business Process functionality has been refined over years of working with organizations all over the world and is incorporated into the software on regular release cycles. A number of organizations will benefit from the business processes delivered by the ERP as the standard and will benefit from the continuous enhancements delivered with each release cycle. More complex organizations with business requirements not yet available (or met) by out-of-the-box ERP will be loathed to make any changes to existing ERPs that have already been customized to meet specific requirements.

4. Oracle EBS's out-of-the-box functionality doesn't cover some specific needs such as controlling forecasting or preventing resource dead times. How can companies tailor Oracle EBS to meet their unique planning and labor forecasting needs?

The Syntax AMS team has worked with several organizations faced with similar resource planning and forecasting requirements. By working together with our customers in an Agile development model, the Syntax AMS team was able to create a tool that allows our customers to forecast their resources around the world.

5. What does the future hold for ERP and how do you think the industry is evolving?

After meeting with our customers' Operations and IT Leadership, I see a focus on increasing productivity from their existing ERP systems. Either through RPA (robotic process automation), or by implementing application enhancements, our customers are focused on delivering more value from their current ERP systems. Customers are also focused on cost reduction by modernizing legacy integrations by leveraging SaaS tools to help lower ongoing integration costs.

> **AT SYNTAX, WE WORK WITH EACH OF OUR CUSTOMERS AS TRUSTED ADVISORS TO UNDERSTAND THEIR BUSINESS OBJECTIVES AND PRIORITIES TO HELP ADVISE AS TO WHICH ERP APPLICATIONS AND TOOLS ARE APPROPRIATE FOR THEIR SITUATION.**

6. Could you tell us about the future growth and strategies of Syntax, with regards to Oracle specifically?

Syntax continues to invest in our Oracle OCI partnership and work with customers to architect Hybrid Cloud solutions. The combination of Syntax Managed Services and Professional Services with resources available around the globe enables us to work with firms of all sizes to help support their business applications. In the next year, we're forecasting that Applications Managed Services (AMS) will continue to grow at an accelerated pace. Experienced EBS resources are becoming more scarce and in high demand. Recruiting and retaining resources for customers is difficult and hard to justify the high ongoing costs. Syntax AMS will help customers buy resources on a fractional model and can source resources from all over the world to provide the right support at the right costs.

Biju George is Senior Vice President of EBS Practice at Syntax. With over 25 years of experience delivering extensive enterprise applications and support across various ERPs for global companies, Biju has worked around the world with global organizations and gained unparalleled perspectives across various industries. Biju's background in Professional Services and as a Managed Services customer gives him a unique perspective, with strong customer empathy and a recognized ability to understand their demands and mindset. Biju holds a Bachelor's degree in Mechanical Engineering and Finance from the University of Texas at Austin.

About Syntax

Syntax provides comprehensive technology solutions to businesses of all sizes with over 800 customers trusting Syntax with their IT services and ERP needs. Syntax is a leading Managed Cloud Provider for Mission Critical Enterprise Applications. Syntax has undisputed strength to implement and manage ERP deployments (SAP, Oracle) in a secure, resilient, private, public or hybrid cloud. With strong technical and functional consulting services, and world-class monitoring and automation, Syntax serves corporations across a diverse range of industries and markets. Syntax has offices worldwide, and partners with SAP, Oracle, AWS, Microsoft, IBM, HPE, and other global technology leaders. Learn more about Syntax at www.syntax.com.

ORACLE NETSUITE

FISHUSA REELS IN SUCCESS WITH NETSUITE

*Article By **David Rodman**,*
SVP of Global Customer Success, Oracle NetSuite

It's easy to forget that fishing started as a form of survival, but that was the origin of what has become one of the world's most popular sports and pastimes.

Today, more than 54 million[i] Americans enjoy fishing, and the techniques and equipment available to anglers are extensive. To support this growing community, FishUSA launched its business in 2000 from Fairview, Pennsylvania (less than a mile from Lake Erie) with a commitment to excellent customer service, depth of knowledge, extensive product selection, and strong industry partnerships for fishing enthusiasts.

Going with the Flow for the Fishing Community

FishUSA has grown from its humble beginnings and is now in its fifth location. As its business expanded, it faced operational issues that began to impact the experience it provided to its customers.

For example, executing promotions became very difficult due to the variety and complexity of different types of offers, leading to frustrated staff and customers. Managing its inventory, which includes thousands of SKUs, also became a struggle as it moved product between its virtual and physical locations. These challenges required constant updates and workarounds to its legacy systems, which began to distract FishUSA from its core business.

"We were essentially running two businesses: an ecommerce retailer selling fishing tackle and a software development firm developing a custom platform," said Dan Pastore, founder and Chairman, FishUSA. "While that was a necessity in the early days, it is no longer sustainable. We needed an integrated cloud business system to refocus on our core mission, which is advancing the fishing communities' experience."

After evaluating Microsoft Dynamics and Salesforce, FishUSA selected Oracle NetSuite to replace QuickBooks and its other legacy software.

Gearing Up for Success

With NetSuite in place, FishUSA was able to unify its operations, including accounting, financials, inventory management, CRM, and ecommerce business system. As a result, NetSuite has provided FishUSA with the visibility and control needed to manage its expanding operations and gain a clear and real-time view into its financial health.

"Fishing retail is not a high margin industry – you've got to really be on you're A-game and carefully manage the financial components of your business," said Jeff Parnell, the company's president and CEO. "NetSuite helps us see all the numbers at once, so we can analyze, be responsive and execute tough decisions as needed."

Additionally, the increased efficiency NetSuite provides has helped FishUSA significantly reduce the time it takes to close the books – down from 3 weeks to 1 week. NetSuite is also enabling the FishUSA team to manage complex compliance requirements as they adhere to sales tax and other filing requirements in more than 40 states.

"We now implement a strict financial closing schedule and meet that schedule with confidence, which we were unable to do before," added Pastore. "We also have vastly more detail and greater confidence from an audit standpoint. We can produce whatever information is requested and rest assured that it will be accurate."

Angling for a Promising Future

As FishUSA continues to adapt and streamline its operations, NetSuite can provide the data and visibility needed to augment decision making as it considers different business opportunities, such as new product lines, markets and private label merchandising.

"We are constantly exploring new opportunities, and that requires timely information and accurate financial data," said Parnell. "Now, with NetSuite in place, we rely more heavily than ever on our financial backbone and key performance metrics to guide us."

ACUMATICA

ACUMATICA BROADENS STRATEGIC RELATIONSHIP WITH SHOPIFY TO ENHANCE EXPERIENCES FOR B2B BUYERS

Expansion Will Allow Merchants to Manage B2B and DTC Stores via a Single Platform

Acumatica, the world's fastest-growing cloud ERP company, has broadened its relationship with Shopify by supporting development of the leading eCommerce platform's new business-to-business (B2B) solution. Merchants can use Shopify's solution to manage B2B and direct-to-consumer (DTC) stores in a single platform.

The new solution builds on Acumatica's native Shopify integration, which allows merchants to manage their back-office within Acumatica's ERP while creating an exceptional customer experience on the Shopify front-end. With Shopify's new solution, merchants can manage their entire B2B omnichannel sales experience in a unified solution that combines all essential business data without the need for manual data entry.

"Our ongoing partnership with Shopify has allowed us to provide our customers with innovative business management solutions that help them scale their online and in-store retail operations," said Josh Fischer, director of product management at Acumatica. "We worked closely with Shopify to develop a B2B solution that would seamlessly integrate with Acumatica Cloud ERP. The integration is designed to deliver a truly streamlined buying experience to wholesalers and their buyers."

Acumatica and Shopify's strategic relationship provides regular product developments and joint solutions that enable customer growth and seamless user experiences through online and POS sales channels. In 2020, Acumatica announced a robust integration to Shopify which simplifies the connection to Shopify's leading eCommerce application. In 2021, Shopify announced the launch of a Global ERP Program to meet the needs of larger merchants by directly connecting their back-office ERP solutions (including Acumatica) to their Shopify stores. The connection between the two systems creates one unified business management solution. Shopify's provides outstanding buying experiences and Acumatica provides inventory management, automated fulfillment, and accurate accounting solutions. Together, the solution is a comprehensive eCommerce enabled ERP solution for helping merchants grow faster.

"Our merchants have indicated their desire to sell wholesale and direct to consumers from one online store," said Mani Fazelli, director of product, B2B at Shopify. "To meet this growing demand, we've worked to build powerful features that B2B merchants need directly into the Shopify platform. Acumatica has added value to Shopify customers by enabling them to manage and grow both sides of their businesses from one unified solution."

The Shopify B2B solution will be available to Acumatica customers in two phases. Phase one will be complete in September 2022 as part of the company's semiannual product update. Phase two will be complete in Q1 2023.

| About Acumatica

Acumatica Cloud ERP provides the best business management solution for transforming your company to thrive in the new digital economy. Built on a future-proof platform with open architecture for rapid integrations, scalability, and ease of use, Acumatica delivers unparalleled value to small and midmarket organizations. Connected Business. Delivered. For more information, visit www.acumatica.com.

NORDIC PAPER UPGRADES TO IFS CLOUD TO DRIVE OPERATIONAL EFFICIENCIES AND SUPPORT DYNAMIC GROWTH

IFS solution will help specialty paper manufacturer enhance security, maximize uptime and strengthen maintenance

IFS, the global cloud enterprise software company, announced that Sweden-based speciality paper manufacturer, Nordic Paper, has decided to upgrade its existing on-premise enterprise asset management (EAM) software to the latest IFS Cloud™ solution to drive efficiencies across its global operations. The upgrade will be implemented by IFS channel partner, Novacura, which is also based in Sweden.

The implementation of IFS Cloud will support the digitalisation of operations at Nordic Paper, helping the manufacturer to maximise uptime, enhance security and strengthen maintenance at its Scandinavian paper mills.

Migrating to IFS Cloud will also provide Nordic Paper with a sustainable platform for future growth. The flexibility and agility of the software will enable the company to stay 'evergreen', seamlessly adapting to deliver solutions that are tailored and relevant to its target audiences.

Patric Johansson, IT Manager, Nordic Paper, said: "We were looking for an enterprise asset management solution that

delivered enhanced security and operational efficiencies. While we considered other options, IFS Cloud was the intuitive choice.

"We have a long-standing, trust-based relationship with IFS, and we have always been impressed with the quality of their solutions and in-depth expertise in the pulp and paper industry. We are confident that IFS Cloud can play a key role in supporting our ambitions and in ensuring we get our paper products to market quickly and cost-effectively to deliver an optimum customer experience."

Ann-Kristin Sander, managing director, Nordics, IFS said: "Nordic Paper is focused on digitalisation and growth. We are proud that they have chosen to extend the long-term relationship we have built together by implementing IFS Cloud and are looking forward to working with them and take their speciality paper offering to the next level."

The solution provides functionality leveraged by a total of 400 users, based either at the manufacturer's headquarters in Karlstad, Sweden or at one of the company's paper mills in Scandinavia. Nordic Paper is making use of a wide range of integrated modules that are available within IFS Cloud, including Maintenance; Finance; and Procurement.

About Nordic Paper

Nordic Paper is a leading speciality paper producer with its base in Scandinavia. It has been manufacturing top-quality kraft papers and natural greaseproof papers since the 19th century. Its products are based on renewable raw material from local forests. From its five paper mills, four in Scandinavia and one in Canada, the company supplies customers in about 80 countries. Nordic Paper had in 2021 net sales of approximately SEK 3,100m, about 690 employees and is listed on Nasdaq Stockholm.
For more information, please visit: www.nordic-paper.com.

About IFS

IFS develops and delivers cloud enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. Within our single platform, our industry specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers—at the Moment of Service™. The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 4,500 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers. Learn more about how our enterprise software solutions can help your business today at ifs.com.

CAPGEMINI EXTENDS ITS COLLABORATION ON BIG DATA FOR AUTOMATED DRIVING WITH GERMAN CAR MANUFACTURER

Capgemini announced that it has been selected by Mercedes-Benz to participate in the development and management of a Big Data platform for Automated Driving. The platform processes scalable big data that optimizes the AI technology for automated driving.

The contract with the global Original Equipment Manufacturer (OEM) covers the expansion of the data management platform that Capgemini has been developing and running for it since 2019. The platform supports data driven development, testing and validation of the automotive manufacturer'sAdvanced Driver Assistance Systems (ADAS). As part of the extended agreement, Capgemini will also provide 24/7 technical support for the big data platform to ensure optimal availability for the OEM's R&D locations worldwide. Capgemini was chosen for its expertise in automotive IT systems, data-driven software, cloud and Intelligent Industry solutions.

"Driverless technology and the development of the required legal framework has the power to fundamentally transform the mobility sector and foster trusted innovation in the automotive industry," commented Alexandre Audoin, Group Leader for Automotive at Capgemini. *"Our role in developing and managing the big data platform demonstrates how Capgemini is at the forefront of this innovation to drive one of the most disruptive trends the industry has ever seen."*

Capgemini operates the big data platform at three sites – located in Germany and the U.S. – collecting and processing data from development and test vehicles. The expert team is responsible for application development and management, as well as running the processes on the platform. So far, the platform comprises two-digit Petabytes of data, a figure which keeps growing as the premium OEM continues to expand its automated driving features.

About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of over 340,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion. Get The Future You Want | www.capgemini.com

DELTEK REACHES AGREEMENT TO ACQUIRE TIP TECHNOLOGIES

This acquisition will expand Deltek's capabilities for aerospace & defense and engineer to order manufacturers, by delivering a complete solution ensuring higher quality product delivery and waste reduction in the manufacturing process

Deltek, the leading global provider of software and solutions for project-based businesses, announced hat it has entered into an agreement to acquire TIP Technologies – a leading provider of quality, compliance and manufacturing execution solutions. With this acquisition, Deltek will add quality management system (QMS) and manufacturing execution system (MES) capabilities to its portfolio of solutions for government contractors, aerospace & defense (A&D) and Engineer to Order (E2O) firms.

Headquartered in Waukesha, Wisconsin, TIP Technologies serves global customers including many firms that are currently using Deltek. Founded in 1989, the company was one of the first to provide integrated quality assurance software using a commercial, off-the-shelf strategy. Now, TIP Technologies is a recognized leader amongst A&D and E2O Manufacturing firms and continues to develop highly respected software used by companies of all sizes, including market leaders such as Qarbon Aerospace.

"We are very excited to announce this new combination of Deltek and TIP Technologies," said Mike Miller, Founder & CEO of TIP Technologies. "In 1989, this business was started with a specific focus of creating a fully integrated Quality Management System, designed to meet the needs of the complex manufacturing market. Together with our team, we've been able to accomplish that and so much more. We already had a robust integration with Deltek Costpoint, as well as other major manufacturing capable ERP vendors, and will continue to do so. By partnering with Deltek, we will be able to deepen our capabilities and provide more value to our customers."

"For nearly forty years, Deltek has had a relentless focus on government contracting and powering our customers' success. We've had a long-standing partnership with TIP Technologies for many years, and mutual customers who are already benefiting from our close integration. This acquisition is a natural evolution of our partnership, and will create a more effortless way for our customers to get the combined benefits of our collective solutions," said Deltek's President and CEO, Mike Corkery. "With Deltek's industry-leading offerings for accounting, manufacturing and supply chain management and TIP Technologies' QA and MES expertise, we will provide the best solutions for Engineer to Order manufacturing companies – in addition to continuing partnerships with other ERP providers established by TIP Technologies. We look forward to closing this deal in the coming weeks and welcoming the TIP Technologies team to the Deltek family."

Under the terms of the agreement, Deltek will acquire the assets of TIP Technologies. The transaction requires certain closing conditions to be met and is expected to close in the third quarter of 2022.

About Deltek

Better software means better projects. Deltek is the leading global provider of enterprise software and information solutions for project-based businesses. More than 30,000 organizations and millions of users in over 80 countries around the world rely on Deltek for superior levels of project intelligence, management, and collaboration. Our industry-focused expertise powers project success by helping firms achieve performance that maximizes productivity and revenue. www.deltek.com

About TIP Technologies

Founded in 1989, TIP Technologies was one of the first to provide integrated quality assurance software using a commercial, off-the-shelf strategy. Now a recognized leader in the industry, TIP Technologies continues to develop highly respected software that is used by some of the world's largest corporations. For more information: www.tiptech.com

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ECI SOFTWARE SOLUTIONS ANNOUNCES STRATEGIC ALLIANCE WITH PAPERLESS PARTS

Integration with ECI's Manufacturing Business Management Solutions and Paperless Parts' Estimating and Quoting Platform Further Streamlines Operations for Job Shops and Contract Manufacturers

ECI Software Solutions, a leader in cloud-based business management solutions, today announced a new strategic alliance with Paperless Parts, the leading estimating and quoting software for job shops and contract manufacturers. Through this alliance, the two companies will team together to offer joint customers seamless integrations between ECI's manufacturing ERP business management solutions and Paperless Parts' quoting platform, helping customers to streamline operations, reduce manual data entry in multiple systems and turn around accurate quotes quickly and efficiently. Support for the JobBOSS/Paperless Parts integration is the first to be released under the terms of this partnership and is available to customers today. A supported integration between Paperless Parts and JobBOSS², both cloud and on-prem, is scheduled to be available before the end of the year with other ERP products to follow.

Now that the pandemic has subsided, the manufacturing industry is building back fast to meet growing customer demands and face economic challenges head-on. To do so effectively, manufacturers are turning to their business management solutions to equip themselves with tools that will make their jobs easier. As an end-to-end business management solution focused on helping small- to medium-sized manufacturers gain real-time operational visibility to drive business growth, ECI's manufacturing ERP solutions offer everything they need to run their business – from scheduling and purchasing to shipping and accounting. By integrating Paperless Parts into a full suite of functionalities, manufacturers will be able to replace hours of manual steps in the estimating and quoting process.

Paperless Parts is a secure, ITAR registered cloud-native software platform that enables manufacturers to grow revenue, diversify their customer base, reduce quoting errors and better utilize internal resources. Paperless Parts supports all manufacturing types, including milling and production processes, sheet metal fabrication and additive manufacturing. With automatic geometric analysis, each part file is analyzed to show part features and inspected for potential manufacturability warnings, saving shops from missing costly errors. Paperless Parts is trusted by manufacturers in every industry, including aerospace, national defense, medical devices and technology. Smart RFQ forms integrate with existing customer websites and support both 3D models and 2D print requests. All customer and quote information is automatically entered and organized in one centralized dashboard.

"We are honored to work alongside Paperless Parts to offer job shops even more seamless functionalities within their day-to-day operations," said Matt Heerey, President of the Manufacturing Division at ECI. "More often than not, we are seeing small- to medium-sized manufacturers strained for resources due to the flurry of economic challenges we all face today. By optimizing their business management solutions to be even more all-encompassing, we are setting these job shops up for optimal success."

"From day one, we knew the best way to drive value for customers is to seamlessly integrate into their entire workflow, which is why we've spent so much time developing robust integrations with industry leaders like ECI," said Jason Ray, CEO and Co-Founder of Paperless Parts. "As we look at how the manufacturing industry is continuing to evolve, embracing new technologies to improve profitability and streamline operations, we know that this partnership will be a big part of driving value for existing and future ECI and Paperless Parts customers."

To learn more about the strategic alliance between ECI and Paperless Parts and to receive a demo, visit: www.paperlessparts.com/demo-eci-partnership/

About ECI

ECI Software Solutions provides industry-specific business software solutions and services, focusing on cloud-based technologies. For 30+ years, ECI has served small to medium-sized manufacturing, wholesale/retail distribution, building and construction and field service organizations. Privately held, ECI is headquartered in Fort Worth, Texas, USA, with offices throughout the U.S., Canada, Mexico, England, the Netherlands and Australia. For information, email info@ecisolutions.com, visit www.ECISolutions.com or call (800) 959-3367.

20/20 PLUMBING & HEATING SELECTS NEXTWORLD® FOR ERP

Nextworld® ERP software company announced that 20/20 Plumbing & Heating, Inc. (2020PH) has signed a 5-year contract with Nextworld. Nextworld will deliver its Financials, Procurement, Warehouse, Projects, Manufacturing, and Construction solutions in addition to their no-code development platform, Nextbot®, to meet the needs of this specialty contractor.

"We were looking for an ERP that would allow us to modernize and automate our unique business processes and scale as our organization continues to grow. What became apparent to me from the beginning of the engagement was the value of the no-code platform that allows us to quickly automate even the most marginal of business processes, and that Nextworld continues to deliver new innovations and functionality with every update and release. We ran a comprehensive search process and their solution stood out as the one that would provide the greatest value both now and well into the future,"

says Vincent French, CFO of 20/20 Plumbing and Heating. "When it comes to responding quickly to market changes and new business needs, we recognize the competitive advantage of employing leading-edge technologies. Nextworld is the only ERP that will work with us to run our business in our own way rather than force us into detrimental compromises. For that reason, they were the obvious choice," says Mike Mahoney, CEO of 20/20 Plumbing and Heating.

Kylee McVaney, Nextworld founder and CEO, adds "We are thrilled to be selected by 20/20 Plumbing and Heating. Part of redefining ERP is reimagining the entire journey for our customers so that it becomes a source of delight from the initial evaluation phase through and beyond the implementation and, ultimately, helps them to take advantage of new opportunities. The team has been incredible to work with thus far and we look forward to a long-term partnership with them."

| About Nextworld

Nextworld is the only company that offers a modern ERP built on an enterprise, no-code platform. Nextworld delivers the agility, speed, and intelligence required to modernize business processes and gain value from your application investment – from the edge to the core of your operations. With Nextworld, businesses can focus resources on innovative opportunities that further their mission both now and into the future. Nextworld keeps its customers ahead of what's next™.

| About 20/20 Plumbing & Heating

At 20/20 Plumbing & Heating, Inc., we are more than a plumbing and HVAC company. We are community builders. An industry leader in California and Nevada since 2015, we deliver reliable, state-of-the-art service to single-family, multi-family, commercial, rehabilitation and hospitality projects. Our skilled tradespeople have the training and resources to meet your most challenging plumbing and HVAC needs and complete your new construction or commercial project — on-time and in-budget. We utilize the most technologically advanced systems for designing, manufacturing, and prefabricating materials in-house to deliver prompt, accurate bids to our clients.

Our partners include notable companies from local homebuilders to global hospitality brands, and we've earned their trust with our uncompromising standards of ethics, professionalism and accountability, and award-winning customer support. For more information, visit www.2020ph.com

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FINANCIALFORCE WINS TWO 2022 COMPARABLY AWARDS: BEST CEOS FOR WOMEN AND BEST CAREER GROWTH

FinancialForce, the leading provider of customer-centric business applications across finance, services, and customer success teams, has won two 2022 Comparably Awards for Best CEOs for Women and Best Career Growth. Winners were determined based on employee feedback on a combination of workplace culture questions. These two Comparably Awards were derived from sentiment ratings provided by employees who anonymously assessed their CEO and career growth opportunities during a 12-month period between June 24, 2021, and June 24, 2022.

"We are honored to be recognized by Comparably for our efforts in making FinancialForce an inclusive environment for women and people who wish to grow their careers within their companies," says Heather Gille, Chief People Officer, FinancialForce. "It is very important for today's companies to create an environment where employees feel valued for who they are, comfortable being themselves, and empowered to engage fully. We want our employees to experience a culture of inclusion where they are proud of their accomplishments and free to innovate and try new things."

Over the past five years, FinancialForce has invested in its people by introducing employee resource groups (ERGs) including FF4Her where female-identifying individuals and female advocates can expand their networks and grow their careers. Our ERGs also offer mentorship and professional development opportunities. FinancialForce aims to promote from within whenever possible. Here are some of the reviews from anonymous employees around Best CEO for Women and Best Career Growth:

"One of the best parts about FinancialForce is the opportunity for growth."

"FinancialForce is best known for work/life balance and the support of career growth."

"Scott Brown understands that people always come first; the employees and customers are at the center of every decision."

"I am very proud of what we are building here at FinancialForce," says Scott Brown, CEO, FinancialForce. "We have a unique culture of collaboration and support for each other and our customers which is contributing to tremendous growth quarter over quarter, and year over year. We are blessed to have extremely talented women in leadership running teams and projects with a focus on empowering and uplifting others."

"The chief executives on this year's list have fostered company cultures that embrace diversity and inclusion, as shown by the feedback from their female employees," said Comparably CEO Jason Nazar. "Based on direct feedback from employees, the companies who do this well lead by example by focusing on transparency, empathy, and opportunities for growth."

Comparably Awards are compiled from 15 million ratings across 70,000 U.S. companies. There are no fees or costs associated with participating, nor is nomination required. To see the full list of award-winning companies and learn more about the methodology used to determine winners, visit Comparably's blog.

| About FinancialForce

FinancialForce accelerates business growth with customer-centric ERP, Professional Services Automation (PSA), and Customer Success solutions. Run on the leading cloud platform, Salesforce, FinancialForce enables organizations to see their customers in full color, to unlock customer insights, deliver innovative experiences, run a digital business, and achieve agility and resilience. Founded in 2009 and headquartered in San Francisco, FinancialForce is backed by Advent International, Salesforce Ventures, and Technology Crossover Ventures. For more information, visit www.financialforce.com.
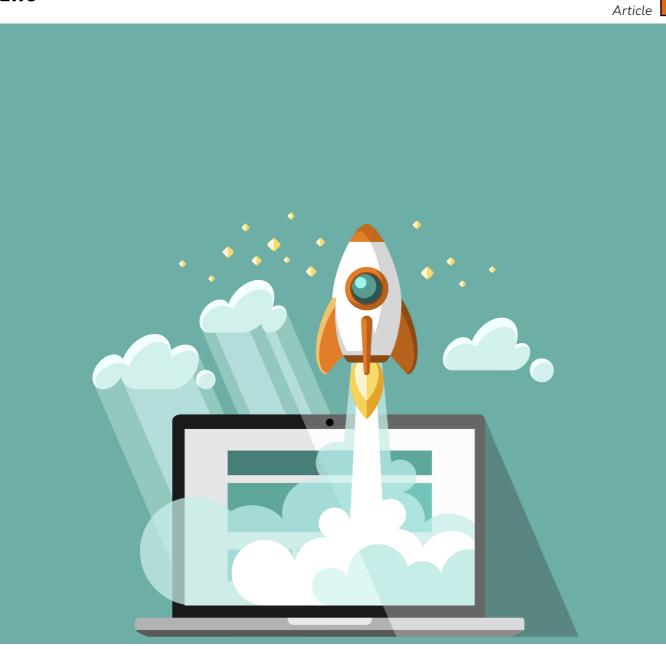
#1 PSA by G2; Most adopted PSA solution in SPI Research's 2021 PS Maturity™ Benchmark; most adopted PSA solution by Technology Services Industry Association in 2020; Leader in Accounting by G2; leader in IDC MarketScape for Worldwide SaaS and Cloud-Enabled Midmarket Finance and Accounting Applications, 2020; IDC CSAT Award for SaaS ERP and SaaS Subscription Billing.

ERP MARKET SIZE IS ANTICIPATED TO REACH $117.09 BILLION BY 2030, REGISTERING AT A CAGR OF 10.0% FROM 2021–2030

Article By **David Correa,**
Allied Analytics LLP

An increase in the application of ERP solutions in small & medium enterprises is anticipated to pave the way for multiple opportunities in the next few years.

An increase in the need for operational efficiency and transparency in business processes, a surge in adoption of cloud and mobile applications, and a rise in demand for ERP software from small & medium enterprises drive the growth of the global enterprise resource planning market.

Major industry players such as - NetSuite Inc., Infor, Sage Group Plc., Unit4, Oracle Corporation, Syspro, IBM Corporation, Microsoft Corporation, SAP SE, and TOTVS S.A.

The global ERP market generated $43.72 billion in 2020 and is estimated to reach$117.09 billion by 2030, witnessing a CAGR of 10.0% from 2021 to 2030.

By region, North America held the highest share in 2020, contributing to more than one-third of the total market. However, the region across Asia-Pacific is projected to witness the fastest CAGR of 11.9% during the forecast period. The report also includes an analysis of the market across Europe and LAMEA.

The report offers detailed segmentation of the global enterprise resource planning market based on component, deployment model, enterprise size, industry vertical, and region.

Download Sample Report (Get Full Insights in PDF - 260 Pages) at:
https://www.alliedmarketresearch.com/request-sample/638

By deployment model, the on-premise segment accounted for the largest market share, contributing to nearly half of the global Enterprise resource planning market in 2020. However, the cloud segment is expected to portray the largest CAGR of 11.6% from 2021 to 2030. The report also includes an analysis of the hybrid model segment.

By component, the software segment contributed the highest share in 2020, accounting for nearly three-fifths of the total ERP market share, and is expected to maintain its lead during the forecast period. However, the services segment is projected to witness the fastest CAGR of 10.7% from 2021 to 2030.

For Purchase Enquiry:
https://www.alliedmarketresearch.com/purchase-enquiry/638

Covid-19 Scenario:

• The Enterprise resource planning market had a positive impact due to the outbreak of Covid-19. There was an increase in demand for cloud-based ERP software in the market to endure the disruption in business operations. ERP software helped organizations to continue their operations smoothly and efficiently while working remotely.

• Factors such as a rise in demand for ERP solutions that are hosted or managed on the cloud, an increase in the trend of digital transformation in businesses, and an increase in challenges caused by supply chain disruptions in the manufacturing sector have improved the demand in the global ERP software market during the pandemic.

• Furthermore, in the post-pandemic era, businesses will concentrate on technologies that will aid in prior planning and limit the impact of such disasters in the future. This is anticipated to increase the demand for ERP solutions in the coming years.

If you have any special requirements, please let us know at:
https://www.alliedmarketresearch.com/request-for-customization/638

The research report offers a comprehensive analysis of drivers, restraints, and opportunities extracted from a SWOT analysis of the global Enterprise resource planning market.

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About Allied Analytics LLP

Allied Market Research (AMR) is a full-service market research and business-consulting wing of Allied Analytics LLP, based in Portland, Oregon. AMR provides global enterprises as well as medium and small businesses with unmatched quality of "Market Research Reports" and "Business Intelligence Solutions." AMR has a targeted view to provide business insights and consulting to assist its clients to make strategic business decisions and achieve sustainable growth in their respective market domains.
AMR launched its user-based online library of reports and company profiles, Avenue. An e-access library is accessible from any device, anywhere, and at any time for entrepreneurs, stakeholders, researchers, and students at universities. With reports on more than 60,000 niche markets with data comprising 600,000 pages along with company profiles on more than 12,000 firms, Avenue offers access to the entire repository of information through subscriptions. A hassle-free solution to clients' requirements is complemented with analyst support and customization requests.

NTT DATA

NTT DATA AND SAP ANNOUNCE CO-INNOVATION SOLUTION TO TRACK FRAGILE AND SENSITIVE CARGO SHIPMENTS AND FACILITATE INSURANCE PROCEDURES

At the SAP® Sapphire® conference in Tokyo, NTT DATA and SAP Asia Pacific and Japan (APJ) announced a new co-innovation solution to improve supply chain insurance management. The solution, Connected Product, is a packaged offering jointly developed by global digital business and IT services leader, NTT DATA, and SAP SE, furthering the strategic alliance formed in 2020 between parent company NTT, and SAP SE.

Global value chains are becoming increasingly complex due to rising geopolitical risk, trade growth, and volatility of material availability. Losses due to poor transportation conditions have become a multibillion-dollar problem due to extreme difficulty in identifying the cause of damage or when an incident occurred. These challenges offer a great opportunity to overhaul the overall value chain with a solution that can provide real-time information on transport operations – from changes in temperature and humidity to whether the goods have been tilted – to all parties involved, giving everyone the ability to quickly adapt to potential incidents and rapidly recover from them.

The Connected Product solution responds to this need by monitoring the location and environmental conditions of goods in transit. It is especially useful for tracking fragile goods such as solar panels; bulk liquids, such as wine and olive oil; and sensitive cold chain shipments, such as cheese, pharmaceuticals, and even vaccines. The tracking provides greater visibility across the entire supply chain, and agility to activate immediate reactionary procedures, in case of damage or delays. This reduces friction when purchasing insurance and processing claims for shipments, and ensures timely delivery of goods. It also reduces waste and promotes sustainability.

Connected Product brings together the power of SAP© Business Network for Logistics[1] and the global track and trace option, extended with NTT DATA smart insurance policy management assets[2], to dramatically change the way people ship goods and manage associated risks. The solution also includes components built using SAP© Business Technology Platform[3]. By enabling end-to-end, real-time monitoring of the transportation conditions, the solution can monitor all variables that could affect a shipment, and

automatically trigger and execute insurance policies if goods are not transported under certain pre-defined conditions. Utilising SAP Business Network for Logistics helps improve accountability for each stakeholder and makes transport insurance management easier. Plus, by digitising shipment and insurance documentation, the solution simplifies tracking and insurances processes across the supply chain, reducing waste and costs, and benefiting to the whole ecosystem – from the insurance company to the insurance reseller to the logistics companies.

"Global disruptions have caused today's value chains to be more complex and diversified than ever before, and this complexity will only increase. What we're announcing today improves supply chain visibility for logistics companies and insurers here in the APJ region, and delivers on NTT and SAP's shared vision of helping companies around the globe achieve greater resiliency and agility to ensure they are prepared for future disruptions," said Paul Marriott, President, SAP APJ.

"At the SAP Sapphire conference in Tokyo today, modernising supply chain management is one of the key themes that we'll be discussing. I'm excited to see the innovations SAP is driving together with NTT around this area, and what more we can offer to help our customers," said Hirofumi Suzuki, President and Representative Director, SAP Japan.

"Today, more than ever before, global logistics need to be resilient and adaptative. Long-term planning alone is no longer sufficient, and organisations must be able to react quickly especially in times of uncertainty. Critical to enabling this type of agility is to have the right data in the right hands, in real time," said Norbert Rotter, SVP, NTT DATA Corporation, and CEO, NTT DATA Business Solutions.

Currently, NTT DATA and SAP Connected Product teams in Japan, Germany and Spain are collaborating on a pilot with a Spanish logistics group and a German insurance company, using Connected Product to track the condition of hundreds of containers moved by 20 shippers between Europe and Asia. The data gathered by IoT sensors helps to ensure that conditions critical for the goods – like temperature, luminosity, or shock-proofing requirements – are managed during the journey. That information gives customers the opportunity to quickly react to incidents. The pilot will continue to run through September 2022, after which NTT DATA plans to incorporate the system into business operations, extending the solution to more international insurance and logistics companies.

For more information on Connected Product, please watch the video featuring Christian Klein, CEO and Member of the Executive Board at SAP SE, and Jun Sawada, CEO of NTT (at the time of filming).

About NTT DATA

NTT DATA, part of the NTT Group, is a global innovative company providing business and IT services with its headquarters in Tokyo. The company helps its customers in their transformation processes via consultancy, industrial solutions, commercial process services, digital and IT modernisation and managed services. NTT DATA enables them—and society as a whole—to move confidently towards the digital future. The company proves its commitment to the long-term success of its customers, combining a global scope with local service to work with them in over 50 countries around the world. To learn more, please visit nttdata.com.

About SAP

SAP's strategy is to help every business run as an intelligent, sustainable enterprise. As a market leader in enterprise application software, we help companies of all sizes and in all industries run at their best: SAP customers generate 87% of total global commerce. Our machine learning, Internet of Things (IoT), and advanced analytics technologies help turn customers' businesses into intelligent enterprises. SAP helps give people and organisations deep business insight and fosters collaboration that helps them stay ahead of their competition. We simplify technology for companies so they can consume our software the way they want - without disruption. Our end-to-end suite of applications and services enables business and public customers across 25 industries globally to operate profitably, adapt continuously, and make a difference. With a global network of customers, partners, employees, and thought leaders, SAP helps the world run better and improve people's lives. For more information, visit www.sap.com.

I NEED SOFTWARE TO MANAGE MY FMEA! NOW WHAT?

Article By **Jim Steventon**,
QAD

In December 2021, Ford released their updated Customer Specific Requirements (CSR). A significant "first" in requiring their suppliers to manage Failure Mode & Effects Analysis (FMEA) in software. The potential for other OEMs to follow suit is likely high and could permeate into sub-tier suppliers. This is a major departure from the past. The biggest problem with FMEA as it exists today is the use of Excel spreadsheets. These copious, non-linked and editable records are used to manage, control and plan for every eventuality for some of today's most sophisticated automotive manufacturing plants the world over.

When Microsoft first released Excel, they likely did not consult with Automotive OEMs on how it would be used to manage the failure mitigation of safety-critical components, and yet this is exactly what it is being used for as well as other unanticipated uses. Just imagine if an update was to come over that inadvertently affected the data in some way, or was

accidentally deleted. Or even worse, changes were made and either not saved (loss of data) or saved by overwriting (lost historical intent).

Then comes the issue with linkages. Those sections within the FMEA:

• How are they linked to the Control Plans?

• Do I have any specifications that are not controlled, and how do I check?

• How can we see who is currently trained to do these tasks?

• How do you make sure that data is not changed without approval? and lastly,

• How easy is it to verify ratings, like Severity, Occurrence &

Detection when each is managed in a different solution.
This is why a FMEA only solution just won't cut it. When looking at a software solution to support FMEA, it's easy to ignore the many other requirements within Ford's CSR. Unless these are supported by existing applications, it could force the quality department to create or procure point solutions in order to maintain compliance. This is where an Enterprise-level Quality Management System (EQMS) can differentiate; it would not only support compliance of using software to manage FMEA but also complete the end-to-end loop of quality management for the whole business to leverage.

So that's why I need an EQMS system!

What Ford has done, following significant evaluation, has taken IATF 16949:2016 and the more recent AIAG & VDA FMEA Handbook and produced their Customer Specific Requirements, which takes each section of 16949 and overlays Ford's specific enhancements. Those requirements include:

• For forward model programs, which have not yet completed Job 1 by July 1, 2022, Foundation and Part FMEAs must be available in the FMEA software starting July 1, 2022.

• All Foundation PFMEAs for all manufacturing processes (current and forward model) and subsequent updates to all FMEAs must be available in the FMEA software starting December 31, 2022.

• Evidence of Reverse FMEA events must be available starting July 1, 2022 for forward model programs which have not yet completed Job 1.

In QAD terms, Foundation PFMEA are what we call our "Libraries," or "Family Templates," and in conjunction with the Foundation DFMEA are used together to create the part-specific FMEA. To differentiate and explain this, let's use the example of a male-threaded fastener. E.g. M6 x 20mm Hex Bolt Grade 10.9 Zinc coated. The Design, Processes, Machinery, Skills and Tooling that go into producing this part are identical regardless of whether it is a M6 x 20, an M10 x 100 or 3/16 UNF x ½ inch and so on. So the effects of the failure and the failure modes will be common to that family of parts (i.e. male-threaded fasteners). Part-specific FMEA comes in when numerical tolerances, cosmetic appearance and additional physical/mechanical requirements are included.

Some say FMEA is "easier to do in Excel". That is great for the individual working on a specific part, but it doesn't help improve the foundational FMEA or drive standardization, efficiency and consistency in FMEAs. To compete with Excel's ease of use, QAD EQMS has a hierarchical treeview FMEA editor that lets the user find, add, and manipulate FMEA much faster without losing context of where they are in a FMEA chain, which is the leading complaint against FMEA software.

Ford's intent is to get the supply chain to improve their quality and therefore business' efficiency. The use of foundational FMEA will not only improve their overall quality, but also allow the team to focus on unique features/requirements and their associated failures for a specific part, because the foundation is already in place and established.

Using the example above, a machine is set to produce male threaded fasteners M6 x 20, and at the end of the run, the machine is changed over to produce 3/16 UNF x ½ inch. This is where the highest risk of Part Failures will occur and focus on detection can be given priority at this time. The modes & effects of the failures from foundational FMEA need to be built into the part and process and should be 100% preventable.

What has changed with FMEA?

In this requirement, the fundamental change is in the application of the FMEA. Meaning, instead of thinking of a FMEA as a stand-alone process or as an excel sheet that you open up every now and again, Ford's intention is to use software so FMEA not only becomes a living process but a way of working that is always aligned, feeds from data within other areas of Quality Management Solution and is grouped foundationally by families, by process and/or product and allows reporting (i.e. PFMEA report) to be a simple by-product of using the solution.

So why the change?

Great question. The answer lies in the current, legacy and stand-alone solutions and their inability to provide integrated visibility across the business. For example:

• Can your current system for CAPA predetermine the response times of the 8D inline with Ford's requirements and send escalation notifications if a date was missed?

• Can you pull from your FMEA to populate Root Cause Analysis within your CAPA solution?

• In the event of a failure, can the operator/inspector access the part and process specific reaction plans within a few clicks?

• Can actions taken during a Non-conformance or CAPA link and update foundation, family and/or part specific FMEA?

• When an inspection event is created, can your system automatically pull the sampling criteria, specifications, tolerances, gauges, visual aids and work instructions etc. from your control plan?

• Does your Document Change system automatically provide you with a Risk Assessment?

• At the Process, Item, Document (SOP/WI), APQP (DFMEA, Process Flow, PFMEA, Control Plan, etc.) level, can you see the Skills needed and competent employees?
  o If any of the above change, does it automatically trigger training events and notifications?

• Can it provide all of your reports (8D, DFMEA, PFMEA, Control Plan, etc.) as a by-product?

• Does it enable bundling all PPAP requirements into a single PDF and automate notifications and cadence for re-submission?

• Can you get an auditable history for all changes and approvals by e-signature for all critical decision points?

• Does it allow key metrics and reporting to be visible in real time on fully customisable dashboards with drill-down capability?

• Can it provide all of the above by access on any web enabled device?

What is QAD doing about it?

QAD EQMS at its core was developed to meet APQP requirements for Automotive and Industrial customers, and has done so for over 20 years. Most of what Ford is now requiring has its basis in the AIAG & VDA FMEA harmonization that came out in June 2019. But even before then, QAD was at the forefront of this change by continuously improving our product to make sure our customers were able to keep up to date with changing requirements. QAD had foundational

FMEA consistently in the QMS product line back in the early 2000s in its first generation product. That commitment to foundational FMEA has continued. When the AIAG & VDA FMEA Handbook Draft version was released in 2018, QAD invested in being at the forefront, Hans-Joachim Pfeufer from VDA went through all of the proposed changes to what has now become the new requirement…that's Jim in the red top below.

QAD EQMS is firmly aligned with AIAG 4th edition FMEA and also the AIAG & VDA FMEA Handbook, giving you access to both formats as an output from the same record. More importantly, if you were to go back to this article and reread the bullet points in the above section "So why the change?", these are the core capabilities built within QAD EQMS that allows businesses to produce outputs or reports your customers ask for as a byproduct of using the solution. These capabilities are what using software to manage your FMEA will provide and can drive these practices into your supply chain.

So where do we go from here?

Before we answer the "where do we go" question, we need to understand the "where do we need to be" first, this will determine the path of least resistance we need to take.

Where we need to be is in a position where variations and failures are reduced to the lowest possible level. This is the whole purpose of APQP and the ultimate goal of OEMs as they try to improve reliability and reduce the effect from variations in products that ultimately lead to failure, vehicle breakdowns, warranty claims and the associated effect on their market standing.

Now add to that the need for OEMs and their suppliers to increase automation driven by recent disruptions, which will force the increase for higher toleranced quality parts. This is because automation of processes like pick and place, welding and assembly have less capacity in dealing with variations, which will also force the reduction of components' acceptable limits for failure (PPM) to drop to single figures and to the ultimate goal of zero PPM.

Manufacturers looking for a solution to support them in meeting Ford's new requirements have a fantastic opportunity to do a reset on current processes and how they are supported, documented and controlled. It's a great time to really look at them in detail to validate steps, flows, processes, controls, etc. to make sure they are properly aligned, supported and to remove unnecessary bloat that gets accumulated over time, like knee jerk prevention or detection steps that are no longer needed (e.g. do you have an op 26 or 38, in between your 10, 20, 30, 40). Taking this data and inputting it into a solution that not only provides standardization in its application, flexibility into access of data from linked modules but also comfort that the solution is adaptive to the changing future that will allow your business to become more agile and support your compliance as a by-product. That's why choosing the right EQMS is essential.

This article was co-written by Brian Brooks, Senior Product Manager at QAD.

Jim has over 30 years experience within the Manufacturing, Engineering, Quality, Assembly and Fabrication sectors. By using a variety of business improvement tools, methodologies and knowledge of manufacturing best practices, Jim creates solutions that measurably improve efficiency, reduced cost of quality and improved controls through the business that successfully and continually maintain accreditation.

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workday.

LEHIGH VALLEY HEALTH NETWORK SELECTS WORKDAY TO HELP SUPPORT TRANSFORMATION INTO A DIGITAL HEALTH NETWORK

Workday a leader in enterprise cloud applications for finance and human resources, announced that Lehigh Valley Health Network (LVHN) has selected Workday Financial Management, Workday Human Capital Management (HCM), Workday Strategic Sourcing, Workday Supply Chain Management (SCM), and Workday Prism Analytics to help support its transformation into a digital health network. Headquartered in Allentown, Penn., LVHN has more than 19,000 employees across 12 hospital campuses, health centers, physician practices, rehabilitation locations, ExpressCARE sites, and other outpatient care locations. As LVHN continues to grow, it needs a flexible and agile system to streamline transactions and help the organization operate at scale.

With Workday, Lehigh Valley Health Network plans to:

• Automate supply chain processes and gain real-time visibility into inventory, procurement, spend analysis, sourcing and supplier management, and more, so LVHN can optimize spend control for items such as clinical supplies and personal protective equipment (PPE).

• Blend financial, workforce, supply chain, and clinical data into one system to gain insight into surgery costs, acquisition status, compliance risks, and talent optimization to help improve planning, budgeting, and forecasting.

• Gain a complete understanding of its workforce, skills, and capabilities, so LVHN can deliver an engaging employee experience to help nurture growth.

"We needed an agile system to scale with us and help standardize business processes across the organization as we transform into a digital health network," said Robert Thomas, vice president, finance, Lehigh Valley Health Network. "Workday will provide us with the access and insight into all of our financial, workforce, and operational data so we can better manage costs, risk, and compliance, and empower our employees to continue delivering world-class care to our communities."

| About Workday